



RESPONSE PROTOCOL

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

YES

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

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

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

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

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

**SEE SOMETHING
SAY SOMETHING
DO SOMETHING**

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:
(707) 256-7362 & (707) 256-7364
Title IX or Civil Rights Violation (harassment or discrimination):
(707) 256-7198
College Police, Bldg. 2250: **(707) 256-7777**

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

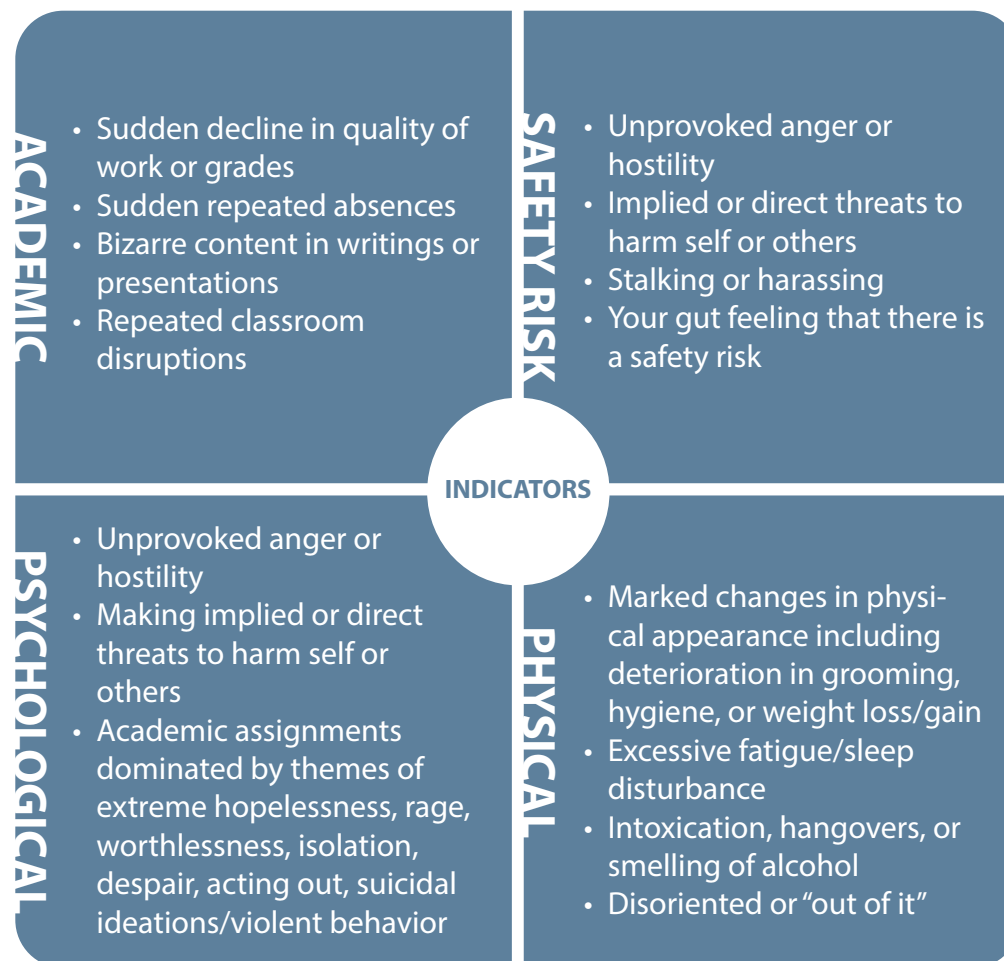
Students exhibiting troubling behaviors in your presence are likely having difficulties in various settings, including the classroom, with roommates, with family, and even in social settings.

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.



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.

CAMPUS RESOURCES

College Police (707) 256-7777
Bldg. 2250

Student Health Center (707) 256-7780
Bldg. 2250

Mentis Bilingual Therapist (707) 346-4244
Rm. 1005

Soluna App (mental health support)
(for young adults ages 13-25)

CARE Team (707) 256-7776
Reporting individuals of concern on campus

Academic Counseling (707) 256-7220
Rm. 1339A

Disability Support Programs & Services (DSPS) (707) 256-7345
Rm. 1766 (in McCarthy Library)

Student Conduct Violations (707) 256-7362
Rm. 1330 (707) 256-7364

Title IX/Civil Rights Office (707) 256-7198
Reporting harassment or discrimination
Rm. 1544

Veterans Resource Center (707) 256-7303
Rm. 1233

Basic Needs Center/Food Basket (707) 256-7347
Rm. 1202

COMMUNITY RESOURCES

Napa Co. Mental Health Services (707) 259-8151

Napa Co. Mental Health Crisis Hotline (707) 253-4711

Napa Co. Mental Health Mobile Response Team (707) 299-2111
Crisis Assessment 24/7, 365 days/year

988 Suicide & Crisis Lifeline 988

Crisis Text Line Text HOME to 741741

NEWS (707) 255-6397
Napa Domestic Violence/Sexual Assault Support

LGBTQ Connection (707) 251-9432
Napa/Sonoma

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.