

# UMass Boston Faculty and Staff Crisis Resources

## Recognizing and Helping Students in Crisis



### Where do I start?

If you are concerned about a student, do not let uncertainty stop you from taking action. UMass Boston is committed to supporting students in crisis. This guide has been developed to help you **Recognize, Respond to, Refer, and Report** troubling student behavior. For situations that require immediate attention, please call the Department of Public Safety at 617.287.1212. For other incidences, or for additional information, talk to your supervisor or department chair or contact the Office of the Dean of Students at 617.287.5899.

### RESPONDING TO STUDENTS IN CRISIS

#### • Stay Safe

When a student displays threatening or potentially violent behavior, the safety of you, the student, and the campus community are the top priorities. Coordinated professional care and follow up are effective in preventing suicide and violence.

#### • Play It Safe

If you are concerned about a student, consult your department chair, supervisor, or the Office of the Dean of Students. Promptly report safety concerns and Student Code of Conduct violations.

#### • De-escalate and Provide Hope

Distressed students can be sensitive. Avoid threatening, potentially embarrassing, or intimidating statements. Help students connect with the resources they need.

#### • Clarify Expectations

Set early limits on disruptive or self-destructive behavior. Remind students verbally or in writing of standards/expectations for conduct, and of possible consequences for disorderly behavior. Refer to the Student Code of Conduct and the Classroom Conduct Policy.

#### • Listen Sensitively and Carefully

Vulnerable students need to be heard and helped. They may find it difficult to articulate their distress. Ask directly if they feel their functioning is impaired or if they have thoughts of harming or killing themselves or others.

#### • Share What You Know

State and federal laws and university policies mandate reporting in many crisis situations. The Family Educational Rights and Privacy Act (FERPA) allows faculty and staff to report student health and safety concerns to relevant campus offices trained to handle situations with sensitivity and care. Taking appropriate action does not violate a student's privacy.

#### • Consult to Coordinate a Timely Response

Consult with appropriate university personnel to coordinate care for the student. Always report serious or persistent behavior to the Office of the Dean of Students as soon as possible. Misconduct may be formally addressed through the Student Conduct process, and additional campus resources may be necessary to help reduce or eliminate disruptive behaviors.

#### • Follow Up

Once you have referred a student in crisis, it is helpful (but not obligatory) for you to follow up in their ongoing care. Your firsthand knowledge and personal connections to this student are invaluable in understanding and appropriately responding to their situation.

#### • Take Care

Helping a troubled student can take a toll on your personal well-being. Make sure to acknowledge what you've been through and receive adequate support.

### RESOURCES

(for faculty, staff, and undergrad and graduate students)

#### EMERGENCY

##### UMass Boston Dept. of Public Safety (Police): 617.287.1212

- Immediate emergency services for threatening or dangerous behavior
- Active shooter and campus safety trainings
- Campus-wide alarm system for crisis notification and response

##### University Health Services: 617.287.5660

(24 hours a day)

- Medical care and 24/7 on-call services
- Designated site for free and confidential sexual assault evidence-collection services for sexual assault victims/survivors
- Health insurance questions and explanation of benefits

##### Counseling Center: 617.287.5690

(24 hours a day)

- Individual and group therapy, crisis assessment and stabilization, and 24/7 emergency services
- Consultation to faculty, staff, and students regarding students of concern

#### FOLLOW UP, SUPPORT, AND TRAINING

##### Office of the Dean of Students: 617.287.5899

- Managing challenging classroom situations
- Supporting a student in crisis or trauma

##### ComPsych Guidance Resources: 844.393.4983

- Provides confidential support, resources, and information for faculty and staff regarding personal and work-life issues

##### Ross Center: 617.287.7430

- Registering and accommodating students with all types of disabilities
- Faculty and staff consultation on issues related to students with disabilities

##### Counseling Center: 617.287.5690

- Helps students identify and access the most appropriate services for their situation
- Provides individual and/or group therapy to students when appropriate
- Offers trainings and workshops to groups of students, faculty, or staff on such topics as stress reduction, mindfulness, diversity, healthy relationships, and intimate partner violence (Escalation! workshop)



Issue	Recognize	Respond	Refer	Report
"Not sure what, but something's wrong..."	<ul style="list-style-type: none"> <li>- Disturbing content in paper/email</li> <li>- Decline in academic performance</li> <li>- Excessive absenteeism</li> <li>- Irrational or bizarre behavior</li> <li>- Sudden change in demeanor (from extroverted to withdrawn, organized to forgetful, etc.)</li> <li>- Significant changes in appearance, behavior, or personal hygiene</li> </ul>	<ul style="list-style-type: none"> <li>- Express concern and care.</li> <li>- Give an example of a time that the student's behavior has worried you.</li> <li>- Listen to and believe student's responses.</li> <li>- Be supportive and encouraging if student agrees to get help.</li> </ul>	<ul style="list-style-type: none"> <li>- Urgent: 911</li> <li>- Consultation, assessment, and support: CC: 617.287.5690; DPS: 617.287.1212</li> </ul>	<ul style="list-style-type: none"> <li>- DOS: 617.287.5899</li> <li>- Academic dean: <a href="https://www.umb.edu/the_university/chancellor/executive_leadership_team">https://www.umb.edu/the_university/chancellor/executive_leadership_team</a></li> <li>- Maxient reporting: <a href="http://umb.edu/maxient">umb.edu/maxient</a></li> </ul>
Depression, self-harm, suicidal risk	<ul style="list-style-type: none"> <li>- Written or verbal statements preoccupied with theme of death or that convey intent to harm self or others</li> <li>- Fresh cuts, scratches, or other wounds</li> <li>- Withdrawal from activities and friends</li> <li>- Statements of hopelessness such as, "I hate this life" or "Everyone is better off without me"</li> </ul>	<ul style="list-style-type: none"> <li>- Express concern and care.</li> <li>- Always take suicidal statements, thoughts, or behavior very seriously.</li> <li>- If you suspect a student may be suicidal, seek immediate consultation.</li> <li>- Call 911 if there is a threat to the safety of the student or others.</li> </ul>	<ul style="list-style-type: none"> <li>- Urgent: 911</li> <li>- Consultation, assessment, and support: CC: 617.287.5690; DPS: 617.287.1212</li> </ul>	<ul style="list-style-type: none"> <li>- DOS: 617.287.5899</li> <li>- Maxient reporting: <a href="http://umb.edu/maxient">umb.edu/maxient</a></li> </ul>
Misconduct, inappropriate behavior, and classroom disruption	<ul style="list-style-type: none"> <li>- Disruptive conduct: Inappropriate outbursts or persistent interruptions, continued arguing beyond the scope of academic debate, use of threats</li> <li>- Disorderly conduct: * Throwing items, refusing to leave, preventing others from leaving, showing or stating the presence of a weapon</li> </ul> <p>*Disorderly conduct and threatening behaviors require immediate action.</p>	<ul style="list-style-type: none"> <li>- Express concern and care.</li> <li>- Explain the impact of the student's behavior on the group or class.</li> <li>- Outline your expectations and help student explore options and alternatives.</li> </ul>	<ul style="list-style-type: none"> <li>- Urgent: 911</li> <li>- Consultation, assessment, and support: CC: 617.287.5690; DPS: 617.287.1212</li> </ul>	<ul style="list-style-type: none"> <li>- DOS: 617.287.5899</li> <li>- Academic dean: <a href="https://www.umb.edu/the_university/chancellor/executive_leadership_team">https://www.umb.edu/the_university/chancellor/executive_leadership_team</a></li> <li>- Maxient reporting: <a href="http://umb.edu/maxient">umb.edu/maxient</a></li> </ul>
Crime victimization, hazing	<ul style="list-style-type: none"> <li>- Fearful, anxious, nervous, or angry</li> <li>- Withdrawn from activities and friends</li> <li>- Visible injuries or bruises</li> <li>- Cuts, brands, or scars with a distinct pattern (e.g., Greek lettering)</li> <li>- Unusual absence of or damage to personal items such as laptop, cellphone, etc.</li> </ul>	<ul style="list-style-type: none"> <li>- Express concern and care.</li> <li>- Remain calm. Showing outrage may cause a student to shut down.</li> <li>- Do not interpret student's emotions as evidence of a crime.</li> <li>- Listen to and believe student's responses.</li> <li>- Avoid criticizing, blaming, sounding judgmental, or minimizing the situation.</li> </ul>	<ul style="list-style-type: none"> <li>- Urgent: 911</li> <li>- Consultation, assessment, and support: DPS: 617.287.1212; UHS: 617.287.5660; CC: 617.287.5690; DOS: 617.287.5899</li> </ul>	<ul style="list-style-type: none"> <li>- DOS: 617.287.5899</li> <li>- Academic dean: <a href="https://www.umb.edu/the_university/chancellor/executive_leadership_team">https://www.umb.edu/the_university/chancellor/executive_leadership_team</a></li> <li>- Maxient reporting: <a href="http://umb.edu/maxient">umb.edu/maxient</a></li> </ul>
Actual or suspected mental issues (chronic illness, eating disorder, etc.)	<ul style="list-style-type: none"> <li>- Frequent or extended absences</li> <li>- Noticeable weight loss or gain</li> <li>- Hair loss; pale or gray skin tone</li> <li>- Unusual or secretive eating habits; obsession with fat/caloric content of food</li> <li>- Unusual or bizarre behavior, extreme agitation, excessive and rapid speech or no speech, or extreme withdrawal</li> </ul>	<ul style="list-style-type: none"> <li>- Express concern and care.</li> <li>- Listen to and believe student's responses.</li> <li>- Recommend (or if necessary, insist upon) medical intervention.</li> </ul>	<ul style="list-style-type: none"> <li>- Urgent: 911</li> <li>- Consultation, assessment, and support: UHS: 617.287.5660; CC: 617.287.5690; DOS: 617.287.5899</li> </ul>	<ul style="list-style-type: none"> <li>- DOS: (617) 287-5899</li> <li>- Academic dean: <a href="https://www.umb.edu/the_university/chancellor/executive_leadership_team">https://www.umb.edu/the_university/chancellor/executive_leadership_team</a></li> <li>- Maxient reporting: <a href="http://umb.edu/maxient">umb.edu/maxient</a></li> </ul>
Bullying, harassment, sexual harassment, cyberstalking	<ul style="list-style-type: none"> <li>- Internet flaming, trolling, name calling, or harassment</li> <li>- Communications that continue after being told to stop</li> <li>- Threats to release private information/photos</li> <li>- Verbal abuse, unwanted sexual flirtations</li> <li>- Demand for sexual favors by peer or supervisor accompanied by implied or overt threat concerning an individual's academic status or employment</li> <li>- Display of sexually suggestive pictures or cartoons in workplace, residence halls, or online</li> </ul>	<ul style="list-style-type: none"> <li>- Express concern and care.</li> <li>- Identify resources for safety planning.</li> <li>- Encourage student to keep a log of bullying/harassing behavior; take and save screenshots of online harassments (Twitter, Facebook, etc.); save copies of all communications including texts, voicemails, and pictures.</li> </ul>	<ul style="list-style-type: none"> <li>- Urgent: 911</li> <li>- Consultation, assessment, and support: ODI: 617.287.4818; DPS: 617.287.1212; CC: 617.287.5690</li> </ul>	<ul style="list-style-type: none"> <li>- DOS: 617.287.5899</li> <li>- Academic dean: <a href="https://www.umb.edu/the_university/chancellor/executive_leadership_team">https://www.umb.edu/the_university/chancellor/executive_leadership_team</a></li> <li>- ODI: 617.287.4818</li> <li>- Maxient reporting: <a href="http://umb.edu/maxient">umb.edu/maxient</a></li> </ul>



Issue	Recognize	Respond	Refer	Report
<b>Bias Incident</b>	<ul style="list-style-type: none"> <li>- Act(s) directed against a person or property on the basis of race, color, religion, creed, sex, age, marital status, national origin, mental or physical disability, political belief or affiliation, veteran status, sexual orientation, gender identity and expression, or genetic information</li> <li>- Defaced posters, signs, or pictures; graffiti or vandalism; pictures, cartoons, or targeted symbols associated with hate</li> <li>- Threatening call(s), email(s), or social media post(s)</li> <li>- Defacement or destruction of personal property</li> </ul>	<ul style="list-style-type: none"> <li>- Express concern and care.</li> <li>- Listen to and believe student's responses.</li> <li>- Avoid criticizing, blaming, sounding judgmental, or minimizing the situation</li> <li>- Encourage student to save any photos, communications, or other evidence</li> <li>- Do not remove any evidence (e.g., erase writing on whiteboard, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>- Urgent: 911</li> <li>- Consultation, assessment, and support: ODI: 617.287.4818; DPS: 617.287.1212; DOS: 617.287.5899; CC: 617.287.5690</li> </ul>	<ul style="list-style-type: none"> <li>- ODI: 617.287.4818</li> <li>- DOS: 617.287.5899</li> <li>- Maxient reporting: umb.edu/maxient</li> </ul>
<b>Violence/ harassment, interpersonal/ sexual assault</b>	<ul style="list-style-type: none"> <li>- Fearful or anxious about pleasing partner or others</li> <li>- Apologizes/excuses partner/other's behavior</li> <li>- Mentions partner/other's possessiveness, jealousy, or violent behavior, but may laugh it off</li> <li>- Visible injuries or bruises</li> <li>- Mishaps or injuries with illogical/no explanation</li> <li>- Crying or leaving when sexual violence, domestic violence, stalking, or child abuse is the topic</li> </ul>	<ul style="list-style-type: none"> <li>- Express concern and care.</li> <li>- Listen to and believe student's responses. Remain calm. Showing outrage may shut student down.</li> <li>- Do not interpret student's emotions as evidence of assault or violence.</li> <li>- Avoid criticizing, blaming, sounding judgmental, or minimizing the situation.</li> <li>- Identify resources for safety planning.</li> <li>- Recommend (or, if necessary, insist upon) medical intervention.</li> </ul>	<ul style="list-style-type: none"> <li>- Urgent: 911</li> <li>- Consultation, assessment, and support: CC: 617.287.5690; UHS: 617.287.5660; DOS: 617.287.5899</li> </ul>	<ul style="list-style-type: none"> <li>- ODI: 617.287.4818</li> <li>- DOS: 617.287.5899</li> <li>- Maxient reporting: umb.edu/maxient</li> </ul>
<b>Alcohol or other drug abuse</b>	<ul style="list-style-type: none"> <li>- Intoxicated/high in class or at meetings/events</li> <li>- Excessive sleepiness or hyper energy</li> <li>- Decline in academic performance</li> <li>- Reference to alcohol or drug use in conversations, papers, projects, etc.</li> <li>- Deterioration in physical appearance (bloodshot eyes, dilated pupils, trembling hands, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>- Express concern and care.</li> <li>- Give an example of a time that the student's behavior has worried you.</li> <li>- Be supportive and encouraging if the student agrees to get help.</li> <li>- Offer to help the student make an appointment with BASIC program or eCHECKUPS for alcohol screening and intervention.</li> </ul>	<ul style="list-style-type: none"> <li>- Urgent: 911</li> <li>- Consultation, assessment, and support: eCHECKUPS to go: 617.287.5680; CC: 617.287.5690; UHS: 617.287.5660</li> </ul>	<ul style="list-style-type: none"> <li>- DOS: 617.287.5899</li> <li>- Maxient reporting: umb.edu/maxient</li> </ul>
<b>Family or personal tragedy, loss, or crisis (illness or death of family member, job loss, foreclosure, natural disaster, divorce or breakup, legal difficulties, etc.)</b>	<ul style="list-style-type: none"> <li>- Frequent or extended absences</li> <li>- Decline in academic performance</li> <li>- Alluding to relationship, financial, or other challenges</li> <li>- Difficulty concentrating and making decisions</li> <li>- Exhaustion/fatigue</li> <li>- Excessive worry, sleeping/eating problems</li> </ul>	<ul style="list-style-type: none"> <li>- Express concern and care.</li> <li>- Avoid criticizing, blaming, sounding judgmental, or minimizing the situation.</li> <li>- Listen to and believe student's responses.</li> <li>- Be supportive and encouraging if the student agrees to get help.</li> </ul>	<ul style="list-style-type: none"> <li>- Consultation, assessment, and support: CC: 617.287.5690; DOS: 617.287.5899; ODI: 617.287.4818; U-ACCESS: <a href="https://www.umb.edu/life_on_campus/uaccess">https://www.umb.edu/life_on_campus/uaccess</a></li> </ul>	<ul style="list-style-type: none"> <li>- DOS: 617.287.5899</li> <li>- Academic dean: <a href="https://www.umb.edu/the_university/chancellor/executive_leadership_team">https://www.umb.edu/the_university/chancellor/executive_leadership_team</a></li> <li>- Maxient reporting: umb.edu/maxient</li> </ul>
<b>Student Referral Program Form (SRP)</b>	<ul style="list-style-type: none"> <li>- Concerns about a student's classroom academic performance. Typical referral reasons include excessive absences, low test grades, writing or organizational challenges, unresponsiveness to faculty outreach, and/or personal issues affecting performance. For more information, see the Student Referral Program website.</li> </ul>		<ul style="list-style-type: none"> <li>- Consultation, assessment, and support: CC: 617.287.5690; DOS: 617.287.5899; ODI: 617.287.4818; U-ACCESS: <a href="https://www.umb.edu/life_on_campus/uaccess">https://www.umb.edu/life_on_campus/uaccess</a></li> </ul>	<ul style="list-style-type: none"> <li>- DOS: 617.287.5899</li> <li>- Maxient reporting: umb.edu/maxient</li> </ul>
<b>U-ACCESS Referral Form</b>	<ul style="list-style-type: none"> <li>- Concerns regarding temporary homelessness, emancipation from foster care, chronic poverty, chronic hunger, and financial hardship</li> </ul>		<ul style="list-style-type: none"> <li>- Consultation, assessment, and support: CC: 617.287.5690; DOS: 617.287.5899; ODI: 617.287.4818; U-ACCESS: <a href="https://www.umb.edu/life_on_campus/uaccess">https://www.umb.edu/life_on_campus/uaccess</a></li> </ul>	<ul style="list-style-type: none"> <li>- DOS: 617.287.5899</li> <li>- Maxient reporting: umb.edu/maxient</li> </ul>

## **MAINTAINING COMPLIANCE WITH STATE AND FEDERAL LAWS AND UNIVERSITY POLICIES**

### **Academic Honesty Policy**

The Academic Honesty Policy at the University of Massachusetts Boston applies to all undergraduate and graduate students, instructors, and other instructional staff participating in academic classes, programs, and research projects offered by the university, including online and distance learning ([https://www.umb.edu/life\\_on\\_campus/policies/academics/academic\\_dishonesty](https://www.umb.edu/life_on_campus/policies/academics/academic_dishonesty)).

**Contacts:** Office of the Provost: 617.287.5600; for assistance with questions and information, call 617.287.6451.

### **Student Code of Conduct**

All students and other university community members at the University of Massachusetts Boston are responsible for abiding by the rules, regulations, policies, and procedures contained in the Student Code of Conduct.

The Student Code of Conduct, Residential Life regulations, and other administrative policies pertaining to students are available at [https://www.umb.edu/life\\_on\\_campus/policies/community/code](https://www.umb.edu/life_on_campus/policies/community/code).

For more information, training, and support, contact the Office of the Dean of Students at 617.287.5899.

### **Nondiscrimination Policy**

The University of Massachusetts Boston strictly prohibits discrimination on the basis of ethnicity, color, religion, creed, sex, age, marital status, origin, mental or physical disability, political belief or affiliation, veteran status, sexual orientation, gender identity and expression, genetic information, or other class of individuals protected from discrimination under state or federal law, in any aspect relating to access to, admission, or treatment of students in its programs and activities or in employment or the application process for employment. The university's policy also prohibits all forms of harassment toward students and employees, including, but not limited to, sexual harassment, racial harassment, gender-based harassment, and retaliation for filing complaints of discrimination. View the university's policy at <https://www.umb.edu/odi/policies>.

For more information, training, and support, contact the Office of Diversity and Inclusion at 617.287.5600.

### **Title IX Procedures for Students**

For incidences of sexual harassment, sexual violence, dating violence, domestic violence, stalking and retaliation, please see <https://www.umb.edu/titleix>.

For more information, training, and support, contact the Office of the Dean of Students at 617.287.5899.

### **University Alcohol and Drug Policies**

Students are responsible for obtaining and adhering to the university's alcohol and drug policies, which comply with state and federal laws.

For more information about Title IX regulations, visit [https://www.umb.edu/odi/title\\_ix\\_process](https://www.umb.edu/odi/title_ix_process).

