

I am concerned that a student might be distressed*. What action do I take next?

*If you have an immediate concern for the safety of anyone on campus, please contact Campus Safety (508-856-3296; or on a campus phone, either 911 or 6-3311; or walk-in to the ground level pedestrian entrance of the South St (visitor parking) Garage).

Everyone in our community plays a critical role in supporting each other by reaching out directly when you notice a change in a student's behavior (i.e. responsiveness, work habits, demeanor, etc.). Most of us are not trained to have these types of interactions and these interactions often feel uncomfortable.

How to respond

Don't ignore a concern you have for a student. When in doubt, ask for help from a counseling or student affairs/life professional on campus.

Know campus supports

We all have varying degrees of comfort with accessing different types and sources of support. Being able to share with students the names and locations of specific individuals who provide support is ideal.

See the attached quick guide to UMMS student support infrastructure with contact information.

Opt to refer

It is both okay and better for the individual-in-need to refer out any conversation that you: 1) do not have immediate time availability to handle, and/or 2) that goes beyond your comfort level or personal tolerance. Your ability to be honest and direct will serve the individual, even if it does not feel positive in the moment for you or the individual.

Example language to refer a student concern:

"I am hearing you express strong emotions related to a challenging situation. I appreciate your sharing your feelings with me. It is understandable that you are upset. I have difficulty having conversations about strong feelings, but I know someone who is skilled at listening and providing support. I'm going to give [FILL IN THE BLANK with Morgan, Mark, etc.] a call now and see if we can connect with them immediately."

Opt to provide initial support and connect to other resources

Offer an observational description of a change you noticed, followed by an expression of concern. Then listen.

Avoid voicing assumptions or judgements about what anyone else may or may not be experiencing.

Encourage any student who expresses concern of any scale to reach out for additional support. If you observe a student minimizing their own reactions or feelings, it is helpful to encourage them to seek support anyway.

I want more information or to discuss a situation

Please contact GSBS Asst. Dean of Student Affairs and Enrollment, Dr. Morgan Thompson (508-856-6074, morgan.thompson@umassmed.edu), at any time to consult on a situation, seek resources or training to support students, or be guided to resources for other UMMS employees.

Students and postdocs can also use the GSBS Student Affairs online suggestion box for non-urgent matters (https://umassmed.co1.qualtrics.com/jfe/form/SV_d5bTWBMWnHs9S8B).

Quick Guide to Student Support Infrastructure at UMMS for GSBS Students (as of July 2020)

Name (s)	Role	Counseling provided	Level of confidentiality	Contact	Location
Ruthann Rizzi, MD Phoebe Moore, PhD Ashley Hart, PhD Abita Raj, MD Erin Tangney, PhD Yashira Oropeza-Diaz, PsyD Elizabeth Austin, PsyD Rachel Lerner Setareh Rossman	UMMS Student Counseling Service	Yes	Follows medical confidentiality and with records separate from students' general medical records Exceptions to confidentiality only when required by law or in the rare instance of an emergency situation involving someone's safety https://www.umassmed.edu/psychiatry/clinicalservices/studentcounseling/	SCS@umassmed.edu 8:30 a.m.-5 p.m.	Currently operating off-site
Alexa (Ali) Connell, PhD	Student Health (via Family Medicine Practice)	Yes	Follows medical confidentiality Exceptions to confidentiality only when required by law or in the rare instance of an emergency situation involving someone's safety https://www.umassmed.edu/studenthealth/	Family Medicine Clinic (appointment line/triage): (508) 334-2818	Benedict Building, 1 st floor, Family Medicine Department, University campus
Valerie Wedge, LICSW, CEAP Andrea Schofield	Employee Assistance Program	Yes, usually followed by referral to outside provider	Confidential, unless there is imminent danger or concern for someone's personal health and safety Can interact on a first-name-only basis or call anonymously https://www.umassmed.edu/eap/	1-800-322-5327	328 Plantation St Anderson House
Morgan Thompson, PhD	GSBS Asst. Dean of Student Affairs and Enrollment	No	Does not share confidential information without consent or without legal or ethical justification. Limits to confidentiality include: Imminent danger or concern for someone's personal health and safety Potential Title IX violations are reported to Title IX Coordinator(s) (sexual discrimination, harassment, abuse, or violence) Follows UMMS Campus Security Authority standards https://www.umassmed.edu/gsbs/resources/gsbsstudentaffairs/	508-856-6074 8 a.m.-5 p.m.	Currently operating off-site
Mark Miceli, Ed D, LCSW	UMMS Director of Positive Learning; Asst. Vice Provost, Campus Life	No	Confidential, unless there is imminent danger or concern for someone's personal health and safety Follows principles of the International Ombudsman Association Code of Ethics https://www.umassmed.edu/studentlife/studentresources/positive-learning/	508-856-1829 To report a concern: confidential voicemail 508-856-1822 or online form	Currently operating off-site