**IMMINENT SITUATIONS**

**Signs of Imminent Critical Problems**
- Highly disruptive behavior
- Inability to communicate clearly
- Loss of contact with reality (seeing/hearing things that are not there; beliefs or actions at odds with reality)
- Overt suicidal thoughts with specific action plans
- Homicidal threats

**Responses to Imminent Critical Problems**
- Stay with the student if you feel safe.
- If you don't feel safe to remain with the student, dismiss the class, (if you are in the classroom) leave and contact Public Safety (x6415) or 911
- Inform your Dean/Director and/or Public Safety immediately
- Contact Psychological Services (x6396) for support and guidance

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**RESOURCES**

**On Campus:**

- Psychological Services 650-574-6396
  650-574-6125
- CSM Health Center 650-574-6396
- CSM CARES
  [http://collegeofsanmateo.edu/csmcares/](http://collegeofsanmateo.edu/csmcares/)

**Threat Assessment Team**

- 650-574-6118
- 650-574-6415

**Public Safety**

- 650-574-6415

**Veterans Services**

- 650-574-6675

**Off Campus:**

- Crisis Center Hot Line (24 hours) 650-579-0350
- United Way Helpline Community Referrals 1-800-273-6222
- ACCESS TEAM
  San Mateo County Mental Health 1-800-686-0101
- Domestic Violence Hotline 1-800-799-SAFE
- Hopeline Veteran Support 1-877-838-2838

For more community resources information, please refer to the resources page link on the CSM CARES webpage.

[http://collegeofsanmateo.edu/csmcares/](http://collegeofsanmateo.edu/csmcares/)

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**What to do if something occurs in the evenings or on weekends**

If the situation is imminent and you are concerned about the safety of students and/or yourself, contact CSM Public Safety (650) 7574-6415 or call 911.

If you feel a situation is not imminent, but you need immediate guidance, please call the San Mateo Crisis Hotline (650) 579-0350 for consultation. This is a good phone number to give to students.

**CSM Psychological Services**

- Building 1, Room 147
- 650-574-6396 or 6125
- Monday - Thursday: 8:30AM to 7PM
- Friday: Closed

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**Helping Students in Need**

Guidelines for Faculty/Staff

College of San Mateo
1700 W. Hillsdale Blvd.
San Mateo, CA 94402
**INTRODUCTION**

College student mental health issues are more severe than in the past. Suicide is the second leading cause of death among college age students. Many students experience anxiety and depression. Alcohol and substance abuse, trauma, violence and family/relationship issues are also impacting students’ lives, including their academic performance, behavioral issues and emotional/personal growth.

Students will often communicate with you directly or indirectly when they are under stress and troubled and may look for you for help and guidance.

This brochure is intended to help you become more aware of how to assist students who need help and support.

Some behaviors indicate that the student may be experiencing distress and/or emotional problems. Help may be needed for these students.

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**On line avatar training in available**

Kognito At-Risk is an online interactive gatekeeper training simulation used at college campuses nationwide.

- At-Risk for Faculty & Staff
- Veterans on Campus
- LGBTQ on Campus for Faculty & Staff

[http://resources.kognito.com/ccc/trainings/](http://resources.kognito.com/ccc/trainings/)

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**If You See Signs of Problems**

- Marked change in academic performance, including grades and attendance
- Unusual or exaggerated emotional responses to situations
- Unusual statements in writing (e.g. class essays)
- Withdrawn/isolated behaviors
- Significant weight loss/gain

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**What to do**

- Talk with the student in private. Be willing to listen
- Express your concern(s) in a non-judgmental way
- Listen actively; repeating the essence of what the student is saying to let the student know “I hear you”
- Respect the student’s value system(s)
- Ask if the student is considering suicide
- Don’t be sworn to secrecy
- Let the student know you want to be of assistance
- Don’t attempt to rescue the students on your own
- Take action by seeking support

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**WHEN to Make a Referral**

Although a student asks you for help and you are willing to help, there are circumstances when you may want to suggest other resources on campus as well as off-campus.

- You don’t feel comfortable in handling the situation
- The help necessary is not in your area of expertise
- Personality differences may interfere with your ability to help
- You know the student personally and think you may not be objective enough to help
- The student is reluctant to discuss the situation with you
- You see little progress in the student
- You feel overwhelmed or pressed for time

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**HOW to Make a Referral**

To the student:

- Be frank with the student about the limits of your time, ability, expertise, and/or objectivity
- Let the student know that you think she/he should get assistance from another source
- Assure the student that it is not uncommon to seek help over the course of his/her college career
- Assist the student in choosing the best resource
- Try to help the student know what to expect if she/he follows through on the referral

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Consultation is available. If you have concerns about a student, contact Psychological Services (x6396 or x6125) for consultation.

Psychological Services may assist you by:

- Assessing the seriousness of the situation
- Suggesting potential resources
- Providing support regarding your feelings about the student and the situation