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.

<table>
<thead>
<tr>
<th>Is the student a danger to self or others or does the student need immediate assistance for any reason?</th>
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<tbody>
<tr>
<td><strong>YES</strong></td>
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<tr>
<td>Student’s conduct is clearly reckless, disorderly, dangerous or threatening.</td>
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<tr>
<td>CALL 911 or Campus Police, complete Incident Report (IR)</td>
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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
- 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.

<table>
<thead>
<tr>
<th>ACADEMIC INDICATORS</th>
<th>SAFETY RISK INDICATORS</th>
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<tbody>
<tr>
<td>• Sudden decline in quality of work or grades</td>
<td>• Unprovoked anger or hostility</td>
</tr>
<tr>
<td>• Repeated absences</td>
<td>• Implied or direct threats to harm self or others</td>
</tr>
<tr>
<td>• Bizarre content in writings or presentations</td>
<td>• Stalking or harassing</td>
</tr>
<tr>
<td>• Repeated classroom disruptions</td>
<td>• Your gut feeling that there is a safety risk</td>
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<tr>
<th>PSYCHOLOGICAL INDICATORS</th>
<th>PHYSICAL INDICATORS</th>
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<tbody>
<tr>
<td>• Self disclosure of distress (relationship/family issues, grief, suicidal thoughts, etc.)</td>
<td>• Marked changes in physical appearance, grooming, hygiene, or weight</td>
</tr>
<tr>
<td>• Excessive tearfulness, panic, irritability, or apathy</td>
<td>• Excessive fatigue or sleep disturbances</td>
</tr>
<tr>
<td>• Verbal abuse</td>
<td>• Intoxication, disorientation, or smelling of alcohol</td>
</tr>
<tr>
<td>• Concern from peers</td>
<td></td>
</tr>
</tbody>
</table>
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 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

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.
- 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 (8am – 8pm)**  
(408) 590-2657  
If you need assistance while on campus, please call the Admin-on-Duty. Administrators on Duty are present on campus from 8am to 8pm. 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