
Student Care

How & When to Refer

Vanguard University prides itself on the intentional community that surrounds and supports students resulting in their success.

As a faculty or staff member, you may encounter students who need your assistance. Being aware of signs of distress and sources of help can aid in handling these situations. You may be the first contact and play an important role in providing resources to support our students.

The Student CARE Team provides additional support and case management as needed. Student CARE is coordinated by the Director of Residence Life but consists of an interdisciplinary team of trained professionals from a variety of areas of campus life.



Discernment

We want to empower faculty and staff to feel prepared to address student concerns and refer to the appropriate resources to aid in student success. Talking with the student can help you better assess the situation and determine which resources and supports they require. While some students simply need awareness of tutoring, others may require more holistic care.

Disruptive Students

A **disruptive student** exhibits behavior that may signify an obvious crisis and that may necessitate urgent care.

WARNING SIGNS:

- Highly disruptive behavior (e.g. unprovoked anger or hostility, aggression or violence)
- Implying or making a direct threat to harm self or others
- Inappropriate communication (threatening emails, letters, phone calls, or harassment)
- Inability to communicate clearly (garbled, rambling, tangential, disjointed or slurred speech)
- Intoxication, hangover or smelling of alcohol
- Loss of contact with reality (seeing or hearing things which others cannot see or hear; beliefs or actions greatly at odds with reality or probability)
- Academic assignments dominated by themes of extreme rage, anger, isolation, hopelessness, worthlessness, despair, or acting out suicidal ideation/violent behavior

RESPONSE PROTOCOL:

- Engage students early on, setting limits on disruptive or self-destructive behavior, and reminding them of possible consequences for these types of behavior
- Remain calm and know who to call for help. It is not your responsibility to provide the professional assistance needed for a severely distressed/disruptive student. You need only to make the necessary call and request assistance.
- Call 911 (9-911 from campus phone) immediately when a student expresses an imminent and direct threat to themselves or others then contact Campus Safety at 714-966-6799

Distressed Students

A **student in distress** may not be disruptive to others but may exhibit behaviors which show signs of emotional distress and indicate that assistance is needed. The student may also be reluctant or unable to acknowledge a need for assistance.

WARNING SIGNS:

- Self-disclosure of personal distress, significant or overwhelming family concerns, financial difficulties resulting in undue burden or housing insecurity, contemplating suicide or losses
- Expressions of concern from peers
- Decline in quality of work or grades
- Excessive absences, especially if the student has previously demonstrated consistent attendance
- Multiple requests for special consideration, such as deadline extensions, especially if the student appears highly emotional or uncomfortable while disclosing the circumstances prompting the request
- Unusual or disproportionate emotional responses which are inappropriate to the situation
- Unusual or markedly changed patterns of interaction

RESPONSE PROTOCOL:

- Deal directly with the behavior/concern according to classroom protocol
- Address the situation on a more personal level. Students in distress may have difficulty articulating their concerns. Don't hesitate to ask students directly if they feel their functioning is impaired or have thoughts of harming themselves or others.
- Consult with a colleague, academic department chair, Student CARE chair, Spiritual Formation, or the Counseling Center as appropriate.

How to: Reach Out and Refer

1. Preparing to reach out to the student involves knowing the options and commitment required.



- Know the available campus resources and the referral process.
- Seek suggestions from experienced colleagues, department chair, etc.
- If in need of additional consultation, contact the Counseling Center to explore the issues involved and course of intervention.
- Allow sufficient time to thoroughly address the issues of concern.
- Review your physical environment and make provisions for your safety and that of others. If necessary, notify colleagues in close proximity of your intended intervention.
- Remain calm and know whom to call for help in case of need.
- If you decide not to have direct contact with the student, refer incident to the proper resources, including the CARE Team if appropriate.

2. Connecting with the Student

- Listen supportively. Repeat the student's statement to clarify and to demonstrate an understanding of the student's perspective.
- Do not challenge or become argumentative with the student.
- Do not try to minimize the student's distress. 
- If safe, meet and talk in private to minimize embarrassment and defensiveness.

- Clearly express your concerns focusing on the behavior in non-disparaging terms.
- Ask if the student wants to hurt themselves. Asking does not plant ideas in the student's mind.
- If a student expresses a direct threat to self or others, or acts in a bizarre, highly irrational and disruptive way, contact Campus Safety.
- Offer supportive alternatives, resources and referrals.
- Respect the student's privacy without making false promises of confidentiality.
- Explore the student's support system(s).
- Emphasize the importance of professional help for the student.
- Document all incidents and attempts to resolve the situation. Be factual and objective.

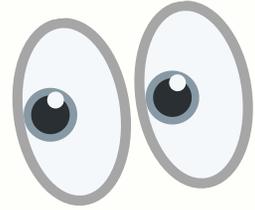
3. Making the Referral



- Reassure the student that students often seek help over the course of their college career to effectively achieve their goals.
- Direct the student to a preferred assistance source.
- Be frank with the student about your limits (time, expertise, student's reluctance to talk).
- Frame any decision to seek and accept help as an intelligent and wise choice.
- Make sure the student understands what actions are necessary.
- Encourage and assist the student to make and keep an appointment.
- If necessary, find someone to stay with the student while calls to the appropriate resources are made, and offer to escort the student.

Recommend services and provide student with realistic expectations. Note that some campus resources can offer confidential support while others are required by mandates to respond or report.

**SEE
SOMETHING.
SAY
SOMETHING.**



When in doubt, Refer.

You may be the first person to **SEE SOMETHING** distressing in a student since you have frequent and prolonged contact with them. The University requests that you act with compassion in your dealings with such students.

Students exhibiting troubling behaviors in your presence are likely having difficulties in various settings including the classroom, with roommates, with family and in even in social settings. Trust your instincts and **SAY SOMETHING** if a student leaves you feeling worried, alarmed or threatened!

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 even their life. Learning to recognize symptoms of student distress and identify appropriate referrals to campus resources will impact student success.

Consider: Is the student a danger to self, others or need emergency assistance?

YES!!



Follow Emergency Response Below.



After speaking with the police/applicable emergency responders report the concern to CARE Team.

I DON'T KNOW?



Student shows signs but I'm not sure how serious it is. I feel uneasy/concern.



Call Counseling Center (714) 662-5256 or email counselingcenter@van-guard.edu for consultation AND report to CARE Team.

NO.



I am not concerned for the student's immediate well-being but they are having significant academic or personal issues and could use supports.



Report to appropriate campus resources and if you feel necessary, the CARE team

Am I Allowed to Share the Information I Have about this Student of Concern?

According to the Federal Educational Rights and Privacy ACT (FERPA), University faculty and staff are permitted to disclose information about a student with appropriate university officials when there is an urgent health and/or safety concern.

Together, we can change lives.
Your help will go a long way.

Where to Refer: Student Resources



Emergency Response

WHEN A STUDENT:

- Is the victim of a crime
- Has sustained severe injuries or has begun going into shock
- Is witnessed as unconscious or suffering from a serious medical issue
- Appears to post imminent danger to self or others
- Exhibits behaviors that make you feel unsafe
- Engages in activities or events that have an impact on the safety of the campus community

WHERE TO REPORT:

- If you feel the situation requires additional response CALL 911 or CMPD
 - Costa Mesa Police 24hr Phone line: 714-754-5252
- CALL Campus Public Safety 714-966-6799 AND/OR Report on TITAN Mobile App

TYPICAL SERVICES RENDERED:

- A Campus Safety officer will be dispatched to the scene as needed. Depending on additional needs, other offices may also be deployed.
- If necessary EMS will be dispatched.
- If necessary police officers will arrive to investigate and take a formal report.

Where to Refer: Student Resources



Non-Emergency Concerns/Consultations

ACADEMIC PERFORMANCE

EXAMPLES:

- Missing 2 or more classes within the first two weeks of the term
- Poor performance early in the term
- Low or no engagement in the classroom
- Sudden drop in performance after performing sufficiently

WHERE TO REFER:

- Student Success/Academic Resource Center (ARC). They oversee:
 - Tutorial Center
 - Writing Center
 - Academic Success Coaching
 - Supplemental Instruction
- [ARC Webpage Link](#)
- academicsuccess@vanguard.edu

TYPICAL SERVICES RENDERED:

- Representative from the department will reach out to the student and provide referrals for appropriate supports based on feedback from the student about their needs.

PERSONAL CRISIS/DISTRESS

EXAMPLES:

- Personal tragedy or significant event that may impede student's well-being or success
- Financial difficulties, food or housing insecurity, or loss of a loved one

WHERE TO REFER:

- Student CARE Team [CARE Team Referral Form Link](#)
- Referral to Living Well
 - [Food Pantry Informational Website](#)
 - Instagram: [@vu_livingwell](https://www.instagram.com/vu_livingwell)
- Samson's Career Closet: Appointment available by logging into [HandShake](#)

TYPICAL SERVICES RENDERED:

- Student CARE Team will reach out to student to provide supports.
- Living Well provides free groceries and wellness supplies
- Samson's Career Closet: Donation center for free professional attire

SEXUAL HARASSMENT/DISCRIMINATION

EXAMPLES:

- All incidents involving any form of sexual harassment/assault, dating/domestic violence, stalking or bullying
- Any other incident involving any form of sexual misconduct, or other civil rights offenses (not on the basis of sex)

WHERE TO REFER:

- Student CARE Team [CARE Team Referral Form Link](#)
- Referral to [Title IX Office Website](#)
- [Title IX Incident Reporting Form link](#)

TYPICAL SERVICES RENDERED:

- Student CARE Team will reach out to student to provide supports.
- Title IX office will advise on how to report and investigate the incident. (If the student desires) They will also inform the student of their rights.

SERIOUS/SUDDEN ILLNESS

EXAMPLES:

- Hospitalization or other extended, documented illness that may prevent student from participating in class

WHERE TO REFER:

- Student CARE Team [CARE Team Referral Form Link](#)
- Disability Services: disabilityservices@vanguard.edu

TYPICAL SERVICES RENDERED:

- Student CARE Team will reach out to the student to provide support.
- Disability Services will assess whether any temporary or long term accommodations are required.

MENTAL HEALTH

EXAMPLES:

- Serious emotional behavior that prevents a student from conducting day-to-day activities
- Severe anxiety, depression that do not seem to be managed
- Delusions or paranoia
- Expressions of suicidal thoughts or emotional disturbances

WHERE TO REFER:

- Student CARE Team [CARE Team Referral Form Link](#)
- Consultation or Referral to Counseling Center counselingcenter@vanguard.edu
- Office Main: (714) 662-5256
- Director Office: (714) 619-6481

TYPICAL SERVICES RENDERED:

- Student CARE Team will reach out to student to provide supports.
- Counseling Center will provide options to the student for services available.

Director Cell (Doug Hutchinson)
(714) 296-9802

*Please do not give out to students. This is for your personal use when seeking mental health consultation advice during urgent situations.

BEHAVIOR CONCERNS

EXAMPLES:

- Inappropriate or erratic behavior
- Disruptive behavior in class, a residence hall or any other campus location
- Isolation from other students
- Sudden change in appearance

WHERE TO REFER:

- Student CARE Team [CARE Team Referral Form Link](#)

TYPICAL SERVICES RENDERED:

- Student CARE Team will review your referral report and reach out to the student. After assessing student needs they will either supply simple referrals or assign a case manager for ongoing support.

CONDUCT/COMMUNITY STANDARDS VIOLATIONS

EXAMPLES:

- Violating VU Community Standards including:
 - Drug & Alcohol use
 - Vandalism
 - Inappropriate Behavior
- Consult the [Student Handbook](#) for a full list of student policies.

WHERE TO REFER:

- Student Conduct
- [Incident Reporting Form](#)

TYPICAL SERVICES RENDERED:

- The Residence Life staff will reach out to the student and initiate the conduct process as outlined in the student handbook. You may be called for additional information regarding the reported incident.