Crafton Hills College, Crisis Intervention Flow Chart

**Determine Level of Behavior**

(If in doubt follow procedure for the next higher level)

- **LEVEL I**
  - Change in behavior or class attendance, not disruptive. Is anxious, angry, depressed, unable to concentrate, seeks assurance or support

  - Speak directly with student privately and confidentiality. Express concern. If you have specific concerns, complete an incident report.
  - Inform student of help on campus. If receptive, call for immediate crisis intervention counseling. Health & Wellness (909) 389-3272

- **LEVEL II**
  - Disruptive, inappropriate, unrelated or bizarre comments, defiance or verbal abuse, hostility, draws attention to self, withdrawn behavior of increasing concern

  - If possible, speak with student privately and confidentially. Express concern. If safe, set limits for acceptable behavior in situation. Complete an incident report.
  - If necessary, ask the student or individual to leave the class or department for the remainder of the period or for a set amount of time. If a student refuses, call Campus Police (909) 389-3275 or 911. Complete an incident report.
  - If necessary, discuss situation with Dean of Student Services and Student Development. Call Campus Police (909) 389-3275 or 911. Complete an incident report.

- **LEVEL III**
  - Danger to Self or Others
    - Violent, aggressive or threatening behavior, Escalating threats, agitation, exhibitionism

  - Danger to You or Others
    - Physically protect yourself and if possible others.

  - Danger to Self
    - Suicidal thoughts, threats, ideas, has a plan and access to lethal means

  - Call Campus Police (909) 389-3275 or 911
    - STATE “This is an Emergency” Give your location and phone number. Complete an incident report.

  - Contact the College Nurse (909) 389-3272
    - Stay with student until help arrives. Complete an incident report.