Welcome to the Mount Ida Campus of UMass Amherst

UMatter at UMass is about creating a campus community of care, compassion, connection, and active engagement.

We hope that you make the most of your time here by asking for help when you need it, stepping up to help others, and using – or guiding friends to use – available support resources.

If you or someone you know needs assistance while at the Mount Ida Campus, this guide gives an overview of available resources.

Be kind. Be courageous. Be thoughtful. That’s what UMatter at UMass is about.

Don’t know where to begin?
Contact UMass Amherst Mount Ida Campus Student Life: 617-243-1710 or 617-243-1711
Commit to a culture of caring

Every day we experience many things (both good and not so good). This makes us all **bystanders**.

We also make decisions to care for ourselves and each other. Our choices can turn us into **active bystanders**.

All members of the UMass community are encouraged to practice active bystander techniques by **taking action or getting help when needed**, both for ourselves and others.

The **3Ds** of Active Bystandership:

**Direct | Distract | Delegate**

**Direct:** Step in and interrupt a harmful situation by pointing out the problem and beginning a conversation about better alternatives.

**Distract:** If you aren’t comfortable calling out a problematic behavior, try interrupting it by distracting and redirecting the people involved.

**Delegate:** You don’t need to go it alone! Ask for help for yourself and others.

Use the 3Ds to **Transform, Empower, Support, Educate, and Lead**.

[umass.edu/umatter](http://umass.edu/umatter)
Help yourself and others

College can be a difficult transition. It’s normal at times to feel lost, lonely, confused, anxious, inadequate and stressed. This can be compounded by stereotypes of college life and of being a college student. A first step is deciding who you want to be and learning important self- and community-care skills.

- **Trust your instincts:** If something doesn’t feel right, chances are it isn’t right.

- **Listen sensitively and carefully:** Learn to listen carefully without interruption or judgment. Express concern and care. Ask direct questions.

- **Involve others:** Reach out to friends, parents, or other family members for support and connection.

- **Ask for help:** Many staff and student peer mentors are there to help you get help for yourself or for a friend. They are trained to handle difficult situations sensitively with respect for student privacy.

- **Take care of yourself:** It’s okay to be yourself. You’re a student, not a stereotype. Be true to your own values and be honest with yourself if things are getting hard to manage. It’s okay to reach out for support.

Get connected to **Student Life** at the Mount Ida Campus umass.edu/mic/campus/student-life
Keep Safe

Whether you are going out on the town, or staying home in your residence hall, these are some basics for staying safe:

- **Program your phone with emergency numbers:** Campus Security: 617-243-1477 (1477 from campus phones)
- **Do not give out personal information,** such as your social security or credit card numbers. Do not share intimate photos.
- **Always carry identification with you,** but never attach ID with your name or address to your key chain.
- **Go out with friends and go home with friends.** Look out for one another. If a social situation or party gets out of hand, leave!
- **Check your ride.** If using Uber or Lyft, confirm license plate, car make/model, driver photo, and whether driver knows your name before getting in the car. Share your trip details from the rideshare app with a friend or family member.
- **Have someone you can call for a ride or for help,** and create a code word or phrase that means, “Come help me out of this!”
- **Report any suspicious or unusual activities** immediately to campus security or local police.
- **Never leave personal property unattended!** Take valuables with you or lock them up, even if you are only leaving for a few minutes.
- **Sign up for Mount Ida emergency alerts** at www.getrave.com, or by texting “UMassMtIdaAlerts” to 78015.

**Keep your emergency contact information updated on SPIRE**
(My Personal Information > Emergency Contacts)

More personal safety tips: umass.edu/offcampuslife/safety
Use networks, internet, and social media responsibly:

**BE SAFE**
- Install anti-virus and anti-malware programs.
- Update your operating system and software regularly.
- Choose strong passwords, change them often, and use a password-protected screen saver.
- Use eduroam for campus wireless and turn on your firewall.
- Download from legal and reputable sources only.
- Clear private data from public web browsers after use.
- Set up separate user and administrator computer accounts.
- Report scams, suspicious emails, or phishing immediately to itprotect@umass.edu.
- Don’t leave devices unattended. Purchase a laptop security cable, and register all valuables with UMPD.

**BE CONSCIOUS**
- View internet content critically. Fact check and verify sources.
- Your digital footprint lasts forever – think before you post.
- Notice how much time you spend online, and how it affects you. Limit social media time and take ‘digital detox’ breaks.

**BE KIND**
- Don’t join in online bullying, stalking, or harassment. These acts are harmful, serious, and can be illegal.
- If someone talks about self-harm or violence, report the post(s) right away.
- If someone is threatening you, sharing your personal information or photographs – or demanding money in exchange for not sharing – contact Campus Security.

Get free software (including anti-virus, anti-malware, and Microsoft programs) and learn how to protect against security threats at umass.edu/it/security
Stay **Resilient, Stay Well**

Staying well at college means finding balance, developing good eating and sleeping habits, making time for physical activity, and managing stress. Learn your personal tolerance for different types of stress and try to let go of stressful situations. These self-care suggestions can help, but you may also need to make lifestyle changes or get some coaching or counseling to feel your best.

**Focus on time management.** Plan ahead and schedule enough time for schoolwork and other obligations.

**Take one thing at a time.** Taking things piece by piece will eventually get everything done. Start with the most urgent item on your list. When it’s done, move on to the next.

**Be realistic.** It’s okay not to over-commit. If academics are overwhelming, say no to certain extracurricular activities.

**Use mindfulness.** Find a quiet place to breathe deeply for a few minutes or take a quick walk. Five to ten minutes of quiet reflection can clear your mind and bring some calm.

**Exercise and sleep.** Thirty minutes of physical activity and eight hours of sleep per day keeps your body and mind at peak performance.

**Take a break.** Sometimes it’s best to stop working and do something you enjoy.

**If you’re anxious or stressed, share your feelings.** Friends and family can give support and guidance to help you cope.

**Be flexible.** Conflict only increases stress. Learn to resolve differences calmly and rationally. Compromise and make room for other people’s points of view.

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**TIP!** Get to know campus athletic facilities including weight room, basketball and tennis courts. **And check out Student Life’s stress reduction events:** yoga classes, spa nights, study breaks, and more.
Finding Communities of Support

To get started, call (617) 243-1381 or visit umass.edu/mic/campus/health

A strong support network is key to success. In addition to friends and family, consider expanding your college support network to include advisors, support groups, and counselors. Your college support network can help you cope with stress or anxiety, find strategies to overcome challenges, and connect to helpful resources.

- **Drop in and Talk** sessions with counselor consultants are a good place to talk out anything that might be bothering you.

- **Mindfulness training** can help you feel less stressed, sleep better, and feel more relaxed.

- **Support Groups** are safe and confidential therapist-facilitated spaces to talk with others with shared identities (LGBTQIA, students of color, etc.) or who are dealing with similar challenges (anxiety, grief and loss, dissertation stress, etc.).

- **Apps for Wellness and Wellbeing** can help with anxiety, time-management, sleep, depression and more.

**TIP!** Learn About Accommodations. If you have a psychological, physical, auditory, medical, cognitive/learning disability, or another chronic condition, as defined by a qualified professional, register with UMass Amherst Disability Services for support and accommodations.
Got a personal, financial, or life challenge interfering with your college success and well-being? These resources can help you get back on track.

I Need Housing
umass.edu/studentlife/single-stop/housing

I Need Food
umass.edu/studentlife/single-stop/food

I Need Legal Advice
umass.edu/studentlife/single-stop/legal

I Need Employment
umass.edu/studentlife/single-stop/employment

I Need Academic Help
umass.edu/studentlife/single-stop/academic

I Need Transportation
umass.edu/studentlife/single-stop/transportation

I Need Money
umass.edu/studentlife/single-stop/money

I Need Stress Relief
umass.edu/studentlife/single-stop/stress

I Need Healthcare
umass.edu/studentlife/single-stop/healthcare

My Family Needs Help
umass.edu/studentlife/single-stop/family
UMass community members have the right not to be discriminated against by any university agent or organization for any reason, including age, creed, disability, ethnic or national origin, gender, gender identity, gender expression, marital status, political or social affiliation, race, religion, or sexual orientation. All members of the UMass Amherst community are asked to actively foster an appreciation for diversity by not tolerating bias-related acts.

We want anyone who experiences acts of bias, discrimination, harassment, hate, or sexual misconduct to feel safe, know their rights, and be connected to the right support resources. While we hope you never have to use them, the university has several ways to report incidents and receive support:

- **Emergency 911**
  - Campus phones: Newton Police
  - Cell phones: Framingham State Police
- **Campus Security** 617-243-1477
- **Student Life** 617-243-1710 or 617-243-1711
- **Bias Reporting** umass.edu/dean_students/request-assistance
- **Confidential Reporting for Sexual and Relationship Violence**
  - 24 Hour CWC Crisis Hotline (413) 545-0800
- **Mount Ida Campus Health Services** 24 Hour
  - 617-243-1381 (press 2 for Counseling Services)

### Reasons to Access Student Life

- Difficulty transitioning to college life
- Missing classes or falling significantly behind in coursework
- Injury or illness
- Dealing with depression, anxiety, panic or other mental health concerns (including thoughts of suicide or self-harm)
- Financial struggles including homelessness and food insecurity
- Experiencing physical/sexual assault, bullying or harassment
- Relationship challenges/domestic violence
- Alcohol or drug abuse
- Eating or exercise disorder
- Help coordinating campus resources
- Experiencing a problem and don’t know where to go
Concerned about yourself or a friend?

When to Worry
Where to Reach Out

Behavioral:
• Problems concentrating
• Lack of energy
• Personal hygiene changes
• Alcohol or other drug abuse
• Changes in eating or sleeping habits
• Difficulty making decisions

Academic:
• Late or absent a lot
• Procrastination
• Poorly prepared work

Emotional:
• Withdrawal from activities and friends
• Personality changes
• Lack of pleasure in things they used to enjoy
• Inappropriate outbursts, angry or belligerent behavior
• Appears fearful, anxious or nervous
• Conversation, writing or social media posts preoccupied with death or mentions the desire to harm self or others
• Statements of hopelessness such as, “I hate this life” or “Everyone is better off without me”

TIP!
Call 617-243-1381 for after-hours mental health support. Always call 911 in a potentially life-threatening situation.
Your Campus Resources for Support and Safety

Immediate Assistance (Available 24/7)

City of Newton Police: Emergency 911
  • immediate response for all emergencies including threatening or dangerous behavior, accidents, injury

Mount Ida Campus Security: (617) 243-1477
  • immediate response for all emergencies including accidents and injury

Mount Ida Campus Health Services: (617) 243-1381
21 North Loop, umass.edu/mic/campus/health – CONFIDENTIAL
  • medical care and on-call service
  • free sexual assault evidence collection for sexual assault victims/survivors
  • mental health counseling, support groups, and crisis walk-in appointments

Newton Wellesley Hospital – Emergency Room: (617) 243-6000
after-hours medical and mental health care

Riverside Community Care Emergency Services: (800) 529-5077
  • mental health and substance use evaluations for people in crisis

Center for Women and Community: Rape Crisis Hotline: (888) 337-0800 or (413) 545-0800 – CONFIDENTIAL umass.edu/cwc
  • rape crisis hotline for people of all genders

Boston Area Rape Crisis Center: 800-841-8371, barcc.org – CONFIDENTIAL
  • support and services for survivors of sexual violence

Follow-Up and Support

Student Life: (617) 243-1710 or (617) 243-1711
umass.edu/mic/campus/student-life
  • advice and support in managing challenging situations
  • support and referrals on any issue for students living on campus, including roommate disputes and residence hall quality of life

Dean of Students Office: (413) 545-2684
umass.edu/dean_students
  • student support and contact in moments of crisis, challenge, or need

Disability Services: (413) 545-0892
umass.edu/disability
  • registering and accommodating students with all types of disabilities

Equal Opportunity (EO): (413) 545-3464
umass.edu/equalopportunity
  • administers affirmative action and equal opportunity policies, procedures, and complaints
Seven State and Federal Laws and University Policies You Need to Know

*These laws and policies are important to understanding your rights and responsibilities within your UMass Amherst experience.*

**Academic Honesty Policy**
UMass Amherst’s Academic Honesty Policy applies to all students and is administered by the Academic Honesty Board: honesty@umass.edu. The Ombuds Office can advise students on the Academic Honesty policy and related grievances: umass.edu/honesty.

**Code of Student Conduct**
All University of Massachusetts Amherst students are responsible for complying with the rules, regulations, policies, and procedures contained in the Code of Student Conduct. Find it at umass.edu/dean_students.

**Guidelines for Classroom Civility and Respect**
Faculty members are required to maintain classrooms that promote the safe and open exchange of ideas. Students are responsible for personal behavior that supports these goals. The full policy may be viewed at umass.edu/dean_students/campus-policies/classroom.

**Alcohol, Marijuana, and Other Drug Policies**
Students are responsible for obtaining and adhering to the university’s alcohol and other drug policies, which conform to state and federal laws and enhance the health, safety and educational interests of our community. The Drug Free Schools and Communities Act and Drug Free Workplace Act require the university to prohibit the use, possession and/or cultivation of marijuana, regardless of MA state law: umass.edu/dean_students/campus-policies.

**“Minutes Matter” Medical Amnesty Policy**
If you seek help for someone under the influence of alcohol or other drugs who needs medical attention, neither you nor that person will be charged with a Code of Student Conduct violation. Serious or repeated incidents will prompt a higher degree of health concern and response and may trigger a review under the Student Conduct process.

**Tobacco Free Campus**
The use of tobacco, tobacco products, vaporizers, and e-cigarettes is prohibited everywhere on the Mount Ida Campus of UMass Amherst. This includes inside buildings, residence halls, and throughout the grounds. This policy applies to everyone and anyone on campus, including students, staff, faculty, contractors, and visitors.

**Town and State Bylaws**
Newton, other neighboring cities, and the Commonwealth of Massachusetts all have bylaws outlining community standards that local residents (including college students) are required to uphold. View City of Newton ordinances at newtonma.gov/gov/legal/ordinances.asp