

ASSISTING THE EMOTIONALLY DISTRESSED STUDENT



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?

SITUATION

CONTACT

The student's conduct is clearly and imminently reckless, disorderly, dangerous, or threatening including self-harm behavior.

- Call 911 and Campus Security for Immediate Assistance (408) 710-7490
- Submit an Incident Report using the link below

The student shows signs of distress but I am unsure how serious it is. My interaction has left me feeling uneasy and / or really concerned about the student.

- Consult with and / or refer to CARE Team by submitting an Incident Report using the link below.
- Option to contact Campus Security if needing support (408) 710-7490.

I'm not concerned for the student's immediate safety, but he or she is having significant academic and / or personal issues and could use some support or additional resource.

- Refer Student directly to Campus Resources
- Submit an Incident Report for support using the link below.
- For immediate assistance, contact Counseling support office at (408) 852-2895 or (408) 848-4723.

CARE Team

Gavilan College's CARE Team supports the health and safety of the campus by providing a central agency where campus members can report non-emergency behaviors that are disruptive, concerning, or pose a threat to self or others. The goal of CARE Team is early detection and intervention of at-risk behaviors by coordinating a collaborative response to address concerning situations.

For more information contact the Vice President of Student Services Office at (408) 848-4738.

Just Report It

Scan the code or type the link



gavilan.edu/just-report-it

SEE SOMETHING

Faculty and staff are in a unique position to demonstrate compassion for students in distress. Both new and returning college students may feel alone, isolated, and even hopeless when faced with academic and life challenges. These feelings can easily disrupt academic performance and may lead to dysfunctional coping and other serious consequences.

You may be the first person to see something distressing in students since you have frequent and prolonged contact with them. The District, in collaboration with the California Mental Health Services Authority (CalMHSA), provides this information to help you act with compassion in your dealings with such students.

SAY SOMETHING

Students exhibiting troubling behaviors in your presence are likely having difficulties in various settings including the classroom, with roommates, with family, and in even in social settings. Trust your instincts and say something if a student leaves you feeling worried, alarmed, or threatened! Do Something

DO SOMETHING

Sometimes students cannot, or will not turn to family or friends. Your expression of concern may be a critical factor in saving a student's academic career or even their life. The purpose of this folder is to help you recognize symptoms of student distress and identify appropriate referrals to campus resources.

Academic Indicators

- ◆ Behavior that interferes with classroom or activity engagement
- ◆ Sudden decline in quality of work and grades
- ◆ Repeated absences
- ◆ Bizarre content in writings or presentations
- ◆ Multiple requests for extensions
- ◆ Overly demanding of faculty / staff attention
- ◆ You find yourself doing more personal rather than academic counseling during office hours

Physical Indicators

- ◆ Marked changes in physical appearance including deterioration in grooming, hygiene, or weight loss / gain
- ◆ Excessive fatigue / sleep disturbance
- ◆ Intoxication, hang over, or smelling of alcohol
- ◆ Disoriented or "out of it"
- ◆ Garbled, tangential, or slurred speech

Safety Risk Indicators

- ◆ Unprovoked anger or hostility
- ◆ Implying or making a direct threat to harm self or others
- ◆ Academic assignments dominated by themes of extreme hopelessness, rage, worthlessness, isolation, despair, acting out, suicidal ideations / violent behaviors
- ◆ Communicating threats via email, correspondence, texting, or phone calls

Psychological Indicators

- ◆ Self-disclosure of personal distress - family problems, financial difficulties, contemplating suicide, grief
- ◆ Excessive tearfulness, panic reactions, irritability or unusual apathy
- ◆ Verbal abuse (e.g., taunting, badgering, intimidation)
- ◆ Expressions of concern about the student by his / her peers

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.

DISTANCE EDUCATION CONSIDERATIONS

General Student Stressors - The online classroom can cause students to feel like there is limited access to support, increase feelings of isolation or anxiety and bring additional challenges with balancing family, work and school. It is important to be vigilant for sudden or significant changes in student behavior and follow the response protocol for supporting the student.

Keep Communication Consistent - The most crucial aspect of teaching and learning in a distance learning classroom is communication. The current online environment is a very confusing time for everyone, and even more difficult for students who lack access to technology or struggle with online learning; the more you communicate expectations and explain content, the easier it will be for you and your students. If release of confidential information is required by court order.

GUIDELINES FOR INTERVENTION

- ◆ Openly acknowledge to student 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 they are in academic and / or personal distress.
- ◆ Consult with a Counselor in the Counseling department or with a member of the CARE Team to assist with intervention; submit an incident report for consultation on the seriousness of the situation, and strategies for how to best support you and the student.
- ◆ In case of an emergency, do not hesitate to call 911 and then call campus security for immediate support.

DANGEROUS SITUATION

- ◆ Threats of physical violence
- ◆ Verbal Aggression (Excessively Loud)
- ◆ Threats of suicide
- ◆ Loss of Contact With Reality
- ◆ Under the Influence of Drugs and/or Alcohol
- ◆ In the event of an imminently dangerous situation, call 911 and dial Campus Security (408) 710-7490

DISRUPTIVE SITUATION

- ◆ Active situation of disruption
- ◆ Behaviors can be similar to a dangerous student
- ◆ Uncertainty about what to do in situation
- ◆ In the event of an urgent situation, call Security or Counseling for assistance

DISTRESSED STUDENT A student with persistent behaviors such as:

- ◆ Unduly anxious
- ◆ Sad or Irritable
- ◆ Withdrawn or Confused
- ◆ Lacks motivation and/or concentration
- ◆ Seeks constant attention
- ◆ Demonstrates bizarre or erratic behavior
- ◆ Expresses suicidal thoughts

To get help: Seek consultation with a CARE Team member and connect student to available support. Counseling services, including mental health sessions are available by contacting the Counseling Department.

Disruptive Student: A student whose conduct is clearly and imminently reckless, disorderly, dangerous or threatening, including self-harmful behavior.

To get help: If you are concerned for your or others' safety due to a student's disruptive and / or threatening behavior, call 911 and Campus Security for immediate assistance.

CAMPUS RESOURCES

Campus Security (Immediate Response Needed) (408) 710-7490
Counseling Services (Number Directs You to Support Staff for Assistance) (408) 852-2895
gavilan.edu/counseling (408) 848-4723
Crisis Text Line (Serves all of California) Text Home to 741 741

2-1-1 (Information for your local county)

- Can help you find food, shelter, homeless services, healthcare, mental health counseling, disaster response, childcare, disability services, employment assistance, and more.

On Campus Free Behavioral Health and Therapeutic Services are available to currently enrolled students. Scan the code or type the link gavilan.edu/emotional-wellness-self-referral



SOUTH SANTA CLARA COUNTY RESOURCES

Santa Clara County Suicide & Crisis Service (855) 278-4204
YWCA Rape Crisis Center Hotline (408) 287-3000
Catholic Charities of Santa Clara County (408) 468-0100

- Support for Families and Individuals Facing Housing Instability Or Homelessness

Community Solutions (Behavioral Health, Domestic Violence, Sexual Assault)

(408) 842-7138

Mental Health Services Call Center

1 (800) 704-0900

Hours: 24-hours, 7 days a week Languages Spoken: English, Mandarin, Spanish, Tagalog, Vietnamese

SAN BENITO COUNTY RESOURCES

Community Solutions (Behavioral Health, Domestic Violence, Sexual Assault)

(831) 637-1094

Emmaus House

(831) 636-7224

24hr Emergency Hotline

(877) 778-7978

www.emmaushouse.net

- Providing Shelter and Assistance to Women and Children

Family Resource Center

(831) 636-0686

San Benito County Behavioral Health

(831) 636-4020

- Including Outpatient Substance Abuse Program

For additional information and descriptions regarding these resources, please contact a Campus Counselor, Student Support Services or the CARE Team Liaison for assistance. In the case of an emergency please dial 9-1-1 or campus security.



To submit an incident report, go to: gavilan.edu/just-report-it

TIPS:

BE PROACTIVE: Engage students early on. Pay attention to sign of distress, and set limits on disruptive behavior.

BE DIRECT: Don't be afraid to ask students directly if they are under the influence of drugs or alcohol, feeling confused, or having thoughts of harming themselves or others.

AVOID JUDGMENT: Pay attention to verbal and non-verbal markers of aggression. Remember that most people with mental health concerns are not violent or dangerous.

LISTEN SENSITIVELY AND CAREFULLY: Use a non-confrontational approach and a calm voice. Avoid threatening, humiliating, and intimidating responses.

SAFETY FIRST: The welfare of the campus community is the top priority when a student displays threatening or potentially violent behavior. Do not hesitate to call for help.

FOLLOW THROUGH: Direct the student to the physical location of the identified resource.

CONSULTATION AND DOCUMENTATION: Always document your interactions with distressed student.