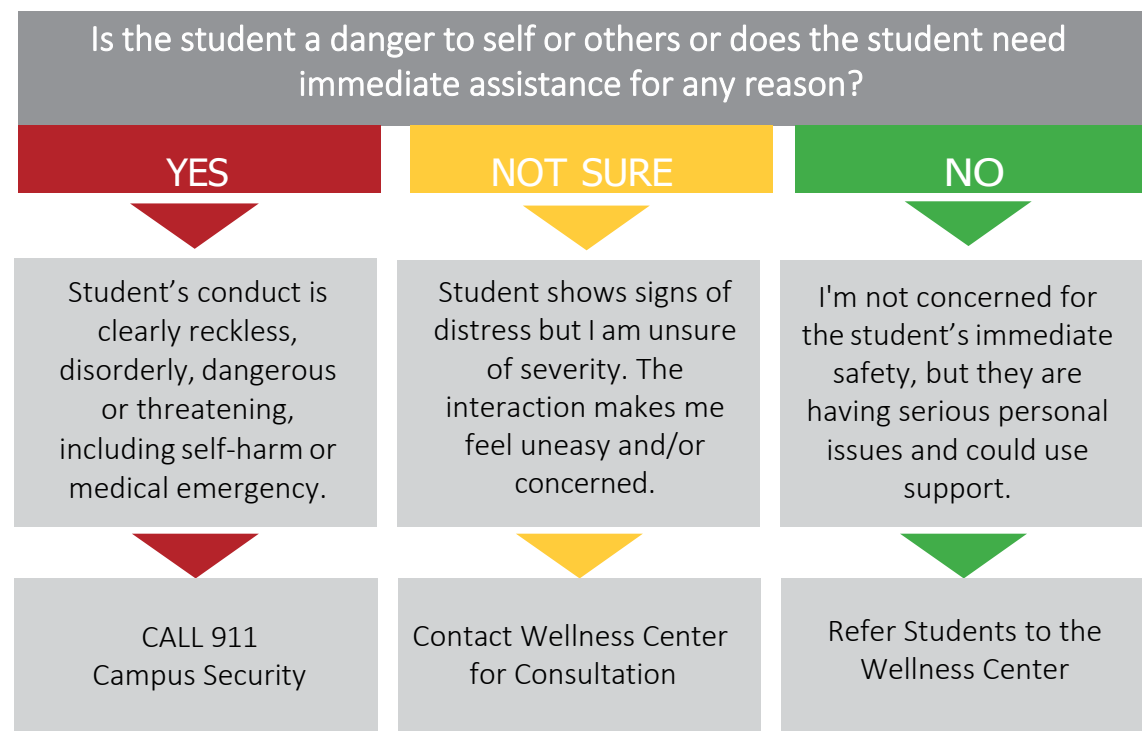


A Guide to Helping Distressed Students

RESPONSE PROTOCOL:

Follow the chart below to best determine who to contact when faced with distressed or disruptive students.



QUICK RESOURCES:

Police Emergency

9-1-1/Peralta Safety App

Campus Security Emergency

(510) 466-7236 or Ext. 7236

Campus Safety Aides

(510) 436-2546

Wellness Center

(510) 436-2533

2-1-1 Bay Area:

For 24/7 help with any material needs

Crisis Counseling Line: 9-8-8

Call for live, trained counselors 24/7

Crisis Text Line:

Text "Home" to 741741

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 a student, especially if you have frequent or prolonged contact with them. Trust your instincts if a student leaves you feeling worried, alarmed, or threatened.

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 a student's conduct or statements made by a student are not FERPA protected. Such information may be shared with college administrators, campus police, or student health services to promote student and campus safety.

ACADEMIC INDICATORS

- Sudden decline in quality of work or grades
- Repeated absences
- Bizarre content in writings 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
- Concern from peers

SAFETY RISK INDICATORS

- Unprovoked anger or hostility
- Implied or direct threats to harm self or others
- Stalking or harassing

PHYSICAL INDICATORS

- Marked changes in physical appearance, grooming, hygiene, or weight
- Excessive fatigue or sleep disturbances
- Intoxication or disorientation

REMEMBER: SAFETY FIRST! If you are concerned for your own or others' safety, do not hesitate to call 911.

DISTRESSED STUDENT

- Let the student know you are concerned about them and would like to help
- Allow the student to discuss their thoughts and feelings
- Avoid offering lots of advice or solutions
- Stay safe and maintain the boundaries of your professional role
- Validate the student's feelings and remind them of the FREE supportive services available to them.
- Example: "This sounds really stressful. We have free stress counseling for students in the Wellness Center – do you know how to get an appointment?" Then:
 - Walk the student to R-106, or
 - Direct the student to a Wellness Center flyer, where they can scan the QR Code, or
 - Show the student how to navigate to the Wellness Center webpage on their phone or computer



Student of Concern Support Referral Form:

DISRUPTIVE STUDENT

- Ensure the safety of yourself and those present
- Use a calm, non-confrontational approach to defuse and de-escalate the situation.
 - Focus on the action, not the person. Remind the student of in-class norms: Instead of "You're being rude," try: "Talking over people violates the class rules we agreed to."
 - Give the class an independent or small group project, then invite the disruptive student(s) to speak with you outside. In this more private space, ask, "What's making it hard to stay focused today?"
- Ask the student to leave.
 - Instead of framing this as punishment for bad behavior, try: "Seems like you're having a hard a time being here today. Step outside, take a break, and come back when you are ready."
- Document incident using the form below
- Call 9-1-1 if there is a safety risk



Student Conduct Incident Reporting Form:

CAMPUS RESOURCES

Emergency • 9-1-1/Peralta Safety App

CampusSecurity • (510) 466-7236

Call to reach a dispatcher who will deploy security personnel to your location.

CampusSafety Aides • (510) 436-2546

Call to request Safety Aides at your location.

Wellness Center • (510) 436-2533 Call or email sdevito@peralta.edu for consultation. Staff will respond as soon as possible.

SAS Student Accessibility Services • (510) 436-2429 Call or email fmoy@peralta.edu for consultation. Staff will respond as soon as possible.

Basic Needs • (510) 436-2431 Call

For housing or food insecurities:



Stop Sexual Harassment and Sexual Violence

Report Title IX incidents:



COMMUNITY RESOURCES

AlamedaCounty Mobile Crisis

If a Merritt student is experiencing a mental health crisis that requires hospitalization, but you hope to avoid involving armed police officers, call (510) 891-5600 Mon-Fri 9:00am-5:00pm. After 5:00pm or on weekends, call 911 and request a CATT Team.

National Suicide Prevention Lifeline

Call 988 for free, confidential crisis support from live, trained counselors 24/7.

Crisis Text Line

Text HOME to 741741 for free, confidential crisis services 24/7.

Crisis Support Services of Alameda County

1-800-309-2131

Domestic Violence 24/7 Hotline (A Safe Place)

(510) 536-7233

2-1-1 Bay Area Information & Referral Services 24/7

Call 211 or text your zip code to 898211 to connect with a specialist for free 24/7 referrals for any social service need in the 9-County Bay Area.

Oakland Housing Authority

(510) 874-1653 | <https://oakha.org/contact/>