



Faculty/Staff Crisis Intervention Guide

Campus Resources

Campus Police	(510) 659-6111
Counseling Services	(510) 659-6110
Disabled Students Program & Services	(510) 659-6079
Interpreting & Accommodations Services for Deaf and Hard of Hearing	(510) 659-6271
Student Health Center	(510) 659-6258
VP of Student Services	(510) 659-6262

Community Resources

Acute Crisis Care and Evaluation for Systemwide Services (ACCESS)	(800) 491-9099
Asian Community Mental Health Services (ACMHS)	(510) 451-6729
Bay Area Women Against Rape (BAWAR)	(510) 845-7273
Crisis Response Program- South County	(510) 891-5800
Crisis Support Services of Alameda County	(800) 309-2131
Fremont Hospital- Behavioral Services	(888) 796-1101
Mental Health Association of Alameda County	(510) 835-0188
National Alliance on Mental Health (NAMI)- Santa Clara County	(408) 453-0400
National Suicide Prevention Lifeline	(800) 273-8255
NARIKA Helpline	(800) 215-7308
Safe Alternative to Violent Environment	(510) 794-6055
The Trevor Project Lifeline	(866) 488-7386
Tri-City Community Support Center	(510) 795-2434

Guidelines for Responding to Students of Concern

- ✓ Safety First
- ✓ Trust your instinct
- ✓ Listen sensitively and carefully
- ✓ Be proactive
- ✓ Support and avoid escalation
- ✓ Help them to resources
- ✓ Follow through
- ✓ Work with a team
- ✓ Consultation and documentation



IMPORTANT REMINDER:

In **ALL** emergency/crisis situations, **CALL 911.**



Indicators of Distress: What to look for

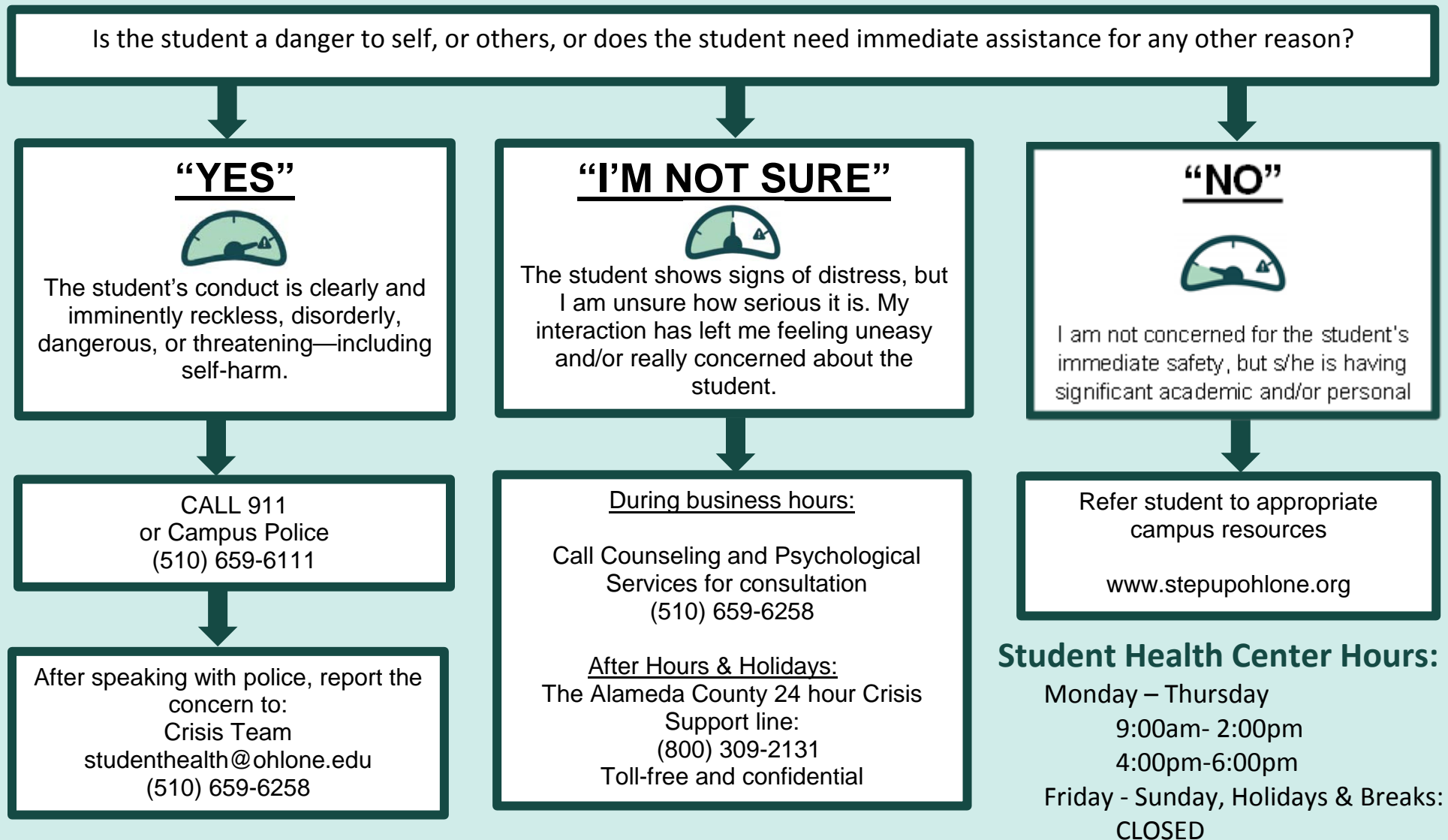
Be aware of the following indicators of distress. Look for groupings, frequency, duration and severity- not just isolated symptoms.



Academic Indicators	Physical Indicators	Psychological Indicators	Safety Risk Indicators
<ul style="list-style-type: none"> ✓ Sudden decline in quality of work and grades ✓ Repeated absences ✓ Disorganized performance ✓ Multiple requests for extensions ✓ Overly demanding of faculty and staff time and attention ✓ Bizarre content in writing 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, hangovers, or smelling of alcohol ✓ Disoriented or “out of it” ✓ Garble, tangential, disconnected or slurred speech ✓ Behavior is out of context or bizarre ✓ Delusions and paranoia 	<ul style="list-style-type: none"> ✓ Self-disclosure of personal distress such as family problem, financial difficulties, contemplating suicide, grief ✓ Unusual/ disproportionate emotional response of events ✓ Excessive tearfulness, panic reactions ✓ Irritability or unusual apathy ✓ Verbal abuse (e.g., taunting, badgering, intimation) ✓ Expressions of concerns about the student by his/her peers 	<ul style="list-style-type: none"> ✓ Unprovoked anger or hostility ✓ Physical violence (shoving, grabbing, assault, use of weapon) ✓ Implying or making a direct threat to harm self or others ✓ Academic assignment 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, texting, or phone calls

Response Protocol:

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



For additional resources, visit:

<http://stepupohlone.org/crisis-protocol6/>