

Resources

Dean of Students Office545-2684

- resources for undergraduate and graduate students
- challenging classroom situations
- appropriate responses to disruptive or intimidating behavior

Center for Health Promotion 577-5181

- confidential alcohol screening and brief intervention through the BASICS program
- training on identifying high-risk use of alcohol and other drugs
- support services for individuals in recovery, including Fresh and Sober program

Faculty and Staff Assistance Program545-0350

- strategies for dealing with problematic students
- support and feedback when issues are difficult to resolve
- resources for managing stress and other reactions to challenging situations

Center for Counseling and Psychological Health 545-2337

After-hours emergencies 577-5000

- brief psychotherapies, crisis intervention and 24/7 emergency services
- situation assessment consultation
- student referral assistance

Ombuds Office545-0867

- appropriate responses to disruptive or intimidating behavior
- third-party facilitation and informal mediation services
- resolving conflicts between students and faculty/staff

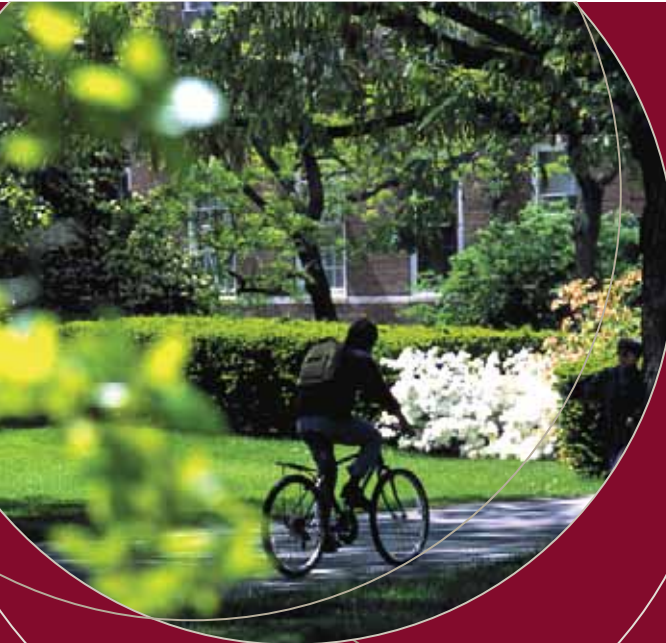
UMass Amherst Police545-2121

Emergency911

- immediate emergency services for threatening or dangerous behavior

Everywoman’s Center 1.888.337.0800 (voice); TTY: 413.577.0940

- serving women, men, all gender expressions; friends or family
- 24/7 hotline; free counseling, support groups
- support for friends and family



UMassAmherst

**Recognizing and Helping
Students in Distress**
A guide for faculty and staff
THE ASSESSMENT AND CARE TEAM

UMassAmherst

The Assessment and Care Team

The University of Massachusetts Amherst is committed to maintaining a safe working, learning and living environment for all members of the campus community. The rise in levels of violence has become increasingly a national and local concern. The Assessment and Care Team (ACT) focuses on students who may pose a threat to themselves or others, taking action to help the individual and protect campus safety. Representatives from key student support offices meet weekly to share information and develop action plans. ACT also consults with faculty and staff in identifying problematic behaviors. Members of the campus community concerned about a student are encouraged to involve the ACT by calling the:

- Dean of Students Office, [413] 545-2684

In an emergency, call 911 for the UMass Amherst Police Department (UMPD).



Recognizing and Helping Students in Distress

Are you concerned about a student’s physical or mental health? Has a student’s behavior disrupted your class or caused you to worry about his or her future actions? You may have the opportunity to help a student avoid dangerous situations and obtain help. The ACT has compiled this guide as an aid to identifying signs of possible distress and making appropriate referrals.

Where do I start?

A situation, observation or instinct tells you to be concerned about a student. But, you’re not sure what to do or where to start, and worry that you’ll make things worse. Don’t let that stop you from taking action. Use this resource guide, talk to your supervisor or department chair, or call the ACT. Help is available – for your student, and for you!

Helping a student who is:

Anxious

SIGNS	CONSULTATION AND REFERRAL
Stress, panic, avoidance, excessive worry, sleeping or eating problems	<ul style="list-style-type: none">• Center for Counseling and Psychological Health• Dean of Students Office

Demanding

SIGNS	CONSULTATION AND REFERRAL
Sense of entitlement, need for control, difficulty with structure and limits, perfectionism, disruptive behavior	<ul style="list-style-type: none">• Code of Student Conduct: “Guidelines For Classroom Civility and Respect”• Dean of Students Office• Center for Counseling and Psychological Health

Depressed, suicidal, disoriented

SIGNS	CONSULTATION AND REFERRAL
Deep sense of sadness, fatigue and social withdrawal, difficulty with concentration, memory and decision-making, feelings of helplessness, hopelessness or worthlessness	<ul style="list-style-type: none">• Center for Counseling and Psychological Health• FSAP

Aggressive or potentially violent

SIGNS	CONSULTATION AND REFERRAL
Paranoia, distrust, fascination with weapons, violence evident in communication or writings, direct or indirect threats	Immediate safety concern: <ul style="list-style-type: none">• Call 911, UMPD Assessment:• Dean of Students Office• Center for Counseling and Psychological Health

Abusing substances

SIGNS	CONSULTATION AND REFERRAL
Coming to class high or smelling of alcohol, excessive absence, neglecting work, inappropriate behavior	<ul style="list-style-type: none">• Center for Health Promotion• Center for Counseling and Psychological Health• Dean of Students Office

A victim of assault or abuse

SIGNS	CONSULTATION AND REFERRAL
Self-reporting, appears with bruises	<ul style="list-style-type: none">• UMPD• Dean of Students Office• Everywoman’s Center• University Health Services• Center for Counseling and Psychological Health

