ASSISTING STUDENTS IN DISTRESS

IN PERSON AND REMOTE RESPONSE PLAN AND RESOURCES

SITUATION	STUDENT BEHAVIOR	ACTION
CAUTION **Level 1:** Low Risk	**Red flag behaviors** Student experiencing difficulty in the course Disturbing or strangely violent student writing Increased tardiness, absences Significant change in behavior or the way the student interacts with others Withdrawn or depressed, irritable, angry, or confrontational Verbalizes need for food or shelter, etc. Is subject to complaints by other students regarding behaviors Noticeable change in behavior	1. Meet with student individually. • Express concern for their well-being. • Describe the behavior of concern. • Provide referral to counselor and community resources, if appropriate. 2. Consider completing an **Incident Reporting Form**. ***www.alamo.edu/pac/cares*** and Director of Conduct will follow up, if needed. 3. Consult with Personal Counselor if needed. ***pac-counselor@alamo.edu*** (preferred) 210-486-3750 (voicemail)
URGENT **Level 2:** Moderate Risk	**Disruptive behaviors** Suicidal thoughts Emotionally distraught, very depressed, anxious, or angry Negative, hostile attention seeking behavior Withdrawn behavior of increasing concern Vacant stare No participation in class	1. Meet with student individually if you feel safe. 2. Consult with ACPD, if needed. 210-485-0099 or 210-486-0911 (emergency) 3. Notify area Chairperson, Supervisor, Dean, or VP. 4. Submit **Incident Reporting Form** ***www.alamo.edu/pac/cares*** and Director of Conduct will follow up, if needed. 5. Consult with Personal Counselor if needed. ***pac-counselor@alamo.edu*** (preferred) 210-486-3750 (voicemail)
EMERGENCY! **Level 3 :** High Risk	**Eminent danger exists** Threatens to harm self or others Gravely impaired, confused, agitated, disoriented Out of touch with reality Victim of violence	1. Contact Police Immediately! 210-485-0911..... On campus 911..... Off campus 2. Notify area Chairperson, Supervisor, Dean, or VP within 10 minutes of the incident. 3. Submit **Incident Reporting Form** ***alamo.edu/pac/cares*** and Director of Conduct will follow up, if needed.

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IN AN EMERGENCY, CALL FOR HELP!

210-485-0911 (on campus) | 911 (off campus)

- **First, do what you can to diffuse the situation**
  - Use a calm voice
  - Acknowledge the student's concerns
  - Reduce noise and outside stimulation
  - Allow the student time to calm down in a quiet place
  - Offer a glass of water (especially helpful for panic attacks)
  - Set clear guidelines
  - Allow silence for reflection and time for decisions
  - Keep a distance, allow hostile student to exit
- **Meet in private (unless the student is hostile)**
  - Describe what you noticed, your concerns
  - Show empathy by listening and reflecting in a non-judgmental way
- **Consult and refer**
  - "Let's call someone who can help."
  - For urgent matters call:
    - ACPD at 210-485-0911 (emergency on campus)
    - SAPD at 911 (emergency off campus)
    - Center for Health Care Services Crisis Hot Line at 210-223-7233 (urgent mental health matters)
  - Offer to call a friend or family member
  - Provide Counseling Services contact information and encourage student to reach out:
    - pac-counselor@alamo.edu (preferred)
    - 210-486-3750 (voicemail)
  - Share the PAC Community Resource Flyer, and/or call United Way helpline 211