

AHC Distressed Students Response Protocol

Student distress may manifest in behavior or in the reaction the behavior elicits in others. If you notice any of the following behaviors, the Distressed Student Protocol will assist you in responding to the student and providing appropriate referrals.

STUDENT BEHAVIORS

- Behavioral or emotional change
- Social withdrawal
- Change in hygiene or appearance
- Alcohol or drug abuse
- Decline in academic performance
- Excessive or inappropriate anger
- Bizarre thoughts or behavior

STAFF/FACULTY REACTIONS TO STUDENT'S BEHAVIOR

- Feeling alarmed or frightened
- Feeling uncomfortable about student's comments or behavior
- Concern about student's ability to function

Is there danger to self or others?

Yes, or student needs immediate attention

Call 911

or (805) 347-7557

AHCPD is our community's emergency response service for medical, psychiatric, and safety concerns.

No, but I am concerned

Submit an online referral to Bulldog Intervention Team

<https://www.hancockcollege.edu/bit/index.php>

No, but student is having academic or personal issues

Refer to Appropriate Campus Support Services:

Student Health Services 805-922-6966, ext. 3212

Basic Needs 805-922-6966, ext. 3927

Other Resources:

SB County Access Line 805-868-1649

Central Coast Hot Line 800-783-0607

Domestic Violence Solutions 805-964-5245

North County Rape Crisis 805-736-7273

Suicide & Crisis Lifeline 988

The Trevor Project 866-488-7386

AHC is committed to providing a quality learning environment. Faculty, and staff will often be the first to encounter a student who is in distress. Encouragement and helping the student to seek assistance with the appropriate campus and community resources is key. AHC has multiple professionals poised to respond to distressed students. Student Health Services & BIT is a readily accessible single point of contact for staff, faculty, and students who are concerned about a distressed student. The staff will consult about a student, provide referrals to campus services, develop action plans, and follow up with students, staff, and faculty as appropriate.

Allan Hancock College Student Health Services
Santa Maria Campus Room W-12 / LVC Room 1-109
<https://www.hancockcollege.edu/studenthealth/index.php>

Responding to Distressed Students

REFERRAL TIPS

- Be clear with the student about the limits of your time, ability, expertise, and/or objectivity.
- Let the student know that you think they should get assistance from another source.
- Assure them that many students seek help over the course of their college career.
- Assist the student in choosing the best resource.
- Try to help the student know what to expect if they follow through on the referral.

DO

- Speak with the student privately
- Remain calm
- Describe the behaviors that concern you
- Show concern and interest
- In some situations, encourage the student to call for an appointment from your office
- Seek consultation

DON'T

- Tolerate rudeness
- Assume the role of therapist/counselor
- Remain in a situation that feels unsafe
- Critique the student
- Ignore a feeling that something is not right
- Assume someone else has intervened with the student

TALKING WITH THE STUDENT ABOUT YOUR CONCERN

- “I’m concerned about your stress level. Do you know about Allan Hancock College Student Health Services? They are a great resource and have a lot of different ways to assist students. They have multiple resources to give you. Lets go talk to them.”
- “Based on what you’re sharing, I’m very concerned. I’d like you to see a mental health counselor/ Student Health Services. Let’s walk over/or call Student Health Services now to meet with someone.”
- “I’m concerned for you, but I’m not the best person to help you. Student Health Services is ready to connect students to resources and I will ask them to contact you.”
- “If you can’t discuss this without yelling then I’ll have to ask you to leave my office.”
- “I’m very concerned about you. I’m going to call someone who can come out and talk with you right now ... ” (Call Campus Police at 3-911 SM or 5-911 at LVC from a campus phone. Direct line 805-347-7557 (call 911 in an emergency)