

Protocol for Students in Crisis During Remote Learning

The following guide contains information for IVC faculty and staff when a student is in crisis during remote learning. This can include mental health issues or suicidal ideation.

Mental Health Issues or Suicidal Ideation

PLEASE ASK THE STUDENT:

- Do you have thoughts of wanting to kill yourself?
- Do you have a plan/date/time?

If they answer **YES** to either or both questions...

- **Immediately call one of the following based on the student's location:**
 - › Orange County CAT (Centralized Assessment Team): 1-866-830-6011
 - › LA County ACCESS: 1-800-854-7771
 - › San Bernardino County Crisis Team: 909-421-9233
 - › Riverside County CREST: 951-715-5040
 - › Any other state: Call 911 to be directed
- **They will require the following student information** (can be found in MySite or your roster):
 - › Name and birthdate
 - › Home address
 - › Current location (may not be at home)
 - › Phone number
 - › Exact words student stated and situation
- Please make an **IVC CARE Report**, available at ivc.edu/reporting, and tell your chair/dean that a report was made.

If they answer **NO** to either or both questions...

- **Please call the IVC Health and Wellness Center (HWC) at 949-451-5221 during business hours.** The HWC hours for the Fall 2021 and Spring 2022 semesters are Monday to Friday, 8 am – 4:30 pm, closed during campus holidays. Please visit the HWC website, students.ivc.edu/healthcenter, for the most updated hours.
- **The HWC will require the following student information:**
 - › IVC ID #
 - › Home address
 - › Current location (may not be at home)
 - › Phone number (cell and home)
 - › Brief description of the situation
- Please make an **IVC CARE Report**, available at ivc.edu/reporting, and tell your chair/dean that a report was made.

Protocol for Students in Crisis While On Campus

The following guide contains information for IVC faculty and staff when a student is in crisis while on campus. This can include injuries, mental health issues, or suicidal ideation.

Medical Issues *(24 hours a day, seven days a week)*

Call Campus Police at 949-451-5234.

- **Remain with the victim until Campus Police arrive, and assist as needed.**
- Survey the scene to ensure safety for the victim and yourself.
- Reassure the victim that help is on the way. Keep the victim as comfortable as possible. If you have received Basic First Aid training and are certified, you may administer first aid at your level of training.
- All campus police officers are currently trained and certified in Adult CPR/Basic First Aid and in the use of our AED machines.
- Upon arriving at the scene, the officer will assess the need to call the Orange County Emergency Medical Services (EMS) system. If they determine a patient needs EMS assistance, they will initiate the call and begin Basic First Aid until the local EMS system arrives.
- If they determine the patient does not require local EMS/ambulance services, they will advise the patient regarding transportation to the following locations:
 - › Private medical doctor/HMO such as Kaiser
 - › Local emergency room or urgent care
 - › IVC Health and Wellness Center during business hours
 - › Home

Mental Health Issues or Suicidal Ideation

The IVC Health and Wellness Center (HWC) hours for the Fall 2021 and Spring 2022 semesters are Monday to Friday, 8 am – 4:30 pm, closed during campus holidays. Please visit the HWC website, students.ivc.edu/healthcenter, for the most updated hours.

During Health and Wellness Center Business Hours

- If the student **has said they want to hurt themselves or you feel they are a danger to self**, please bring them immediately to the HWC or call IVC Campus Police at 949-451-5234.
- If you or a student **are concerned about a student's mental well-being or you feel like they are in crisis**, please walk them down to the HWC.
- Don't leave until the student has been helped by a HWC staff member.
- If the student refuses to walk to the HWC and you are concerned, please provide Campus Police with their Student ID number, name, and location.
- Please be sure to make a **CARE Report**, available at ivc.edu/reporting, whenever there is a crisis situation.

Continued on next page

Mental Health Issues or Suicidal Ideation (Continued)


After-Hours Protocol

- If a student is in crisis and the HWC is closed, your first step is to **call IVC Campus Police at 949-451-5234**.
- A Campus Police trained officer will be called to your location to assess the student and determine if they need to call Orange County CAT (Centralized Assessment Team). Campus Police will notify the CAT Team if needed.
- Immediately after the incident, make a **CARE Report**, available at ivc.edu/reporting, so the therapist can follow up with the student during HWC business hours. If possible, please email Stacy Lavino, slavino@ivc.edu, and ivchealthcenter@ivc.edu to let them know you filed the report.

Resources

If You Feel Unsafe, Call 911 From a Campus Phone.

SUICIDE HOTLINE	1-800-273-8255
DOMESTIC VIOLENCE HOTLINE	1-800-799-7233
Campus Police	949-451-5234 (24 hours)
Health and Wellness Center (HWC)	949-451-5221 Monday – Friday: 8 am - 4:30 pm students.ivc.edu/healthcenter ivchealthcenter@ivc.edu
IVC CARE Report Form	ivc.edu/reporting
HWC Resources for Faculty and Staff	link.ivc.edu/hwc-fsresources

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