



FACULTY & STAFF 911 GUIDE

SEE SOMETHING? SAY SOMETHING. DO SOMETHING.

Concerned about what you have witnessed
in a student's behavior or class work?
Call for assistance or a consultation.

TELEPHONE NUMBERS AT A GLANCE (all numbers in 760 area code)

EMERGENCY – Life threatening situation:

- From a campus phone: call **6911** or **press the red emergency button**
- From a cell phone: call **MCC Campus Police at (760) 795-6640**

STUDENT DISCIPLINE CONTACTS:

OC	Dick Robertson, VP of Student Services	Campus: (760) 795-6895 Cell: (760) 560-7953
SEC	Nikki Schaper, Associate Dean	Campus: (760) 634-7806 Cell: (805) 657-6055
CLC	Alketa Wojcik, Dean	Campus: (760) 795-8701 Cell: (760) 458-3064

ADDITIONAL RESOURCES:

Gilbert Hermosillo, Dean	Campus: (760) 795-6893 Cell: (760) 560-7951
Wendy Stewart, Dean	Campus: (760) 795-6892 Cell: (858) 349-5122
Counseling	Campus: (760) 795-6670
Disabled Student Services	Campus: (760) 795-6658
Extended Opportunities Program and Services	Campus: (760) 795-6680
Institute for International Perspectives	Campus: (760) 795-6896
Noncredit Counseling	Campus: (760) 795-8710
Health Services	Campus: (760) 795-6675

If in doubt, call the MCC Campus Police
(760) 795-6640

ASSISTING STUDENTS WHO CAUSE CONCERN

DISRUPTIVE STUDENT

A student whose conduct is clearly
and imminently reckless, disorderly,
dangerous, or threatening including
self-harmful behavior

DISTRESSED STUDENT

A student with a cluster of persistent
behaviors who seems unduly
anxious, sad, irritable, withdrawn,
confused, lacking motivation and/or
concentration, seeks constant
attention or demonstrates bizarre,
erratic behavior, or expresses
suicidal thoughts

GETTING HELP

If you are concerned for
your/others' safety due to a
student's disruptive and/or
threatening behavior,
**Call Campus Police at 6911 or
(760) 795-6640**

GETTING HELP

Consultation and Referrals

Health Services at (760) 795-6675
Dick Robertson at (760) 795-6898
Nikki Schaper at (760) 634-7806
Alketa Wojcik at (760) 795-8701

If a disruptive student does not pose an immediate threat:

Talk with the student privately, explain the behavior that is inappropriate and
inform the student that if the behavior is not corrected, there is a possibility of
disciplinary action, including suspension from the class or program activity.

See page 2 for flowchart presentation of this information.

Resources for Consultation & Referral For Use with Students of Concern



IN ALL EMERGENCIES

Emergency Response

When a student:
 - is a victim of an attack
 - appears to pose imminent danger to safety of him/herself or others

Campus Police - 760.795.6640
 Open 24 Hours / 7 Days Per Week

Resolution

An officer will be dispatched to the scene, a threat assessment made and the response will be based on the situation, including medical help, if needed.

FOR NON-EMERGENCY CONCERNS

Mental Health Consultation

When a student exhibits:
 - severe anxiety,
 - depression,
 - suicidal thoughts or
 - other intense emotional disturbances

Immediate threat exists

if no immediate harm seems likely (during business hours)

if no immediate harm seems likely (after business hours)

Campus Police - 760.795.6640
 Open 24 Hours / 7 Days Per Week

For Health Services - Oceanside Campus
 760.795.6675 / Office 3326
 Mon. - Fri. 8 a.m. - 4:30 p.m.

For Health Services - San Elijo Campus
 760.944.4449 x7747 / Office 992
 Mon. - Thurs. 9:00 a.m. - 3:00 p.m.

San Diego Crisis and Access Line
 1.888.724.7240
 Open 24 hours / 7 Days Per Week

Campus Police will consult with the San Diego Crisis and Access Line and/or require an involuntary evaluation under Section 5150 of the Welfare and Institutions Code.

Appointments are made with students for assessment and treatment. Urgent cases will be assisted immediately. Services are free. Faculty or staff making a referral are asked to notify Health Services.

Trained counselors will assess the situation to provide counseling, hospitalization or other appropriate intervention.

Conduct / Disruptive Behavior

When student behavior is inappropriate or disruptive to a class or any other campus location

Immediate threat exists

for non-emergency concerns, refer to the campus Student Disciplinary Officer and submit an incident report form via email

Campus Police - 760.795.6640
 Open 24 Hours / 7 Days Per Week

For Community Learning Center
 Dr. Alketa Wojcik - 760.795.8701
 Dean, Community Education
 awojcik@miracosta.edu

For Oceanside
 Dr. Dick Robertson - 760.795.6898
 Vice President of Student Services
 drobertson@miracosta.edu

For San Elijo
 Dr. Nikki Schaper - 760.634.7806
 Associate Dean of Student Services
 nschaper@miracosta.edu

The Student Disciplinary Officers at each campus will advise the student of consequences they face if disruptive behavior continues. If warranted, the formal student disciplinary process will be initiated. Faculty or staff making a referral are asked to notify the Student Disciplinary Officer.

Other / Not Sure

Call your department chair, immediate supervisor, the campus Student Disciplinary Officer, or Campus Police

The situation will be assessed and either resolved directly or by appropriate referral. Student Disciplinary Officers or supervisors should be notified.



ASSISTING STUDENTS IN DISTRESS

BE ALERT TO WARNING SIGNS OF A STUDENT IN CRISIS

Students exhibiting troubling behaviors may have difficulties in various settings besides the classroom. You may be the first contact person who is in a position to help a student in need. Being aware of distress signals, ways to intervene, and resources to help the student may assist you in responding effectively to such an event. If you find yourself feeling worried, alarmed, or threatened, **“SAY AND DO SOMETHING.”** Take signs of distress seriously. Help the student by calling for assistance and reporting your concerns to one of the Student Discipline Contacts. You might be the one saving a student’s life by being available in the right place at the right time.

INDICATORS OF DISTRESS

Look for clusters, frequency, duration, and severity – not just isolated symptoms

ACADEMIC INDICATORS may include:	PHYSICAL INDICATORS may include:	PSYCHOSOCIAL INDICATORS may include:	SAFETY RISK INDICATORS may include:
<ul style="list-style-type: none">• Decline in quality of work/grades• Repeated absences• Disorganized performance• Multiple requests for extensions• Overly demanding of faculty/staff time and attention• Conduct that interferes with classroom or activity engagement• Bizarre content in writings/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, weight loss/gain• Excessive fatigue, listlessness• Sleep disturbances• Intoxication, hang over, smelling of alcohol• Disoriented or “out of it”/forgetful• Garbled, rambling, tangential, disconnected, or slurred speech• Behavior out of context or bizarre• Loss of contact with reality• Delusions and paranoia	<ul style="list-style-type: none">• Self-disclosure of personal distress, family problems, financial difficulties, contemplating suicide, losses• Exaggerated personality traits (e.g., withdrawn or agitated, mutters under breath, slow response time to questions)• Unusual/disproportional emotional response to events• Excessive tearfulness, panic reactions, irritability or apathy, antagonism, and impulsiveness• Verbal abuse (e.g., taunting, badgering, intimidation)• Expressions of concern about the student by his/her peers	<ul style="list-style-type: none">• Unprovoked anger or hostility• Physical violence (e.g., shoving, grabbing, assault, use of weapon)• 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”• Stalking or harassing• Communicating threats via email, correspondence, and phone calls



IN GENERAL

Responding to students of concern:

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

Trust your instincts: If you experience any sense of unease about a student, it is important to pay attention to those inner signals. See consultation from the department chair, your supervisor, one of the Student Discipline Contacts, or the Campus Police. Promptly report safety concerns and conduct code violations.

Listen sensitively and carefully: Distressed students need to be seen, heard, and helped. Many students will have trouble articulating their real differences and feelings. Don't be afraid to ask students directly if they are under the influence of drugs or alcohol, feel confused, or have thoughts of harming themselves or others.

Be proactive: Engage students early on, setting limits on disruptive or self-destructive behavior. Use the Student Code of Conduct (<http://www.miracosta.edu/officeofthepresident/board/downloads/5500AP-StandardsOfStudentConduct-Effective5-5-09-Revised1-24-12.pdf>) and/or the class syllabus to inform students in writing of standards and expectations for campus/classroom conduct and of possible consequences for disruptive behavior. Devote time to reviewing this information in the syllabus or your policies and procedures manual.

Avoid escalation: Distressed students can be sensitive and easily provoked. Avoid threatening, humiliating, and intimidating responses. Use a non-confrontational approach. Help them connect with the necessary college resources for assistance.

No excuses: Disabilities are not considered legitimate excuses for disruptive behavior on a college campus.

Help them get help: Be available. Show interest and offer support. Refer the students to campus departments or offices that have the necessary expertise and personnel to help them. Use one of the Telephone Numbers at a Glance on the first page of this guide.

Work as a team: Share information and consult with the appropriate college officials to coordinate care for the student, including when to reach out to parents. Safeguard a student's privacy rights. Serious or persistent inappropriate behavior should always be reported to a Student Discipline Contact and may result in misconduct charges.

ASSISTING STUDENTS OF CONCERN

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:

- MCC 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 released to college personnel when there is a specific need to know and should be limited to the essentials of college business.
- Observations of a student's conduct or statements made by a student are not "educational records" or FERPA protected. Such information should be shared with appropriate consideration for student privacy.

SEE SOMETHING... SAY SOMETHING... DO SOMETHING

What if a student reacts negatively or claims to have a disability?

- The student must be given appropriate notice regarding standards of conduct and the disciplinary process.
- All students, including those with a disability, are held accountable to reasonable behavior standards. This practice gives students the respect and dignity of personal responsibility for their actions.
- Setting and enforcing such standards may encourage students to obtain needed help.
- MCC does not have to tolerate violent, dangerous, or disruptive behavior, especially when it interferes with the educational mission of the college, even if such conduct is the result of a disability.
- A student with a disability may be disciplined for engaging in misconduct if the college would impose the same discipline on a student without a disability, and if the student has been provided with the appropriate reasonable accommodations in the designated time.
- MCC is charged with "establishing reasonable rules to maintain a safe and orderly environment" while assuring fair treatment for students with a disability.

MIRACOSTANS CARE

Student Services has developed this informational guide to assist faculty, staff, students, and the college community in recognizing and assisting students in distress.