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

<table>
<thead>
<tr>
<th>Is the student a danger to self or others or does the student need immediate assistance for any reason?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>YES</strong></td>
</tr>
<tr>
<td>Student’s conduct is clearly reckless, disorderly, dangerous or threatening.</td>
</tr>
</tbody>
</table>

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

CALL Student Health Services, Counseling staff, VPSS, or Campus Police. You can call VPSS to consult on need of I.R.

CALL Student Health Services, Counseling Services, VPSS, and/or provide appropriate resources.

QUICK RESOURCES:

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

Night Administrator (408) 590-2657

Early Intervention Is Preferable To Crisis Intervention.
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.

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**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.

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.

DISTRESSED STUDENT

• Let the student know you are concerned about them and would like to help
• Provide information regarding personal counseling services at the counseling department
• Allow the student to discuss their thoughts and feelings, which often helps relieve pressure
• 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

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

- **District Police Non-emergency**
  (408) 299-2311

- **Student Health Services**
  (408) 855-5140

- **Counseling Department**
  (408) 855-5034 or (408) 855-5031

- **DSPS**
  (408) 855-5085

- **EOPS**
  (408) 855-5056

- **Office of the VP of Student Services**
  (408) 855-5197

- **Evening Administrator**
  (408) 590-2657

- **Counseling Crisis Support**
  (408) 855-5555

## Community Resources

- **Santa Clara County Suicide & Crisis Services**
  (855) 278-4204

- **National Suicide Prevention Lifeline**
  (800) 273-8255

- **Crisis Text Line**
  Text HELLO to 741741

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

- **Next Door 24-Hour Hotline**
  (408) 279-2962

- **United Way**
  211

- **YWCA Rape Crisis Center Hotline**
  (408) 287-3000