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.
> Alarming interactions with others

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 to the Department of Public Safety and Student Code of Conduct violations to the Student Conduct office.
> Consult with the Counseling Center for additional support.
> Follow-up with the student—Once you have referred a student for help, it’s a good idea to follow up. Your personal connection to the student is valuable in helping the student improve.

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 508-910-6402.
Important Information

Absence/notification letters
Students who experience a family or personal emergency (death in the family, unplanned hospitalization, etc.) may contact the Student Affairs Office and request notification letters be sent to their professors. Letters will be sent if the situation will result in the student being absent for three days or more. Students are required to provide the Student Affairs Office with appropriate documentation to support their absence.

Students with Disabilities
The Center for Access & Success (CAS) provides direct support services to students with all types of disabilities. Students with disabilities must register with CAS. 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 www.umassd.edu/dss/

Student Code of Conduct
The Student Code of Conduct outlines the standards and expectations for student conduct and behavior at the University of Massachusetts Dartmouth. For more information, visit the Student Conduct and Dispute Resolution website: www.umassd.edu/studentaffairs/departments/studentconductanddisputeresolution/

SAGE (Student Alert Group Engagement)
A central reporting and referral source that provides coordinated resources for students who are experiencing serious academic and personal issues. For more information see https://intranet.umassd.edu/sage

Behavioral Review Team 508-910-6402
The Behavioral Review Team (BRT) 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 BRT consists of a variety of campus experts in areas related to student behavior including representation from the Student Affairs Office, Counseling Center, Housing and Residential Education, and the Public Safety Department. The BRT 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 SAGE to support students as needed.

Sexual Misconduct
Sexual Misconduct of any kind is a violation of the Student Code of Conduct. All faculty and staff members have the obligation to report knowledge of students who are victims or penetrators of sexual misconduct. This includes student employees acting in a supervisory capacity in the performance of their duties (e.g., Teaching Assistant, Graduate Students, Resident Assistants, Orientation Coordinators). Reporting information and support service are available at www.umassd.edu/sexualviolence.

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.

After hours
call Public Safety at 508.999.8107 and ask to be connected to the Dean On Call.

UMass Dartmouth Police
EMERGENCY dial 508-999-9191
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<td><strong>Depression, self harm, suicidal risk</strong></td>
<td>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.”</td>
<td>Express concern and care. Avoid criticizing, sounding judgmental, minimizing or blaming. Always take suicidal statements, thoughts or behaviors very seriously. If you suspect student may be suicidal seek immediate consultation. Call 911! If threat to student's or others’ safety.</td>
<td>URGENT: X9191</td>
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<td><strong>Misconduct, inappropriate behavior and classroom disruption</strong></td>
<td>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.</td>
<td>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.</td>
<td>URGENT: X9191</td>
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<td><strong>Crime victimization, hazing, and other violence</strong></td>
<td>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.</td>
<td>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.</td>
<td>URGENT: X9191</td>
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<td><strong>Medical issues (chronic illness, eating disorders, etc.)</strong></td>
<td>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.)</td>
<td>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.</td>
<td>URGENT: X9191</td>
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<td><strong>Harassment, sexual assault, sexual harassment, threatening, cyber stalking</strong></td>
<td>Internet flaming, trolling, name-calling or harassment. Communications that continue after being told to stop. Threatening to release private information/photos. Verbal abuse, invertdor 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.</td>
<td>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.</td>
<td>URGENT: X9191</td>
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<td><strong>Alcohol or other drug abuse</strong></td>
<td>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.</td>
<td>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 LIVE WELL: Health Education program for alcohol screening and intervention.</td>
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<td><strong>Bias/Hate Incident</strong></td>
<td>Acts against people or property that intimidate, mock, degrade, or threaten a member or group because of actual or perceived age, ancestry or ethnicity, color, creed, disability, gender identity or expression, height, immigration or citizenship status, marital status, ex-offender status, national origin, veteran status, race, religion, religious practice, sexual orientation, socioeconomic status, weight or any combination of these factors.</td>
<td>Express concern and care. Remain calm. Showing outrage may cause student to shut down. Listen to and believe student's responses. Avoid criticizing, sounding judgmental, minimizing or blaming.</td>
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For more information, please visit: [www.umassd.edu/corsairscare/reportingbiashate/](http://www.umassd.edu/corsairscare/reportingbiashate/)
Crisis Resources and Referrals

**UMass Dartmouth Police**  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  
> Gynecology/Birth Control  
> Orthopedic Injuries  
> Stress Issues

**Counseling Center**  508.999.8648 or 508.999.8650  
> Evaluation of serious mental health concerns  
> General Medical Issues  
> Evaluation of serious mental health concerns  
> Workshops and Seminars  
> Suicidal Threat

**Center for Women, Gender & Sexuality**  508.910.6567  
> Sexual Violence Advocacy & Support  
> Advocacy and Support for Women and LGBT Students  
> Safe Zone Training

**Center for Religious and Spiritual Life**  508-999-8872  
> Crisis-related community outreach  
> Spiritual direction and counseling

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**Center for Access & Success**  508.999.8711  
> Academic accommodations for students with disabilities  
> Exam Accommodations  
> Advocacy and problem-solving

**LiveWell: Health Education & Wellness**  508.910.6965  
> Health and wellness information  
> Confidential HIV & Hepatitis C testing  
> Bystander Intervention Training: suicide prevention, alcohol overdose prevention  
> Narcan opioid overdose prevention training

**Office of Diversity, Equity & Inclusion**  508.999.8008  
> ADA Compliance Officer  
> Religious Accommodation  
> Title IX and Sexual Violence/Harassment  
> Discrimination complaints based on protected class status

**SAGE**  
> A central reporting and referral source  
> Provides coordinated resources for students who are experiencing serious academic and personal issues.  
> [https://intranet.umassd.edu/sage](https://intranet.umassd.edu/sage)

**Department of Public Safety**  508.999.8107  
> Threats of Violence  
> Sexual Assault  
> Suspicion of Criminal Activity

**Housing and Residential Education**  
> Roommate conflict mediation  
> Housing assignments, room changes, room selection  
> Housing related disability accommodations