## 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.

- **Call 911**
- **Or**
- **7843 (On Campus)**

### “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.

- **During Business Hours**
  - Call: Crisis Awareness Response Team
  - **Student Health Center** (818) 362.6182 or **DSP&S** (818) 364.7733
- **After Business Hours**
  - Dial 7843 from a LAMC phone or (818) 364.7843 from an outside line to reach campus security

- **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
  - www.lamission.edu/healthcenter/ or DSP&S 818.364.7733

- **After speaking with law enforcement, report the concern to the** Crisis Awareness Response Team (CART) *See CART contact list below*

### “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.

- **During Business Hours**
  - Call: Crisis Awareness Response Team
  - **Student Health Center** (818) 362.6182 or **DSP&S** (818) 364.7733
- **After Business Hours**
  - Dial 7843 from a LAMC phone or (818) 364.7843 from an outside line to reach campus security

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- **After speaking with law enforcement, report the concern to the** Crisis Awareness Response Team (CART) *See CART contact list below*

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### On Campus

<table>
<thead>
<tr>
<th>Resource</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency</td>
<td>Dial 7843 on campus</td>
</tr>
<tr>
<td>Campus Safety</td>
<td>(818) 364.7843</td>
</tr>
<tr>
<td>Student Health Center</td>
<td>(818) 362.6182</td>
</tr>
<tr>
<td>Crisis Awareness Response Team (CART)</td>
<td>(818) 364.7733</td>
</tr>
<tr>
<td>Disabled Students Programs &amp; Services (DSPS)</td>
<td>(818) 364.7732</td>
</tr>
<tr>
<td>Veteran’s Program</td>
<td>(818) 364.7864</td>
</tr>
<tr>
<td>Academic Counseling</td>
<td>(818) 364.7655</td>
</tr>
<tr>
<td>Extended Opportunity Program &amp; Services (EOPS)</td>
<td>(818) 364.7645</td>
</tr>
</tbody>
</table>

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### In The Community

<table>
<thead>
<tr>
<th>Resource</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Los Angeles Police Department</td>
<td>(818) 838.9800</td>
</tr>
<tr>
<td>National Suicide Prevention Lifeline</td>
<td>1 (800) 273.8255</td>
</tr>
<tr>
<td>Los Angeles County Department of Mental Health (ACCESS)</td>
<td>1 (800) 854.7771</td>
</tr>
<tr>
<td>Olive View Community Mental Health Urgent Care</td>
<td>(818) 485.0888</td>
</tr>
<tr>
<td>Olive View Hospital (24-hr Psychiatric Emergency)</td>
<td>(818) 364.3686</td>
</tr>
<tr>
<td>San Fernando Mental Health Center</td>
<td>(818) 832.2400</td>
</tr>
<tr>
<td>Hillview Mental Health Center</td>
<td>(818) 896.1161</td>
</tr>
<tr>
<td>Strength United (Sexual Assault Prevention/Intervention)</td>
<td>(818) 886.0453</td>
</tr>
<tr>
<td>Haven Hills (Domestic Violence Hotline)</td>
<td>(818) 887.6589</td>
</tr>
<tr>
<td>Veteran’s Center</td>
<td>(818) 576.0201</td>
</tr>
</tbody>
</table>

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### Crisis Awareness Response Team (CART)

- **Dr. Christopher Villa**, Vice President, Student Services T: (818) 364.7766 C: (562) 552.1565 VillaCM@lamission.edu
- **Dr. Larry Resendez**, Associate Dean, Student Services T: (818) 364-7733 C: (661) 373.5883 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
- **Danny Villanueva**, Vice President, Administrative Services T: (818) 364.7772 C: 818.336.8269 VillanDG@lamission.edu
- **Michael Allen**, Vice President, Academic Affairs T: (818) 364.7635 C: (818) 336.7820 AllenMK@lamission.edu
LAMC faculty and staff are in a unique position to demonstrate concern for students who are in distress or causing distress. Students may feel alone, isolated and even hopeless when faced with any number of life challenges. These feelings can be disruptive, sometimes causing a decline in academic performance, poor coping and other serious consequences. Since you may be the first person to SEE SOMETHING of concern with a student, take notice of the concern and take the next step,

**Students displaying concerning behavior in your presence are likely to be having difficulty elsewhere. Trust your instincts and SAY SOMETHING if a student leaves you feeling worried, alarmed or threatened and then take the next step,**

If in doubt, contact a member of the Crisis Awareness Response Team (CART).*

*See list of (CART) members on front of folder.

Sometimes students in distress cannot or will not turn to family or friends for assistance. DO SOMETHING! Your expression of concern may be what is needed to help save a student’s academic career or even their LIFE!

The purpose of this folder is to help you recognize when students may be in distress and give you practical steps that can be taken to get the help a student may need.

<table>
<thead>
<tr>
<th>Academic Indicators</th>
<th>Physical Indicators</th>
<th>Safety Risk Indicators</th>
<th>Psychological Indicators</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sudden decline in quality of work</td>
<td>Marked changes in physical appearance including deterioration in grooming, hygiene, or weight loss/gain</td>
<td>Unprovoked anger or hostility</td>
<td>Self-disclosure of personal distress – family problems, financial difficulties, contemplating suicide, grief</td>
</tr>
<tr>
<td>Repeated absences</td>
<td>Excessive fatigue/sleep disturbance</td>
<td>Implying or making a direct threat to harm self or others</td>
<td>Excessive tearfulness, panic reactions, irritability or unusual apathy</td>
</tr>
<tr>
<td>Bizarre content in writings or presentations</td>
<td>Intoxication, hang over, or smelling of alcohol or marijuana</td>
<td>Academic assignments dominated by themes of extreme hopelessness, rage, worthlessness, isolation, despair, acting out, suicidal ideations/violent behaviors—a “cry for help”</td>
<td>Verbal abuse (e.g., taunting, badgering, intimidation)</td>
</tr>
<tr>
<td>You find yourself doing more personal rather than academic counseling during office hours</td>
<td>Disoriented or “out of it”</td>
<td>Communicating threats via email, correspondence, texting, or phone calls</td>
<td>Expressions of concern about the student by his/her peers</td>
</tr>
</tbody>
</table>

Los Angeles Mission College
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: 818.364.7733 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 Ludi Villegas-Vidal at: 818.364.7643 villegL@lamission.edu or Larry Resendez 818.364.7733 resendcl@lamission.edu
CART Crisis Awareness Response Team

Dr. Christopher Villa, Vice President, Student Services
T: 818.364.7766  C: 818.723.0466  VillaCM@lamission.edu

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Developed by LAMC DSP&S Office