

RED FOLDER RESOURCES

Distressed Student

A student with persistent behaviors such as:

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- Withdrawn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

To get help:

Consultation and Referrals:

Psychological Services ext. 8687
 SCCC Police Department ext. 5911
 Health Services ext. 8268

Administrative/Student Conduct/Academic Issues:

Counseling Department ext. 8237
 Transfer Center ext. 8290
 Admissions and Records ext. 8604

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: ext. 5911 or 911.

For Consultation or Emergency Counseling

Vice President of Student Services ext. 8558
 Psychological Services ext. 8687

For illness or injury:

Non-urgent: Health Services ext. 8268
 Medical Emergency ext. 5911 or 911

If a student is causing a disruption but does not pose a threat, ensure your safety in the environment. Use a calm, non-confrontational approach to defuse/deescalate the situation. Set limits by explaining how the behavior is inappropriate. If the disruptive behavior persists, notify the student that disciplinary action may be taken. Ask the student to leave. Inform him or her that refusal to leave may be a separate violation subject to discipline. Immediately report the incident to the Vice President of Student Services Office, ext. 8558. If you believe there is a safety risk, contact SCCC Police Department at 244-5911.



District/Campus Resources

Student Health Services

Fresno City College	ext. 8268	442-8268
Reedley College	ext. 3328 or 3625	638-0328
Madera Center	ext. 4759	675-4800 ext. 4759
Willow International	ext. 5318 or 5317	325-5318

Psychological Services

Fresno City College	ext. 8687	442-8687
Reedley College	ext. 3210	638-0328
Willow International	ext. 5318	325-5318

Academic Counseling

Fresno City College	ext. 8226	442-8226
Reedley College	ext. 3337	638-0337
Madera Center	ext. 4800	675-4800
Oakhurst Center	ext. 6810	683-3940
Willow International	ext. 5230	325-5230

Disabled Students Programs and Services

Fresno City College	ext. 8237	442-8237
Reedley College	ext. 3401	638-0332
Madera Center	ext. 4864	675-4864
Willow International	ext. 5230	325-5230

Student Services Administration

Fresno City College	ext. 8558	443-8558
Reedley College	ext. 3536	638-3641
Madera Center	ext. 4874	675-4874
Oakhurst Center	ext. 6810	683-3940
Willow International	ext. 5214	325-5214

Veterans Resources

Fresno City College	ext. 8224	442-8224
Reedley College	ext. 3400	
Madera Center	ext. 4733	675-4733
Oakhurst Center	ext. 6810	683-3940
Willow International	ext. 5230	325-5232

District Police (24/7)

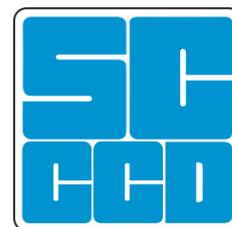
ext. 5911 244-5911

Behavior Intervention Team (BIT)

Fresno City College	ext. 8558
Reedley/Madera	ext. 3336
Willow International	ext. 5265

RED FOLDER RESOURCES

See Something,
 Say Something,
 Do Something



WELLNESS • RECOVERY • RESILIENCE



Compassion. Action. Change.

RED FOLDER RESOURCES

See Something

Faculty/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

Sometimes students cannot, or will not turn to family or friends. **Do something!** 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.

HOW TO REFER

Preparing to reach out to the student

- Consult with the Behavior Intervention Team (BIT) to explore the issues involved and interventions.
- Know the available campus resources and the referral process.
- Seek suggestions from experienced colleagues and the department chair.
- Allow sufficient time to thoroughly address the issues of concern.
- Review your physical environment and make provisions for your safety and that of others. If necessary, notify colleagues in close proximity of your intended intervention.
- Remain calm and know whom to call for help in case of need.
- When a student expresses a direct threat to self or others, or acts in a bizarre, highly irrational and disruptive way, contact SCCCD Police.
- If you decide not to have contact with the student, refer incident to the proper resources.

Connecting with the student

- Listen supportively. Repeat the student's statement to clarify and to demonstrate an understanding of the student's perspective.
- Do not challenge, shock, or become argumentative with the student.
- Do not try to minimize the student's distress.
- If safe, meet and talk in private to minimize embarrassment and defensiveness.
- Clearly express your concerns focusing on the behavior in non-disparaging terms.
- Ask if the student wants to hurt himself. Asking does not plant ideas in the student's mind.
- Offer supportive alternatives, resources and referrals.
- Respect the student's privacy without making false promises of confidentiality.
- Explore the student's support system(s).
- Emphasize the importance of professional help for the student.
- Document all incidents and attempts to resolve the situation. Be factual and objective.

Making the Referral

- Recommend services and provide student with realistic expectations. Note that some campus resources can offer confidential support while others are required to respond or report.
- Reassure the student that students often seek help over the course of their college career to effectively achieve their goals.
- Direct the student to a preferred assistance source.
- Be frank with the student about your limits (time, expertise, student's reluctance to talk).
- Frame any decision to seek and accept help as an intelligent and wise choice.
- Make sure the student understands what actions are necessary.
- Encourage and assist the student to make and keep an appointment.
- If necessary, find someone to stay with the student while calls to the appropriate resources are made, and officer to escort the student.
- Set a follow-up appointment with the student.

RESPONSE PROTOCOL

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

Yes. The student's conduct is clearly and imminently reckless, disorderly, dangerous or threatening and is suggestive of harm to self or others in the community.

Contact the Campus Police at ext. 5911 or call 911.

I'm not sure. The student shows signs of distress, but I'm not sure how serious it is. My interaction has left me feeling uneasy and/or concerned about him or her.

During business hours, contact the Vice President of Student Services Office about making a BIT referral at 559-443-8558. After hours and holidays, call the Central Valley Suicide Prevention Hotline 888-506-5991

No, I'm not concerned for the student's immediate safety, but he or she is having significant academic and personal issues and could use some support or additional resources.

Consult with the BIT team and/or refer student to appropriate campus resource. See back panel for options.