



Green Folder

Support for faculty, staff and peers working with a distressed student.

Response Protocol

Follow the chart to determine who to contact when faced with a distressed or distressing student.

Ask yourself, is the student a danger to self or others?

YES

The student's conduct is clearly and imminently reckless, dangerous, or threatening — including danger to self or others.

I'M NOT SURE

The student shows signs of emotional distress, but I am unsure how serious it is. My interaction has left me feeling uneasy and/or concerned about the student.

NO

I am not concerned for the student's immediate safety, but the individual is having academic and/or personal issues and could use some support

Call **911**
or
Campus Police [909-389-3275](tel:909-389-3275)

After speaking with police, report the concern to:
[Behavior Intervention Team](#)

For consultations contact:
[Health & Wellness Center](#)
[909-389-3272](tel:909-389-3272)
healthwellness@craftonhills.edu
and/or
[Behavior Intervention Team](#)

Refer the student to:
refer the student to an appropriate campus resource. See Quick Resource Guide section, for options.
or [Behavior Intervention Team](#)



Assisting Students in Distress

See Something. Say Something. Do Something.

See Something.

Students may feel alone, isolated, and even hopeless when faced with academic and life challenges. These feelings can easily disrupt academic performance and may lead to dysfunctional coping and other serious consequences.

You may be the first person to SEE SOMETHING distressing in a student since you have frequent and prolonged contact with them. We request that you act with compassion in your dealings with such students.

Say Something.

Students exhibiting troubling behaviors in your presence are likely having difficulties in various settings including the classroom, with roommates, with family, and even in social settings.

Trust your instincts. SAY SOMETHING if a student leaves you feeling worried, concerned, or threatened!

Do Something.

Sometimes students cannot or will not turn to family or friends. DO SOMETHING! Your expression of concern may be a critical factor in saving a student's academic career or even their life.

The purpose of this folder is to help you recognize symptoms of student distress and identify appropriate referrals to campus or community resources.

Academic Indicators

- Sudden decline in quality of work and grades.
- Repeated Absences.
- Bizarre content in writings or presentations.
- You find yourself doing more personal rather than academic counseling during office hours.

Physical Indicators

- Marked changes in physical appearance including deterioration in grooming, hygiene, or weight loss/gain.
- Excessive fatigue/sleep disturbance.
- Intoxication, hangover, and/or smelling of alcohol.
- Disoriented or "out of it".

Safety Risk Indicators

- Unprovoked anger or hostility.
- Implying or making a direct threat to harm self or others.
- Academic assignments dominated by themes of extreme hopelessness, rage, worthlessness, isolation, despair, acting out, suicidal ideations/violent behaviors— "a cry for help".
- Communicating threats via email, correspondence, texting, or phone calls.

Psychological Indicators

- Self-disclosure of personal distress — family problems, financial difficulties, contemplating suicide, grief.
- Excessive tearfulness, panic reactions, irritability or unusual apathy.
- Verbal abuse (e.g., taunting, badgering, intimidation).
- Expressions of concern about the student by the student peers.



Assisting Students in Distress

When a student comes to you for help, or you've identified a student who may be in distress, remember V.I.C.K.S

1

VALIDATE

- Be focused and present in the conversation.
- Show you understand and express empathy.
- "You are going through a lot right now. Thank you for sharing."

IDENTIFY

- Notice out loud and express your concern.
- "I'm noticing these challenges are impacting other parts of your life, like your academics."

2

3

CARE

- Communicate your care and intentions.
- "I'm here for you and I want to help connect you with appropriate support".

KNOWLEDGE

- Share knowledge of resources.
- "As a student, you have access to the health center. Can we call together right now?"

4

5

SUPPORT & SELF CARE

- Provide the resources and phone numbers listed below and assist the student with contacting one of the numbers.
- Take time to reenergize after helping the student. If you are needing support, please reach out to your Employee Assistance Program.



Assisting Students in Distress

Distressed or Disruptive?

Distressed?

Distressed students may be irritable, sad, angry, unduly anxious, withdrawn, confused, unable to focus or concentrate, or exhibit bizarre speech or erratic behavior. They may show behaviors such as, but not limited to, a decline in quality of work, bizarre content or nihilistic themes in writings, marked changes in appearance or hygiene, or make implied or direct threats of self-harm.

The student may disclose:

- Depression or anxiety symptoms
- Death of a family member
- Relationship break up
- Family and parent issues
- Identity concerns/conflicts
- Suicidal thoughts
- Feeling isolated or lonely
- Sexual assault, stalking, harassment, and/or intimate partner violence - Refer directly to Title IX
- Financial/unemployment concerns
- Distress over racial injustice or safety concerns for themselves or others

Confidentiality and FERPA

While specific student records and information within offices like Health & Wellness are confidential by law (meaning information cannot be shared without consent or legal exception), we can always receive information and provide support through general consultation.

The Family Educational Rights and Privacy Act (FERPA) is a Federal law that protects the privacy of student education records and DOES allow communication about a student when health and safety are a concern. Please note, observations made about a student's conduct, or comments and communication made by the students are NOT educational records and thereby do not fall under FERPA. Staff and Faculty are free and encouraged to share any health and safety concerns about a student with an appropriate campus entity.

Consultations and Referrals:

Health & Wellness

Phone: [909-389-3272](tel:909-389-3272)

Website: craftonhills.edu/healthcenter

Behavior Intervention Team (BIT)

Website: craftonhills.edu/bit

Disruptive?

Disruptive students interfere with the learning environment for themselves and other students. They behave in a manner that is disorderly, distracting, reckless, aggressive, paranoid, defiant, destructive and/or threatening. They may refuse to stop talking in class, continually interrupt class, or use language that is offensive and/or deliberately provocative. They may communicate threats via email, text, or phone calls.

For non-threatening disruptive behaviors in the classroom:

- Take the student aside, or meet with the student at the end of class
- Use a calm, non-confrontational approach
- Identify the inappropriate behavior
- Review the classroom rules and policies
- Inform student of expected or required behavior moving forward
- Inform student of consequences if student's behavior does not conform to expectations
- Document your expectations in writing to the student in addition to your own notes
- Ask a student to leave as a last resort

Before speaking to the student, you may consider cautioning the whole class/group about a particular behavior, rather than warning a single student.

Consultations and Reporting:

Student Conduct and Academic Integrity Program

Phone: [909-389-3207](tel:909-389-3207)

Website: craftonhills.edu/faculty-and-staff/student-conduct

Behavior Intervention Team (BIT)

Phone: [909-389-3272](tel:909-389-3272)

Website: craftonhills.edu/bit

Concerned for a Student?

To report students of concern, please file a [BIT Report](#). To report life-threatening or immediate danger situations please call Campus Police at [909-389-3275](tel:909-389-3275) or dial [911](tel:911).

Off-Campus Resources & Referrals

24/7 Inland SoCal Crisis & Suicide Helpline

Call [951-686-HELP](tel:951-686-HELP) (4357) to speak with a trained crisis counselor.

24/7 National Suicide & Crisis Lifeline

Call or Text [988](tel:988) for FREE and confidential emotional support.

24/7 Crisis Text Line

Text HOME to [741741](tel:741741) to text with a trained crisis counselor.



Resources & Referrals

Community, Campus, and Online Help.

Referrals to Report an Incident or Concern

The CHC BIT is an interdisciplinary team working to promote the health, safety, success, and wellbeing of the campus community and individual campus members by coordinating information and developing support plans for students of concern. The primary objective is to employ positive interventions whenever possible before situations become severe, and potentially dangerous, through early identification, subsequent education and management strategies.

The purpose of the team is to identify concerns and coordinate a network of existing resources focused on prevention and early intervention in campus situations where persons are experiencing distress. The team will develop and employ interventions, support strategies and offer case coordination. The team may seek out your perspective and/or expertise to help develop the most effective interventions possible.

To make a referral to appropriate resources go to: <https://www.craftonhills.edu/faculty-and-staff/student-conduct/> which will open the web page where you will find the description of the following reports. Choose the report that is most appropriate for the given situation. Find the report badges to open the following reports:

- Student Conduct Incident Report
- Student of Concern Report (BIT)
- Academic Integrity Report
- Sexual Misconduct Report

If you need immediate assistance, call [909-389-3275](tel:909-389-3275) for campus police. For urgent crisis during business hours (9a-6p) or if a student is in distress call Student Health Services at [909-389-3272](tel:909-389-3272), for conduct Office of Dean of Student Services & Counseling [909-389-3207](tel:909-389-3207), and Vice President of Student Services for Sexual Misconduct/Title IX [909-389-3355](tel:909-389-3355) or campus police.

Community Resources

County of San Bernardino Department of Behavioral Health:

Access Unit: [909-381-2420](tel:909-381-2420)

(Immediate access to appropriate resources).

Crisis Intervention Team: [909-421-9233](tel:909-421-9233)

(Mobile crisis response for psychiatric emergencies).

Crisis Text Line: Text "HOME" to [741741](tel:741741)

Suicide and Crisis Lifeline: Call or Text [988](tel:988)

Voluntary 24/7 Crisis Stabilization Clinics:

Windsor (San Bernardino): [909-361-6470](tel:909-361-6470)

Merrill (Fontana): [951-643-2340](tel:951-643-2340)

Campus Resources

Health and Wellness Center: [909-389-3272](tel:909-389-3272)
craftonhills.edu/healthcenter

Campus Police: [909-389-3275](tel:909-389-3275)
craftonhills.edu/police

Student Counseling Dept.: [909-389-3366](tel:909-389-3366)
craftonhills.edu/counseling

Basic Needs: [909-389-3233](tel:909-389-3233)
craftonhills.edu/basicneeds

Student Accessibility Services: [909-389-3325](tel:909-389-3325)
craftonhills.edu/sas

Online Resources:

Timely Care: <https://app.timelycare.com/auth/login>