NAPA VALLEY COLLEGE

SEE SOMETHING **SAY** SOMETHING **DO** SOMETHING

DISTRESSED STUDENT

RESPONSE PROTOCOL

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

---> Call or walk the student to --->

YES — **Conduct is clearly and imminently reckless, disorderly, dangerous, or threatening, including self-harm or a medical emergency.**

911 and/or
College Police, Bldg. 2250: **(707) 256-7777**

UNSURE — **Signs of distress are present, but I am unsure how serious it is. Our interaction has left me feeling uneasy or concerned.**

Student Health Center, Bldg. 2250: **(707) 256-7780**
College Police, Bldg. 2250: **(707) 256-7777**
Mental Health Mobile Response Team: **707-299-2111**

NO — **The situation is not urgent, but the student is having personal or academic issues and could use more support/ resources.**

Student Health Center, Bldg. 2250 **(707) 256-7780**
Academic Counseling, Bldg. 1300: **(707) 256-7220**
CARE Team: **(707) 256-7776**

NO — **Actions are disruptive, may be intoxicated, or other violations of student code of conduct; sexual harassment; disciplinary action may be indicated.**

Student Conduct Violation --> Dean of Student Affairs: **(707) 256-7362 & (707) 256-7364**
Title IX Violation (sexual harassment) --> Title IX Coordinator: **(707) 256-7100**
College Police, Bldg. 2250: **(707) 256-7777**

*Use empathetic, effective communi-cation techniques described on the page "**Interacting with Distressed Students**", and contact, refer, or report to an appropriate resource.*

SEE SOMETHING
SAY SOMETHING
DO SOMETHING

INDICATORS

A student's behavior, especially if it changes over time, may be an indicator of distress or "a cry for help". You might be the first person to recognize signs of distress in a student, especially if you have frequent or prolonged contact with them. Trust your instincts if a student leaves you feeling worried, alarmed, or threatened.

SEE SOMETHING

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

Our 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 difficulties coping and other serious consequences.

You may be the first person to **SEE SOMETHING** distressing in your students since you have frequent and prolonged contact with them.

NVC requests that you act with compassion when assisting students.

SAY SOMETHING

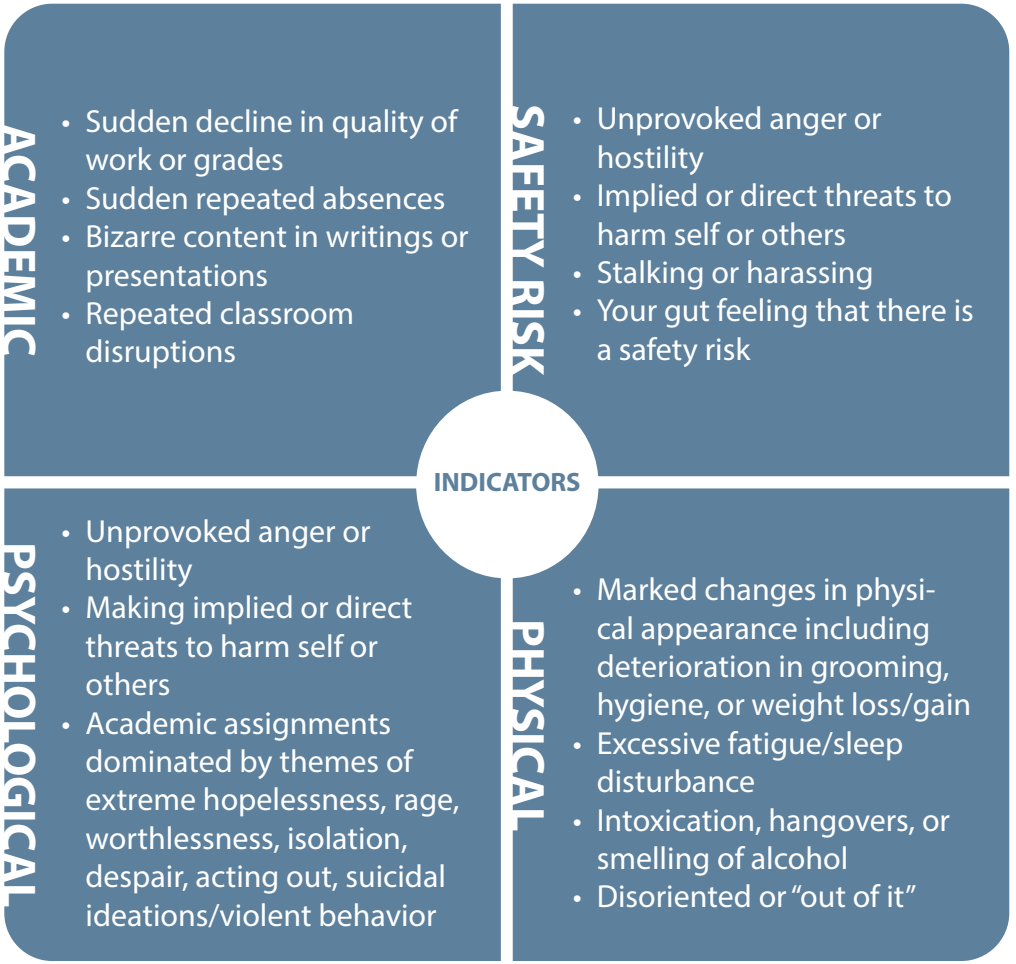
Students exhibiting troubling behaviors in your presence are likely having difficulties in various settings, including the classroom, with roommates, with family, and even in social settings.

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.

The purpose of this folder is to help recognize symptoms of student distress and help identify appropriate referrals to campus resources.



NAPA VALLEY COLLEGE

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DISTRESSED STUDENT

INTERACTING WITH DISTRESSED STUDENTS

If in doubt about the seriousness of the situation the best strategy to support yourself and the other person is to contact Student Health Center at (707) 256-7780, or College Police at (707) 256-7777 for consultation. Act sooner rather than later to prevent uncomfortable situations from escalating into crises or confrontations.

DISTRESSED STUDENT

- Let the student know that you are concerned about them and would like to help.
- Give them information about counseling at the Student Health Center and offer to walk them over.
- Allow them to discuss their thoughts and feelings, which often helps relieve pressure.
- Avoid offering lots of advice or solutions, but do direct to appropriate service for any specific need.
- Don't be afraid to ask directly about suicide: "Are you thinking about suicide/killing yourself?"
- Stay safe and maintain the boundaries of your professional role. You are not a therapist.

DISRUPTIVE OR HOSTILE STUDENT

- Ensure the safety of yourself and those present.
- Be calm and non-confrontational to defuse and de-escalate the situation.
- Set limits on inappropriate behavior, such as cursing or yelling. If the behavior persists, notify the student that disciplinary action may be taken.
- Ask the student to leave. Call College Police if there is a safety risk.
- Report incident to appropriate service. See the RESPONSE PROTOCOL for your options.

SAFETY FIRST!

If you are concerned for your own safety or the safety of another, do not hesitate to call **911** or **College Police at (707) 256-7777**.

NAPA VALLEY COLLEGE

SEE SOMETHING **SAY** SOMETHING **DO** SOMETHING

DISTRESSED STUDENT

CAMPUS RESOURCES

College Police Bldg. 2250	(707) 256-7777
Student Health Center Bldg. 2250	(707) 256-7780
Mentis Bilingual Therapist Rm. 1005	(707) 346-4244
TimelyCare (mental health support) Timelycare.com/NVC 24/7 Multilingual Virtual Care	Scan code
CARE Team Reporting individuals of concern on campus	(707) 256-7776
Academic Counseling Rm. 1339A	(707) 256-7220
Disability Support Programs & Services (DSPS) Rm. 1766 (Library)	(707) 256-7345
Student Conduct Code of Conduct Violations Rm. 1330	(707) 256-7362 (707) 256-7364
Title IX Coordinator Sexual Harassment Rm. 1544	(707) 256-7198
Veterans Resource Center Rm. 1233	(707) 256-7322
Basic Needs Center/Food Basket Rm. 1202	(707) 256-7347

COMMUNITY RESOURCES

Napa County Mental Health	(707) 253-4306
988 Suicide & Crisis Lifeline *(formerly National Suicide Prevention Lifeline)*	988
Mental Health Mobile Response Team Crisis Assessment 24/7, 365 days/year	(707) 299-2111
Crisis Text Line	Text HOME to 741741
NEWS *Napa Domestic Violence/Sexual Assault Support*	(707) 255-6397
LGBTQ Connection Napa/Sonoma	(707) 251-9432

NVC's comprehensive guide on **Assisting Emotionally Distressed Students** is available as a handbook online at the Student Health Center webpage, or by calling (707) 256-7780, and they'll deliver a hardcopy to you.