



Protocol for Responding to Student Concerns

If designated staff for any of the protocol areas is not available, STCC Campus Police is always the back-up. **(413) 755-4220**

Call 911→

Imminent Danger

If there is an emergency, imminent danger and/or risk to health and safety, call 911. The call will be directed to the Springfield Police Department. Be prepared to answer questions and provide specific details. If this is a medical emergency, you may be directed to perform life-saving techniques. Remain on the line unless unsafe to do so or until the dispatcher indicates that you may hang up. When it's safe to do so, please use the [Reporting Options](#) webpage to report your concern.

CARE Team Referral→

When possible, members of the college community should connect the student directly to the holistic wraparound supports and resources that support student success. Many of these supports are listed in the [Student Support Quick Links](#) section of the STCC website.

Members of the college community may also make a referral to the [CARE Team](#) (Concern, Assessment, Response, Evaluation), which is composed of multi-disciplinary professional staff who possess expertise in student affairs, counseling, disability services, public safety and civil rights. The CARE Team takes a collaborative approach to support the holistic well-being of students by providing on- and off-campus resources and interventions aimed at lowering risk. Please select “*Share-A-Concern*” on the [Reporting Options](#) webpage to report your concern.

For more information about the CARE Team, contact Darcey Kemp, Vice President of Student Affairs, at **(413) 755-4402** or VPSA@stcc.edu.

PAA & Title

IX Concerns→ The [Reporting Options](#) page also includes a “**PAA & Title IX Concerns Form**” to report concerns for a student(s) who may be experiencing discrimination which constitutes **Prohibited Conduct** or **Sexual Harassment** in violation of the [Policy on Affirmative Action, Equal, Opportunity, and Diversity](#). This form should also be used to report concerns about pregnancy or pregnancy related conditions.

You do not need to determine if the behavior is **Prohibited Conduct** or **Sexual Harassment**. If you receive a disclosure about behavior that *may* be considered discrimination or pregnancy, please contact Dr. Kathryn C. Senie, Director of Compliance who serves as the College’s Affirmative Action Officer, Title IX Coordinator/ADA Coordinator at **(413) 755-5642** or kcsenie@stcc.edu.

Referral to Mental Health Support→

Signs of Emotional Distress

If a student is exhibiting signs of verbal, behavioral, or emotional distress, or expresses a desire for a referral to available mental health support, contact David Forton, MS, LMHC, Senior Academic Counselor, at (413) 755-4332 or dcforton@stcc.edu. In the event of an emergency call 911.

Guide for Mandatory Reporting→

Abuse of a Vulnerable Population

If an employee has reasonable cause to believe that a child, an elder or a disabled person is suffering physical or emotional injury including sexual harassment, the employee is directed to immediately report the matter to Dr. Kathryn C. Senie, Director of Compliance at x5642, (413) 755-5642 or kcsenie@stcc.edu.

An employee may also contact local law enforcement authorities directly in cases of suspected abuse or neglect. Employees should also report any crisis or concern to their immediate supervisor as soon as possible.

If a person is→

a child (under the age of 18), call: Department of Children and Families: 800-792-5200

an elder (age 60 and over), call: 24-hour hotline to report elder abuse: 800-922-2275

disabled (age 18-59), call: Disabled Persons Protection Commission: 800-426-9009 V/TTY

STCC Online Resources

Student Support Quick Links: <https://www.stcc.edu/resources/quick-links/>

Reporting Options: <https://www.stcc.edu/resources/student-affairs/reporting-options/>

Alcohol & Other Drug-Resources, Education & Support: <https://www.stcc.edu/resources/student-affairs/alcohol-drug-education-support/>

Center for Access Services: <https://www.stcc.edu/resources/personal-support/cas/>

CARE Team: <https://www.stcc.edu/resources/student-affairs/care-team/>

Community Resources: https://libguides.stcc.edu/community_resources

Mental Health Support & Resources: <https://www.stcc.edu/resources/personal-support/mental-health-support-resources/>

Office of Disability Services: <https://www.stcc.edu/resources/academic-support/ods/>