

WEST VALLEY - MISSION 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, including self-harm or medical emergency.

Call 9-1-1 & complete CARE or Incident Report

NOT SURE

Student shows signs of distress but I am unsure of severity. The interaction makes you feel uneasy and/or concerned.

Call 9-1-1 & complete CARE or Incident Report

NO

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

Call Health Services, Counseling, and complete CARE/Incident Report.

QUICK RESOURCES:



WEST VALLEY

District Police
Emergency
9-1-1

District Police
Non-Emergency
(408) 299 - 2311

Health Services
(408) 741 - 2027

Counseling Services
(408) 741 - 2009

DESP
(408) 741 - 2010



MISSION

District Police
Emergency
9-1-1

District Police
Non-Emergency
(408) 299 - 2311

Health Services
(408) 855 - 5140

Counseling Services
(408) 855 - 5034

DSPS
(408) 855 - 5085

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INDICATORS OF DISTRESS

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.

SAFETY RISK INDICATORS



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

PSYCHOLOGICAL INDICATORS



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

ACADEMIC INDICATORS



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

PHYSICAL INDICATORS



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

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GUIDELINES FOR INTERVENTION

CONTACT HEALTH SERVICES DESP/DSPS OR CAMPUS POLICE

for consultation and strategies for how to best support you and the student. Act sooner rather than later. Don't hesitate to call 9-1-1 in an emergency.

REMEMBER: **SAFETY FIRST!**

If you are concerned for your own or others' safety, do not hesitate to call 9-1-1.

Report an Incident or Concern:

<https://www.wvm.edu/services/human-resources/just-report-it/index.html>

DISTRESSED STUDENT

- Let the student know you are concerned about them and would like to help
- Provide information regarding personal counseling services at Health Services. Offer a warm hand-off email introducing the student to Mental Health Supervisor. **(Mission/Melissa Johnsgard, West Valley/Lynnea Palazzolo)**
- 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

DISRUPTIVE STUDENT

- Ensure the safety of yourself and those present
- Call 9-1-1 if there is a safety risk
- 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.
- Immediately file an incident report, (see link above)

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RESOURCE CONTACT INFORMATION



District Police Emergency 9-1-1

District Police Non-Emergency (408) 299 - 2311
Call this number to reach a Police Officer 24/7 for a non-emergency or to report a prior criminal incident.

Health Services (408) 741 - 2027

Counseling Department (408) 741 - 2009
For virtual students, schedule appointment through Starfish.
On-Campus students, Student Services Center, second floor.

DESP (408) 741 - 2010

Office of VP of Student Services (408) 741 - 2119
or email VP.StudentAffairs@westvalley.edu

Sexual Harassment and Sexual Violence
Report Title IX Incidents:
<https://www.wvm.edu/services/human-resources/just-report-it/index.html>



District Police Emergency 9-1-1

District Police Non-Emergency (408) 299 - 2311
Call this number to reach a Police Officer 24/7 for a non-emergency or to report a prior criminal incident.

Health Services (408) 855 - 5140

Counseling Department (408) 855 - 5034
For virtual students, use Ocelot Chat Box.
On-Campus students, SEC 139 in Student Engagement Center.
(408) 855 - 5555 for counseling personal support

DSPS (408) 855 - 5085

Office of VP of Student Services (408) 855 - 5197
or email mcvpss.student@missioncollege.edu

Admin-on-Duty (408) 593 - 2086
Staff and faculty use only. Admin is on campus from 8:30AM - 9:30PM and has access to list of all allowed activities and classes on campus.

Sexual Harassment and Sexual Violence
Report Title IX Incidents:
<https://www.wvm.edu/services/human-resources/just-report-it/index.html>



COMMUNITY RESOURCES



Santa Clara County Suicide & Crisis Services/Mobile Crisis Response Team
Call (800) 704 - 0900. Available 24/7 for Mental Health & Substance Use Support/Resources.

Suicide and Crisis Lifeline 988

Crisis Text Line
Text RENEW to 741741 for free, confidential crisis services 24/7.

Domestic Violence 24/7 Hotline
(408) 279 - 2962

211 Bay Area Information and Referral Services
Call 211, or text your zip code to 898211 to connect with a specialist for personalized assistance. Free, confidential, 24/7.

Family Supportive Housing
(408) 926 - 8885 | familysupportivehousing.org

Housing Hotline
(408) 385 - 2400 | 9:00AM - 7:00PM