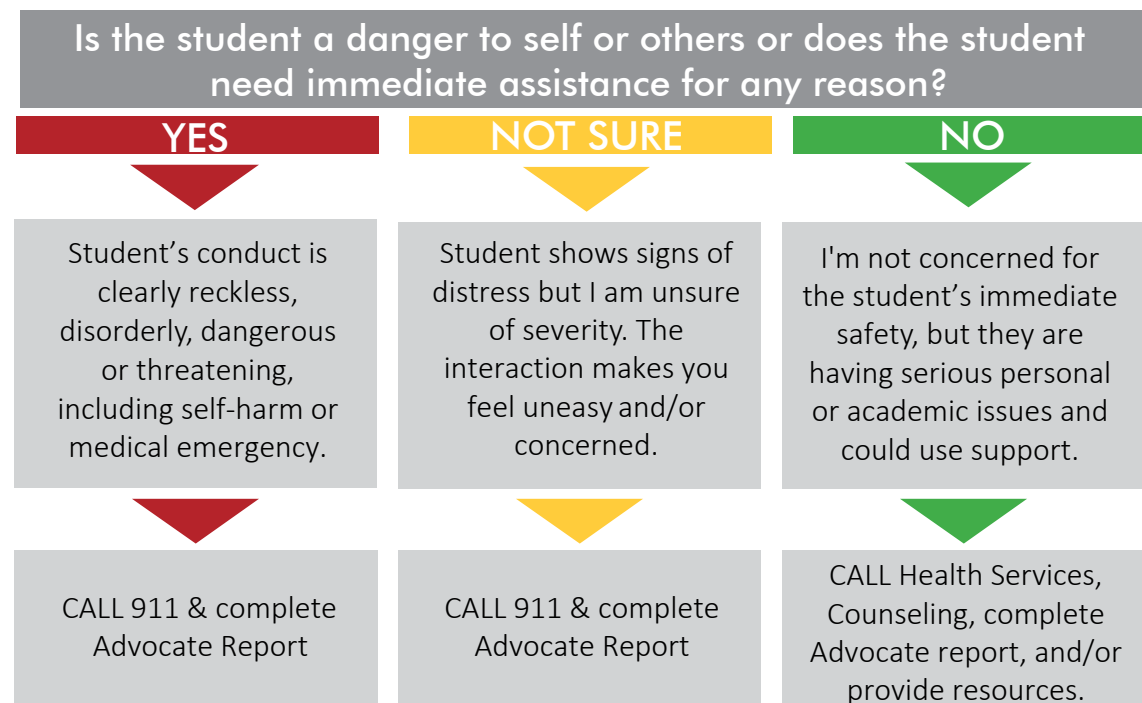




RESPONSE PROTOCOL:

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



QUICK RESOURCES:

District Police Emergency

9-1-1

District Police Non-emergency

(408) 299-2311

Student Health Services

(408) 741-2027

Counseling Services

(408) 741-2009

DESP

(408) 741-2010

Report an Incident or Concern:

<https://www.westvalley.edu/reports/>

Early Intervention Is Preferable To Crisis Intervention.

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. Please remember NOT to send identifying student information via email.

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
- Your gut feeling that there is a safety risk

PHYSICAL INDICATORS

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

GUIDELINES FOR INTERVENTION

Contact Student Health Services, Counseling Department or Campus Police for consultation on the seriousness of the situation, and strategies for how to best support you and the student. Act sooner rather than later. Don't hesitate to call 911 in an emergency.

DISTRESSED STUDENT

- Let the student know you are concerned about them and would like to help
- Provide information regarding personal counseling services at Student Health Services. Offer a warm hand-off email introducing the student to Mental Health Supervisor, Lynnea Palazzolo
- Allow the student to discuss their thoughts and feelings
- Avoid offering lots of advice or solutions
- Don't be afraid to ask about suicide directly: "Are you thinking about suicide/killing yourself?"
- Stay safe and maintain the boundaries of your professional role

REMEMBER: SAFETY FIRST!

If you are concerned for your own or others' safety, do not hesitate to call 911.

Report an Incident or Concern:
<https://www.westvalley.edu/reports/>

DISRUPTIVE STUDENT

- Ensure the safety of yourself and those present
- Use a calm, non-confrontational approach to defuse and de-escalate the situation
- Set limits by explaining how the behavior is inappropriate; if the behavior persists, notify the student that disciplinary action may be taken. Ask the student to leave. Call 9-1-1 if there is a safety risk
- Immediately file an incident report with Student Services

CAMPUS RESOURCES

District Police Emergency • 9-1-1

District Police Non-emergency • (408) 299-2311
Call to reach an Officer at anytime (24 hours/7 days a week) for a non-emergency or to report a prior criminal incident.

Student Health Services • (408) 741-2027
Call or email WVC.HealthServices@westvalley.edu

Counseling Department • (408) 741-2009
Call or schedule an appointment through Starfish. If student is on-campus, they can come to the Counseling Office in the Student Services Center, second floor, for in-person support.

DESP • (408) 741-2010
DESP staff will be checking email and phone, and will respond as soon as possible.

Office of the VP of Student Services • (408) 741-2119
Call or email Anthony.Bernardo@westvalley.edu

Stop Sexual Harassment and Sexual Violence
Report Title IX incidents:
https://wvm-gme-advocate.symplicity.com/titleix_report/index.php/pid419089?

COMMUNITY RESOURCES

Santa Clara County Suicide & Crisis Services/Mobile Crisis Response Team

Call 988 (for local area codes 408, 650, 669), all others call (800) 704-0900. Available 24/7 for Mental Health & Substance Use support/resources.

National Suicide Prevention Lifeline: Call 988

Crisis Text Line

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

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

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

YWCA Rape Crisis Center Hotline
(800) 572-2782

2-1-1 Bay Area Information & Referral Services

Call 211 or (800) 273-6222, or text your zip code to 898211 to connect with a specialist for personalized assistance. Free, confidential, 24/7.

Family Supportive Housing:

(408) 926-8885 | familysupportivehousing.org

Here4You Hotline: (408) 385-2400 | 9 a.m. – 7 p.m.