

Purpose of the Booklet

The purpose of this booklet is to provide faculty and staff with information and direction in dealing with disruptive or distressed students in the classroom or elsewhere on campus that is beyond your expertise or comfort level.

It stems from concern about student, faculty and staff safety, especially when behaviors are being impacted by increasing social stressors that interfere with students' abilities to function academically and personally.

Important Phone Numbers

Campus Security	6111	Building 20
Dean of Counseling	6266	Building 1-1102
Health Center	6258	Building 16
Personal Counseling Services	6258	Building 16

Role of Faculty/Staff

Remember, you are only expected to reach out to a student in trouble and direct him/her to a more appropriate referral, be it the Counseling Dept, Personal Counseling Services, the Health Center or Security.

Because we are constantly interacting with students in the classroom and in our offices, we are in excellent position to recognize behaviors and emotions that are troubling students. A student's behavior, especially if it is inconsistent with your previous observations, may well constitute an inarticulate attempt to draw attention to his/her plight... "a cry for help". Our ability and responsibility to recognize the signs of emotional distress and a willingness to listen and express those concerns to students is of therapeutic value and the first step in assisting students in distress.

Emergency and Medical Procedures

Security x 61111

Person is unconscious or Person is having a seizure	Do not leave alone. Clear Area Call Security
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Person is ill or Injured	Call/ Escort to Health Center x 6258
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Campus Disturbance

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| <ul style="list-style-type: none">• Person is violent• Has a weapon• Aggressive Behavior | Call Security
and
Clear Area if possible |
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Helpful Hints

- Know the location of the closest phone
- Know your surroundings
- Memorize emergency numbers
 - Campus Security (X6111)
 - Ron Travenick (6107)
 - Dean of Counseling (6266)
- Health Center/ Sally Bratton /Rosemary O'Neill (6258)

Behaviors the Indicate Distress

Inability to concentrate

Confusion

Persistent worrying

Social Isolation

Increased irritability/sudden outbursts

Dangerous Behavior

Bizarre behavior

Missed Classes/Assignments

Procrastination

Restlessness

Disheveled appearance

Mood Swings

Indecisiveness

Depression

PREVENTION

Things you can do to avoid problems

Prepare a syllabus that addresses proper conduct and classroom behavior.

What are your expectations or policies related to grades, attendance, tardiness, cell phones, pagers, class assignments, etc?

Be clear and open with students about what you expect and want from them. And be as available as you can. How can a student contact you? Do you have office hours? Do you give an email address, and parameters around contact? You can check with your faculty colleagues or Division Dean for a model of syllabi that addresses these issues.

GUIDELINES FOR INTERVENTION

How you can help the students

Openly acknowledge to students that you are aware of their distress that you are concerned about their welfare and are willing to help them, (or direct them to help when it is out of your scope.)

Remembering the boundaries (you are a friendly ear, but not a friend), you are encouraged to speak directly and honestly to a student when you sense that he or she is in academic or personal distress. Acknowledging their distress and exploring solutions to the issues being presented can have a profound effect.

WHAT TO DO

1. Request to see the student in your office (rather than the classroom, which may heighten embarrassment/defensiveness)
2. Listen carefully to what the student is troubled about and try to understand the issues from his/her perspective without agreeing or disagreeing. Simply listen.
3. Briefly acknowledge your observations/ perceptions and their situation and express your concerns and bottom line directly and honestly.
4. Strange and inappropriate behavior should not be ignored. Comment directly on what you observe. Remember you can contact anyone on the contact list if you are uncomfortable with the student's behavior.
5. Attempt to problem solve/resolve the student's dilemma and be as flexible as possible about your course of action. This may allow an alienated student to respond more effectively to your concerns.
6. Know your limitations and your boundaries. Sometimes in an attempt to reach out to a student we may become more involved than the situation, time or skill permits.

Extending oneself to others involves some risk-taking, but it can be a gratifying experience when kept within realistic limits. And remember, when you have an inkling that things are beyond your comfort level, you have a team of support behind you. Don't hesitate to call one of the listed numbers.

WHAT NOT TO DO

Do not immediately reject the person's demands. As appropriate, allow for some ventilation.

Do not use alienating language/communication such as apathy, brush off, insensitivity or giving the run around.

Do not challenge, intimidate or dare the person. Don't belittle the person with sarcasm, or make her/him feel foolish.

Don't confront, argue or challenge in front of the class or group.

CRISIS INTERVENTION

Crises are personal difficulties or situations that immobilize and prevent people from using customary methods of problem solving.

Below are some examples of critical situations/behaviors that constitute a crisis:

Suicide/Threats of

Fear of losing control and possible harming/hurting someone

Sexual Assault

Physical assault or witness to an assault or accident

Fear for one's life or for the life of others they know

Abuse of any kind

Recent death of friend or family member

CLASSROOM DISRUPTION
 (Also applies to other areas of campus)

Depressed, Withdrawn	Talk with person in private commenting on behavior.
Behavior is not disruptive exhibits unusual or troublesome behavior	Show concern. Refer to Personal Counseling Services X6258
Person is disruptive in class or Behavior is inappropriate Or Comments are unrelated and "bizarre".	All of the above Set limits on behavior. Ex: "You cannot continue in this class if this behavior continues"
Person is angry, acting out or verbally threatening and potentially violent	Begin documentation for your records Notify Dean/Ron Travenick
Disruptive e-campus student	Call Security & Give Location/ Notify Ron Travenick

REFERRAL TO PERSONAL COUNSELING SERVICES

If a student needs immediate attention (is in crisis), call X6258, and walk the student over (if possible), to the Student Health Center, building 16. If Rosemary is in a session, she can be called out for an emergency. Sally Bratton can be notified as well.

If in your judgment the situation does not warrant immediate attention, have the student schedule an appointment, either by calling or walking over to the health center.

REFERRAL TO DISABLED STUDENTS PROGRAMS AND SERVICES (DSPS)

The Disability Resource Center is located in Building 5, First Floor, Room 5101 (next to the entrance to the Ohlone College Bookstore).

The Ohlone College Disabled Students Programs and Services (DSPS) primary mission is to provide support services for students with a documented learning disability, a physical disability or psychological disability.

The DSPS program at Ohlone College offers support services for students with disabilities of all types. We have personalized counseling and program planning, learning skills instruction, adaptive physical education classes, adaptive technology, and accommodations needed for students to meet their academic and career goals.

In order to receive services, students need to show proof of a disability verified by a professional qualified to do so. Students exiting high school need to bring in their last IEP with goals and any Psych reports from the school psychologist. LD students will need to be retested. Other disabilities will probably need a report signed by a doctor.

They can be reached at: X6079 dsps@ohlone.edu

OUTSIDE REFERRAL INFORMATION

Crisis Support of Alameda County

24 Hour Crisis Hotline

1-800-309-2131

National Domestic Violence/Child Abuse/ Sexual Abuse:

800-799-SAFE

800-799-7233/800-787-3224 TDD

800-942-6908 Spanish Speaking

Alcoholics Anonymous

(510) 839-8900

(408) 975-0826

Marijuana Anonymous

(510) 287-8873

BAWAR/ Bay Area Women Against Rape

24-hour Crisis Line

(510) 845-RAPE (7273)

For additional referral resources contact the Health Center
Personal Counseling Services X 6258