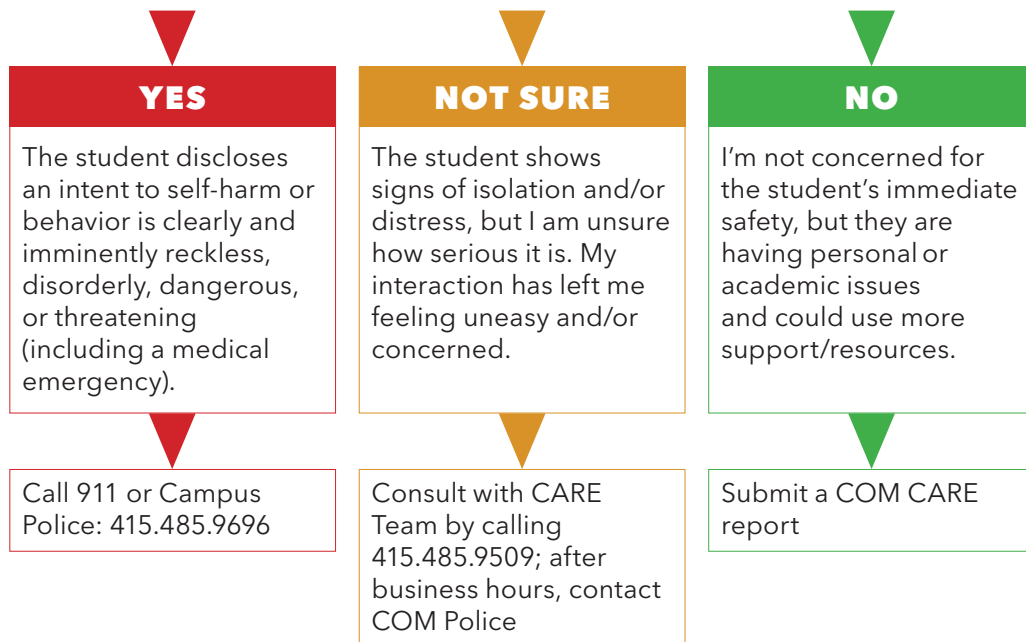


### RESPONSE PROTOCOL

Follow the chart below to determine whom to contact when faced with a distressed or disruptive student.

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



### QUICK RESOURCES

**Campus Police**  
415.485.9696

**Health Center**  
415.485.9458

**COM CARE Team**  
415.485.9509

**Student Accessibility Services**  
415.485.9406

**Psychological Services**  
415.485.9649

**SEE SOMETHING.  
SAY SOMETHING.  
DO SOMETHING.**

**Early intervention is preferable  
to crisis intervention.**



## 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 students, especially if you have frequent or prolonged contact with them.

### Academic Indicators

- Sudden decline in quality of work or grades
- Repeated absences
- Concerning content in writing 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

### Safety Risk Indicators

- Unprovoked anger or hostility
- Implied or direct threats to harm self or other(s)
- Physical violence (shove, grab, assault etc.)
- Stalking or harassing

### Physical Indicators

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

### Confidentiality

Observations of a student's conduct or statements made by a student may be shared with college administrators, campus police, or health services on a need-to-know basis to promote student and campus safety. Please remember NOT to send identifying student information via email. Pick up the phone and/or submit a COM CARE report.



### GUIDELINES FOR INTERVENTION

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Act sooner rather than later and document all incidents and actions taken.



#### **Distressed Student**

- Be proactive. As soon as you notice something, say something.
- Let the student know you are concerned and want to help.
- Give them information about campus supports, walk them over if possible.
- Allow the student to discuss their thoughts and feelings which often helps relieve pressure.
- Avoid offering 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.
- Always document your interactions with distressed students.

#### **Disruptive Student**

- Ensure the safety of yourself and those present.
- Address issue of disruption directly and calmly; avoid threatening, intimidating, or humiliating responses.
- Clearly identify the inappropriate behavior and identify how it violates expectations. Explain potential consequences.
- If behavior persists, ask student to leave class and file a COM CARE report. Please see AP 5520 for more information on procedure for removing a student from class.
- If there is a safety risk, immediately call COM Police: 415.485.9696

#### **REMEMBER: SAFETY FIRST!**

If you are concerned for your safety or the safety of others, do not hesitate to call 911 or Campus Police at 415.485.9696.



## CAMPUS RESOURCES

- COM Police EMERGENCY** .....415.485.9696
- COM Police Non-emergency** ..... 415.485.9455
- Counseling Department** ..... 415.485.9432
- Student Accessibility Services (SAS)** .... 415.485.9406
- Extended Opportunity Programs and Services (EOPS)** ..... 415.485.9605
- Psychological Services** ..... 415.485.9649
- Student Activities and Advocacy (CARE Team Consultation)**..... 415.485.9509

## COMMUNITY RESOURCES

- National Suicide Prevention Lifeline**..... 855.273.TALK (8255)
- Crisis Text Line** ..... Text COURAGE to 741741
- Crisis Response** ..... 415.473.6392
- Marin County 24 Hour Crisis Hotline**... 888.818.1115
- Center for Domestic Peace 24 Hour Hotline** ..... 415.924.6616  
(Domestic, Intimate Partner, and Relationship Violence)
- Marin Youth Services** ..... 415.526.2557
- Psychiatric Emergency Services (PES)** 415.473.6666
- Marin General Hospital** ..... 415.925.7000

