



Recognizing and Helping Students in Crisis

Recognize

Is one of your students displaying a change in behavior? Perhaps their grades are suddenly slipping, their participation in class has changed, or they seem disengaged.

Trust your instincts

If you are concerned, trust that feeling, and tell someone. The student's faculty advisor is a good place to start. Your program leadership and resources listed in the sidebar are also available for consultation, as appropriate.

Listen

A student in crisis needs to be heard. Do not dismiss a student's distress. Ask if they are impaired or in danger of harming themselves or others.

Stay safe

If a student's behavior is threatening to themselves or others; your safety and those of your students is paramount. Do not hesitate to contact MGH Police and Security.

De-escalate and support

Students in crisis can be emotionally vulnerable and display erratic behavior. Stay calm, non-threatening, and refrain from challenging the student.

Refer

The Institute has several offices that are prepared to help students. Feel free to refer students to any of the services in the Resources sidebar. Consult the chart on the flip side for details about the services they provide.

RESOURCES

Emergency:

MGH Police and Security
617.726.5400

Follow-up and Support:

Student Assistance Program (SAP)
Building 39
866.724.4327

Dean of Student and Alumni Services
Building 39-149
617.726.3177

Academic Support Counselors

SHRS
Building 39-116
617.726.8021

SON
Building 39-114
617.726.3620

Accessibility Resources
Building 39-108
617.643.9346

Resources for Students in Crisis

MGH Police and Security 617.726.5400	Contact immediately in the event of a medical or imminent safety or security emergency.
Student Assistance Program (SAP) Building 39 866.724.4327	Students who may be experiencing difficulties that affect their personal lives or program performance are encouraged to use the Partners HealthCare Student/Employee Assistance Program (SAP/EAP) for consultations, short-term counseling, information, and referral.
Dean of Student and Alumni Services Building 39-102 617.726.3177	Faculty and staff are encouraged bring student concerns to their departmental leadership, their school leadership, or OSAS and the dean of students any time they are looking for general support, guidance in advance of a decision, and/or guidance on how to proceed following a significant student concern.
Academic Support Counselors SHRS Building 39-116 617.726.8021 SON Building 39-114 617.726.3620	Academic support counselors will review academic strategies such as: study skills, time management, and how to balance school with personal life and other commitments. Additionally, the counselor can make appropriate referrals and connections to other on-campus support services and resources.
Accessibility Resources Building 39-108 617.643.9346	If a student self discloses a disability, they should be encouraged to register with Accessibility Resources. If a student is already registered with AR and receives accommodations, any changes to accommodations should be approved by the Associate Director.