<table>
<thead>
<tr>
<th>Guide to Helping Students in Crisis</th>
<th>RECOGNIZE</th>
<th>RESPOND</th>
<th>REFER</th>
<th>REPORT</th>
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</thead>
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| **“Not sure what, but something’s wrong”** | • 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• Sudden change in demeanor (e.g. an extroverted student withdrawn, an organized student forgetful, etc.) | • 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 | Student Affairs Division Office: 413-662-5231 |
| **Depression, self-harm, suicidal risk** | • 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” | • 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 | 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 | • 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 | Student Affairs Division Office: 413-662-5231 |
| **Crime victimization, hazing** | • 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. | • 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 | Student Affairs Division Office: 413-662-5231 |
| **Actual or suspected medical issues (chronic illness, eating disorders, etc.)** | • 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.) | • 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 | Student Affairs Division Office: 413-662-5231 |

**Advice & consultation:**
- Counseling Services: 413-662-5331
- Public Safety: 413-662-5283
- Student Affairs Division Office: 413-662-5231
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| **Bullying, harassment, sexual harassment, discriminatory harassment, cyberstalking** | • 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) | • 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 | Urgent: 911 | Equal Opportunity Officer/Title IX Coordinator: 413-662-5231 |

| **Violence/harassment**  
**Interpersonal/sexual assault** | • 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 | • 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.” | Urgent: 911 | Elizabeth Freeman Center 24/7 Hotline: 866-401-2425 |

| **Alcohol or other drug abuse** | • 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 | • 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 | Urgent: 911 | Advice & consultation: Health Services: 413-662-5421  
Counseling Services: 413-662-5331  
Student Affairs Division Office: 413-662-5231 |

| **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.)** | • 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 | • 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 | Urgent: 911 | Advice & consultation: Counseling Services: 413-662-5331  
Student Affairs Division Office: 413-662-5231 |