



RESPONSE GUIDELINES

WHEN FACED WITH A DISTRESSED OR DISRUPTIVE STUDENT FOLLOW THE CHART BELOW.

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

YES

When student is reckless, dangerous or threatening, including self-harm or a medical emergency



Call 911 or
Campus Security
(408) 710-7490

NOT SURE

When student shows signs of distress but seriousness is uncertain.



Call Campus Security
(408) 710-7490

NO

When student is having personal or academic issues and could use more support or resources.



Complete a Student of
Concern referral form
on the online
Maxient report.

QUICK RESOURCES

Accessible Education Center (408) 848-4767

Campus Security (408) 710-7490

Counseling Services (408) 852-2895
(408) 848-4723

Discovery Counseling Center (408) 778-5120

**Early Intervention is Preferable
to Crisis Intervention.**

Whether it's student discipline, academic integrity, care and concern records, early connect, or just an FYI, Maxient serves as an integral component of early alert efforts, helping to identify students who need support and coordinate the efforts of various departments to provide follow-up. At the bottom of the Gavilan homepage, under **Other Info**, click **Report an Incident**.

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

Observations of a student's conduct or statements made by a student are not FERPA protected. Counseling and other faculty and staff are mandated to report the following:

- ◆ Suspicion of abuse or neglect of a child, elderly adult, or adult with a physical or mental impairment.
- ◆ Immediate threat to someone's life - self, or others.
- ◆ When an intention to commit a crime is disclosed
- ◆ If release of confidential information is required by court order.

Procedures must be in place to ensure confidentiality when creating, securing, accessing, transfer, and disposing of all counseling records. Confidential reporting through the Incident Report form is recommended.

The Code of Ethics and Standards of Practice of the American Counseling Association (ACA, 2014) is a resource available to help counselors manage privacy and confidentiality in their counseling relationships.

IMMINENTLY DANGEROUS SITUATION

- ◆ Threats of physical violence
- ◆ Fear for life: for self or another
- ◆ Threats of suicide

In the event of an imminently dangerous situation, call 8-911 and dial 10 from any campus telephone, or (408) 710-7490 from any non-campus telephone to contact campus security.

URGENT SITUATION

- ◆ An incident is actively occurring

In the event of an urgent situation, first call 8-911 and dial 10 from any campus telephone, or (408) 710-7490 from any non-campus telephone to contact campus security.

UNCERTAIN SITUATION

- ◆ Injury due to medical conditions
- ◆ Anger or hostility
- ◆ Disoriented / confused

When in an uncertain situation, dial 10 or (408) 710-7490 from any non-campus telephone to contact campus security.

GUIDELINES FOR INTERVENTION

- ◆ Openly acknowledge to students that you are aware of their distress, you are sincerely concerned about their welfare, the welfare of those around them, and that you are willing to help.
- ◆ Exploring their alternatives can have a profound effect.
- ◆ We encourage you, whenever possible, to speak directly and honestly to a student when you sense that she/he is in academic and/or personal distress.
- ◆ Contact the Counseling department Crisis Counselor on staff, Campus Security, or the Vice President of Student Services and file a Student of Concern incident report 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 Security (408) 710-7490.

DISTRESSED STUDENT

- Let the student know you are concerned and would like to help
- Give them information about personal counseling and offer to walk them over to Counseling
- 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 Security if there is a safety risk (408) 710-7490
- Immediately file an incident report with Student Services and report the incident to Department or Division Chairs



CAMPUS RESOURCES

Campus Security	(408) 710-7490
Counseling Services	(408) 852-2895
Discovery Counseling Services	(408) 778-5120
EOPS	(408) 848-4853

COMMUNITY RESOURCES

Santa Clara County Suicide & Crisis Service	(855) 278-4204
National Suicide Prevention Lifeline	(800) 273-TALK (8255)
Crisis Text Line	Text Courage to 741 741
Bill Wilson Center Crisis Line (Services for ages 24 and under)	(408) 850-6125
Next Door 24-Hour Hotline (Domestic, Intimate Partner, and Relationship Violence)	(408) 279-2962
United Way (Non-emergency community, health, and disaster information)	211
YWCA Rape Crisis Center Hotline	(408) 287-3000 (650) 493-7273

SAN BENITO COUNTY RESOURCES

San Benito County 2-1-1

Residents who can't dial 2-1-1 can call 800-273-6222 to reach the call center in their area. 2-1-1 can help you find food, shelter, homeless services, healthcare, mental health counseling, disaster response, childcare, disability services, employment assistance, and more.

Community Solutions	(831) 637-1094
Emmaus House 24hr Emergency Hotline www.emmaushouse.net	(831) 636-7224 (877) 778-797
Family Resource Center	(831) 636-0686
San Benito County Health & Human Services	(831) 636-4180
San Benito County Behavioral Health Outpatient Substance Abuse Program	(831) 636-4020
Hazel Hawkins Community Health Clinic	(831) 636-2666

Behavioral Intervention Task Force (BIT)

The collaborative college-wide committee focuses on early identification, support, and resources for students of concern. Members include staff, faculty, administrators, Campus security, and counselors. Meetings are held monthly. For more information contact the Vice President of Student Services Office at (408) 848-4738.