# RESOURCES TO SUPPORT
## STUDENT MENTAL HEALTH AND WELLNESS

### How to Handle Concerning Situations

Remain calm.

View the situation with empathy first. Keep personal reaction/emotions out of it.

Keep communication simple & direct. Keep voice low, slow & steady.

Be aware of body language & personal space.

Think positively – What CAN I do to help?

Can someone else help? Inform your Supervisor. Alert Student At Risk (SAR) team as necessary. *(Information on next page)*

### RESOURCES TO SUPPORT

<table>
<thead>
<tr>
<th>Category</th>
<th>Resource</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safety - you/others</td>
<td>NSCC Police</td>
<td>781-477-2100</td>
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<tr>
<td></td>
<td></td>
<td>If student is on campus call 781-477-2100</td>
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<td></td>
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<td>If student is off campus please call 911</td>
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<tr>
<td>Student accommodations concerns or student may need assistance for a disability</td>
<td>Accessibility Services</td>
<td>781-477-2134</td>
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<td></td>
<td></td>
<td>or refer to northshore.edu/accessibility</td>
</tr>
<tr>
<td>Health/Hunger</td>
<td>Student Engagement</td>
<td>781-477-2164</td>
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<tr>
<td></td>
<td></td>
<td>or refer to northshore.edu/heretohelp</td>
</tr>
<tr>
<td>Mental Health/Consultation</td>
<td>Dean of Students</td>
<td>781-477-2164 or refer to Telehealth <em>(information on next page)</em> or Email: <a href="mailto:counseling@northshore.edu">counseling@northshore.edu</a></td>
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<tr>
<td>Behavior/Disruption</td>
<td>Dean of Students</td>
<td>781-477-2164</td>
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<td></td>
<td></td>
<td>email: <a href="mailto:deanoftstudents@northshore.edu">deanoftstudents@northshore.edu</a></td>
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<tr>
<td></td>
<td></td>
<td>If unavailable, call NSCC Police at 781-477-2100</td>
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### SUICIDE PROTOCOL

<table>
<thead>
<tr>
<th>Scenario</th>
<th>Action</th>
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<tbody>
<tr>
<td>If a student is at imminent risk of self-harm or suicide (has a “plan” to harm oneself)</td>
<td>Call Dean of Students at 781-477-2164. Email: <a href="mailto:deanoftstudents@northshore.edu">deanoftstudents@northshore.edu</a></td>
</tr>
<tr>
<td></td>
<td>If unavailable, call NSCC Police at 781-477-2100.</td>
</tr>
<tr>
<td>If you have knowledge that a student has attempted suicide while enrolled at NSCC or prior</td>
<td>Call Dean of Students at 781-477-2164.</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:deanoftstudents@northshore.edu">deanoftstudents@northshore.edu</a></td>
</tr>
<tr>
<td></td>
<td>If unavailable, call NSCC Police at 781-477-2100.</td>
</tr>
<tr>
<td>If a student has suicidal ideation (thoughts about harming oneself but does not have a “plan”)</td>
<td>Call Dean of Students at 781-477-2164.</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:deanoftstudents@northshore.edu">deanoftstudents@northshore.edu</a></td>
</tr>
<tr>
<td></td>
<td>If unavailable, call NSCC Police at 781-477-2100.</td>
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</tbody>
</table>

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# Student Support

## Student At Risk Team

### N. Bonie Williamson
Dean of Students
LW-126/DB-132
781-477-2164
nbagchiw@northshore.edu

### Susan Graham
Director, Accessibility Services
DH-167
978-762-4373
sgraham@northshore.edu

### Ronald Smith
Interim Dean, Human Services
LS-324
781-477-2153
rsmith@northshore.edu

### David Cook
Chief, NSCC Police
DS-124C
781-477-2126
dcook@northshore.edu

### Kevin Marshall
Lt., NSCC Police
LE-137
781-477-2275
kmarshal@northshore.edu

## Additional Faculty/Staff Resources

### Employee Assistance Program (EAP)
800-451-1834
www.mylifeexpert.com/login
*Click “Create a new account with your company code” and enter Northshore*

### NSCC Emergency Resources for Students
northshore.edu/support/center/emergency_resources.html

### Office of the Dean of Students webpage
northshore.edu/engagement/dos

### Here to Help Fund
northshore.edu/heretohelp

### Telehealth - LifeWorks | MySSP
MySSP Care Center: 866-743-7732
001-416-380-6578 (outside of North America & US territories)
MySSP App: https://mysp.app/us/home
*Link can also be found on the MyNorthshore portal*

### The LifeLine and 988
988 will directly route callers to the National Suicide Prevention LifeLine with trained counselors

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**How to report a concern to the Student at Risk Team**

**Options to report:**

- **Report online** via Dean of Students webpage: northshore.edu/engagement/dos
- **Report in person** to the Dean of Students Office
  - Lynn: LW-171/LW126
  - Danvers: DB-132
- **Call** the Dean of Students at 781-477-2164.
- **Email** the Dean of Students at deanofstudents@northshore.edu

Contact any member of the Student At Risk team via phone or email.
See contact chart below.

**Outside of normal business hours** (M-F 9am–4pm) or if imminent situation, contact NSCC Police

**EMERGENCY**
781-477-2100 or 911

**non-emergency**
978-762-6209

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