

RECOGNIZE	RESPOND	REFER	REPORT
<p><b>“Not sure what, but something’s wrong”</b></p> <ul style="list-style-type: none"> <li>Disturbing content in paper/e-mails</li> <li>Decline in academic performance</li> <li>Excessive absenteeism</li> <li>Irrational or bizarre behavior</li> <li>Sudden change in demeanor (e.g. an extroverted student withdrawn, an organized student forgetful, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>Express concern and care in a private place</li> <li>Give a concrete example of a time that the student’s behavior has worried you</li> <li>Listen to and believe student’s responses</li> <li>Be supportive and encouraging if student agrees to get help</li> </ul>	<ul style="list-style-type: none"> <li><b>URGENT:</b> x1911</li> <li><b>Advice and consultation:</b></li> <li>Hampshire Health and Counseling Services 413.559.5458</li> <li>Hampshire College Campus Police 413.559.5424</li> </ul>	<ul style="list-style-type: none"> <li>Dean of Students Office 413.559.5412</li> <li>Center for Academic Support and Advising 413.559.5498</li> </ul>
<p><b>Depression, self harm, suicidal risk</b></p> <ul style="list-style-type: none"> <li>Significant changes in appearance, behavior or personal hygiene</li> <li>Decline in academic performance</li> <li>Written or verbal statements preoccupied with theme of death or that convey intent to harm self or others</li> <li>Fresh cuts, scratches or other wounds</li> <li>Withdrawal from activities and friends</li> <li>Statements of hopelessness such as, “I hate this life” or “Everyone is better off without me”</li> </ul>	<ul style="list-style-type: none"> <li>Express concern and care</li> <li>Avoid criticizing, sounding judgmental, minimizing or blaming</li> <li>Always take suicidal statements, thoughts or behaviors very seriously</li> <li>If possible, ask directly about their feelings and plans</li> <li>If you suspect a student may be suicidal, seek immediate consultation</li> <li>Call x1911 if there is a threat to student’s safety or the safety of others</li> </ul>	<ul style="list-style-type: none"> <li><b>URGENT:</b> x1911</li> <li><b>Advice and consultation:</b></li> <li>Hampshire Health and Counseling Services 413.559.5458</li> </ul>	<ul style="list-style-type: none"> <li>Hampshire College Campus Police 413.559.5424</li> <li>Dean of Students Office 413.559.5412</li> </ul>
<p><b>Misconduct, inappropriate behavior and classroom disruption</b></p> <ul style="list-style-type: none"> <li><b>Disruptive Conduct:</b> Inappropriate outbursts or persistent interruptions, continued arguing beyond the scope of academic debate, use of threats</li> <li><b>Disorderly Conduct:*</b> Throwing items, refusing to leave, preventing others from leaving, showing or stating the presence of a weapon</li> <li><b>* Disorderly conduct and threatening behaviors require immediate action</b></li> </ul>	<ul style="list-style-type: none"> <li>Express concern and care</li> <li>Explain the impact of student’s behavior on the group or class</li> <li>Outline your expectations and help student explore options and alternatives</li> </ul>	<ul style="list-style-type: none"> <li><b>URGENT:</b> x1911</li> <li><b>Advice and consultation:</b></li> <li>Hampshire Health and Counseling Services 413.559.5458</li> <li>Center for Academic Support and Advising 413.559.5498</li> <li>Office of Student Conduct Rights &amp; Responsibilities 413.559.6205</li> </ul>	<ul style="list-style-type: none"> <li>Hampshire College Campus Police 413.559.5424</li> <li>Dean of Students Office 413.559.5412</li> <li>Center for Academic Support and Advising 413.559.5498</li> <li>Office of Student Conduct Rights &amp; Responsibilities 413.559.6205</li> </ul>
<p><b>Crime victimization, hazing</b></p> <ul style="list-style-type: none"> <li>Appears fearful, anxious, nervous or angry</li> <li>Withdrawal from activities and friends</li> <li>Visible injuries or bruises</li> <li>Cuts, brands, or scars with a distinct pattern</li> <li>Unusual absence of or damage to personal items such as laptop, cellphone, etc.</li> </ul>	<ul style="list-style-type: none"> <li>Express concern and care</li> <li>Remain calm. Showing outrage may cause a student to shut down</li> <li>Do not interpret student’s emotions as evidence of a crime</li> <li>Listen to and believe student’s responses</li> <li>Avoid criticizing, sounding judgmental, minimizing or blaming</li> </ul>	<ul style="list-style-type: none"> <li><b>URGENT:</b> x1911</li> <li><b>Advice and consultation:</b></li> <li>Hampshire College Campus Police 413.559.5424</li> <li>Hampshire Health and Counseling Services 413.559.5458</li> <li>Dean of Students Office 413.559.5412</li> </ul>	<ul style="list-style-type: none"> <li>Hampshire College Campus Police 413.559.5424</li> <li>Dean of Students Office 413.559.5412</li> <li>Office of Student Conduct Rights &amp; Responsibilities 413.559.6205</li> <li>Center for Academic Support and Advising 413.559.5498</li> </ul>
<p><b>Actual or suspected medical issues</b> (chronic illness, eating disorders, etc.)</p> <ul style="list-style-type: none"> <li>Frequent or extended absences</li> <li>Fatigue or dizziness</li> <li>Noticeable weight loss or gain</li> <li>Hair loss</li> <li>Unusual or secretive eating habits; obsession with the fat/caloric content of food</li> <li>Use of self-disparaging terms (fat, gross, ugly, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>Express concern and care</li> <li>Avoid criticizing, sounding judgmental, minimizing or blaming</li> <li>Listen to and believe student’s responses</li> <li>Recommend (or, if necessary, insist upon) medical intervention</li> </ul>	<ul style="list-style-type: none"> <li><b>URGENT:</b> x1911</li> <li><b>Advice and consultation:</b></li> <li>Hampshire Health and Counseling Services 413.559.5458</li> <li>Dean of Students Office 413.559.5412</li> </ul>	<ul style="list-style-type: none"> <li>Dean of Students Office 413.559.5412</li> <li>Center for Academic Support and Advising 413.559.5498</li> </ul>

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.”

RECOGNIZE	RESPOND	REFER	REPORT
<p><b>Bullying, harassment, sexual harassment, cyberstalking</b></p> <ul style="list-style-type: none"> <li>Internet flaming, trolling, name-calling or harassment</li> <li>Communications that continue after being told to stop</li> <li>Threatening to release private information/photos</li> <li>Verbal abuse, innuendo of a sexual nature, unwanted sexual flirtations</li> <li>Demand for sexual favors by peer or supervisor accompanied by implied or overt threat concerning an individual’s academic status or employment</li> <li>Display of sexually suggestive pictures or cartoons in workspace, residence halls or online</li> <li>Continued jokes, language, epithets, gestures or remarks of a sexual nature</li> </ul>	<ul style="list-style-type: none"> <li>Express concern and care</li> <li>Listen to and believe student’s responses</li> <li>Avoid criticizing, sounding judgmental, minimizing or blaming</li> <li>Encourage targeted student to save all digital communications as downloaded files and/or hard copies</li> </ul>	<ul style="list-style-type: none"> <li><b>URGENT:</b> x1911</li> <li><b>Advice and consultation:</b></li> <li>Hampshire College Campus Police 413.559.5424</li> </ul>	<ul style="list-style-type: none"> <li>Dean of Students Office 413.559.5412</li> <li>Office of Student Conduct Rights &amp; Responsibilities 413.559.6205</li> <li>Title IX Coordinator Diana Fernandez 413.559.6253</li> </ul>
<p><b>Violence/ harassment Interpersonal/ sexual assault</b></p> <ul style="list-style-type: none"> <li>Appears fearful or unusually anxious about pleasing partner or others</li> <li>Apologizes/excuses partner/other’s behavior</li> <li>Mentions partner/other’s possessiveness, jealousy or violent behavior, but may laugh it off</li> <li>Visible injuries or bruises</li> <li>Frequent mishaps or injuries with illogical or no explanations</li> <li>Crying or leaving when sexual violence, domestic violence, stalking or child abuse is the topic</li> </ul>	<ul style="list-style-type: none"> <li>Express concern and care</li> <li>Listen to and believe student’s responses</li> <li>Remain calm. Showing outrage may shut student down</li> <li>Do not interpret student’s emotions as evidence of assault or violence</li> <li>Avoid criticizing, sounding judgmental, minimizing or blaming</li> </ul>	<ul style="list-style-type: none"> <li><b>URGENT:</b> x1911</li> <li>Center for Women and Community Rape Crisis Hotline 413.545.0800 Toll-free: 888.337.0800</li> <li><b>Advice and consultation:</b></li> <li>Center for Women and Community 413.545.0883</li> <li>Hampshire Health and Counseling Services 413.559.5458</li> </ul>	<ul style="list-style-type: none"> <li>Dean of Students Office 413.559.5412</li> <li>Office of Student Conduct Rights &amp; Responsibilities 413.559.6205</li> <li>Title IX Coordinator Diana Fernandez 413.559.6253</li> </ul>
<p><b>Alcohol or other drug abuse</b></p> <ul style="list-style-type: none"> <li>Intoxicated/high in class or at meetings/events</li> <li>Excessive sleepiness or hyper energy</li> <li>Decline in academic performance</li> <li>References to alcohol or drug use in conversations, papers, projects, etc.</li> <li>Deterioration in physical appearance (bloodshot eyes, dilated pupils, trembling hands, etc.)</li> <li>Unusual smells on breath, body or clothes</li> <li>University conduct reports and public arrest records</li> </ul>	<ul style="list-style-type: none"> <li>Express concern or care</li> <li>Give an example of a time that the student’s behavior has worried you</li> <li>Listen to and believe student’s responses</li> <li>Be supportive and encouraging if the student agrees to get help</li> <li>Offer to help the student make an appointment with BASICS program for alcohol screening and intervention</li> </ul>	<ul style="list-style-type: none"> <li><b>URGENT:</b> x1911</li> <li><b>Advice and consultation:</b></li> <li>Hampshire Health and Counseling Services (&amp; BASICS) 413.559.5458</li> <li>Wellness Center 413.559.5743</li> </ul>	<ul style="list-style-type: none"> <li>Dean of Students Office 413.545.2684</li> </ul>
<p><b>Family or personal tragedy, loss, or crisis</b> (illness or death of family member, job loss, foreclosure, natural disaster, divorce or break-up, legal difficulties, etc.)</p> <ul style="list-style-type: none"> <li>Frequent or extended absences</li> <li>Decline in academic performance</li> <li>Mentions relationship, financial or other challenges</li> <li>Difficulty concentrating and making decisions</li> <li>Exhaustion/fatigue</li> <li>Excessive worry, sleeping/eating problems</li> </ul>	<ul style="list-style-type: none"> <li>Express concern and care</li> <li>Avoid criticizing, sounding judgmental, minimizing or blaming</li> <li>Listen to and believe student’s responses</li> <li>Be supportive and encouraging if the student agrees to get help</li> </ul>	<ul style="list-style-type: none"> <li>Hampshire Health and Counseling Services 413.559.5458</li> <li>Dean of Students Office 413.559.5412</li> <li>Spiritual Life 413.559.5282</li> </ul>	<ul style="list-style-type: none"> <li>Dean of Students Office 413.559.5412</li> <li>Center for Academic Support and Advising 413.559.5498</li> </ul>

# Supporting Distressed and Distressing Students For Hampshire College Faculty and Staff

- Speak directly to the student about your concerns, preferably in a private place.
- Be specific about the behaviors you've observed that have caused your concern.
- Ask direct questions.
- Be a good listener.
- Avoid labeling or diagnosing the person or the person's behavior.
- Frame the decision to seek and accept help as a courageous, mature choice.
- Offer alternatives and establish hope.
- Respect the person's privacy, *but only up to a point.* If you have serious concerns, consult!
- Call the Dean of Students Office (413.559.5412) if, **at any point**, you aren't sure what to do.

**URGENT: x1911**

Hampshire Health and Counseling Services 413.559.5458

Hampshire College Campus Police 413.559.5424

Center for Academic Support and Advising 413.559.5498

Office of Student Conduct Rights & Responsibilities 413.559.6205

Dean of Students Office 413.559.5412

Center for Women and Community 413.545.0883

Center for Women and Community Rape Crisis Hotline 413.545.0800

Toll-Free: 888.337.0800

Title IX Coordinator, Diana Fernandez 413.559.6253

## HOW TO TALK ABOUT COUNSELING SERVICES

- When referring students to the Counseling Center, suggest it as a **possible resource**.
- Ambivalence is often characterized by statements such as, "I don't want to go there because my problem isn't that serious." or, "I don't want to go there because I think my problems are too serious and they can't help me."
- You may want to tell the student that the **Counseling Center** is used by over 400 students a year and by up to 50% of the student body throughout their time at Hampshire.
- Let them know that they can just speak to a counselor on a **one-time basis** without making a commitment to on-going therapy.
- Remind the student that our services are FREE and CONFIDENTIAL.
- If they are hesitant about Counseling Services for ANY reason, remind the student that there are many sources of support on campus: spiritual life, area coordinators, CASA, faculty advisors, resident advisors, and more. While none of these sources provide psychotherapy many of them are the first or second step to getting help.

## HOW TO MAKE THE APPOINTMENT

- Suggest the student call or go to the Counseling Center to make an appointment, giving the telephone number and location to them at that time. If you want to offer extra support, you can have the student call the Counseling Center from your office. Our extension is **5458**, and we are located next to the red barn.
- It is usually **most effective** to assist the student by calling for an appointment with the student present. When you reach the Counseling Center receptionist, identify yourself as a faculty or staff member and hand the phone to the student.

## WHAT IF IT'S URGENT?

- If you feel the situation is an emergency or urgent enough to require immediate attention, after identifying yourself as faculty or staff, tell the receptionist that the student needs to see a counselor today (or immediately). Give the receptionist the student's name, then ask to speak with an available staff member.
- Any information that you can give to the counselor who will be meeting with the student is VERY helpful. Ask to leave a voice mail message for the assigned clinician or, if possible, ask to speak directly with the assigned clinician. It is best to do this when the student is not sitting with you.
- It may be necessary for you to walk the student to the Counseling Center.
- If you are concerned about a student but unsure about the appropriateness of a referral, *feel free to call the Counseling Center for a consultation.*
- If the student resists referral and you remain uncomfortable with the situation, contact the Counseling Center to discuss your concern.
- If walking doesn't feel safe, campus police can help with an escort if immediate safety is a concern. x5424

## AFTER HOURS URGENT SITUATIONS

In case of an emergency **after hours**, you can reach the on-call clinician by contacting campus police, identifying yourself as faculty or staff and describing the situation. You may ask to speak directly with the clinician who is on-call.

After hours, **students** should ask for the area coordinator on-call, who will then assess the situation and contact the on-call clinician when appropriate.

## KNOW YOUR LIMITS!

Signs that you may be over extending:

- Feeling stressed out or overwhelmed by the situation.
- Feeling angry at the student.
- Feeling afraid.
- Having thoughts of "adopting" or otherwise rescuing the student.
- "Reliving" similar experiences of your own
- Talking to a student more than several times per week or late at night.
- Feeling angry at the systems in place that aren't working the way you would like. (Communicate with us! Help us understand what you are experiencing. There may be pieces of information that we don't have. We will help you understand our systems, even if we can't give you specifics about a particular situation.)
- When in doubt about how much you should be doing, call us. [413.559.5458] We will usually return your call the same day. If you need to speak with a clinician immediately, please let the receptionist know.

*REMEMBER:* We are here to assist you with helping your student. **Don't hesitate to call** and ask to consult with the on-call clinician. They will return your call promptly if they are unable to speak with you at that moment. In case of serious emergency, ask to speak with a senior clinician immediately. A clinician will be interrupted and take your call.

## Counseling Services STAFFING

- We are staffed by three doctoral level psychologists, a social worker, two post-doctoral clinicians, and two pre-doctoral, masters level psychotherapy interns. (total staffing 4.75 FTE)
- We have an identified on call clinician 24/7 and have time set aside each day for emergencies.
- We are open 8:30-5 M-F x5458 in Montague house, next to the red barn.