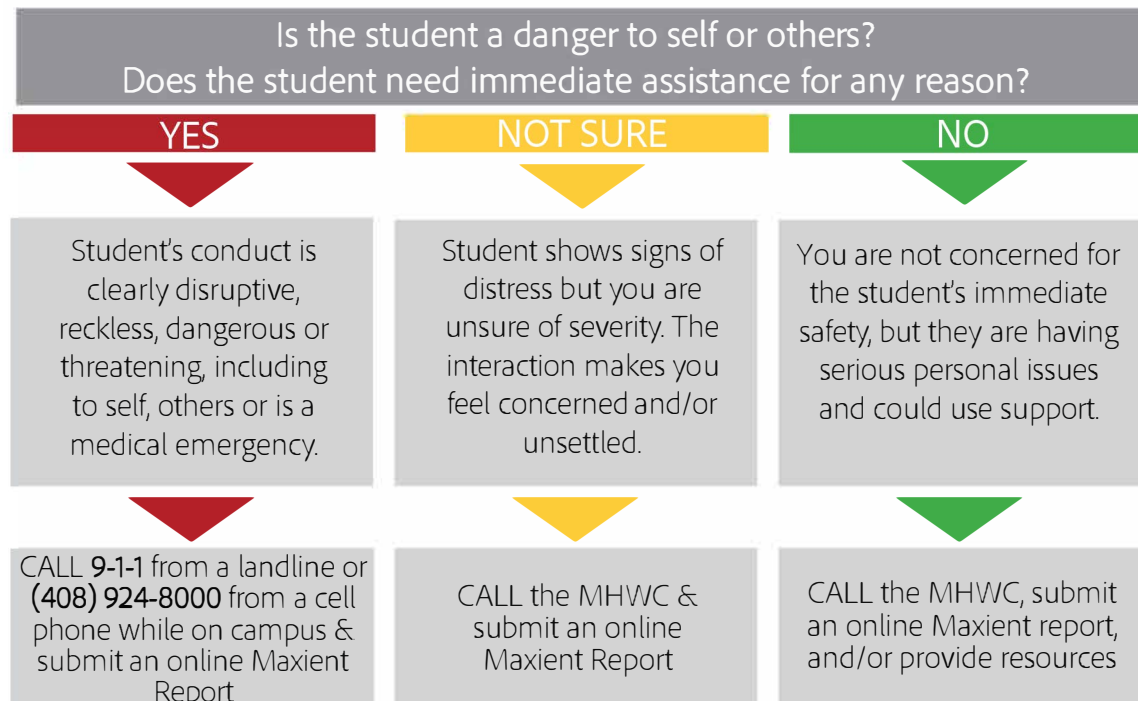


### ASSISTING STUDENTS IN DISTRESS



#### 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 x7317

**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.

It is not a FERPA violation to share, with appropriate parties, observations of a student's conduct or statements, or information about a student's actions or behaviors. Such information may be shared with college administrators, campus police or Student Health Services to promote student and campus safety. Please remember that if you are sending student information, **ONLY** do so using your **Foothill-De Anza district outlook account** AND **select the option to encrypt** the email before sending.

### 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
- Visible injuries or bruises on the body

### 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 9-1-1 (from a landline) or (408) 924-8000 (from a cell phone while on campus)!

#### **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 advice or solutions. The most appropriate advice is to encourage the student to seek appropriate help or services.
- Complete an online 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](http://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 an online 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 x7317  
Call 24/7 to reach an officer for a non-emergency or to report a prior criminal incident.

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

General Counseling Center • (408) 864-5400  
Call or email [deanzacounseling@deanza.edu](mailto:deanzacounseling@deanza.edu)

Mental Health and Wellness Center • (408) 864-8868  
Call or email [MHWC@deanza.edu](mailto:MHWC@deanza.edu). If on-campus, visit the MHWC in the Registration and Student Services Building (RSS), second floor, Rm 258.

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

TimelyCare • 24/7 online mental health support for enrolled students  
Follow <https://deanza.edu/resources/timely> for more information.

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

## COMMUNITY RESOURCES

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

Crisis Text Line • Text RENEW to 741741  
Free, confidential, 24/7

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

Family Supportive Housing • (408) 926-8885  
Call or visit <https://familysupportivehousing.org>

Here4You Hotline • (408) 385-2400  
Hotline for people seeking shelter. Available from 9 AM - 7 PM

National Suicide Prevention Lifeline • Call 9-8-8

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

Suicide & Crisis Services (Santa Clara County Trusted Response Urgent Support 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.

2-1-1 Bay Area Information & Referral Services •  
Call 2-1-1 or (800) 273-6222, or text your zip code to 898211 to connect with a specialist for personalized assistance. Free, confidential, 24/7.