

# Corsair Care

UMass Dartmouth faculty and staff are in a unique position to demonstrate compassion for students who are in distress or crisis. Both undergraduate and graduate students may feel alone, isolated, and hopeless when faced with academic and life challenges. These feelings can disrupt academic performance and can lead to serious physical and emotional issues.

If you are concerned about a student, don't let uncertainty stop you from taking action. UMass Dartmouth is committed to supporting students in crisis. The Office of Student Affairs has developed this guide to help you **Recognize, Respond to, Refer, and Report** troubling student behavior. For additional information or support, feel free to contact the Student Affairs office at 508.999.8640.

## Responding to Students in Crisis

- Engage students early on, pay attention to signs of distress, and set limits on disruptive behavior
- Don't be afraid to ask students directly if they are confused, sad, or having difficulty with alcohol or drugs
- Listen and allow time to understand the student's concerns.
- Trust your instincts—If you are concerned, consult with staff in the Student Affairs office. Promptly report safety concerns and Code of Student Conduct violations to the Office of Community Standards.
- Consult with the Counseling Center for additional support.
- Follow-up—Once you have referred a student for help, it is helpful to follow up. Your personal connection to the student is valuable in helping the student improve.

## Recognizing and Responding to Students in Crisis

### Recognizing Dangerous Behavior

- Safety is an immediate concern
- Verbal or physical threats to harm others
- Stated threats of suicide
- Comments about owning weapons or bringing them to campus

### Recognizing Disruptive Behavior

- Safety is not an immediate concern
- Engages in bizarre behavior or communications
- Disruptive to the living or learning environment
- Engages in offensive language or comments of a racial or sexual nature

### Recognizing Disturbing Behavior

- Troubled, confused, very sad, highly anxious, irritable
- Lacks motivation and/or concentration
- Visible injuries or bruises
- Intoxicated or high in class
- Thoughts about not wanting to live as expressed verbally or in papers or other assignments.
- Difficulties in interactions with others

## Important Information

### Absence/notification letters

Students who experience a family or personal emergency (death in the family, unplanned hospitalization, etc.) may request notification letters be sent to their professors. Students should complete the Reason for Absence Form (<https://www.umassd.edu/studentaffairs/forms/>). Letters will be sent if the situation will result in the student being absent for three or more days and the student is unable to contact their faculty directly.

### Students with Disabilities

The Center for Access & Success (CAS) provides direct support services to students with all types of disabilities. Students with disabilities may register with CAS for support. Faculty and staff can contact the CAS to discuss accommodation requests or general questions for any student in their class who may need accommodations. For more information call 508.999.8711 or [umassd.edu/dss](https://www.umassd.edu/dss)

### Code of Student Conduct

The Code of Student Conduct outlines the standards and expectations for student conduct and behavior at the University of Massachusetts Dartmouth. For more information, visit the Office of Community Standards website: [umassd.edu/studentaffairs/departments/community-standards](https://www.umassd.edu/studentaffairs/departments/community-standards)

### Care Network

A central reporting and referral source that provides coordinated resources for students who are experiencing serious academic and personal issues. For more information see [umassd.edu/studentaffairs/umassdcare](https://www.umassd.edu/studentaffairs/umassdcare)

### UMass Dartmouth Crisis Resources

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508.999.8600  
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### Behavioral Intervention Team 508.999.8640

The Behavioral Intervention Team (BIT) takes a coordinated and educational approach to assessment and intervention with students who are in significant distress or those whose behavior significantly affects the community in a detrimental way. The BIT consists of a variety of campus experts in areas related to student behavior including representation from Academic Affairs, Care & Advocacy, Community Standards and Public Safety. The BIT reinforces an institutional "ethic of care," balances the wellbeing of the individual with the safety of the community, is responsive and proactive, promotes campus wide access to helping resources, and works with the CARE network to support students when necessary.

### Sexual Misconduct and Violence

UMass Dartmouth is committed to maintaining an environment free from sexual misconduct, including dating violence, domestic violence, sexual assault, sexual harassment, and stalking. With the exception of confidential resources (i.e., Victim Advocate, Counseling Center professionals, Healthcare practitioners, and members of the clergy), all faculty and staff members are obligated to report knowledge of incidents of sexual misconduct to the University's Title IX Coordinator (or designee), including student employees acting in a supervisory capacity in the performance of their duties (e.g., Teaching Assistants, Graduate Assistants, Resident Assistants, Orientation Coordinators and Leaders). In this way, victims of sexual misconduct will receive consistent information about support and University response procedures. Information about support services is available at [umassd.edu/diversity/compliance-oversight/title-ix/](https://www.umassd.edu/diversity/compliance-oversight/title-ix/).

### Privacy Laws and Confidentiality

The Family Educational Rights and Privacy Act (FERPA) permits communication about student health and safety emergencies. Observations of a student's conduct or statements made by a student are not FERPA protected. Such information should be shared with appropriate consideration for student privacy.

### Public Safety

Call Public Safety at 508.999.8107 and ask to be connected to the Professional on Call.

**UMass Dartmouth Public Safety EMERGENCY  
dial 508.999.9191**

## Crisis Resources and Referrals

**UMass Dartmouth Public Safety** EMERGENCY dial 508.999.9191

Non-emergency 508.999.8107

**Student Affairs** 508.910.6402 or 508.999.8640

- Student advocacy, advising, and problem solving
- Crisis and emergency response and follow-up
- Threat assessment
- Student behavior intervention
- Conflict mediation and resolution
- Financial Emergency

**Health Services** 508.999.8982

- Sore Throats, Flu, Coughs & Colds
- Gynecology/Birth Control
- Orthopedic Injuries
- Stress Issues
- General Medical Issues

**Counseling Services** 508.999.8648 or 508.999.8650

- Individual, Couple & Group Counseling
- Medication
- Evaluation and Monitoring
- Workshops and Seminars
- Suicidal Threat

**Center for Women, Gender & Sexuality** 508.910.6567

- Sexual Violence, Advocacy, Intersectional education, support, and resources
- Advocacy and Support for Women and LGBTQAI Students
- Bystander Intervention Workshops
- Safe Zone Training
- Safe Space

**Center for Religious and Spiritual Life** 508-999-8872

- Programming on religious and spiritual issues
- Opportunities for worship
- Spiritual direction and counseling

**Center for Access & Success** 508.999.8711

- Academic accommodations for students with disabilities
- Exam Accommodations
- Sign Language Interpreters
- Audio recording of lectures
- Advocacy and Mediation
- Priority Registration

**Care & Advocacy** 508.999.6965sa

- A central reporting and referral source
- Provides coordinated resources for students who are experiencing serious academic and personal issues. [umassd.edu/studentaffairs/umassdcare](https://umassd.edu/studentaffairs/umassdcare)
- Coordinates efforts with campus partners to assist students who encounter challenges in achieving success
- Provides consultation, answers questions, responds to concerns, and directs individuals to the most appropriate resources
- Oversees Veterans Services

**Office of Diversity, Equity & Inclusion** 508.999.8192

- ADA Compliance Officer
- Religious Accommodation
- Title IX and Sexual Violence/Harassment
- Discrimination complaints based on protected class status
- Individual Consultations/Workshops by Request

**Public Safety** 508.999.8107

- Threats of Violence
- Medical Emergency
- Sexual Violence
- Suspicion of Criminal Activity
- Mental Health Crisis

**Frederick Douglass Unity House** 508.999.9222

- An Intercultural Student Support Center
- Diversity and Inclusion advocacy, support, and programming
- Cross-cultural programming and support
- Safe space to discuss sensitive topics of race, class, gender, difference, and others
- Multi-purpose space for students, faculty, and staff programs
- Small computer lab available with extended open hours 9am- 9:30pm

**Housing and Residential Education** 508.999.8140 or [housing@umassd.edu](mailto:housing@umassd.edu)

- Concerns of isolation or community engagement
- Roommate communication or concerns
- Campus resource options and referral
- Inclusion and involvement opportunities



	RECOGNIZE	RESPOND	REFER	REPORT
<b>Depression, self harm, suicidal risk</b>	Significant changes in appearance, behavior or personal hygiene. Decline in academic performance. Written/verbal statements with theme of death or convey intent to harm self or others. Cuts, scratches or other wounds. Withdrawal from activities and friends. Statements of hopelessness such as "I hate this 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. Call 9191 if threat to student's or others' safety.	URGENT: X9191 ADVICE & CONSULTATION Counseling Center 508.999.8648 Center for Religious & Spiritual Life 508.999.8872	Student Affairs Office 508.999.8640 Care & Advocacy <a href="https://umassd.edu/studentaffairs/umassdcare">umassd.edu/studentaffairs/umassdcare</a>
<b>Misconduct, inappropriate behavior and classroom disruption</b>	Inappropriate outbursts or persistent interruptions, continued arguing beyond the scope of academic debate, use of threats, throwing items, refusing to leave, preventing others from leaving, showing or stating the presence of a weapon, frequent jokes, language, epithets, or comments of a racial or sexual nature. 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: X9191 ADVICE & CONSULTATION Student Affairs Office 508.999.8640	Student Affairs Office 508.999.8640 Office of Community Standards 508.999.9153 Care & Advocacy <a href="https://umassd.edu/studentaffairs/umassdcare">umassd.edu/studentaffairs/umassdcare</a>
<b>Crime victimization, hazing, sexual violence and other violence</b>	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 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.	URGENT: X9191 ADVICE & CONSULTATION Student Affairs Office 508.999.8640 Center for Women, Gender & Sexuality   508.910.4584	Student Affairs Office 508.999.8640 Public Safety URGENT X9191 508.999.8107
<b>Medical issues (chronic illness, eating disorders, etc.)</b>	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: X9191 ADVICE & CONSULTATION Health Services 508.999.8982	Health Services 508.999.8982 Care & Advocacy <a href="https://umassd.edu/studentaffairs/umassdcare">umassd.edu/studentaffairs/umassdcare</a>
<b>Harassment, sexual harassment, threatening cyber stalking</b>	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.	Express concern and care. 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.	Student Affairs Office 508.999.8600 Office of Community Standards 508.999.9153 Diversity, Equity & inclusion Office 508.999.8192 Center for Women, Gender & Sexuality   508.910.4584	Care & Advocacy <a href="https://umassd.edu/studentaffairs/umassdcare">umassd.edu/studentaffairs/umassdcare</a>
<b>Alcohol or other drug abuse</b>	Intoxicated/high in class or at meeting/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 and 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 the Counseling Center.	URGENT: X9191 ADVICE & CONSULTATION Counseling Center • 508.999.8648 Care & Advocacy 508.910.6965	Care & Advocacy 508.910.6965   <a href="https://umassd.edu/studentaffairs/umassdcare/">umassd.edu/studentaffairs/umassdcare/</a>