RECOGNIZE

- Disturbing content in paper/emails
- Decline in academic performance
- Exclusive absenteeism
- Insults or biases in behavior
- Stressed or nervous in exam settings
- Change in demeanor
- Frequent, scratches, or cuts
- Withdrawal from activities and friends
- Statements of hopelessness such as “I hate this life” or “Everyone is better off without me”

RESPOND

- Express concern and care in a private place
- Give a concrete 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

REFER

- Hampshire Health and Counseling Services 413.559.5458
- Hampshire College Campus Police 413.559.5424
- Dean of Students Office 413.559.5412
- Center for Academic Support and Advising 413.559.5498

REPORT

- Hampshire Health and Counseling Services 413.559.5458
- Hampshire College Campus Police 413.559.5424
- Dean of Students Office 413.559.5412

Depression, harm, suicidal risk

- Significant changes in appearance, behavior or personal hygiene
- Decline in academic performance
- Written or verbal statements preoccupied with themes of death or express intention to harm self or others
- Fresh, 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”

- Express concern and care
- Avoid criticizing, sounding judgmental, minimizing or blaming
- Always take suicidal statements, thoughts or behavior very seriously
- If possible, ask directly about their feelings and plans
- If you suspect a student may be suicidal, seek immediate consultation
- Call x1911 if there is a threat to a student’s safety or the safety of others

- Hampshire Health and Counseling Services 413.559.5458
- Hampshire College Campus Police 413.559.5424
- Dean of Students Office 413.559.5412

Misconduct, inappropriate behavior and classroom disruption

- Disruptive Conduct:
  - Inappropriate outbursts or persistent interruptions, continued arguing beyond the scope of academic debate, use of threats

- Disorderly Conduct:
  - Throwing, items, refusing to leave, presenting others from leaving, showing or stating the presence of weapons

- Disorderly conduct and threatening behavior require immediate action

- Hampshire Health and Counseling Services 413.559.5458
- Hampshire College Campus Police 413.559.5424
- Dean of Students Office 413.559.5412
- Center for Academic Support and Advising 413.559.5498
- Office of Student Conduct Rights & Responsibilities 413.559.6205

Crime victimization, hazing

- Appears fearful, anxious or nervous
- Withdrawal from activities and friends
- Visible bruising
- Cuts, brands, or scars with a distinct pattern
- Unusual absence or damage to personal items such as laptop, cellphone, etc.

- Express concern and care
- Remain calm. Showing outrage may cause a 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
- List to and believe student’s responses
- Recommend (or, if necessary, insist upon) medical intervention

- Hampshire Health and Counseling Services 413.559.5458
- Hampshire College Campus Police 413.559.5424
- Dean of Students Office 413.559.5412
- Center for Academic Support and Advising 413.559.5498

Actual or suspected medical issues (chronic illness, eating disorders, etc.)

- Frequent or shortened absences
- Fatigue, weakness, or rapid weight loss or gain
- Hair changes
- Frequent, nightmares or nightmares with illogical or disgusting content
- Use of self-disparaging terms (fat, gross, ugly, etc.)

- Express concern and care
- Avoid criticizing, sounding judgmental, minimizing or blaming
- List to and believe student’s responses
- Recommend (or, if necessary, insist upon) medical intervention

- Hampshire Health and Counseling Services 413.559.5458
- Hampshire College Campus Police 413.559.5424
- Dean of Students Office 413.559.5412
- Center for Academic Support and Advising 413.559.5498

Bullying, harassment, sexual harassment, cyberstalking

- Internet flaming, trolling, name-calling or harassment
- Communications that continue after being told to stop
- Threatening to release private information
- Verbal abuse, remarks of a sexual nature
- Unwanted or persistent advances
- Demand for sexual favors by peer or supervisor

- Express concern and care
- Avoid criticizing, sounding judgmental, minimizing or blaming
- Encourage targeted student to save all digital communications as downloaded files and/or hard copies
- Express concern and care
- Express concern and care
- Listen to and believe student’s responses
- Avoid criticizing, sounding judgmental, minimizing or blaming
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- Hampshire Health and Counseling Services 413.559.5458
- Hampshire College Campus Police 413.559.5424
- Dean of Students Office 413.559.5412
- Center for Academic Support and Advising 413.559.5498
- Office of Student Conduct Rights & Responsibilities 413.559.6205
- Center for Academic Support and Advising 413.559.5498

Violence/ harassment Interpersonal/ sexual assault

- Appears fearful or unusually anxious about seeing partner or others
- Apologizes/excuses partner/other’s behavior
- Mentions partner/other’s possessiveness, jealousy or violent behavior, but may laugh it off
- Visible injuries or bruises
- Frequent, nightmares or nightmares with illogical
- Crying or leaving when sexual violence, domestic violence, stalking or child abuse is the topic

- Express concern and care
- Listen to and believe student’s responses
- Remain calm. Showing outrage may shut student down
- Do not interpret student’s symptoms as evidence of assault or violence
- Avoid criticizing, sounding judgmental, minimizing or blaming

- Hampshire Health and Counseling Services 413.559.5458
- Hampshire College Campus Police 413.559.5424
- Center for Women and Community Resource Center 413.545.0883
- Center for Academic Support and Advising 413.545.0883
- Hampshire Health and Counseling Services 413.559.5458
- Dean of Campus Police 413.559.5412
- Dean of Students Office 413.559.5412
- Center for Academic Support and Advising 413.559.5498

- Hampshire Health and Counseling Services 413.559.5458
- Hampshire College Campus Police 413.559.5424
- Dean of Students Office 413.559.5412
- Center for Academic Support and Advising 413.559.5498
- Center for Academic Support and Advising 413.559.6205
- Title IX Coordinator Shana Fernandes 413.559.6253

Alcohol or other drug abuse

- Intoxicated/high in class or at meetings/ events
- Excessive sleepiness or hyper energy
- Verbal abuse, remarks of a sexual nature
- References to alcohol or drug use in conversations, papers, projects, etc.
- Determination in physical appearance (bloodshot eyes, dilated pupils, trembling hands, etc.)
- Unusual smells on breath, body or clothes

- 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

- Hampshire Health and Counseling Services 413.559.5458
- Hampshire College Campus Police 413.559.5424
- Wellness Center 413.559.5743
- Dean of Students Office 413.559.5412
- Office of Student Conduct Rights & Responsibilities 413.559.6205
- Title IX Coordinator Shana Fernandes 413.559.6253
- Center for Academic Support and Advising 413.559.5498

Family or personal medical issues or crisis (illness or death of family member, job loss, foreclosure, natural disaster, divorce or break-up, legal difficulties, etc.)

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

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

- Hampshire Health and Counseling Services 413.559.5458
- Hampshire College Campus Police 413.559.5424
- Dean of Students Office 413.559.5412
- Center for Academic Support and Advising 413.559.5498
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 ongoing therapy.
• Remind the student that our services are FREE and CONFIDENTIAL.

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.
• 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.

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.

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 assigned clinician. It is best to do this when the student is not sitting with you.

• If you feel the situation is an emergency or urgent enough to require immediate attention, please let the receptionist know.
• If you feel the situation is an emergency or urgent, please let the receptionist know.

KNOW YOUR LIMITS!

• Sign 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 in Montague house, next to the red barn.

For Hampshire College Faculty and Staff
Supporting Disressed and Distressed Students

Urge: 911