On-Campus Resources

Dean of Students
413-236-1601 or 413-236-1602 • Field-125

Personal Counseling
413-236-1609 or 413-236-1605
Student Development Center • SBA-114

Disability Resource Center
413-236-1608 or 413-236-1605
Student Development Center • SBA-112

Security 24/7
413-499-4660, Ext. 6100 or 1010 • SBA Annex A-18

Community Resources
Available 24/7

Berkshire County Crisis Team
(Mental Health)
1-800-252-0227 • 413-499-0412

Berkshire Medical Center Emergency
(Physical or Mental Health Crisis)
413-447-2000 • 911

National Suicide Prevention Lifeline
1-800-273-8255

Crisis Support Text:
Text: “ANSWER” to 839863

Elizabeth Freeman Center
(Support for Sexual Assault or Relationship Violence)
1-866-401-2425

1350 West Street,
Pittsfield, MA 01201
413-499-4660
Students Needing Immediate Assistance

A crisis is when a student’s way of coping is no longer effective and their level of functioning has significantly deteriorated. These emotional and behavioral symptoms may become more evident overtime. Below are some of the indicators of a student likely needing immediate assistance:

- Extreme anxiety or panic/panic attacks
- Loss of contact with reality (hallucinations, delusions, or confusion)
- Threat of suicide or attempt at suicide
- Significant depression (not engaging in work, appearing distressed)
- Highly disruptive or threatening behavior
- Threat of violence or harm to others.

How To Respond To A Student In Crisis

If a student is at imminent risk, call 911 first, followed by Security at 413-499-4660, Ext. 6100.

You can always consult with Personal Counseling at 413-236-1609 or 413-236-1605 or contact the Dean of Students at 413-236-1602. Security is available as well.

Students In Distress: What To Look For

There are signs that indicate a student is struggling, which become more evident overtime. It is often a cluster of changes which may occur. Some of the signs are listed below:

- Repeated absences from class
- Significant decline in academic performance
- Essays or creative work that indicates hopelessness, social isolation, anger or despair
- Change in physical appearance or hygiene
- Appearing depressed or tired
- Social withdrawal
- Significant substance or alcohol use
- Behavior that is interfering with class
- Extreme anxiety/incapacitating test-anxiety

How To Help Students In Distress:

- Consult with Personal Counseling.
- Talk with your student privately and share your concern.
- Become familiarized with student resources on-campus.
- Be direct and specific- “I’ve noticed you seem really down lately and are not following through on your work; you don’t seem like yourself.”
- Listen with sensitivity and empathy; offer hope.
- Let students know that seeking help is a sign of strength.
- It may be helpful to walk with the student to counseling or other resource.

REACHING OUT TO STUDENTS...

This guide is to assist you when working with students and to help them access services. You may be the first person to notice behavioral changes or that they are struggling emotionally. Sometimes, it’s that you have a “gut feeling” that a student may need support. This only serves as a guide and you should feel free to consult with resources on-campus.