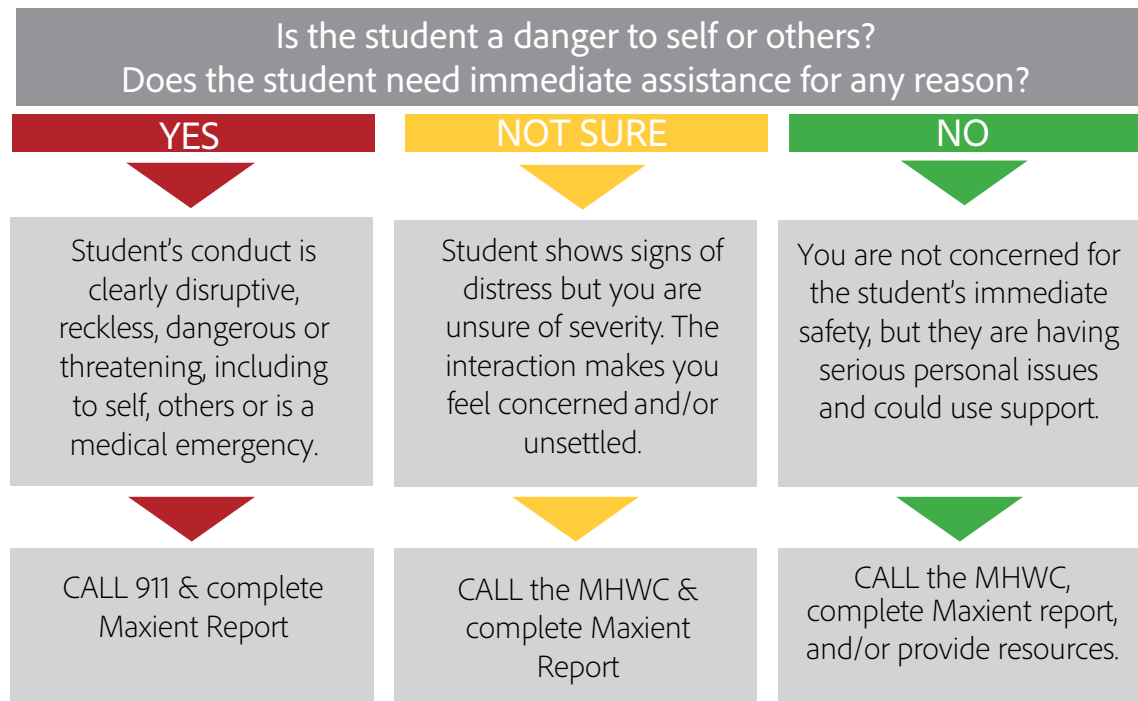


ASSISTING STUDENTS IN DISTRESS



RESPONSE PROTOCOL:

Follow the chart below to best determine who to contact when faced with a student in distress or who may be struggling:



QUICK RESOURCES:

District Police Emergency
9-1-1 or (408) 924-8000

District Police Non-emergency
(650) 949-7313 or x7313

Student Health Services
(408) 864-8732

Mental Health and Wellness Center (MHWC)
(408) 864-8868

General Counseling Center
(408) 864-5400

Disability Support Services (DSS)
(408) 430-7681

Report an Incident or Concern:
<https://www.deanza.edu/judicial-affairs/report.html>

ASSISTING STUDENTS IN **DISTRESS**

INDICATORS

If you **SEE** something, **SAY** something, & **DO** something. **YOU** can save a life.

A student's behavior may be an indicator of distress or other struggles they are experiencing. Changes to behaviors may happen gradually and over time. You might be the first person to recognize the warning signs, especially if you have frequent and prolonged contact with them. If a student's conduct leaves you feeling threatened, concerned or unsettled, act on your instincts. You may be the catalyst to them receiving help!

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 statements made by a student or their conduct are not FERPA protected. Sharing information with appropriate parties about a student's actions or behaviors is not in violation of privacy laws. In other words, 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.

ACADEMIC INDICATORS

- Pattern of repeated absences with or without communication
- Decline in grades, quality of work or participation
- Bizarre content in class submissions
- Repeated classroom disruptions

PSYCHOLOGICAL INDICATORS

- Self-disclosure of distress (e.g., interpersonal issues, suicidal thoughts or grief)
- Disproportional emotional responses (e.g., excessive tearfulness, panic)
- Verbal abuse (e.g., taunting, badgering or intimidation)

SOCIAL INDICATORS

- Marked elevation in or decline in engagement with peers or other campus activities
- Noticeable changes in physical appearance, grooming, hygiene, or weight
- Concern from peers

SAFETY RISK INDICATORS

- Unprovoked anger or hostility
- Implied or direct threats to harm self or others
- Stalking or harassing
- Communicating threats digitally via email, text, phone calls or social media

ASSISTING STUDENTS IN **DISTRESS**

GUIDELINES FOR INTERVENTION

Contact the Mental Health and Wellness Center, Student Health Services, or Campus Police for consultation on the severity or urgency of the situation, and strategies for how to best support you and the student. *Act sooner rather than later.* In an emergency, don't hesitate to call 911!

DISTRESSED STUDENT

- While staying safe and maintaining the boundaries of your professional role, let the student know you are concerned about them and would like to help
- Provide information regarding services at the Mental Health and Wellness Center (MHWC). Offer a warm hand-off email introducing the student to the staff at MHWC or offer to walk them over personally to RSS 258, Second Floor
- Stay calm, demonstrate and express that it is okay not to be okay
- Provide time and space for the student to discuss their thoughts and feelings. Some may not open up right away or directly. Avoid offering lots of advice or solutions
- Complete a Maxient report

SAFETY IS THE FIRST PRIORITY!

If you are concerned for your own or others' safety, do not hesitate to call campus police.

Report an Incident or Concern:
www.deanza.edu/judicial-affairs/report

DISRUPTIVE STUDENT

- Ensure the physical safety of yourself and those present
- Use a calm, assertive but non-confrontational approach to defuse and de-escalate the situation
- Set boundaries by explaining how the behavior is inappropriate
- If the disruptive behavior persists, notify the student that action may be taken to ensure the safety of them and those present. If possible, ask the student to leave
- Call 9-1-1 if there is an immediate safety risk or behaviors continue to escalate
- Immediately file an incident report with campus police and complete a Maxient report

ASSISTING STUDENTS IN DISTRESS

CAMPUS RESOURCES

District Police Emergency • 9-1-1 or (408) 924-8000

District Police Non-emergency • (650) 949-7313 or x7313

Call to reach an Officer at anytime (24 hours/7 days a week) for a non-emergency or to report a prior criminal incident.

Student Health Services • (408) 864-8732
Call or email deanzahealthservices@deanza.edu

Mental Health and Wellness Center • (408) 864-8868
Call or email MHWC@deanza.edu to schedule an appointment. If student is on-campus, they can come to the MHWC in the Registration and Student Services Building, second floor, Rm 258, for in-person support.

Disability Support Services • (408) 430-7681
Call or email dss@deanza.edu

TBH: 24/7 Mental Health Support - Free!
Follow <https://www.deanza.edu/resources/tbh.html> for more information.

Stop Sexual Harassment and Sexual Violence
Report Title IX incidents:
<https://www.deanza.edu/titleix/filing-complaint.html>

COMMUNITY RESOURCES

Santa Clara County Suicide & Crisis Services/Mobile Crisis Response Team:
Call 9-8-8 (for local area codes 408, 650, 669), all others call (800) 704-0900. Available 24/7 for Mental Health & Substance Use support/resources.

National Suicide Prevention Lifeline:
Call 9-8-8

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

Bill Wilson Center Crisis Line:
(408) 850-6125

Domestic Violence 24/7 Hotline (Next Door Solutions):
(408) 279-2962

YWCA Rape Crisis Center Hotline:
(800) 572-2782

2-1-1 Bay Area Information & Referral Services:
Call 211 or (800) 273-6222, 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

Here4You Hotline: (408) 385-2400 | 9 a.m. – 7 p.m.