What to Do in an Emergency Situation

If you believe a student or someone else may be in imminent danger as evidenced by several crisis symptoms, immediately call the Boston College Police Department (BCPD) for assistance at 617-552-4444.

If you need help in assessing the situation, call the University Counseling Services at 617-552-3310 between the hours of 9 a.m. and 5 p.m.

After 5 p.m., contact BCPD at 617-552-4440.

Bias Incident Protocol

BC’s bias incident protocol was developed to provide members of the university community with information on the process for reporting a hate crime or bias-motivated offense and the resources available to those who have been targets of hate.

For more information, visit: www.bc.edu/diversity/hate-crime-conduct-proto.html

OFFICE OF THE DEAN FOR STUDENT DEVELOPMENT
21 Campanella Way, Suite 212
617-552-3470
www.bc.edu/odsd

ADDITIONAL RESOURCES

Office of the Dean for Student Development
21 Campanella Way, Suite 212
www.bc.edu/odsd
odsd@bc.edu • 617-552-3470

Residential Life
21 Campanella Way, Suite 220
www.bc.edu/reslife
reslife@bc.edu • 617-552-3060

Campus Ministry
McElroy 233
www.bc.edu/ministry
ministry@bc.edu
617-552-3475

University Counseling Services
Carney 418, Campion 301, Fulton 254
www.bc.edu/counseling
617-552-3310

Sexual Assault Network
www.bc.edu/sanet
617-552-2211

Administrator on Call
(via BCPD)
617-552-4440

Psychologist on Call
Emergency:
617-552-3227

Boston College Police Department (BCPD)
21 Campanella Way, 1st Floor
www.bc.edu/bcpd
Emergency: 617-552-4444
Non-Emergency: 617-552-4440

University Health Services
Cushing Hall 119
www.bc.edu/offices/uhs
uhs@bc.edu • 617-552-3225

AHANA Student Programs
72 College Road
www.bc.edu/ahana
617-522-3358

Pregnancy Help & Information
Women’s Resource Center
McElroy, Room 141
www.bc.edu/wrc
wrc@bc.edu • 617-552-3489

If you need help in dealing with a student in a crisis situation contact any of the following offices:

ODSD at 617-552-3470
BCPD at 617-552-4440
University Health Services at 617-552-3225
University Counseling Services at 617-552-3310
Campus Ministry at 617-552-3475
**Is It Crisis or Distress?**

**Students in a Serious Mental Health Crisis**

A crisis is a situation in which an individual’s usual style of coping is no longer effective, and the emotional or physiological response begins to escalate.

If a student is in a serious mental health crisis, you might see or hear the following:

- Destruction of property or criminal acts
- Extreme anxiety resulting in panic reactions
- Inability to communicate
- Suicidal statements or attempts
- Loss of contact with reality
- Highly disruptive behavior

**Students in Distress**

There are warning signs for stress which, when present over time, suggest that the problems a person is dealing with may be a cause for concern.

Warning signs include:

- Changes in academic performance
- Changes in attendance at class or meetings
- Depressed or lethargic mood
- Hyperactivity and/or rapid speech
- Social withdrawal
- Marked change in personal habits
- Repeatedly falling asleep in class
- Behavior that pushes the limits of decorum and that interferes with the educational environment
- Unusual or exaggerated emotional response to events

**What You Can Do for a Student in Crisis or Distress**

If you choose to approach a student you are concerned about or if a student seeks you out, here are some suggestions:

- Talk to the student in private when both of you have time and are not rushed or preoccupied.
- Be direct and specific. Express your concern in behavioral, nonjudgmental terms. For example, say, “You look stressed. I’m concerned about you. Can you tell me what is going on?”
- Listen sensitively.
- Be aware of resources and make an appropriate referral.
- Follow up. Check with the student later to find out how he or she is doing. Provide support as appropriate.
- Call ODSD for support at 617-552-3470

Resources Listed on Back