
FACULTY AND STAFF GUIDE: ASSISTING STUDENTS IN DISTRESS

Campus Resources

- 24/7 CARE Hotline (925) 878-9207
- CARE (Campus Assault Response and Education) Center: (925) 631-4193
- Center for Women & Gender Equity: (925) 631-4192
- Community Life: (925) 631-4238
- Counseling and Psychological Services (CAPS): (925) 631-4364
- Dean of Students: (925) 631-4238
- Health and Wellness Center (H&WC): (925) 631-4254
- Human Resources: (925) 631-4212
- Intercultural Center: (925) 631-8545
- Mission and Ministry Center: (925) 631-4366
- Public Safety (24 hours): (925) 631-4282
- Student Disability Services: (925) 631-4358
- Student Success Office: (925) 631-4800

After-Hours Resources

- Public Safety 24/7: (925) 631-4282
- Moraga Police Department: (925) 284-5010
- Health and Wellness Center (H&WC)
After Hours Medical Advice: (925) 631-4254

Missing Student

- For notification of a missing student, please call the Dean of Students at (925) 631-4238 during regular

Steps to Helping Students

Intervene on Impact

Medical Issues

COVID-19 RESOURCES

- If students are experiencing COVID-19 symptoms, have had a known COVID-19 exposure, or have tested positive for COVID-19, contact the Health and Wellness Center at (925) 631-4254.
- For COVID-19 News & Resources: stmarys-ca.edu/covid-19-news-resource.
- For COVID-19 questions, call: (925) 631-5500 or email: covid-19_information@stmarys-ca.edu; covidcoordinator@stmarys-ca.edu

RECOGNIZE

- Unresponsiveness, sudden change in behavior, or inappropriate response
- Shortness of breath or chest pain
- Bleeding or severe swelling
- Sudden onset of pain
- Seizures
- Obvious physical injury

RESPOND

- Do not move an injured person (unless in immediate danger)
- Immediately call for help
- Check for medical alert information
- Reassure and attempt to calm the injured/ill party
- Stay with person until help arrives

REFER

- Health and Wellness Center (H&WC): (925) 631-4254
Refer to website for current office hours
stmarys-ca.edu/health-wellness-center
- COVI-19-Related Health Issues: (925) 634-4254; stmarys-ca.edu/health-wellness-center
- Urgent Response:
Public Safety: (925) 631-4282

Mental Health Issues

RECOGNIZE

- Reference to suicide or hopelessness in conversation or writing
- Significant changes in mood, personal hygiene, or behavior
- Not attending classes
- Marked decline in quality of work or course participation
- Not returning emails or emailing too frequently
- Consistently comes to office hours to talk about personal problems
- Coming to class or a meeting while intoxicated or high
- Disturbing content in paper/emails
- Bizarre behavior or speech

RESPOND

- Safety First: threatening behaviors require immediate action
- Trust your instincts
- Listen sensitively and carefully
- Don't be afraid to ask students directly if they are under the influence of drugs, alcohol, feeling confused, or are having thoughts of harming themselves or others
- Support and use a nonconfrontational approach, a calm voice, and words that highlight your desire to help
- Refer students to Counseling and

Crime Victimization

RECOGNIZE

- Crying and/or leaving the classroom when sexual violence, domestic violence, stalking, or child abuse is the topic
- Sudden change in academic performance
- Visible bruises on face, throat, arms, or legs
- Sudden changes in demeanor (for example, a formerly assertive student becomes withdrawn, or formerly easy-going student appears angry all the time)
- Appearing to be afraid of another student in the same class

RESPOND

- Listen sensitively and carefully, and believe what the student tells you
- Do not minimize what happened
- Do not blame the student
- Help them to resources
- Encourage the student to report the crime

REFER

VICTIM ADVOCACY

24/7 CARE Hotline: (925) 878-9207
CARE (Campus Assault Response and Education) Center
(925) 631-4193
Public Safety: (925) 631-4282

REPORT

Dean of Students: (925) 631-4238

Urgent Response, including threatening behaviors:
Public Safety: (925) 631-4282

NOTE: When reporting a sexual assault, please keep in mind that Saint Mary's sexual assault policy requires all employees to report sexual assaults. Your responsibility as an employee is to support the student and refer them to staff who are trained to assist survivors of sexual assault. Please make the appropriate offices or Title IX Coordinator/Deputy Coordinators aware of such reports.

Bias Incident Response Team (BIRT)

We at Saint Mary's College cherish the inherent dignity of each member of our diverse community. Grounded in Saint Mary's mission, three traditions, and the five Lasallian core principles, BIRT strives to promote a safe, hate-free environment where all people can live, work, and learn. BIRT's primary roles are to recommend preventative education as well as report and respond to bias incidents and hate crimes.

To report a bias incident or hate crime, please use the BIRT online reporting form:
stmarys-ca-advocate.symlicity.com/care_report/