FACULTY AND STAFF GUIDE: ASSISTING STUDENTS IN DISTRESS

Reference for Guidance or Advice

Counseling and Psychological Services (CAPS)
(925) 631-4364, Augustine Hall, Ground Floor
- If the student’s communication indicates 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
(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, travel advice, or other immunizations
- If undergraduate students need community and individual education for a healthy lifestyle
- If any student needs referrals to local medical and psychiatric resources

Mission and Ministry Center
(925) 631-4346, Korth 1 (Chapel)
- If the student has questions about faith, religion, or spirituality
- If the student needs pastoral guidance and/or spiritual accompaniment

Public Safety
(925) 631-4282, Assumption Hall West
- If the student is threatening the safety of self or others
- If the student is acting in a frightening or threatening manner
- If the student is not leaving the classroom or office after being asked to leave
- If the student is reporting or initiating a threat or bomb scare
- If the student exhibits behavior that is lewd and indecent

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

For more information on helping distressed students or reporting, visit: stmarys-ca.edu/dean-of-students

Student Academic Rights, Responsibilities, and Institutional Compliance
(925) 631-4350, Filippi Academic Hall, Room 190
- 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 debilitating or overwhelmed by a family emergency
- If the student requires a medical withdrawal or leave of absence

Student Disability Services
(925) 631-4350, Filippi Academic Hall
- If the student is having academic difficulty due to physical, psychological, or learning disability
- If the student’s communications indicate a need for disability accommodations

Student Engagement and Academic Success (SEAS)
(925) 631-4349, Augustine Hall, Ground Floor
Submit to Student Success Portal at stmarys-ca.edu/ssp
- If the student is having academic or personal difficulty and would benefit from additional resources, services, and tailored support
- If the student has been absent from class regularly or demonstrates a decline in class performance
- If the student is not returning your communication or communicating too frequently

Women’s Resource Center
(925) 631-4192
- If the student’s communications reflect sexual assault or relationship violence

SAINT MARY’S CARES
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.

Contacts At-A-Glance

Campus Resources
- Campus Assault Resources and Empowerment (CARE) 24/7 Hotline: (925) 878-9207
- Community Life: (925) 631-4238
- Counseling and Psychological Services (CAPS): (925) 631-4364
- Dean of Students: (925) 631-4238
- Health and Wellness Center: (925) 631-4254
- Mission and Ministry Center: (925) 631-4366
- Public Safety: (925) 631-4282
- Student Disability Services: (925) 631-4358
- Student Engagement and Academic Success: (925) 631-4349
- Women’s Resource Center: (925) 631-4192

After Hours Resources
- Public Safety 24/7: (925) 631-4282
- Moraga Police Department: (925) 284-5010
- John Muir Medical Center: (925) 952-2887
- Health and Wellness Center 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 (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:
  - 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 email to Community Life: 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
- If you are concerned about a student, submit information to the Student Success Portal: stmarys-ca.edu/ssp (also found in GaziXpress) and/or contact the Dean of Students

Emergency 24 hours/7 days a week: (925) 631-4282 or 911 from a hard-wired phone
### Steps to Helping Students

#### Medical Issues

**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**
- Direct those in immediate danger
- Immediately call for help
- Do not move an injured person
- Obvious physical injury
- Seizures
- Bleeding or severe swelling
- Shortness of breath or chest pain
- Unresponsiveness, sudden change in behavior, or inappropriate response

**CONSULT**
- Department Chair or College Dean
- Community Liais (925) 631-4238
- Urgent Response, including threatening behaviors: Public Safety (925) 631-4148

#### 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 class or meetings too intoxicated or high
- Disrupting 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 have troubling thoughts of harming themselves or others
- Support and use a non-confrontational 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**
- Health and Wellness Center (925) 631-4256
- Hours of Operation: Mon: 8:30 a.m. – 4:30 p.m.; Closed Daily: 12-1 p.m.
- Urgent Response: 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

**RESPOND**
- ENSURE YOUR SAFETY IN THE ENVIRONMENT
- • Use a calm, non-confrontational approach
- • Ask the student to meet with you outside the classroom
- • 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) 631-4148

**REFER**
- SUPPORT AND REFERRAL
  - Counseling and Psychological Services (CAPS) (925) 631-4148
  - Emergency walk-ins: M-W-F 1-3 p.m.; T-TH 2-4 p.m.; Closed daily: 12-1 p.m.
  - Urgent Response, including threatening behaviors: Public Safety (925) 631-4148

**CONSULT**
- Department Chair or College Dean
- Community Liais (925) 631-4238
- Urgent Response, including threatening behaviors: Public Safety (925) 631-4148

#### Crime Victimization

**RECOGNIZE**
-Victim Advocacy
  - Women’s Resource Center (925) 631-4192
  - 24/7 CARE Hotline (925) 878-9207
  - Public Safety (925) 631-4148

**REPORT**
- Dean of Students (925) 631-4238
- Urgent Response, including threatening behaviors:
  - Public Safety (925) 631-4148

**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.

**REFER**
- BUGS (925) 631-4238
- Title IX: Prohibiting Gender-Based Discrimination
- Saint Mary’s College is committed to creating and maintaining a community in which all persons who participate in Saint Mary’s programs and activities can work and learn together in an atmosphere free from all forms of discrimination, exploitation, intimidation, or harassment, including sexual, based on a legally protected characteristic or status. Compliant with its commitment to addressing gender-based discrimination and harassment, the College complies with Title IX or the Educational Amendments of 1972, which prohibits discrimination on the basis of sex in education programs and activities.

**Behavioral Intervention Team (BIT)**
- BIT is a campus-based intervention program that is brought into play when a situation or behavior is disruptive to the academic mission of the College. BIT assists in addressing situations that are in the best interest of the College and its boundaries, whether necessary or beneficial. BIT is responsible for making sure that all interventions that are in the best interest of the College and its individuals.

**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, the 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.edu/BIRTreport

For inquiries about BIRT: BIRT@stmarys-ca.edu