

Guide to Helping Students in Crisis	RECOGNIZE	RESPOND	REFER	REPORT
“Not sure what, but something’s wrong”	<ul style="list-style-type: none"> •Disturbing content in papers, artwork, emails •Decline in academic performance •Excessive absenteeism •Irrational or bizarre behavior •Sudden change in demeanor (e.g. an extroverted student withdrawn, an organized student forgetful, etc.) 	<ul style="list-style-type: none"> •Express concern and care •Give an example of a time that the student’s behavior has worried you •Listen to and believe student’s response •Be supportive and encouraging if student agrees to get help 	Urgent: 911 Advice & consultation: Counseling Services: 413-662-5331 Public Safety: 413-662-5283	Student Affairs Division Office: 413-662-5231
Depression, self-harm, suicidal risk	<ul style="list-style-type: none"> •Significant changes in appearance, behavior or personal hygiene •Decline in academic performance •Written or verbal statements preoccupied with theme of death or that convey intent to harm self or others •Fresh cuts, scratches or other wounds •Withdrawal from activities and friends •Statements of hopelessness such as, “I hate my life” or “Everyone is better off without me” 	<ul style="list-style-type: none"> •Express concern and care •Avoid criticizing, sounding judgmental, minimizing or blaming •Always take suicidal statements, thoughts or behaviors very seriously •If you suspect a student may be suicidal, seek immediate consultation •If possible, ask directly about their feelings and plans •Call 911 if there is a threat to student’s safety or the safety of others 	Urgent: 911 Advice & consultation: Counseling Services: 413-662-5331 Public Safety: 413-662-5283	Student Affairs Division Office: 413-662-5231
Misconduct, inappropriate behavior and classroom disruption	Disruptive Conduct: Inappropriate outbursts or persistent interruptions, continued arguing beyond the scope of academic debate, use of threats Disorderly Conduct:* Throwing items, refusing to leave, preventing others from leaving, showing or stating the presence of a weapon *Disorderly conduct and threatening behaviors require immediate action	<ul style="list-style-type: none"> •Express concern and care •Explain the impact of student’s behavior on the group or class •Outline your expectations and help student explore options and alternatives 	Urgent: 911 Advice & consultation: Counseling Services: 413-662-5331 Public Safety: 413-662-5283	Student Affairs Division Office: 413-662-5231
Crime victimization, hazing	<ul style="list-style-type: none"> •Appears fearful, anxious, nervous or angry •Withdrawal from activities and friends •Visible injuries or bruises •Cuts, brands, or scars with a distinct pattern (e.g. Greek alphabet letter) •Unusual absence of or damage to personal items such as laptop, cellphone, etc. 	<ul style="list-style-type: none"> •Express concern and care •Remain calm. Showing outrage may cause a student to shut down •Do not interpret student’s emotions as evidence of a crime •Listen to and believe student’s responses •Avoid criticizing, sounding judgmental, minimizing or blaming •Say things like, “I’m sorry that happened, but I’m glad you’re safe now” and “Thank you for trusting me enough to tell me.” 	Urgent: 911 Advice & consultation: Counseling Services: 413-662-5331 Public Safety: 413-662-5283	Student Affairs Division Office: 413-662-5231
Actual or suspected medical issues (chronic illness, eating disorders, etc.)	<ul style="list-style-type: none"> •Frequent or extended absences •Fatigue or dizziness •Noticeable weight loss or gain •Hair loss; pale or gray skin tone •Unusual or secretive eating habits; obsession with the fat/caloric content of food •Use of self-disparaging terms (fat, gross, ugly, etc.) 	<ul style="list-style-type: none"> •Express concern and care •Avoid criticizing, sounding judgmental, minimizing or blaming •Listen to and believe student’s responses •Recommend (or, if necessary, insist upon) medical intervention 	Urgent: 911 Advice & consultation: Counseling Services: 413-662-5331 Public Safety:413-662-5283 Student Affairs Division Office: 413-662-5231	Student Affairs Division Office: 413-662-5231

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Bullying, harassment, sexual harassment, discriminatory harassment, cyberstalking	<ul style="list-style-type: none"> •Internet flaming, trolling, name-calling or harassment •Communications that continue after being told to stop •Threatening to release private information/photos •Verbal abuse, innuendo of a sexual nature, unwanted sexual flirtations •Demand for sexual favors by peer or supervisor accompanied by implied or overt threat concerning an individual’s academic status or employment •Display of sexually suggestive pictures or cartoons in workspace, residence halls or online •Continued jokes, language, epithets, gestures or remarks of a sexual nature •Verbal abuse, continued jokes, language, epithets, gestures or remarks of a discriminatory nature (related to a person’s race, color, religion, national origin, age, disability, gender, gender identity or expression, sexual orientation, familial status, or veteran status) 	<ul style="list-style-type: none"> •Listen to and believe student’s responses •Avoid criticizing, sounding judgmental, minimizing or blaming •Encourage targeted student to save all digital communications as downloaded files and/ or hard copies 	<p>Urgent: 911</p> <p>Advice & consultation: Public Safety: 413-662-5283</p> <p>Equal Opportunity Officer/ Title IX Coordinator: 413-662-5231</p>	<p>Equal Opportunity Officer/ Title IX Coordinator: 413-662-5231</p>
Violence/ harassment Interpersonal/ sexual assault	<ul style="list-style-type: none"> •Mentions partner/other’s possessiveness, jealousy or violent behavior, but may laugh it off •Visible injuries or bruises •Frequent mishaps or injuries with illogical or no explanations •Crying or leaving when sexual violence, domestic violence, stalking or child abuse is the topic 	<ul style="list-style-type: none"> •Express concern and care •Listen to and believe student’s responses •Remain calm. Showing outrage may shut student down •Do not interpret student’s emotions as evidence of assault or violence •Avoid criticizing, sounding judgmental, minimizing or blaming •Recommend (or, if necessary, insist upon) medical intervention •Say things like, “You’ve been through something very frightening. I’m so sorry.” 	<p>Urgent: 911</p> <p>Elizabeth Freeman Center 24/7 Hotline: 866-401-2425</p> <p>Advice & consultation: Health Services 413-662-5421 Counseling Services: 413-662-5331</p> <p>Student Affairs Division Office: 413-662-5231</p> <p>Equal Opportunity Officer/ Title IX Coordinator: 413-662-5231</p>	<p>Equal Opportunity Officer/ Title IX Coordinator: 413-662-5231</p>
Alcohol or other drug abuse	<ul style="list-style-type: none"> •Intoxicated/high in class or at meetings/events •Excessive sleepiness or hyper energy •Decline in academic performance •References to alcohol or drug use in conversations, papers, projects, etc. •Deterioration in physical appearance (bloodshot eyes, dilated pupils, trembling hands, etc.) •Unusual smells on breath, body or clothes •University conduct reports and public arrest records 	<ul style="list-style-type: none"> •Express concern or care •Give an example of a time that the student’s behavior has worried you •Listen to and believe student’s responses •Be supportive and encouraging if the student agrees to get help •Offer to help the student make an appointment with Counseling Services for alcohol and other drug assessment and intervention 	<p>Urgent: 911</p> <p>Advice & consultation: Health Services: 413-662-5421 Counseling Services: 413-662-5331</p> <p>Student Affairs Division Office: 413-662-5231</p>	<p>Student Affairs Division Office: 413-662-5231</p>
Family or personal tragedy, loss, or crisis (e.g. illness or death of family member, job loss, foreclosure, natural disaster, divorce or break-up, legal difficulties, etc.)	<ul style="list-style-type: none"> •Frequent or extended absences •Decline in academic performance •Mentions relationship, financial or other challenges •Difficulty concentrating and making decisions •Exhaustion/fatigue •Excessive worry, sleeping/eating problems 	<ul style="list-style-type: none"> •Express concern and care •Avoid criticizing, sounding judgmental, minimizing or blaming •Listen to and believe student’s responses •Be supportive and encouraging if the student agrees to get help 	<p>Urgent: 911</p> <p>Advice & consultation: Counseling Services: 413-662-5331</p> <p>Student Affairs Division Office: 413-662-5231</p>	<p>Student Affairs Division Office: 413-662-5231</p>