

Managing Distressed, Disruptive, & Dangerous Behavior in the Classroom



Today's Presenters:

- Sandra Lyons Rowe, Ph.D.
Coordinator, Psychological Services
Licensed Psychologist
- Alison Brown, Ph.D.
Licensed Psychologist

Learning Objectives

- Understand signs of students in crisis
- Understand steps to take to intervene in various crises
- Become aware of resources available on campus
- Learn how to get more training

Who is responsible for dealing with students in crisis?

- Faculty & staff
- Administrators
- Campus Police
- Disability Resources (DSRS)
- Student Judicial Affairs
- Crisis Prevention Team
- Student Psychological Services



Types of Students in Crisis

- Distressed
- Disruptive
- Dangerous



Distressed

- Nervous or anxious
- Sad, crying or depressed
- Demands for reassurance or support
- Expression of being overwhelmed or hopeless



Supporting the Distressed Student

- Talk with student privately
- Express concern
- Ask if they have anyone to talk to
- Refer to Psych Services- daily walk-in 10:00 – 12:00; 3:00-4:00
- Take all threats of suicide seriously!
- Notify CPT of the situation

See something.
Say something.

Crisis Prevention Team

CPT

(<http://www.smc.edu/StudentServices/CrisisPreventionTeam/Pages/default.aspx>)

The goal of CPT is to prevent crises before they occur through the provision of training, consultation, and intervention on request.

- Campus Police
- Student Health Services
- Student Psychological Services
- Disabled Student Services
- Counseling
- Student Judicial Affairs (Disciplinarian)



- [Lists](#)
- [Referral Form](#)
- [Useful Links](#)

Crisis Prevention Team

SMC CRISIS PREVENTION TEAM

PURPOSE

Santa Monica College is committed to preventing crisis situations on campus and to ensuring a safe and healthy environment for all members of the college community.

The SMC "Crisis Prevention Team" is composed of various members of the SMC campus community whose role(s) and areas of expertise are key to effectively responding to a range of crisis situations and/or incidents of concern.

If violence is occurring "right now" and you need immediate help, call Campus Police at ext. 4300.

If you would like to consult with a Crisis Prevention Team member about a concern or issue, call their extension or click on their name below to send them an email. Any member will be happy to talk with you or refer you to a more appropriate person.

WHEN TO SEEK ADVICE

- Violent Acts (threats, assaults, etc.)
- Uncivil Classroom Behavior
- Discipline Problems
- Weapons (guns, knives, etc.)
- Bizarre/Inappropriate Behavior
- Family/Domestic Problems
- Alcohol/Drug Abuse
- Thoughts or Gestures of Self Harm
- Whenever you wonder, "Should I?"

TEAM MEMBERS

Team Leader	Brenda Benson	Dean, Counseling & Retention	Ext. 4433
Academic Affairs	Dr. George Lorenz	Dean, Instruction	Ext. 4277
Campus Police	Dr. Albert Vasquez	Chief of Police	Ext. 4300
Counseling Department	Laurie Guglielmo	Chair, Counseling Department	Ext. 4133
D&P	Dr. Judy Schwartz	Coordinator, D&P	Ext. 4444
Health Services	Gloria Lopez	Coordinator, Health Services Center	Ext. 4262
Human Resources	Sheri Lee-Lewis	Dean, Human Resources	Ext. 4419
International Students	Kelley Brayton	Dean, International Student Program	Ext. 3465
Ombuds Office	Dr. Tina Felger	Ombudsperson/Counselor	Ext. 3996
Psychological Services	Dr. Sandra Rowe	Coordinator, Psychological Services	Ext. 4503
Student Judicial Affairs/Student Life	Deyna Hearn	Dean of Student Life & Judicial Affairs	Ext. 4435

Disruptive

- Dominating class discussions
- Verbally abusive
- Inappropriately focusing attention on self
- Defiant, questioning instructors authority
- Unrelated or bizarre comments or behavior



Managing Disruptive Behavior

- Set expectations for in-class behavior and conduct at start of semester including syllabus statement
- Speak with student privately and confidentially about expected behavior and what will happen if behavior continues
- Show concern and acknowledge feelings
- Summarize incident in writing
- Initiate student discipline process if behavior persists

Dangerous



- Expressing thoughts of hurting self including suicide
- Acting out appears to be potentially violent
- Making threats of violence
- Committing a crime
- Carrying or having access to weapons



When Faced With A Dangerous Person

- If in class, dismiss class for a break and call Campus Police at x4300.
- Protect personal safety
- Buy time by talking calmly and with concern until help arrives

Safety

- Be aware of your surroundings, furniture placement
- Mentally develop an emergency plan for each classroom you are in
- If you have a dangerous escalation in class, dismiss the class for a break and call Campus Police
- Document unusual behaviors and report to your Dept. Chair, Conduct Dean, & CPT.



When an Incident Occurs

- Report to Dept. Chair & Conduct Dean
 - When student asked to leave class
 - When Campus Police are called
 - When Student Conduct Code violated
 - When behavior continues after warning
 - When you think it needs to be documented
- Consider consultation with CPT
- Keep email correspondence with student
- Document incident and log ongoing behavior issues including dates





at-risk Gatekeeper Training Simulations



Suite of Trainings for Faculty & Staff



Veterans on Campus



**LGBTQ on Campus for
Faculty & Staff**



**At-Risk for Faculty &
Staff**

Features:

- Online, 24/7 accessibility
- Includes simulated conversations with emotionally responsive student avatars
- Built-in program assessment and tracking
- Materials for on-campus promotion
- Utilized by 400+ institutions, listed in SPRC Best Practices Registry, and evaluated in a national study

Accessing Kognito at SMC

- Go to www.kognito.com/ccc
- Click on “Create a new account”
- Choose training Point-Of-View (staff or student)
- Choose which training to complete

*All SMC Faculty, Staff, and Students have access to Kognito trainings until July 2016

Psychological Services

- Services
 - [Location & Hours](#)
 - [Our Staff](#)
 - [Confidentiality](#)
- Resources
 - [Emergencies and Crises](#)
 - [Community Referrals](#)
 - [Hotlines & Community Resource Phone Numbers](#)
 - [Calendar of Workshops & Events](#)
- Faculty & Staff
 - [Faculty and Staff Guide](#)
 - [Waiting A Referral](#)
 - ["At Risk" Training for Faculty and Staff](#)
 - ["At Risk" Training for Faculty and Staff: LGBTQ on Campus](#)
 - ["At Risk" Training for Faculty and Staff: Veterans on Campus](#)
- Students
 - ["At Risk" Training for Students](#)
 - [Peer Educator Program](#)
 - [Self-Help Resources & Links](#)
- Academic Counseling
- Postdoctoral Intern Training

Psychological Services
MISSION STATEMENT

Psychological Services provides a broad range of services, including brief individual counseling, crisis intervention, and referral services, to enhance the personal well-being, psycho-social development, and academic advancement of a diverse student population, as a means to promote student retention and graduation from SMC.


SPRING 2015
OFFICE HOURS

Monday, 9:00 a.m. - 4:00 p.m.

Tuesday through Friday, 9:00 a.m. - 5:00 p.m.

LOCATION

Liberal Arts Building, Room 110

PHONE

(310) 434-4503

Appointments are recommended

HOW TO MAKE AN APPOINTMENT

- To schedule an appointment, please come to our office, LA-110.
- Walk-in/crisis hours are set each day for students who feel they cannot wait for a regularly scheduled intake and are not experiencing a serious emergency, but who want to be seen the same day.
- Standing walk-in hours are now scheduled Monday-Thursday from 10:00 a.m. to 12:00 p.m. and 3:00 to 4:00 p.m., and Friday from 10:00 a.m. to 11:00 a.m. Walk-in hours tend to fill quickly and are available on a first-come first-serve basis.

EMERGENCIES

- For on-campus emergencies, i.e., a student is in danger to him/herself or others, during office hours or after hours please contact campus police at (310) 434-4300.
- For off-campus emergencies, please call 911.

Additional Training Resources:

- Request CPT custom training for specific department
- Request safety training from Campus Police

Questions?