

# Recognizing and Helping Graduate and Undergraduate Students Needing Support or Experiencing Crisis or Distress



**Actively caring for each other and our community**

## Where do I start?

If you are concerned about a student, don't let uncertainty stop you from taking action to help. UMass Amherst is committed to supporting students. The UMatter team has developed this guide to help you **Recognize, Respond to, Refer and Report** concerns about your students. For additional information, talk to your supervisor or department chair and **contact the Dean of Students Office at (413) 545-2684**.

## Responding to Students Needing Support or Experiencing Distress and Crisis

### ■ Listen sensitively and carefully

Vulnerable students need to be heard and helped. They may find it difficult to articulate their distress or hardship. Ask directly if they need support, if they feel their functioning is impaired, or if they have thoughts of harming themselves or others. **Threats to harm self or others should be immediately reported to University Police at 413-545-3111 or call 911.**

### ■ Trust your instinct to take action – Ask “Is everything okay?”

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

### ■ Stay safe

If a student displays threatening or potentially violent behavior, your and the student's safety and the welfare of the campus community are the top priorities. Coordinated professional help and follow-up care are effective ways to prevent suicide and violence.

### ■ De-escalate and support

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

**The Family Educational Rights and Privacy Act (FERPA)** allows faculty and staff to discuss student health and safety concerns with relevant campus offices trained to handle situations with sensitivity and care. **Taking appropriate action does not violate a student's privacy.**

### ■ Clarify your expectations

Your syllabus can send a positive signal of support for students' learning and well-being and set early limits on disruptive or self-destructive behaviors. Consider including a section with support resources and encourage students to seek help when they need it. Remind students of support resources and standards/expectations for conduct. Familiarize yourself with the guiding language for student behavior in the Code of Student Conduct.

### ■ Share what you know

Students in hardship are sometimes reluctant to share their status. Sharing what you know allows the appropriate university staff to proactively reach out with support and resources. State and federal laws

and university policies require reporting in many crisis situations. The Family Educational Rights and Privacy Act (FERPA) allows faculty and staff to discuss student health and safety concerns with relevant campus offices trained to handle situations with sensitivity and care. Taking appropriate action does not violate a student's privacy. **Learn about FERPA at [umass.edu/it/support/spire/about-ferpa-certification](https://umass.edu/it/support/spire/about-ferpa-certification).**

### ■ Always report serious or persistent behavior

Your firsthand knowledge and personal connection to a student is valuable in understanding and appropriately responding to their situation. To coordinate a timely response, report serious or persistent behavior to the Dean of Students Office as soon as possible. Violations of the Code of Student Conduct should be referred to the Student Conduct and Community Standards Office.

### ■ Practice self care

Helping a troubled student can take a toll on your personal well-being. Make sure to acknowledge what you've been through and take care of yourself. Support resources can be found through the Faculty Staff Assistance Program (FSAP) at (413) 545-0350. 24/7 confidential counseling and other support resources are available through Optum EAP Services.

## RECOGNIZE

## RESPOND

## REFER

## REPORT

### “Not sure what, but something’s wrong”

*If a student threatens suicide or harm to self or others, don’t delay – report it right away!*

Disturbing content in paper/emails  
Decline in academic performance  
Excessive absenteeism  
Irrational or bizarre behavior  
Sudden change in demeanor (from extroverted to withdrawn, organized to forgetful, etc.)  
Significant changes in appearance, behavior, or personal hygiene

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 student agrees to get help  
Call 911 if there is a potential threat to student’s safety or the safety of others

**Urgent:** 911  
UMPD (413) 545-3111  
**Advice and consultation:**  
CCPH (413) 545-2337  
After Hours: (877) 831-7421

DOSO (413) 545-2684  
Undergraduate Dean  
umass.edu/registrar/students/  
list-academic-deans  
Graduate Dean  
umass.edu/gradschool

### Self harm, suicide ideation, suicidal risk

Decline in academic performance  
Written or verbal statements preoccupied with theme of death or that convey intent to harm self or others  
Fresh cuts, scratches or other wounds  
Withdrawal from classes, activities, and friends  
Statements of hopelessness such as, “I hate this life” or “Everyone is better off without me”

Call 911 if there is a potential threat to student’s safety or the safety of others  
Express concern and care  
Always take suicidal statements, thoughts or behaviors very seriously  
If you suspect a student may be suicidal, seek immediate consultation

**Urgent:** 911  
UMPD (413) 545-3111  
**Advice and consultation:**  
CCPH (413) 545-2337

*Offer to walk the student to CCPH in Middlesex House.*

DOSO (413) 545-2684

### Alcohol, marijuana, or other drug abuse

Intoxicated/high in class or at meetings/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.)

Express concern and care  
Give an example of a time that the student’s behavior has worried you  
Be supportive and encouraging if the student agrees to get help  
Offer to help the student make an appointment with BASICS program for alcohol screening and intervention

**Urgent:** 911  
UMPD (413) 545-3111  
**Advice and consultation:**  
BASICS (413) 577-5071  
CHP (413) 577-5181  
CCPH (413) 545-2337  
UHS (413) 577-5000

DOSO (413) 545-2684

### Anxiety, stress, panic

Excessive worry, guilt or nervousness  
Decline in academic performance; inability to stay focused in class  
Physical symptoms such as difficulty breathing; pounding or racing heart; numbness, tingling, sweating or chills; weakness or dizziness; jaw pain and teeth grinding; chest or stomach pain

Express concern and care  
Avoid criticizing, blaming, sounding judgmental, or minimizing the situation  
Recommend (or, if necessary, insist upon) intervention

**Urgent:** 911  
UMPD (413) 545-3111  
CCPH (413) 545-2337  
**Advice and consultation:**  
DOSO (413) 545-2684  
SLSO (413) 545-1995  
UHS (413) 577-5000

DOSO (413) 545-2684

### Bias incident

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, genetic information or any other class protected from discrimination under state or federal law

*Act(s) may be anonymous with no clear perpetrator*

Express concern and care  
Listen to and believe student’s responses  
Avoid criticizing, blaming, sounding judgmental, or minimizing the situation  
Encourage student to save photos, communications, or other evidence  
Do not remove any evidence prior to reporting (e.g. clean graffiti, erase whiteboard, etc.)

**Urgent:** 911  
UMPD (413) 545-3111  
**Advice and consultation:**  
DOSO (413) 545-2684  
EO (413) 545-3464  
**Report graffiti for removal:**  
F&CS (413) 545-6401

UMPD (413) 545-3111  
EO (413) 545-3464

### Cyber misbehavior (identity or password theft, cyberbullying, online harassment)

Internet flaming, trolling, name-calling, or harassment  
Threats to release private information/photos  
Demands for money in exchange for private/intimate information (sextortion)  
Identity theft, account hacking

Express concern and care  
Encourage student to update all account passwords and privacy settings  
Encourage student to keep a log of bullying/harassing behavior; take and save screenshots of online harassment (Snapchat, Instagram, TikTok, etc.); save copies of all communications including texts, voicemails, and pictures

**Urgent:** 911  
UMPD (413) 545-3111  
**Advice and consultation:**  
SCCS (413) 545-6281  
UMass Information Technology (413) 545-9400  
SLSO (413) 545-1995

SCCS (413) 545-6281

### Guide to Acronyms:

CCPH: Center for Counseling & Psychological Health  
CHP: Center for Health Promotion  
CWC: Center for Women & Community  
DOSO: Dean of Students Office  
EO: Equal Opportunity Office

F&CS: Facilities & Campus Services  
IPO: International Programs Office  
SCCS: Student Conduct & Community Standards  
SLSO: Student Legal Services Office  
UHS: University Health Services  
UMPD: UMass Police Department

## RECOGNIZE

## RESPOND

## REFER

## REPORT

### Disability related challenge

Student mentions struggling due to disability  
Student expresses concerns such as difficulty reading, concentrating, or memorizing; challenges with organizing tasks, homework, or deadlines; or other issues potentially related to a potential undiagnosed disability

Express concern and care  
Listen to and believe student's responses  
Avoid stigmatizing behaviors such as criticizing, blaming, sounding judgmental, overly emphasizing or minimizing the situation  
Provide student with a referral to Disability Services  
Be supportive and encouraging

**Advice and consultation:**  
Disability Services  
(413) 545-0892  
**Remote learning support:**  
Assistive Technology Center  
umass.edu/it/assistive

Disability Services  
(413) 545-0892  
Undergraduate Dean  
umass.edu/registrar/students/  
list-academic-deans  
Graduate Dean  
umass.edu/gradschool

### Disruptive classroom behaviors

*(these may occur in person or in virtual learning environments)*

Unwarranted interruptions  
Slurs or other forms of intimidation  
Rude or abusive behavior in person  
Failure to adhere to instructor's directions  
**When to call UMPD for immediate assistance:**  
Throwing items, refusing to leave, threat of harm to self or others, preventing others from leaving, physically abusive behavior, showing or stating the presence of a weapon

Call 911 if there is a potential threat to student's safety or the safety of others  
Express concern and care  
Explain the impact of student's behavior on the group or class  
Outline your expectations verbally and in your syllabus and help student explore options and alternatives such as Ombuds Office, academic dean

**Urgent:** 911  
UMPD (413) 545-3111  
**Advice and consultation:**  
SCCS (413) 545-6281  
CCPH (413) 545-2337  
Ombuds (413) 545-0867  
**Protect Zoom classes:**  
umass.edu/it/node/9250

Undergraduate Dean  
umass.edu/registrar/students/  
list-academic-deans  
Graduate Dean  
umass.edu/gradschool  
SCCS (413) 545-6281

### Economic hardship

*(job loss, loss of housing, food insecurity, financial emergency – may be caused or made worse by COVID-19)*

Frequent or extended absences  
Decline in academic performance  
Mentions relationship, financial, or other challenges  
Difficulty concentrating and making decisions  
Exhaustion/fatigue  
Excessive worry, sleeping/eating problems

Express concern and care  
Avoid criticizing, blaming, sounding judgmental, or minimizing the situation  
Listen to and believe student's responses  
Provide student with resources:  

- Single Stop Resources
- Dean of Students Office

 Be supportive and encouraging if the student agrees to get help

**Advice and consultation:**  
DOSO (413) 545-2684  
**Single-Stop Resources:**  
umass.edu/studentlife/  
single-stop  
**COVID-19 Support:**  
umass.edu/dean\_students/  
support-during-covid-19  
**Emergency Loan Program:**  
(413) 545-2684

DOSO (413) 545-2684  
Undergraduate Dean  
umass.edu/registrar/students/  
list-academic-deans  
Graduate Dean  
umass.edu/gradschool

### Harassment, sexual harassment, stalking

Communications that continue after being told to stop  
Threats to release private information/photos  
Display of sexually suggestive pictures or cartoons in workspace, residence halls, or online  
Verbal abuse, 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

*Say things like, "I'm sorry that happened, but I'm glad you're safe now." and, "Thank you for trusting me enough to tell me."*

Call 911 if there is a potential threat to student's safety or the safety of others  
Express concern and care  
Identify resources like CWC, DOSO, and UMPD for safety planning  
Encourage student to save copies of all communications including texts, voicemails, and pictures  
Make the student aware that, as a Title IX responsible employee, you must report what they tell you

**Urgent:** 911  
UMPD (413) 545-3111  
**Advice and consultation:**  
SCCS (413) 545-6281  
CWC (413) 545-0883  
SLSO (413) 545-1995

SCCS (413) 545-6281  
Title IX Coordinator/Equal  
Opportunity Office  
(413) 545-3464

### Hazing

**Hazing can happen in any group:** *graduate or undergraduate student organizations, athletic and club sports teams, fraternities, sororities, etc. and can happen virtually or in person*

Withdrawal from activities and friends  
Exhaustion/fatigue  
Significant change in appearance or personal hygiene (e.g. wearing embarrassing or humiliating attire)  
Visible injuries or bruises  
Cuts, brands, or scars with a distinct pattern (e.g. symbols, initials, or Greek letters)

Call 911 if there is a potential threat to student's safety or the safety of others  
Express concern and care  
Remain calm. Showing outrage may cause a student to shut down  
Do not interpret student's emotion (or lack of emotion) as evidence of a crime  
Listen to and believe student's responses  
Avoid criticizing, blaming, sounding judgmental, or minimizing the situation

**Urgent:** 911  
UMPD (413) 545-3111  
**Advice and consultation:**  
SCCS (413) 545-6281  
CCPH (413) 545-2337  
UHS (413) 577-5000

SCCS (413) 545-6281

## RECOGNIZE

## RESPOND

## REFER

## REPORT

### International crisis

(for student abroad)

or

### Immigration status issue

(legal or visa issue, missing or stolen identity documents, etc.)

#### Student in crisis while abroad

Mentions crisis or concern  
Decline in academic performance  
Difficulty concentrating and making decisions  
Excessive worry, sleeping/eating problems  
Uncommunicative and/or disengaged

#### Student with status issue while studying in U.S.

Mentions concern about visa or immigration status  
Decline in academic performance  
Difficulty concentrating and making decisions  
Excessive worry, sleeping/eating problems  
Uncommunicative and/or disengaged

Express concern and care

Avoid criticizing, blaming, sounding judgmental, or minimizing the situation  
Listen to and believe student's responses  
Be supportive and encouraging if the student agrees to get help

**Urgent:** IPO 413-545-2710  
(Dial 001 if abroad)

**After Hours:** contact UMPD 413-545-2121. UMPD will connect you to the IPO staff person on-call.

**Advice and consultation:**  
IPO (413) 545-2710  
SLSO (413) 545-1995

IPO (413) 545-2710

### Isolation, loneliness, difficulty transitioning into or out of the university community

Decline in academic performance  
Lack of peer engagement  
Excessive worry, sleeping/eating problems  
Exhaustion/fatigue  
Mentions lack of social relationships, homesickness, or other challenges including difficulties with social engagement, but may laugh it off  
References to loneliness or isolation in conversations, papers, projects, etc.  
Statements of isolation such as, "I don't have any friends here," "no one understands me," or "I don't go to events because I don't want to go alone."

Express concern and care  
Avoid minimizing the situation  
Provide student with resources:

- CCPH support groups
- Dean of Students Office
- Resident Assistant or Residence Director
- University events calendar and Campus Pulse

Suggest a campus event or Registered Student Organization (RSO)  
Be supportive and encourage student to connect to resources

**Advice and Consultation:**  
CCPH (413) 545-2337  
DOSO (413) 545-2684

**Additional Resources:**  
umass.edu/counseling/groups-and-workshops  
umass.edu/events  
umass.edu/offcampuslife  
umass.edu/studentlife/rso

### Known or suspected health or medical issues

(sudden or chronic illness, depression, eating disorders, post-traumatic brain injury, etc.)

Frequent or extended absences  
Decline in academic performance  
Noticeable weight loss or gain  
Hair loss; pale or gray skin tone  
Difficulty with following directions, time management, or organization  
Struggles with academic performance  
Unusual or secretive eating habits; obsession with fat/caloric content of food

Call 911 if there is a potential threat to student's safety or the safety of others  
Express concern and care  
Listen to and believe student's responses  
Recommend medical intervention

**Urgent:** 911

**Advice and consultation:**  
UHS (413) 577-5000  
CCPH (413) 545-2337  
DOSO (413) 545-2684

**COVID-19 health guidelines:**  
umass.edu/coronavirus/health

DOSO (413) 545-2684  
Undergraduate Dean  
umass.edu/registrar/students/list-academic-deans  
Graduate Dean  
umass.edu/gradschool  
Disability Services  
(413) 545-0892

### Personal or family tragedy, loss, or crisis

(illness or death of family member, natural disaster, legal issues, divorce or break-up)

Frequent or extended absences  
Decline in academic performance  
Mentions relationship, financial, or other challenges  
Difficulty concentrating and making decisions  
Exhaustion/fatigue  
Excessive worry, sleeping/eating problems

Express concern and care  
Avoid criticizing, blaming, sounding judgmental, or minimizing the situation  
Listen to and believe student's responses  
Be supportive and encouraging if the student agrees to get help

CCPH (413) 545-2337  
DOSO (413) 545-2684  
SLSO (413) 545-1995  
IPO (413) 545-2710  
Single-Stop Resources  
umass.edu/studentlife/single-stop

DOSO (413) 545-2684  
Undergraduate Dean  
umass.edu/registrar/students/list-academic-deans  
Graduate Dean  
umass.edu/gradschool

### Relationship/interpersonal violence, sexual assault, stalking

References to sexual assault or relationship violence in conversations, papers, projects, etc.  
Visible injuries or bruises  
Mishaps or injuries with illogical/no explanation  
Crying or leaving when sexual violence, domestic violence, stalking, or child abuse is the topic  
Fearful or anxious about pleasing partner or others  
Mentions partner/other's possessiveness, jealousy or violent behavior, but may apologize/excuse/laugh it off

Call 911 if there is a potential threat to student's safety or the safety of others  
Express concern and care  
Listen to and believe student's responses  
Remain calm. Showing outrage may shut student down  
Do not interpret student's emotions as evidence of assault or violence  
Avoid criticizing, blaming, sounding judgmental, or minimizing the situation  
Identify resources for safety planning  
Recommend medical intervention  
Make the student aware that, as a Title IX responsible employee, you must report what they tell you

**Urgent:** 911  
UMPD (413) 545-3111  
CWC Rape Crisis Hotline  
(413) 545-0800

**Advice and consultation:**  
CWC (413) 545-0883  
CCPH (413) 545-2337  
DOSO (413) 545-2684  
UHS (413) 577-5000

Title IX Coordinator/Equal Opportunity Office  
(413) 545-3464

Say things like, "You've been through something very frightening. I'm so sorry."

# Maintaining Compliance with State and Federal Laws and University Policies

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## Academic Honesty Policy

University of Massachusetts Amherst's Academic Honesty Policy 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: [umass.edu/honesty](http://umass.edu/honesty).

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**Ombuds Office: (413) 545-0867 (advice and assistance) Academic Honesty Office: (413) 577-6767 (charges, resolutions, and appeals)**

## 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, as well as those in other official university communications. The Code of Student Conduct, Residence Hall Policies, and other administrative policies regarding student accountability are available at [umass.edu/dean\\_students/codeofconduct](http://umass.edu/dean_students/codeofconduct).

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**More information: Student Conduct and Community Standards Office at (413) 545-6281**

## Nondiscrimination Policy

The University of Massachusetts Amherst prohibits discrimination on the basis of race, color, religion, creed, sex, age, marital status, national origin, mental or physical disability, political belief or affiliation, pregnancy and pregnancy related condition(s), veteran status, sexual orientation, gender identity and expression, genetic information and any other class of individuals protected from discrimination under state or federal law in any aspect of the access to, admission, or treatment of students in its programs and activities, or in employment and application for employment. Furthermore, university policy prohibits harassment of students and employees, i.e., racial harassment, sexual harassment, and retaliation for filing complaints of discrimination. View the full policy at [umass.edu/equalopportunity](http://umass.edu/equalopportunity).

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**More information, training, and support: Equal Opportunity Office (EO) at (413) 545-3464**

## 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 the Drug Free Workplace Act, require the university to prohibit the use, possession and/or cultivation of marijuana, regardless of MA state law. Accordingly, use, possession, or cultivation of marijuana is not permitted on university property (including all university grounds and housing). See [umass.edu/dean\\_students/alcohol-drug-policies](http://umass.edu/dean_students/alcohol-drug-policies).

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**More information: Student Conduct and Community Standards Office at (413) 545-6281**

## Guidelines for Classroom Civility and Respect Policy

University of Massachusetts Amherst faculty members are responsible for maintaining classrooms that promote the safe and open exchange of ideas. Students are responsible for personal behavior that supports these goals. Disruption of the learning process may lead to disenrollment or disciplinary action. See [umass.edu/dean\\_students/codeofconduct/classroomcivility](http://umass.edu/dean_students/codeofconduct/classroomcivility).

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**More information: Student Conduct and Community Standards Office at (413) 545-6281**

## Title IX – Sexual Harassment, Sexual Assault, Relationship Violence

Subject to exceptions that can apply to law enforcement personnel, counselors, clinicians or clergy, any employee or contractor who becomes aware of a potential incident of sexual assault, sexual harassment, relationship violence or other assault or harassment involving a student at the University of Massachusetts Amherst – either as victim or perpetrator – on or off campus must promptly report the matter either to the Title IX Coordinator/Equal

Opportunity Office or to a supervisor, who must promptly notify the Title IX Coordinator/Equal Opportunity Office. The person making the report should not attempt to investigate the matter. The Title IX Coordinator/Equal Opportunity Office will undertake all such investigations, as appropriate under the circumstances and take every precaution to ensure privacy. For details see [umass.edu/titleix](http://umass.edu/titleix).

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**More information, training, and support: Title IX Coordinator/Equal Opportunity Office at (413) 545-3464**

## Hazing

Hazing is conduct by members of any student organization (on or off campus) that willfully or recklessly endangers the physical or mental health of any student or other person. Examples can include beating; branding; forced calisthenics or physical activity; exposure to the weather; forced consumption of any food, liquor, beverage, drug, or other substance; activities that subject a student or other person to mental stress such as extended deprivation of sleep or extended isolation; or any treatment likely to adversely affect the physical health or safety of a student or other person. Hazing is a crime under Massachusetts law. If hazing is reported, or if you suspect hazing or hazing-like activities might have occurred, you must promptly report it to UMPD or local law enforcement. In addition, notify the Student Conduct and Community Standards Office or your supervisor, who must promptly notify Student Conduct and Community Standards. Do not attempt to investigate the situation.

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**More information: Student Conduct and Community Standards Office at (413) 545-6281**

## Clergy Act

The Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act is the federal law originally known as the Campus Security Act that requires universities to disclose information about crime on and around their campuses. The law is tied to federal financial aid program funding and is enforced by the United States Department of Education. A copy of UMass Amherst's

*(continued)*

## Clery Act *(continued)*

annual security report is available at [umass.edu/umpd/crime-statistics](http://umass.edu/umpd/crime-statistics). It includes campus security policies, crime statistics for the previous three years, daily crime logs and timely missing student warnings.

**More information, training, and support: UMass Amherst Police Department at (413) 545-3111**

## Family Educational Rights and Privacy Act (FERPA)

The Family Educational Rights and Privacy Act (FERPA) is a federal law that allows present and former students access to their educational records and provides basic privacy protection. Educational records are defined as those directly related to a student and maintained by an educational agency or institution.

FERPA permits disclosure of personal identifiable information from a student's educational record to parents, police or others to protect the health and safety of the student or other individuals. Information can be shared with university personnel when there is a specific need to know.

Observations of a student's conduct or statements made by a student are not part of a student's educational record and should be appropriately shared.

IT provides FERPA certification for faculty and staff at [oit.umass.edu/support/spire/about-ferpa-certification](http://oit.umass.edu/support/spire/about-ferpa-certification).

**More information, training, and support: University Registrar at (413) 545-0555**

## Tobacco Free Campus Policy

The use of any tobacco product including cigarettes, e-cigarettes/vapes, and smokeless tobacco are prohibited indoors and outdoors on the UMass Amherst campus grounds. This policy applies to all individuals on campus including students, staff, faculty, visitors, and contractors. This policy applies to all university property, land, and buildings including: public walkways, bus stops, residential housing, parking lots, athletic fields, loading docks, and in any vehicle on university grounds.

**More information: [umass.edu/tobaccofree](http://umass.edu/tobaccofree)**

**Resources** for faculty, staff, undergraduate and graduate students

### EMERGENCY . . . . .

**UMass Amherst Police: (413) 545-3111  
Emergency: 911**

- immediate emergency services for threatening or dangerous behavior
- active shooter and campus safety trainings
- campus-wide alarm system for crisis notification and response
- Clery crime logs and security reporting

**University Health Services: (413) 577-5000**

- Triage Advice Nurse (413) 577-5229
- medical care and 24/7 on-call services
- designated site for free and confidential sexual assault evidence collection services for sexual assault victims/survivors
- women's health clinic, transgender healthcare, specialty services
- health insurance questions and explanation of benefits

**Center for Counseling and Psychological Health: (413) 545-2337 • After Hours: (877) 831-7421**

- crisis intervention, including 24/7 emergency on-call services
- situation assessment consultation
- online resources: [umass.edu/counseling/online-resources](http://umass.edu/counseling/online-resources)

**Center for Women and Community: (413) 545-0883 • Rape Crisis: (413) 545-0800**

- 24/7 hotline, crisis intervention and safety planning for domestic and sexual violence; for people of all genders
- free counseling and support groups for survivors, friends and families
- community training on issues of consent, sexual assault and harassment

### FOLLOW-UP, SUPPORT & TRAINING . . . . .

**Dean of Students Office: (413) 545-2684**

- supporting a student in hardship, crisis, or trauma
- primary contact for parents/family members in times of crisis or emergencies
- managing challenging classroom situations
- helping a student facing food and/or financial insecurity

**Ombuds Office: (413) 545-0867**

- assistance with challenging communication and conflicts
- policy clarification, facilitation, and informal mediation

**Faculty and Staff Assistance Program: (413) 545-0350**

- strategies for dealing with problematic students
- resources for managing stress and other reactions to challenging situations

**Center for Health Promotion: (413) 577-5181**

- alcohol and other drugs screening and brief intervention through the BASICS program
- classroom presentations on health topics; faculty and graduate staff training on identifying and assisting high-risk students
- education and information about alcohol, marijuana, tobacco/vaping, and other drugs

**Psychological Services Center: (413) 545-0041**

- free initial consultation and sliding-scale psychotherapy services for adults, children and families

**Disability Services: (413) 545-0892**

- registering and accommodating students with disabilities
- faculty and staff consultation on issues related to students with disabilities



### Single-Stop Resources

To help students facing personal, financial or life challenges find support, stay in school, and graduate. [umass.edu/studentlife/single-stop](http://umass.edu/studentlife/single-stop)