

ASSISTING STUDENTS IN **DISTRESS**



RESPONSE PROTOCOL

Follow the table to determine who to contact when faced with a distressed student.

Situation	Contact
The student's conduct is clearly and imminently reckless, disorderly, dangerous, or threatening including self-harm behavior.	<ul style="list-style-type: none"> • Call 911 or Campus Police • Submit a CAIR report
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.	<ul style="list-style-type: none"> • Consult with and/or refer to SHS and submit a CAIR report. • After hours or weekends contact campus police for guidance.
I'm not concerned for the student's immediate safety, but he or she is having significant academic and/or personal issue and could use some support or additional resource.	<ul style="list-style-type: none"> • Directly refer student to an appropriate campus resource (more information to the right) • Submit a CAIR report

CERRITOS COLLEGE CAMPUS RESOURCE

Dial 562-860-2451 plus the extension below:

Campus Police 911 from a campus phone or (562) 924-3618 from your cell phone http://www.cerritos.edu/police/	
Student Health Services http://www.cerritos.edu/shs/	Ext. 2321
Student Conduct and Grievances http://www.cerritos.edu/activities/	Ext. 2445
Title IX, including Sexual Harassment http://www.cerritos.edu/title-ix/	Ext. 2276
CAIR http://www.cerritos.edu/cair/	
Food & Housing Insecurity http://www.cerritos.edu/food-housing/	Ext. 2358
Financial Aid	Ext. 2397
DSPS	Ext. 2335
Project Safe: http://www.cerritos.edu/shs/_includes/docs/2017_Project_Safe_Broch.pdf	

SEE SOMETHING | SAY SOMETHING

ASSISTING STUDENTS IN DISTRESS

DANGEROUS, DISRUPTIVE, OR DISTRESSED

DANGEROUS STUDENT A student whose conduct is clearly and imminently disorderly, dangerous, or threatening, including self-harmful behavior or threatening the safety and well-being of others. A student with behaviors such as:

- Verbal aggression (yelling, excessively loud)
- Not complying with instructions
- Inability to communicate clearly
- Under the influence of Drugs and/ or Alcohol
- Loss of contact with reality (seeing or hearing things that others cannot see or hear; irrational beliefs or fears that others may be conspiring against them) and also displaying threatening behavior

TO GET HELP

If you are concerned for your own or others' safety due to a student's disruptive and /or threatening behavior, call 911 from a campus phone or the CampusPolice Department from a cell phone call (562) 924-3618.

DISRUPTIVE STUDENT Behavior that interrupts the classroom or work environment, and represents an escalation or "acting out" of distress or inner disturbance.

- Behaviors can be similar to a dangerous student.
- 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.
- Submit a student conduct report.

DISTRESSED STUDENT Behavior that causes concern for a person's well-being. A student with persistent behaviors such as:

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



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 students and consult with your department chair/ supervisor after any incident.

SEE SOMETHING | SAY SOMETHING