

MISSION COLLEGE

RED FOLDER

ASSISTING STUDENTS IN DISTRESS



RESPONSE PROTOCOL:

Follow the chart below to best determine who to contact when faced with distressed or disruptive students.

Is the student a danger to self or others or does the student need immediate assistance for any reason?

YES

Student's conduct is clearly reckless, disorderly, dangerous or threatening.

CALL 911 or Campus Police, complete Incident Report (IR)

NOT SURE

Student shows signs of distress but you are unsure of severity. The interaction makes you feel uneasy.

CALL Student Health Services, Counseling staff, VPSS, or Campus Police. Consult and complete a CARE report.

NO

I am not concerned for the student's immediate safety, but they are having serious personal or academic issues and could use resources.

CALL Student Health Services, Counseling Services, complete a CARE report, and/or provide resources.

QUICK RESOURCES:

(See full list on page 4)

District Police Emergency

(408) 299-3233

District Police Non-emergency

(408) 299-2311

Student Health Services

(408) 855-5140

Counseling Crisis Support

(408) 855-5555

Administrator on Duty

(408) 590-2657

Early Intervention Is Preferable To Crisis Intervention.

INDICATORS —

SEE SOMETHING
SAY SOMETHING
DO SOMETHING

A student's behavior, especially if it changes over time, may be an indicator of distress or "a cry for help". You might be the first person to recognize signs of distress in a student, especially if you have frequent or prolonged contact with them. Trust your instincts if a student leaves you feeling worried, alarmed, or threatened.

CONFIDENTIALITY AND FERPA

FERPA (Family Educational Rights and Privacy Act) permits communication about a student of concern in connection with a health and safety emergency.

Observations of a student's conduct or statements made by a student are not FERPA protected. Such information may be shared with college administrators, campus police, or student health services to promote student and campus safety. Please remember NOT to send identifying student information via email.

ACADEMIC INDICATORS

- Sudden decline in quality of work or grades
- Repeated absences
- Bizarre content in writings or presentations
- Repeated classroom disruptions

PSYCHOLOGICAL INDICATORS

- Self disclosure of distress (relationship/family issues, grief, suicidal thoughts, etc.)
- Excessive tearfulness, panic, irritability, or apathy
- Verbal abuse
- Concern from peers

SAFETY RISK INDICATORS

- Unprovoked anger or hostility
- Implied or direct threats to harm self or others
- Stalking or harassing
- Your gut feeling that there is a safety risk

PHYSICAL INDICATORS

- Marked changes in physical appearance, grooming, hygiene, or weight
- Excessive fatigue or sleep disturbances
- Intoxication, disorientation, or smelling of alcohol

GUIDELINES FOR INTERVENTION

Contact Student Health Services, Counseling Department or Campus Police for consultation on the seriousness of the situation, and strategies for how to best support you and the student. Act sooner rather than later. Don't hesitate to call 911 in an emergency.

DISTRESSED STUDENT

- Let the student know you are concerned about them and would like to help
- Provide information regarding personal counseling services at Student Health Services. Offer a warm handoff email introducing the student to Mental Health Supervisor, Melissa Johnsgard.
- Allow the student to discuss their thoughts and feelings.
- Avoid offering lots of advice or solutions
- Don't be afraid to ask about suicide directly: "Are you thinking about suicide/killing yourself?"
- Stay safe and maintain the boundaries of your professional role

REMEMBER: SAFETY FIRST!

If you are concerned for your own or others' safety, do not hesitate to call 911 or Campus Police (408) 299-3233.

To file an incident report visit:

missioncollege.edu/gen_info/info_and_disclosures/report_an_incident

DISRUPTIVE STUDENT

- Ensure the safety of yourself and those present
- Use a calm, non-confrontational approach to defuse and de-escalate the situation
- Set limits by explaining how the behavior is inappropriate; if the behavior persists, notify the student that disciplinary action may be taken. Ask the student to leave. Call Campus Police if there is a safety risk (408) 299-3233
- Immediately file an incident report with Student Services

CAMPUS RESOURCES

District Police Emergency • (408) 299-3233
Calling this number will route you to Santa Clara County Sheriff Dispatch. District Police has a contract with the County for dispatch services. Ask for Mission College Police Officer. This can give you faster response to emergencies than calling 9-1-1.

District Police Non-emergency • (408) 299-2311
Call this number to reach a Police Officer at anytime (24 hours a day/7 days a week) for a non-emergency or to report a prior criminal incident.

Student Health Services • (408) 855-5140
Please leave a voicemail which will be routed to Mental Health Specialist.

Counseling Department

- If student is under stress and needs to speak with a counselor during office hours, they can enter the Counseling Cranium Café lobby and select Crisis Counseling as the reason code. If they are virtual. If they are on-campus, they can come to the Counseling Office in SEC-139 for in-person support.
- For counseling personal support, call 408-855-5555 and leave a voicemail. Messages are checked periodically throughout open office hours.
- Counseling Department general contact number: 408- 855-5034. Messages will be returned within 24-48 hours

DSPS • (408) 855-5085
DSPS staff will be checking email and phone, and will respond as soon as possible.

Office of the VP of Student Services

(408) 855-5197
Leave a message on the phone, and/or email omar.murillo@missioncollege.edu and zita.melton@missioncollege.edu

Administrator-on-Duty (8:30 a.m. – 9:30 p.m.)

(408) 590-2657
If you need assistance while on campus, please call the Admin-on-Duty. Administrators on Duty are present on campus from 8:30 a.m. to 9:30 p.m. They will have access to list of all allowed activities and classes on campus. This service is for staff and faculty use only.

COMMUNITY RESOURCES

Santa Clara County Suicide & Crisis Services
(855) 278-4204
Crisis phone counselors available 24/7.

National Suicide Prevention Lifeline

(800) 273-8255

Crisis Text Line

Text HELLO to 741741 for free access to 24/7, confidential, text-based crisis counseling services.

Mobile Crisis Response Team (SCC Behavioral Health Services Department) • (800) 704-0900

For screening and assessment of crisis situations over the phone and intervention wherever the crisis is occurring.

Bill Wilson Center Crisis Line • (408) 850-6125

Domestic Violence 24-Hour Hotline (Next Door Solutions) • (408) 279-2962

YWCA Rape Crisis Center Hotline

(408) 287-3000

2-1-1 Bay Area Information & Referral Services

(800) 273-6222

Family Supportive Housing • (408) 926-8885

familysupportivehousing.org