

See Something. Say Something. Do Something.

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

Is the student a danger to self, or others, or does the student need immediate assistance for any reason?

"YES"

The student's conduct is clearly and immediately reckless, disorderly, dangerous, or threatening, including self-harm behavior.

Call 911
or dial 7 (Valencia Campus)
or 77 (CCC Campus)

After speaking with police,
report the concern to the
BIT team: (661) 362-3260

"I'M NOT SURE"

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

During Business Hours:
Call the Student Health and Wellness Center (661) 362-3259
or Dean of Students (661) 362-3260

After Business Hours:
Dial 7 from a Valencia Campus Phone
Dial 77 from a CCC Campus phone

"NO"

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

Refer the student to an appropriate campus resource.

See options to the right or contact the Student Health & Wellness Center (661) 362-3259

www.canyons.edu/Offices/CCC/Pages/Student-Health-Center.aspx



On Campus

Emergency	Dial 7 for Valencia Campus Dial 77 for Canyon Country Campus
Campus Safety	(661) 362-3229
BIT Team (Dean of Students)	(661) 362-3260
Student Health and Wellness Center (Mental Health Counseling)	(661) 362-3259
Disabled Students Programs (DSPS)	(661)362-3341
International Student Program (ISP)	(661) 362-3580
Veteran's Affairs	(661) 362-3469
Academic Counseling	(661) 362-3287

In The Community

Santa Clarita Valley Sheriff's Station	(661) 255-1121
National Suicide Prevention Line	(800) 273-8255
Santa Clarita Helpline	(661) 259-HELP
Henry Mayo Behavioral Health	(661) 253-8989
Santa Clarita Valley Mental Health	(661) 288-4800
Child and Family Center	(661) 259-9439
Domestic Violence Center	(661) 259-8175
Center for Assault Treatment (CATS)	(818) 908-8632
Strength United	(818) 886-0453
Santa Clarita Homeless Shelter	(661) 388-0080/0081
Olive View Community Mental Health Urgent Care	(818) 485-0888
VET Center	(818) 576-0201

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

Campus Safety (661) 362-3229 • Student Health & Wellness Center (661) 362-3259 • Dean of Students (661) 362-3260



ASSISTING STUDENTS OF CONCERN

Guidelines for Responding to Students of Concern

Safety First: The welfare of the student and the campus community is our top priority when a student displays threatening or potentially violent behavior. Coordinated professional help and follow-up care are our most effective means of preventing suicide and violence.

Trust your instincts: If you experience significant unease about a student, seek consultation from your department chair, supervisor, the Behavioral Intervention Team (BIT) or the Student Health and Wellness Center. Promptly report safety concerns and student conduct code violations.

Listen sensitively and carefully: Vulnerable students need to be seen, heard and helped. Many students will have difficulty clearly articulating their distress. Don't be afraid to ask students directly if they feel their functioning is impaired, or have thoughts of harming themselves or others.

Be proactive: Engage students early on, setting limits on disruptive or self-destructive behavior. You can remind students verbally or in writing (e.g., in the class syllabus) of standards and expectations for campus/class conduct, of possible consequences for disruptive behavior and of resources on campus. Refer to the Student Conduct Code and values of integrity, excellence, accountability, respect and service. Emphasize respect and care in supporting a campus of inclusion.

De-escalate and support: Distressed students can be sensitive and easily provoked, so avoid threatening, humiliating or intimidating statements. Help students connect with the college resources needed to achieve stabilization. BIT provides individual consultations regarding de-escalation, support and referral for student services.

Participate in a Coordinated and Timely Response: Share information and consult with appropriate college personnel to coordinate care for the student. Safeguard the student's privacy rights. Always report serious or persistent inappropriate behavior to the Dean of Students (661) 362-3260 or the Behavioral Intervention Team as soon as possible. Misconduct may be formally addressed through the Student Conduct process, and additional campus resources may be necessary to help reduce or eliminate the student's disruptive behaviors.

What about Privacy Laws and Confidentiality?

The Family Educational Rights and Privacy Act (FERPA) permits communication about a student of concern under the following circumstances:

- COC may disclose personal identifiable information from an "educational record" to appropriate individuals in connection with a health and safety emergency. Information may be released to parents, police, or others, if knowledge of the information is necessary to protect the health and safety of the student or other individuals.
- Information can be shared with college personnel when there is a specific need to know and should be limited to the essentials of COC business.
- Observations of a student's conduct or statements made by a student are not "educational records" and are therefore not protected by FERPA. Such information should be shared with appropriate consideration for student privacy.

IF IN DOUBT, REACH OUT!

Campus Safety: (661)362-3229
Student Health and Wellness Center: (661)362-3259
Dean of Students: (661)362-3260

COC Student Conduct Code

The Student Conduct Code is the policy that governs student behavior. It explains students' rights and responsibilities and the processes that will be followed by the Dean of Students when misconduct is alleged. Examples of behavior prohibited by the Code include:

- Conduct that threatens the health or safety of any person (including oneself), including:
 - Physical assault, sexual assault, sexual misconduct, or domestic violence
 - Threats that cause a person reasonably to be in sustained fear for one's own safety or the safety of his/her immediate family
 - Intoxication or impairment through the use of alcohol or controlled substances to the point where one is unable to exercise care for one's safety
- Obstruction or disruption of teaching, research, administration, disciplinary procedures, or other College activities
- Use, display, storage, or manufacture of a weapon or destructive device
- Sexual harassment
- Racial, ethnic, religious, sexual orientation, disability, and other forms of harassment
- Stalking, hazing, and disorderly behavior

Complete details can be found at www.canyons.edu

To report misconduct call (661)362-3260 or e-mail michael.joslin@canyons.edu

Assisting Students in Distress

See Something. Say Something. Do Something.

See Something.

COC faculty and staff are in a unique position to demonstrate compassion for students in distress.

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. College of the Canyons, in collaboration with the California Mental Health Services Authority (CalMHSA), requests 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 and **SAY SOMETHING** if a student leaves you feeling worried, alarmed, 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 resources.

The Family Educational Rights and Privacy Act (FERPA)

The Family Educational Rights and Privacy Act (FERPA) 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 should be shared with appropriate consideration for student privacy.



Academic Indicators	Physical Indicators	Safety Risk Indicators	Psychological Indicators
<ul style="list-style-type: none">• Sudden decline in quality of work• Repeated absences• Bizarre content in writings or presentations• You find yourself doing more personal rather than academic counseling during office hours	<ul style="list-style-type: none">• Marked changes in physical appearance including deterioration in grooming, hygiene, or weight loss/gain• Excessive fatigue/sleep disturbance• Intoxication, hang over, or smelling of alcohol or marijuana• Disoriented or “out of it”	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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 his/her peers• An organized plan to harm oneself or others