Crisis Awareness Response Protocol:

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

**“YES”**
The student's conduct is clearly and immediately reckless, disorderly, dangerous, or threatening, including self-harm behavior.

- Dial 7843 from a LAMC phone or (818) 364.7843 from an outside line to reach campus security
- Call 911 or 7843 (On Campus)

After speaking with law enforcement, report the concern to the Crisis Awareness Response Team (CART)

*See CART contact list below*

**“I’M NOT SURE”**
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.

- Call: Crisis Awareness Response Team
  - Student Health Center (818) 362.6182
  - Center for Wellness 818-833-3517
- Or
- After Business Hours
  - Dial 7843 from a LAMC phone or (818) 364.7843 from an outside line to reach campus security

**“NO”**
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.

- Refer the student to an appropriate campus resource.
  - See options to the right for a list of on campus resources or contact Student Health Center (818) 362.6182
  - Or Center for Wellness
  - Or
  - http://www.lamission.edu/healthcenter/ or http://lamission.edu/Center-for-Wellness/Home.aspx

On Campus

<table>
<thead>
<tr>
<th>Emergency</th>
<th>Dial 7843 on campus</th>
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<tbody>
<tr>
<td>Campus Security</td>
<td>(818) 364.7843</td>
</tr>
<tr>
<td>Student Health Center</td>
<td>(818) 362.6182</td>
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<tr>
<td>Crisis Awareness Response Team (CART)</td>
<td>(818) 364.7642</td>
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<tr>
<td>Center for Wellness</td>
<td>(818) 833-3517</td>
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<tr>
<td>Disabled Students Programs &amp; Services (DSPS)</td>
<td>(818) 364.7732</td>
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<tr>
<td>Veteran Resource Center</td>
<td>(818) 364.7864</td>
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<tr>
<td>General Counseling</td>
<td>(818) 364.7655</td>
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<tr>
<td>Extended Opportunity Program &amp; Services (EOPS)</td>
<td>(818) 364.7645</td>
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</tbody>
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In The Community

| Los Angeles Police Department | (818) 838.9800 |
| National Suicide Prevention Lifeline | 1 (800) 273.8255 |
| Los Angeles County Department of Mental Health (ACCESS) | 1 (800) 854.7771 |
| Olive View Community Mental Health Urgent Care | (818) 485.0888 |
| Olive View Hospital (24-hr Psychiatric Emergency) | (818) 364.3686 |
| San Fernando Mental Health Center | (818) 832.2400 |
| Hillview Mental Health Center | (818) 896.1161 |
| Strength United (Sexual Assault Prevention/Intervention) | (818) 886.0453 |
| Haven Hills (Domestic Violence Hotline) | (818) 887.6589 |

Crisis Awareness Response Team (CART)

Dr. Larry Resendez, Vice President, Student Services T: (818) 364.7642  C: (818) 723.0466 resendcl@lamission.edu
Ludi Villegas-Vidal, Dean, Student Services T: (818) 364.7643  C: (626) 755.3256 villegL@lamission.edu
Deputy Sukarno Brown, LA Sheriff's Department Campus Security T: (818) 364.7843  C: 323 395.3461 SLBrown@lasd.org
Veronica Enriquez, Coordinator of Student Success Center T: (818) 364.7635  enriquv@lamission.edu.
CART
Crisis Awareness Response Team

Dr. Larry Resendez, Vice President, Student Services
T: 818.364.7642  C: 818.723-0466  resendcl@lamission.edu

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Veronica Enriquez, Coordinator, Student Success Center
T: 818.833-7635  enriquv@lamission.edu

Developed by LAMC DSP&S Office
ASSISTING STUDENTS OF CONCERN

Guidelines for Responding to Students of Concern

Safety First: The welfare of the student and the campus community is always the top priority when a student displays threatening or potentially violent behavior. Coordinated professional help and follow-up care is the most effective means of preventing suicide and violence. Trust Your Instincts! If you experience significant uneasy feelings related to a student, consult with your supervisor, your department chair or a member of the Crisis Awareness Response Team (CART). Promptly report safety concerns and student conduct violations.

Listen Empathically and Carefully: Vulnerable students need to be seen, heard, and helped. Many students will have difficulty clearly communicating their distress. Do not be afraid to ask students directly if they feel their functioning is impaired or if they have thoughts of harming themselves or others.

Be Proactive: Engage students early on, setting limits on disruptive or self-destructive behavior. You can remind students verbally or in writing (e.g., in the class syllabus) of standards/expectations for campus/class conduct, of possible consequences for disruptive behavior and of resources on campus. Refer to the student code of conduct, emphasize respect and care in supporting a campus of inclusion.

Deescalate and Support: Distressed students can be sensitive and easily provoked, so avoid threatening, humiliating, or intimidating statements. Help students connect with the College resources needed to achieve stabilization. CART provides individual consultations regarding de-escalation, support and referrals for student services.

Participation in a Coordinated and Timely Response: Share information and consult with appropriate College personnel to coordinate care for the student. Safeguard the student’s privacy rights. Always report serious or persistent inappropriate behavior to Larry Resendez at: 818.364.7642 resendcl@lamission.edu or Ludi Villegas-Vidal 818.364.7643 villegL@lamission.edu or to the CART.

What about Privacy Laws and Confidentiality?

The Family Educational Rights and Privacy Act (FERPA) permits communication about a student of concern under the following circumstances:

• LAMC may disclose personal identifiable information from an “educational record” to appropriate individuals in connection with a health and safety emergency; information may be released to parents, law enforcement, or others, if knowledge of the information is necessary to protect the health and safety of the student or other individuals
• Information can be shared with college personnel when there is a specific need to know and should be limited to the essentials of LAMC business
• Observations of a student’s conduct or statements made by a student are not “educational records” and are, therefore, not protected by FERPA; such information should be shared with appropriate consideration for student privacy

LACCD Student Code of Conduct

Student conduct in all of the LACCD must conform to District and College rules and regulations. Violations of such rules are subject to disciplinary actions which are to be administered by appropriate college authorities. Examples of behavior that may be considered a violation of the Student Code of Conduct include:

• Assault or battery, abuse, or any threat of violence directed toward any member of the college community or campus visitor engaged in authorized activities
• Possession or use of alcoholic beverages or controlled substances while on any property owned or used by the District or the College
• Possession of lethal weapons or any object that might be used as a lethal weapon while on campus
• A direct or implied expression of intent to inflict physical or mental/emotional harm and/or actions which a reasonable person would perceive as a threat to personal safety or property (threats may include verbal statements, written statements, telephone threats or physical threats)
• Disorderly conduct to include lewd or indecent attire, behavior that disrupts classes or college activities; for a complete listing of potential violations of Standards of Student Conduct, please refer to the LAMC website: www.lamission.edu. To report misconduct, contact Dean of Student Services Ludi Villegas-Vidal at: 818.364.7643 villegL@lamission.edu or Vice President of Student Services, Larry Resendez 818.364.7642 resendcl@lamission.edu.