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DISTRESSED STUDENT

RESPONSE PROTOCOL

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

YES — Conduct is clearly and imminently reckless, disorderly, dangerous, or threatening, including self-harm or a medical emergency.

911 and/or
College Police # M E H 256-7(707)

UNSURE — Signs of distress are present, but I am unsure how serious it is. Our interaction has left me feeling uneasy or concerned.

Student Health Center, Bldg. 2250:
(707) 256-7780
College Police # M E H : (707) 256-7777
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NO — The situation is not urgent, but the student is having personal or academic issues and could use more support/ resources.

Student Health Center # M E H
(707) 256-7780
Academic Counseling # M E H :
(707) 256-722
$ " 3 & 5 F B N

NO — Actions are disruptive, may be intox-icated, or other violations of student code of conduct; sexual harassment; disciplinary action may be indicated.

4 U V E F O U $ P O E V D U 7 J P M B U J P O Dean of Student Affairs
2 & (707) 256-7364
5 J U M F * 9 7 J P M B U J P O T F 5 Y J V B M F * 9 S S P T T N E J C U P S

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Use empathetic, effective communi-cation techniques described on the page “Interacting with Distressed Students”, and contact, refer, or report to an appropriate resource.

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INTERACTING WITH DISTRESSED STUDENTS

If in doubt about the seriousness of the situation the best strategy to support yourself and the other person is contact Student Health Center at (707) 256-7780, or College Police at (707) 256-7777 for consultation. Act s er rather than later to prevent uncomfortable situations from escalating into crises or confrontations.

DISTRESSED STUDENT

- Let the student know that you are concerned about them and would like to help.
- Give them information about counseling at the Student Health Center and o□er to walk them over.
- Allow them to discuss their thoughts and feelings, which often helps relieve pressure.
- Avoid o□ering lots of advice or solutions, but do direct to appropriate service for any speci□c need.
- Don't be afraid to ask directly about suicide: "Are you thinking about suicide/killing yourself?"
- Stay safe and maintain the boundaries of your professional role. You are not a therapist.

DISRUPTIVE OR HOSTILE STUDENT

- Ensure the safety of yourself and those present.
- Be calm and non-confrontational to defuse and de-escalate the situation.
- Set limits on inappropriate behavior, such as cursing or yelling. If the behavior persists, notify the student that disciplinary action may be taken.
- Ask the student to leave. Call College Police if there is a safety risk.
- Report incident to appropriate service. See the RESPONSE PROTOCOL for your options.

SAFETY FIRST!

If you are concerned for your own safety or the safety of another, do not hesitate to call **911** or **College Police at (707) 256-7777**.