

# Reference for Guidance or Advice

## CARE (Campus Assault Response and Education) Center (925) 631-4193 or CARE Hotline (925) 878-9207

- If the student has questions about stalking, hazing, or healthy/unhealthy relationships.
- If the student's communications indicate having experienced sexual assault or relationship violence

## Counseling and Psychological Services (CAPS) (925) 631-4364, Augustine Hall, Ground Floor

- If the student's communications indicate loss of touch with reality
- If the student's communications reflect suicidal thoughts or actions, depression, hopelessness, anxiety, or difficulty dealing with grief

## Dean of Students

(925) 631-4238, Ferroggiaro Hall, Room 200

- If the student does something significantly out of character
- If the student acts peculiar and this is cause for alarm
- If the student displays unhealthy or dangerous patterns of behavior

## Health and Wellness Center (H&WC)

(925) 631-4254, Augustine Hall, Ground Floor

- If undergraduate students need urgent care for medical services and minor injuries
- If undergraduate students need SMC-required immunizations or travel health medical needs
- If undergraduate students need community and individual education for a healthy lifestyle
- If any student needs referrals to local medical and psychiatric resources
- If a student tests positive for COVID-19, report to H&WC

## Human Resources

(925) 631-4212, Filippi Hall, Garden Level

- If a staff/faculty member, guest/visitor, vendor, or student brings a complaint or concern to your attention
- If a staff/faculty member or supervisor is aware of a concern and/or complaint from a student or any other individual and would like to receive consultation

## Mission and Ministry Center

(925) 631-4366, Korth 1 (right of Chapel)

- If the student has questions about faith, religion, or spirituality
- If the student needs pastoral guidance and/or spiritual accompaniment due to a crisis, death, illness, family challenge, loss, or personal difficulty

## Public Safety

(925) 631-4282, Assumption Hall West

- If the student threatens safety of self or others or acts in a threatening manner
- If the student refuses to leave classroom or office
- If the student is reporting or initiating a threat or bomb scare
- If the student exhibits behavior that is lewd and indecent

## Student Success Office

(925) 631-4800, Filippi Academic Hall, Room 190, or Filippi Hall, Room 134

Submit information to Student Success Collaborative at: [stmarys-ca.edu/success](http://stmarys-ca.edu/success)

- If the student is not attending class for an extended period of time
- If the student is overwhelmed by a problem with the College
- If the student is debilitated or overwhelmed by a family emergency
- If the student requires a medical withdrawal or leave of absence
- If the student is having academic difficulty due to physical, psychological, or learning disability or indicates a need for accommodations
- If the student is having academic or personal difficulty and would benefit from additional resources, services, and tailored support

**NOTE:** Regardless of the situation, contact any of the offices listed above for support or information.

For more information on helping distressed students, visit: [stmarys-ca.edu/dean-of-students](http://stmarys-ca.edu/dean-of-students)

To report any student concern, bias incident, COVID-19-related matter, or general concern, visit: [stmarys-ca-advocate.symplicity.com/care\\_report/](http://stmarys-ca-advocate.symplicity.com/care_report/)



Saint Mary's College is committed to fostering a culture of care and responsibility, respect, awareness, and community. Let us join efforts in sustaining a more unified and inclusive community and be proud of the campus environment that we create together.



# FACULTY AND STAFF GUIDE: ASSISTING STUDENTS IN DISTRESS

## Contacts at a Glance

### Campus Resources

- 24/7 CARE Hotline (925) 878-9207
- CARE (Campus Assault Response and Education) Center: (925) 631-4193
- Center for Women & Gender Equity: (925) 631-4192
- Community Life: (925) 631-4238
- Counseling and Psychological Services (CAPS): (925) 631-4364
- Dean of Students: (925) 631-4238
- Health and Wellness Center (H&WC): (925) 631-4254
- Human Resources: (925) 631-4212
- Intercultural Center: (925) 631-8545
- Mission and Ministry Center: (925) 631-4366
- Public Safety (24 hours): (925) 631-4282
- Student Disability Services: (925) 631-4358
- Student Success Office: (925) 631-4800

### After-Hours Resources

- Public Safety 24/7: (925) 631-4282
- Moraga Police Department: (925) 284-5010
- Health and Wellness Center (H&WC)  
After Hours Medical Advice: (925) 631-4254

### Missing Student

- For notification of a missing student, please call the Dean of Students at (925) 631-4238 during regular office hours (Monday–Friday, 8:30 a.m.–4:30 p.m.)
- Contact Public Safety at (925) 631-4282 outside of regular office hours

### Helping Students in Distress

- If you are concerned for your safety or that of others, call Public Safety: (925) 631-4282
- If the student is causing a disruption to the classroom or office environment but does not pose a threat:
  - Intervene on impact—discuss the situation with the student to address the inappropriate behavior
  - Ask the student to leave the room
  - Contact Community Life: (925) 631-4238
  - Always document the behavior, even if only via e-mail to Community Life: [commlife@stmarys-ca.edu](mailto:commlife@stmarys-ca.edu)
  - When in doubt, call Public Safety: (925) 631-4282
- If the student needs financial, nutritional, or other resources: [stmarys-ca.edu/supportresources](http://stmarys-ca.edu/supportresources)
- If you are concerned about a student, submit information to Student Success Collaborative: [stmarys-ca.edu/success](http://stmarys-ca.edu/success)

Emergency 24 hours/7 days a week:  
(925) 631-4282 or 911 from a hardwired phone

# Steps to Helping Students

## Intervene on Impact

### Medical Issues

#### COVID-19 RESOURCES

- If students are experiencing COVID-19 symptoms, have had a known COVID-19 exposure, or have tested positive for COVID-19, contact the Health and Wellness Center at (925) 631-4254.
- For COVID-19 News & Resources: [stmarys-ca.edu/covid-19-news-resource](https://stmarys-ca.edu/covid-19-news-resource).
- For COVID-19 questions, call: (925) 631-5500 or email: [covid-19\\_information@stmarys-ca.edu](mailto:covid-19_information@stmarys-ca.edu); [covidcoordinator@stmarys-ca.edu](mailto:covidcoordinator@stmarys-ca.edu)

#### RECOGNIZE

- Unresponsiveness, sudden change in behavior, or inappropriate response
- Shortness of breath or chest pain
- Bleeding or severe swelling
- Sudden onset of pain
- Seizures
- Obvious physical injury

#### RESPOND

- Do not move an injured person (unless in immediate danger)
- Immediately call for help
- Check for medical alert information
- Reassure and attempt to calm the injured/ill party
- Stay with person until help arrives

#### REFER

- **Health and Wellness Center (H&WC): (925) 631-4254**  
Refer to website for current office hours  
[stmarys-ca.edu/health-wellness-center](https://stmarys-ca.edu/health-wellness-center)
- **COVI-19-Related Health Issues: (925) 634-4254; [stmarys-ca.edu/health-wellness-center](https://stmarys-ca.edu/health-wellness-center)**
- Urgent Response:  
**Public Safety: (925) 631-4282**

### Mental Health Issues

#### RECOGNIZE

- Reference to suicide or hopelessness in conversation or writing
- Significant changes in mood, personal hygiene, or behavior
- Not attending classes
- Marked decline in quality of work or course participation
- Not returning emails or emailing too frequently
- Consistently comes to office hours to talk about personal problems
- Coming to class or a meeting while intoxicated or high
- Disturbing content in paper/emails
- Bizarre behavior or speech

#### RESPOND

- Safety First: threatening behaviors require immediate action
- Trust your instincts
- Listen sensitively and carefully
- Don't be afraid to ask students directly if they are under the influence of drugs, alcohol, feeling confused, or are having thoughts of harming themselves or others
- Support and use a nonconfrontational approach, a calm voice, and words that highlight your desire to help
- Refer students to Counseling and Psychological Services (CAPS)
- Report serious or persistent troubling behaviors to appropriate campus departments or offices that have the necessary expertise and personnel to help

#### REFER

##### SUPPORT AND REFERRAL

- **Counseling and Psychological Services (CAPS): (925) 631-4364**  
Refer to website for current office hours  
[stmarys-ca.edu/counseling-and-psychological-services-caps](https://stmarys-ca.edu/counseling-and-psychological-services-caps)
- Urgent Response, including threatening behaviors: **Public Safety: (925) 631-4282**

### Misconduct Issues

#### RECOGNIZE

##### HARASSMENT

- Unwanted personal contact, phone calls, text messages, or any type of communication continued after the person has been told to stop

##### DISORDERLY CONDUCT

- Inappropriate outbursts or persistent interruptions
- Continued arguing beyond the scope of academic debate
- Refuses to follow directions

##### DISRUPTIVE OR THREATENING CONDUCT

- Throwing items in anger
- Bullying; making threats
- Refusing to leave the classroom
- Refusing others the option to leave
- Brandishing a weapon

#### RESPOND

##### ENSURE YOUR SAFETY IN THE ENVIRONMENT

- Use a calm, nonconfrontational approach
- Ask the student to meet with you outside the classroom
- Explain the impact of the behaviors on the class
- Express your concern for the student
- Help student explore options and alternatives and outline your expectations
- Threatening behaviors (such as brandishing a weapon) require immediate call to Public Safety: (925) 631-4282

#### REFER

##### CONSULT

- **Department Chair or College Dean**
- **Community Life: (925) 631-4238**
- Urgent Response, including threatening behaviors: **Public Safety: (925) 631-4282**

### Crime Victimization

#### RECOGNIZE

- Crying and/or leaving the classroom when sexual violence, domestic violence, stalking, or child abuse is the topic
- Sudden change in academic performance
- Visible bruises on face, throat, arms, or legs
- Sudden changes in demeanor (for example, a formerly assertive student becomes withdrawn, or formerly easy-going student appears angry all the time)
- Appearing to be afraid of another student in the same class

#### RESPOND

- Listen sensitively and carefully, and believe what the student tells you
- Do not minimize what happened
- Do not blame the student
- Help them to resources
- Encourage the student to report the crime

#### REFER

##### VICTIM ADVOCACY

**24/7 CARE Hotline: (925) 878-9207**  
**CARE (Campus Assault Response and Education) Center (925) 631-4193**  
**Public Safety: (925) 631-4282**

#### REPORT

**Dean of Students: (925) 631-4238**

Urgent Response, including threatening behaviors:  
**Public Safety: (925) 631-4282**

**NOTE:** When reporting a sexual assault, please keep in mind that Saint Mary's sexual assault policy requires all employees to report sexual assaults. Your responsibility as an employee is to support the student and refer them to staff who are trained to assist survivors of sexual assault. Please make the appropriate offices or Title IX Coordinator/Deputy Coordinators aware of such reports.

### Bias Incident Response Team (BIRT)

We at Saint Mary's College cherish the inherent dignity of each member of our diverse community. Grounded in Saint Mary's mission, three traditions, and the five Lasallian core principles, BIRT strives to promote a safe, hate-free environment where all people can live, work, and learn. BIRT's primary roles are to recommend preventative education as well as report and respond to bias incidents and hate crimes.

To report a bias incident or hate crime, please use the BIRT online reporting form:  
[stmarys-ca-advocate.symplicity.com/care\\_report/](https://stmarys-ca-advocate.symplicity.com/care_report/)

### Title IX : Prohibiting Gender-Based Discrimination

Title IX of the Educational Amendments of 1972 prohibits any person in the United States from being discriminated against on the basis of sex in seeking access to any educational program or activity receiving federal financial assistance. Saint Mary's College is dedicated to maintaining a community where everyone can work, live, and learn in an environment free of all forms of "covered sexual harassment" including quid pro quo, unwelcome conduct of a sexual nature, sexual assault, dating violence, domestic violence, stalking, and sexual exploitation.

For inquiries or to report:

[stmarys-ca.edu/title-ix](https://stmarys-ca.edu/title-ix)

#### Title IX Coordinator:

Laurie Panian, Associate Vice President and Chief Human Resources Officer  
(925) 631-4212 • [Imp10@stmarys-ca.edu](mailto:Imp10@stmarys-ca.edu)

#### Title IX Deputy Coordinator (for faculty/staff):

Erika Roesch, Recruiting Manager, Human Resources  
(925) 631-4212 • [ehr2@stmarys-ca.edu](mailto:ehr2@stmarys-ca.edu)

#### Title IX Deputy Coordinator (for students):

Evette Castillo Clark, EdD, Dean of Students  
(925) 631-4238 • [ecc4@stmarys-ca.edu](mailto:ecc4@stmarys-ca.edu)  
Stacy Vander Velde, Director of Community Life  
(925) 631-4238 • [smv8@stmarys-ca.edu](mailto:smv8@stmarys-ca.edu)

#### Title IX Deputy Coordinator (for Athletics)

Kami Gray, Deputy Athletics Director for Internal Operations/Senior Woman Administrator  
(925) 631-4521 • [kgray@stmarys-ca.edu](mailto:kgray@stmarys-ca.edu)

### Behavioral Intervention Team (BIT)

BIT assists in addressing situations where students are displaying behaviors that are threatening or concerning in nature that potentially impede their own or others' ability to function successfully or safely. BIT is responsible for assessing reports of troubling behavior and implementing interventions that are in the best interest of the College and the individual.

You may report a student of concern by submitting detailed information to: [dos@stmarys-ca.edu](mailto:dos@stmarys-ca.edu)