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!

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See Something.

Cabrillo employees are in a unique position to demonstrate compassion and sensitivity to Cabrillo students in distress.

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 dysfunctional coping and other serious consequences.

You may be the first person to **SEE SOMETHING** distressing in a student since you have frequent and prolonged contact with them. Cabrillo College, in collaboration with the California Mental Health Services Authority (CalMHSA), requests that you act with compassion in your dealings with such students.

Do Something.

Sometimes students cannot, or will not turn to family or friends. **DO SOMETHING!** Your expression of concern may be a critical factor in saving a student’s academic career or even their life.

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

The Family Educational Rights and Privacy Act (FERPA)

The Family Educational Rights and Privacy Act (FERPA) permits communication about a student of concern in connection with health and safety emergency. **Observations of a student’s conduct or statement made by a student are not FERPA protected.** Such information should be shared with appropriate consideration for student privacy.
Resources & Tips: Use the following tips to refer students to one of the resources below:

- **Be Proactive:** Engage students early on, pay attention to signs of distress, and set limits on disruptive behavior. Use progressive consequences.
- **Be Direct:** Don’t be afraid to ask students directly if they are under the influence of drugs or alcohol, feeling confused, or having thoughts of harming themselves or others.
- **Listen Sensitivity and carefully:** Use a non-confrontational approach, and calm voice. Avoid Threatening, humiliating, and intimidating responses.
- **Safety First:** The welfare of the campus community is the top priority when a student displays threatening or potentially violent behavior. Do not hesitate to call for help.
- **Follow Through:** Direct the student to the physical location of the identified resource.

Always document your interactions with distressed students and consult with your department chair/supervisor after any incident.

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## Cabrillo Sheriff’s Office
- **Emergency:** 911
- **Non-Emergency Crime Reports:** 831-471-1121

### For Students
- **Academic Counseling and Guidance:** 831-479-6274
- **Accessibility Support Center (ASC) Formerly DSPS:** 831-479-6379
- **EOPS (Extended Opportunity Programs):** 831-479-6305
- **Financial Aid:** 831-479-6415
- **Food Pantry:** 831-479-6378
- **PEERS (People Empowering Each Other to Realize Success):** 831-479-6435
- **Student Affairs:** 831-479-6378
- **Student Health Services - Mental Health Counseling:** 831-479-6435
- **Veteran Affairs Office:** 831-477-5697

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## Cabrillo College Student Services

### Dean of Students Services Office
- **Academic Dishonesty**
- **Discipline/Student Behavior Issues**
- **Sexual Harassment & Discrimination**

### Employee Assistance Program
- **800-999-7222**

### Human Resources
- **831-479-6217**

### Safety Committee Referrals
- **831-479-6465**

### Student Health Services
- **831-479-6435**
  - **Sexual Violence Prevention**
  - **Substance Abuse Prevention**

### For Faculty/Staff
- **831-477-3584**

### In The Community
- **County Wide Services:** 211
- **Dominican Emergency:** 831-462-7710
- **Dominican Hospital:** 831-462-7700
- **National Suicide Prevention Hotline:** 800-273-8255
- **Red Cross, Santa Cruz:** 831-462-2881
- **Santa Cruz County Mental Health:** 831-454-4170
- **Suicide Prevention Service-Santa Cruz:** 831-458-5300
- **Sutter Hospital:** 831-477-2200
- **Watsonville Hospital:** 831-724-4741
## Indicators of Distress

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

### Academic Indicators
- 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 writings or presentations
- You find yourself doing more personal rather than academic counseling during office hours
- Behavior that impedes instructional engagement

### Physical Indicators
- Marked changes in physical appearance including deterioration in grooming, hygiene, or weight loss/gain
- Excessive fatigue/sleep disturbance
- Intoxication, hangovers, or smelling of alcohol
- Disorientation or “out of it”
- Garbled, tangential, disconnected, or slurred speech
- Behavior is out of context or bizarre

### Psychological Indicators
- Self-disclosure of personal distress such as family problems, financial difficulties, contemplating suicide, grief
- Unusual/disproportional emotional response to events
- Excessive tearfulness, panic reactions
- Irritability or unusual apathy
- Verbal abuse (e.g., taunting, badgering, intimidation)
- Expressions of concern about student by his/her peers

### Safety Risk Indicators
- Unprovoked anger or hostility
- Physical violence (shoving, grabbing, assault, use of weapon)
- Implying or making a direct threat to harm self or others
- Academic assignments dominated by themes of extreme hopelessness, rage, worthlessness, isolation, despair, acting out, suicidal ideation/violent behaviors— a “cry for help”
- Stalking or harassing
- Communicating threats via email, correspondence, texting, or phone calls

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Students In Distress

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* Cabrillo College  
* Student Services
### REPORTING PROCESS

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

<table>
<thead>
<tr>
<th>Is the student a danger to self, or others, or does the student need immediate assistance for any reason?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>“YES”</strong> The student’s conduct is clearly and imminently reckless, disorderly, dangerous, or threatening and is suggestive of harm to self or others in the community.</td>
</tr>
<tr>
<td><strong>“I’M NOT SURE”</strong> The student shows signs of distress, but I am not sure how serious it is. The interaction has left me feeling uneasy and/or concerned about the student.</td>
</tr>
<tr>
<td><strong>“NO”</strong> I am not concerned for the student’s immediate safety, but he/she is having significant academic and/or personal issues and could use some support or additional resources.</td>
</tr>
</tbody>
</table>

**Call 911**
Note: If dialing from a campus phone, you will reach the Sheriff Dispatch.

**Call Counseling & Psychological Services**
For consultation: 831-479-6435

**File a Report**
After speaking with the Sheriff, report the concern online at:
http://go.cabrillo.edu/StudentReports

*For non-emergency consultation or reporting*
Dean of Student Services: 831-479-6525
Sheriff: 831-471-1121
Online Reporting: http://go.cabrillo.edu/StudentReports

*Refer the student to an appropriate campus resource.*
See inside for Resources & Tips, or for a complete list visit:
Counseling & Psychological Services at 831-479-6435