Identifying a Student in Distress

Mental health is everyone’s business. As members of the campus community, we have all made a commitment to recognize and assist students who demonstrate behaviors that indicate they may be struggling. Know what these indicators are so you can direct a student to the appropriate resource.

Students who are struggling may often present changes in key areas. Warning signs include:

Academic signs:
• Deterioration in quality or quantity of work
• Changes in diet or weight—either loss or gain
• Giving away favorite possessions
• Writing about death, dying or suicide
• Are they willing to access support from others?

Emotional signs:
• Emotional outbursts including anger, irritation, sadness or extreme happiness
• Withdrawing from friends or previously enjoyed activities
• Expressions of hopelessness and fear
• General low mood

Warning signs that someone may be considering suicide:
• Talking about wanting to die or kill oneself
• Looking for ways to kill oneself (e.g., searching online)
• Talking about feeling trapped
• Behaving recklessly
• Writing about death, dying or suicide
• Giving away favorite possessions

A sudden and dramatic increase in mood can also indicate that an individual is considering suicide. Withdrawing from friends or previously enjoyed activities is another warning sign. Expressions of hopelessness and fear can also be signs of a student’s intent to harm themselves.

Physical signs:
• Change in energy level—either an increase or decrease
• Change in personal hygiene or appearance
• Disorganized or erratic performance
• Falling asleep in class

Be mindful of all changes. If you have a concern for a student’s immediate safety, do not hesitate. Let Campus Police assess the level of urgency. Call 978-934-4911.

To gauge whether a student is at risk to themselves or self-harm, contact the STARs team (Students At Risk). The STARs team will offer a network of staff to assist the student.

In addition to contacting STARs, encouraging the student to connect with a resource has been shown to be helpful.

Deterioration in quality or quantity of work
Changes in diet or weight—either loss or gain
Giving away favorite possessions
Writing about death, dying or suicide
Are they willing to access support from others?

Talking about feeling trapped
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What about FERPA?
The Family Educational Rights and Privacy Act (FERPA) permits communication about a student of concern if knowledge of the information is necessary to protect the health and safety of the student or other individuals.

UMass Lowell faculty and staff may disclose personal identifiable information from an educational record to appropriate individuals in connection with a health and safety emergency. Additionally, information can be shared with university personnel when there is a specific need to know and should be limited to the essentials of university business. Such information should be shared with appropriate consideration for student privacy.

If faculty or staff are not sure whether information should be released or to whom it should be released, questions or concerns should be directed to the Office of Student Affairs. If it is an emergency, Campus Police should be contacted immediately.

Response Tips

Safety First—The welfare of the campus community should always be top priority. Do not hesitate to call Campus Police if someone is displaying threatening or violent behavior.

Listen Sensitive and Carefully—Use a calm voice and non-threatening body language. Maintain eye contact and avoid judgmental or threatening responses.

Be Proactive—Early intervention is best; engage a student as soon as you notice something and set limits on behavior.

Be Direct—Don’t be afraid to ask the question. Ask students directly if they’re under the influence, feeling confused or thinking of harming themselves.

Follow Through—Direct a student to the appropriate resource.

Consult and Document—Always share concerning interactions with your supervisor and feel free to document an incident through a STARs report.

For a digital and up-to-date version of the Red Folder, please go to: uml.edu/RedFolder

For more information, please go to uml.edu/Prevent.

Workshops and Additional Training Opportunities

For a digital and up-to-date version of the Red Folder, please go to: uml.edu/RedFolder

What Do You Report?

As faculty and staff, you have the ability to keep a report of sexual violence private but not confidential.

Title IX of the Education Amendments of 1972 prohibits sex discrimination, including sexual violence, in educational programs and activities that receive federal funding. UMass Lowell faculty and staff, in compliance with Title IX, are considered responsible employees and have an obligation under the law to report all incidents of sexual violence, harassment or other misconduct.

For more information, please go to uml.edu/Prevent.

What Do You Report?

Responsible employees have been given the duty of reporting incidents of sexual violence or any other sexual misconduct. UMass Lowell is obligated to address sexual violence about which a responsible employee knew or should have known; this means that any mention of the violence, whether a direct disclosure or a more passive learning (i.e., through social media) must be reported for further investigation. Sexual violence encompasses sexual assault, dating and domestic violence, and stalking. Any sexual act, either physical or verbal, that occurs without the consent of another person, including occasions where the other person is unable to give consent or where the behavior creates a hostile environment, should be reported.

Sexual Violence and Reporting

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Confidential Supports:

Counseling Services: UCrossing, Suite 300 Counseling@uml.edu; 978-934-6800
Health Services: UCrossing, Suite 300 Health_Services@uml.edu; 978-934-6800
Campus Ministries: UCrossing, Suite 380 uml.edu/campusministry

Non-Confidential Title IX Employees:

Title IX Coordinator: Clara Orlando 978-934-3567; Clara_Orlando@uml.edu
Title IX Deputy Coordinator: Annie Caradli 978-934-2100; Ann_Caradli@uml.edu
Office of Student Conduct: Bo Zaryckyj 978-934-2100; Bohdan_Zaryckyj@uml.edu

Campus Police: 978-934-2398

Where Do You Report?

Every department has its own chain of command and method of reporting. It’s imperative that all reports of sexual violence are brought to the attention of the Title IX Coordinator, which can be done directly or through your department.

Sexual Violence Contacts and Confidential Support

A student may want to seek support but may not yet be ready to report the incident. There are several spaces on campus designated to offer the support that a survivor needs without the mandate of reporting.

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um.edu/umatterworkshops

Knowing the warning signs for someone in distress is just the first step. Take the next step and learn about high-risk groups, risk factors and how to navigate difficult conversations. Please note that all workshops can be tailored to meet department needs.

Connect
A workshop that focuses on identifying the warning signs of suicide, discussing how to intervene and identifying campus resources.

Ally Space
LGBTQ students are at higher risk for suicide due to the environmental struggles they may encounter. Learn how you can be an ally to students in need.

Bystander Awareness Training
Active Bystanders play a key role in valuing diversity and creating an inclusive workplace. This program will empower you to take this challenging but important role. A student-specific version, Bringing in the Bystander, is also available.

Dealing with Disruptive Students
This workshop will assist faculty and staff in understanding why students may become disruptive, how to address behavior in the moment and how to report incidents. You will learn about STARs, the University’s behavioral intervention team, and what happens when you report a student to the team.

In addition, workshops can include other Student Affairs staff (Disability Services, Student Conduct, etc.), depending on what you would like to know.

Understanding Title IX
Learn the far-reaching implications of what gender equity at UMass Lowell means for you: equal access to all programs and scholarships, prevention of sexual violence, reporting responsibilities of employees regarding sexual violence or harassment, and resources that are available for possible victims. We will discuss the differences between a police investigation, a Title IX investigation and the student conduct process.

Active Shooter Training
Presented by the UMPD and Student Affairs, this teaches what to do in an active shooter situation. The presentation begins with prevention and then explains what happens as a situation unfolds; what should you do, where should you go, and how to contact the police safely. This workshop can be done for colleges, departments or classes.

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Campus Police: Police@uml.edu 978-934-2398

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If you have any questions or concerns related to sexual violence or harassment, and resources that are available for possible victims. We will discuss the differences between a police investigation, a Title IX investigation and the student conduct process.

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If you are a faculty or staff member, you have the ability to keep a report of sexual violence private but not confidential. For more information, please go to uml.edu/Prevent.

Workshops and Additional Training Opportunities

Where Do You Report?
Every department has its own chain of command and method of reporting. It’s imperative that all reports of sexual violence get brought to the attention of the Title IX Coordinator, which can be done directly or through your department.
RESOURCES

The university is committed to providing students with a wide range of services and support to safely navigate their years on campus.

CAMPUS

STARS:
Annie Ciaraldi
uml.edu/STARS
978-934-2100

Counseling Services
Wellness Center, UCrossing, Suite 300
978-934-6800
Counseling@uml.edu

Health Services
Diana Walker-Moyer
Wellness Center, UCrossing, Suite 300
978-934-6800
Diana_WalkerMoyer@uml.edu

Disability Services
Jody Goldstein
Wellness Center, UCrossing, Suite 300
978-934-6800
Jody_Goldstein@uml.edu

Victim’s Advocate
Jacqueline Kieves
Health Education, UCrossing, Suite 300
978-934-2127
Jacqueline_Kieves@uml.edu

Title IX Coordinator
Clara Orlando
HR & EOD, Wannamaker Mills, Suite 301
978-934-3567
Clara_Orlando@uml.edu

Title IX Deputy Coordinator
Annie Ciaraldi
Student Affairs, UCrossing, Suite 200
978-934-2100
Annie_Ciaraldi@uml.edu

Office of Student Conduct
Bo Zaryckyj
UCrossing, Suite 200
978-934-2100
Bohdan_Zaryckyj@uml.edu

Veterans Services
Janine Wert
UCrossing, Suite 354
978-934-2461
Veterans@uml.edu

Campus Police
UCrossing, Suite 170
978-934-2398
Police@uml.edu

Navigators Food Pantry
UCrossing, Room 104 (near the Solution Center)
978-934-2100
Student_Affairs@uml.edu

COMMUNITY

The Center for Hope and Healing
Free and confidential services for survivors of sexual violence.
978-452-7721
dhhinc.org; info@dhhinc.org

Alternative House
Shelter, support and advocacy for survivors of domestic violence.
978-937-5777
Alternative-house.org

House of Hope
Support services for homeless families.
978-458-2870
houseofhope Lowell.org;
info@houseofhopelowell.org

Lowell Veterans Center
978-453-1151

If you have a concern for a student’s immediate safety, do not hesitate. Let Campus Police assess the level of urgency. Call 978-934-4911.

www.uml.edu/umatter
Produced by UMass Lowell Violence Prevention / Department of Health Education / Office of Student Affairs / The Wellness Center • University Crossing, Suite 300 • 978-934-6800 • umatter@uml.edu
Updated June 2017