



SEE SOMETHING.

TUC faculty and staff are in a unique position to demonstrate compassion for TUC 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 difficulties coping and other serious consequences.

You may be the first person to **SEE SOMETHING** concerning in your students since you have frequent and prolonged contact with them. Counseling services and the Campus CARE Team, request that you continue to act with compassion when assisting students.

SAY SOMETHING.

Students exhibiting troubling or concerning 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 in saving a student's academic career or possibly their life.

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

ACADEMIC INDICATORS

- Sudden decline in quality of work and grades
- Repeated absences
- Disturbing content in writing or presentations (e.g., violence, death)
- You find yourself doing more personal rather than academic counseling during office hours
- Continuous classroom disruptions

SAFETY RISK INDICATORS

- Unprovoked anger or hostility
- Making implied or direct threats to harm self or others
- Academic assignments dominated by themes of extreme hopelessness, rage, worthlessness, isolation, despair, acting out, suicidal ideations/ violent behaviors

PSYCHOLOGICAL INDICATORS

- Self-disclosure of personal distress that could include family problems, financial difficulties, depression, grief, or thoughts of suicide
- Excessive tearfulness, panic reactions,
- Verbal abuse (e.g., taunting, badgering, intimidation)
- Expressions of concern about the student by his/her peers

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
- Disoriented or "out of it"

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 a health and safety emergency. Observations of a student's conduct or statements made by a student are not FERPA protected. Such information should be shared with appropriate consideration for student privacy.

DISRUPTIVE OR DISTRESSED

DISRUPTIVE STUDENT

A student whose conduct is clearly and imminently reckless, disorderly, dangerous, or threatening, including self-harmful behavior.

TO GET HELP

If you are concerned for your own or others' safety due to a student's disruptive and/or threatening behavior, call 911 (9911 from a campus phone) or the Campus Security staff (85804).

REPORT INCIDENT TO
Campus Security

DISTRESSED STUDENT

A student with persistent behaviors such as

- Overly anxious
- Lacks motivation and/or concentration
- Sad
- Seeks constant attention
- Irritable
- Demonstrates bizarre or erratic behavior
- Withdrawn
- Expresses suicidal thoughts
- Confused
- Change in behavior/demeanor/dress/hygiene

IF A STUDENT IS CAUSING A DISRUPTION BUT DOES NOT POSE A THREAT

- Ensure your safety in the environment.
- Use a calm, non-confrontational approach to defuse/de-escalate the situation.
- Set limits by explaining how the behavior is inappropriate.
- If the disruptive behavior persists, notify the student that disciplinary action may be taken. Ask the student to leave. Inform him or her that refusal to leave may be a separate violation subject to discipline.
- Immediately report the incident to the appropriate resource.

If you believe there is a safety risk, contact CampusSecurity.



RESOURCES & TIPS:

BE PROACTIVE: Engage students early on, pay attention to signs of distress, and set limits on disruptive behavior.

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 SENSITIVELY AND CAREFULLY: Use a non-confrontational approach and a 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.

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

ASSISTING STUDENTS OF CONCERN



RESPONSE PROTOCOL

Follow the table to determine who to contact when faced with a distressed or distressing student.

Situation	Contact
The student's conduct is clearly and imminently reckless, disorderly, dangerous, or threatening including self-harm behavior.	Call 911 (9911 from campus phone) or Campus Security: (707) 638-5804
The student shows signs of distress but I am unsure how serious it is. My interaction has left me feeling uneasy and/or really concerned about the student.	Consult with and/or refer/walk student to Counseling Services (707) 638-5292
I am not concerned for the student's immediate safety, but he or she is having significant academic and/or personal issues and could use some support or additional resources.	Refer students to the Campus CARE Team http://studentservices.tu.edu/careteam/index.html

CAMPUS RESOURCES



Campus Security	(707) 638-5804
Student Health Center	(707) 638-5220
Counseling Services (24/7 services)	(707) 638-5292 (Option 3)
Disability Services	(707) 638-5961
Student Affairs	(707) 638-5935
24/7 crisis support:	(707) 638-5292, Option 3

IMPORTANT PHONE NUMBERS

Important Numbers	
Academic Support Services	707-638-5961
Admissions	707-638-5200
Advancement	707-638-5205
Alumni Association	707-638-5282
Bursar	707-638-5253
College of Education and Health Sciences	707-638-5429
Graduate School of Education	707-638-5986
Physician Assistant Program	707-638-5809
Public Health Program	707-638-5823
Nursing Program	707-638-5846
College of Osteopathic Medicine	707-638-5982
College of Pharmacy	707-638-5949
Compliance	707-638-5459
Dining and Catering Services	707-638-5506
Environmental Health and Safety	707-638-5967
Facilities	707-638-5800
Financial Aid	707-638-5280
Fiscal Affairs and Accounting	707-638-5259
Human Resources	707-638-5807
Information Technology	707-638-5424
Jewish Life	707-638-5507
Library	707-638-5300
Office of CEO and Senior Provost	707-638-5205

Important Numbers	
Office of CAO and Provost	707-638-5276
Office of Institutional Effectiveness	707-638-5880
Office of Sponsored Programs	707-638-5942
Registrar	707-638-5984
Security	707-638-5804
Security Pager (Emergencies)	707-551-6034
Student Activities	707-638-5254
Student Affairs	707-638-5935
Student Counseling	707-638-5292
Student Counseling 24/7 Hotline	707-638-5292, Option 3
Student Diversity and Inclusion	707-638-5325
Student Health Services	707-638-5220
University Communications	707-638-5805
Emergency/Support Services	
Emergencies	911
Emergencies (from campus phone)	9911
Student Counseling 24/7 Hotline	707-638-5292, Option 3
Fire Dept. (Vallejo) - Non Emergencies	707-648-4526
National Suicide Prevention Lifeline	800-273-8255
Police (Vallejo) - Non Emergencies	707-648-4321
Solano County Mental Health	707-428-1131
Solano County Health and Social Services	707-553-5500