

Helping Hands

Helping Hands aims to connect students who are going through a hard time with faculty willing to help.

Students

For students who are in need of someone to talk to please look for the Helping Hands symbol on any employee's door/window. This means he/she wants to help. For more information contact the ASLPC office.



Staff

For staff interested in being a part of Helping Hands contact Cynthia Ross, x1297, for more information.

Having the Helping Hands symbol on your door means that your office is open to any student in need.

Helping Hands provides students a safe place to go when they are in need of support.

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Helping Hands

This program provides students with a non-judgmental, supportive environment where they can talk about their personal issues, whether it is stress, one's sexual orientation, anxiety, depression, etc. Faculty and staff who are part of this network are displaying a "Red Hand Print" sticker on their office door or window. If a student expresses a desire to talk, the faculty or staff member will drop everything and talk with them personally, help them find an appropriate source to talk with, or take them to someone they can talk with.

The "Helping Hands" program may benefit many students at LPC. This program will be a source of tremendous support and perhaps, make a difference in a student's life or bring some peace of mind to a troubled student.



The poster features a central red handprint graphic. The text is arranged around the handprint, with a title at the top, a central message, and two columns of text on either side. At the bottom, there is another line of text.

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[Behavioral Intervention Resource Team \(BIRT\)](#)

Concerned about what you have witnessed in a student's behavior or class work? BIRT is available for assistance or a consultation.

The Behavioral Intervention Resource Team (BIRT) is a group of individuals skilled in dealing with disruptive situations and includes representatives from Campus Safety, Student Services, Student Health & Wellness Services, Student Mental Health Services, Disabled Students Programs and Services (DSPS), Faculty, and Academic Counseling. The goal of BIRT is to serve as a resource for prevention and early intervention in college situations involving students experiencing serious distress or engaging in harmful or disruptive behaviors. This team will assist the Vice President of Student Services as requested & assess these situations in the college community and recommend actions in accordance with existing college policies.

The BIRT Web Page is designed to provide you with information, tools and resources to best handle dealing with difficult, disruptive, or dangerous situations involving students.

You may call any of the BIRT members listed, at any time, for consultation, no matter how insignificant your situation may seem. We encourage you to assist us in preventing crises before they occur.

The team members are available on an ongoing basis to provide non-emergent consultation.

If you feel that a situation requires an immediate response contact: Campus Safety - (925) 424-1699 immediately do not leave a voice mail message for a BIRT team member.

[Emergencies](#)

Contact Campus Safety (925) 424-1699 or 911

Non-Emergent student behavior consultation - call any of the following:

Dayna Cerruti-Barbero, Student Health & Wellness Services: (925) 424-1830

Heika Gecox, Counseling: (925) 424-1436

Susan Hiraki, Student Mental Wellness Services: (925) 424-1830

Barbara Morrissey, Dean of Student Services: (925) 424-1420

Brian Owyong, Disability Resources: (925) 424-1520

Sean Prather, Campus Safety: (925) 424-1649

Diana Rodriguez, Vice President Student Services (925) 424-1405



Mark Tarte, Administration of Justice Program Coordinator, Retired Livermore Police
Department Sargent (925) 424-1197

Julie Thornburg, Executive Administrative Assistant to the Vice President of Student Services
(925) 424-1406

Gilberto Victoria, Counseling: (925) 424-1477

Crisis Intervention

If you are working with a student that is having suicidal feelings; having difficulty controlling the urge to hurt themselves or someone else; or know someone else who is having these feelings, seek help immediately:

(925) 424-1830, Student Health & Wellness Center, Room 1701 - Monday, Tuesdays, Thursdays 9:00-5:00; Wednesdays 11:00-7:00

For emergencies or urgent needs outside the regular business hours of **the Student Health and Wellness Center**, the following agencies will connect you with someone who can evaluate your situation and provide help.

IF YOU THINK YOU HAVE A LIFE-THREATENING EMERGENCY, CALL 911.

- Phone for local crisis resources:
 - 1-800-491-9099
 - 1-800-884-8119
 - 1-866-225-5277
 - 1-800-273-TALK
- NATIONAL SUICIDE PREVENTION LIFELINE: 1-800- 273-8255
Suicide Prevention
- NATIONAL HOPELINE NETWORK: 1-800-784-2433
Suicide Prevention
- CALIFORNIA YOUTH CRISIS LINE: 1-800-843-5200
A statewide, toll-free, 24-hour, confidential hotline for youth age 12-24 for information, support, and referrals to local resources.



Recognizing a Student in Need

You may be the first one to recognize when a student needs help, and can guide him or her to professional resources. The following examples of student's appearance, behavior, and expressions of distress are cause for concern.

Unusual Appearance:

- Swollen or red eyes
- A change in personal hygiene or dress
- Dramatic weight loss or gain

Marked Behavior Changes:

- Poor performance and preparation
- Excessive absences or tardiness
- Repeated requests for special consideration, especially when accompanied by a change in attitude
- Unusual or changed pattern of interaction
- Avoids participation
- Dominates discussions
- Excessive anxiety when called upon
- Disruptive behavior
- Problems with roommates or family
- Exaggerated emotional responses that are inappropriate to the situation
- Depressed, lethargic mood
- Hyperactivity or very rapid speech
- Strange or bizarre behavior indicating a loss of contact with reality

Preventing Violence

Be concerned if you observe any of the following:

- Alcohol or drug intoxication
- Paranoia or agitation
- Impulsive behavior
- Recent acts of violence, including damage to property
- Verbal or physical threats
- Threatening actions or objects that may be used as weapons



What to Do

- Protect yourself—Be alert to the potential for violence. Know as much about the situation as possible before meeting the student. Survey the scene for immediate hazards. Resist dealing with the situation alone; enlist the help of others.
- Abstain from provoking violence—Approach the individual in a non-threatening way. Speak in a calm, reassuring manner. Never confront or threaten students who seem paranoid or aggressive. Refrain from touching the person if you can and avoid physically restraining anyone who is agitated. If you are attacked, use only enough force to contain the person.
- Be firm, but gentle—Let the student know that violence is not acceptable. It is often helpful to change the environment. Get the student to a calm, quiet place (away from environmental stimuli, such as noise, lights and people). Also try to avoid crowds or sources of anger.

Less Urgent Concerns

In a non-urgent situation, talk with the student about your observations and concerns. Such acknowledgment often encourages them to get help. Try the following approaches:

- Be direct, specific and nonjudgmental
- Spell out your specific concerns and ask how you can help
- Express concern (rather than shock, dismay, fear or anger, which may further upset the student)
- Listen carefully to understand his or her point of view

Making a Referral

Point out that help is available and encourage the student to go to: **Student Health & Wellness Services - Health & Safety, Building 1700 - Room 1701, (925) 424-1830** Personal counseling is offered (under supervision of a licensed psychologist). Hours available each week, by appointment. If an immediate appointment is not available and the student is experiencing a personal crisis, s/he may be seen by a crisis counselor.

Community Mental Health Resources:

24 HR. CRISIS HOTLINE: 1-800-309-2131

211 Information & Referral Service - 211.org

Alameda County Access Program: (510) 346-1010

Alameda county mental health

Community Low Cost Mental Health Providers:

SAUSAL CREEK OUTPATIENT STABILIZATION PROGRAM

(510) 437-2363



- Medication & Counseling - Sausal Creek Outpatient Stabilization Clinic provides services to any adult who feels that they cannot wait for routine mental health outpatient care.
- [Sausal Creek](#)

Anthropos Counseling Center:

(925) 449-7925

Counseling only

[Anthropos Counseling Center](#)

Axis Community Health in Pleasanton:

(925) 462-5544

Medication & Counseling available

[Axis Community Health](#)

Horizons Family Counseling in Livermore:

(925) 371-4747

Counseling only

[Horizons Counseling Center](#)

Pleasanton Community Counseling Center:

(925) 600-9762 Counseling only

If the student agrees, you can facilitate this by arranging the appointment while the student is still with you. Emphasize that seeking help is a sign of strength and courage, not weakness or failure. In a similar vein, seeking professional help when you have problems with your car, health, or the law is a smart thing to do.

Follow Up

Arrange to meet with the student again. Your follow-up can solidify the student's resolve to get appropriate help. It also demonstrates your commitment to assist with the process. Ask the student if he or she kept the appointment with the counselor and how it went.

From the Vaden Health Center, Stanford University. [Full Article](#)



Helping Hands Training

Kognito At-Risk for Faculty & Staff

We have adopted an interactive, online gatekeeper training simulation that will assist faculty and staff to better identify and refer students in distress to support services on campus. We highly recommend that you take this 45 minute course, which is already in use at over 400 colleges and universities.

To take the course, follow the instructions below:

- Go to: <http://www.kognitocampus.com/faculty/cc>
- Click "Access Training"
- Create an account using enrollment key: ccc8752
- Follow the on-screen instructions

General Mental Health Resources

The menu on the right will link you to information on specific mental health topics. --> Below are additional links to excellent websites for mental health information:

- [Go Ask Alice](#): Website operated by Columbia University to answer the questions of college students on issues related to physical health, mental health, and sexuality.
- [Half Of Us](#): This engaging youth-oriented site uses video stories of students and high-profile artists to increase awareness about mental health issues and the importance of getting help.
- [Healthyminds.org](#): This website of the American Psychiatric Association offers a broad array of information on topics related to mental health.
- [Helpguide](#): Website operated by a non-profit organization offers information and resources on a broad range of mental health topics.
- [National Alliance on Mental Illness \(NAMI\)](#): An advocacy group for people living with mental illness and their loved ones. Good source of information and resources on mental health topics.
- [ReachOut.com](#): An information and support service using evidence based principles and technology to help teens and young adults facing tough times and struggling with mental health issues.
- [ULifeLine.org](#): An online resource for college students with information about protecting your emotional health and what to do if you or friends are struggling with mental health issues.
- [Student Health 101](#)



Reporting a Student of Concern (BIRT)

The behavioral concerns and resources listed below will help you determine the appropriate referral option. If you are unsure about where to refer a student, please feel free to contact anyone of the BIRT members to consult about a student behavior.

In emergency situations immediately contact Campus Safety (925) 424-1699 or 911 off-site

Campus Safety

Report these behavioral concerns immediately to [Campus Safety](#)

(925) 424-1690 non-emergency (925)424-1699 emergency

Referral Form

Urgent Referral
Is the student's behavior an immediate threat to self or others?
Does the student's behavior disrupt authorized activities or damage property?
Has the student allegedly broken a law or does the student appear to be under the influence?

Not Urgent Referral
Has the student allegedly violated an institutional rule?
Is the student's behavior disruptive, is he or she not complying with directions of college personnel, or is s/he taking up an inordinate amount of instructors time?
Do you have concerns about the student for other reasons or is the situation still unresolved?



Student Health & Wellness Center Mental Health Counseling

(925) 424-1830

Referral Form

Refer these students for appointments with an MFT/MFT Intern @ the student health & wellness center or counseling department. The health center WILL NOT contact the student to make an appointment, the referral form is strictly informational for the MFT/MFT Intern. The student needs to contact the health & wellness center to make an appointment.

Behavioral Concern
Is the student exhibiting unhealthy psychological behavior, showing apparent impaired behavior, or not acting like him/herself?
Is there a drop in the student's attendance/performance, or does the student report getting in trouble with the law, display lack of motivation, or seem lethargic?
Student reports struggling with alcohol or other drug use (e.g. a desire to stop, cut down, or risky behavior)

Laws Related to Student Discipline and Disabled Students

LPC Faculty, staff, and administrators need to be aware of their own rights as well as legal responsibilities in dealing with concerning student behavior. It is everyone's responsibility to maintain a safe and uninterrupted learning environment.

The following principles, derived from law and policy, are important to note in using disciplinary action with disruptive student behavior:

- California residents have a fundamental right to education from elementary through secondary school; however, they do not have a fundamental right to attend a post-secondary institution. Community colleges are required to admit only those students who can benefit from instruction.
- Federal and state laws prevent discrimination based on **disability**, which means that students with physical or mental disabilities cannot be held to different standards. The existence of a disability diagnosis is not sufficient grounds to exclude someone from



college. Likewise, students may not be excluded from college based on the anticipation or predication of inappropriate behavior.

- Behavior, not diagnosis, is the standard to be used regarding inclusion or exclusion of students. The following laws are relevant to disruptive student behavior:

Laws Protecting the Student

There are numerous civil rights laws protecting individuals with disabilities in the United States. Sections 504 and 508 of the Rehabilitation Act, as well as the Americans with Disabilities Act, are directly relevant to us at LPC. The short and direct version of our responsibility comes from Title II of the ADA:

No qualified individual with a disability shall be excluded from participation in or be denied the benefits of the services, programs, or activities of a public entity.

Post-secondary institutions must take steps to ensure that students with disabilities are not excluded from programs because of the absence of education auxiliary aids or modifications to make the programs and materials accessible.

The laws pertaining to disciplining community college students for “willfully disrupting the orderly operation of the campus” is covered in several Education Codes:

- The Board of Trustees is required to adopt rules governing student behavior (Ed. Code, Section 66300).
- The Chief Administrative Officer has the authority to take disciplinary action against a student found guilty of willfully disrupting the campus by the college body (Ed. Code, Section 66017).
- Disciplinary action may include but need not be limited to, suspension, dismissal or expulsion.
- Authority is also given for immediate interim suspension of the student pending a hearing which should be held within 10 days.
- Instructors have the authority to suspend a student (Ed. Code, Section 76031).
- The governing board has the authority to expel a student (Ed. Code, Section 76031).
- A student can only be disciplined for conduct related to college activity or attendance (Ed. Code, Section 76035).
- The only reason for suspension or expulsion of a student is for “good cause”, which is to be determined by a hearing of the college body (Ed. Code, Sections 76032 and 76033).



- “Good cause” includes but is not limited to the following offenses: continued willful disobedience, persistent abuse of profanity or vulgarity, open and persistent defiance of the authority of , or any threat of force or violence upon a student or college personnel, willful misconduct which results in injury, or damage to personal property owned by the district; use, sale, possession or under the influence of narcotics, hallucinogenic drugs or substances or any poison classified as such by schedule D, section 4160 of the Business and Professions Code; willful or persistent smoking in prohibited areas; and persistent serious misconduct where other means of correction have failed to bring about proper conduct (Ed. Code, Section 76034).
- Whenever a minor is suspended the parents or legal guardians must be notified in writing by the chief administrative officer. When instructors suspend a student who is a minor, they must request a parent conference as soon as possible (Ed. Code, Section 76036).
- Employees of the community college district are required to report to law enforcement authorities whenever any employee is attacked, assaulted, or menaced by a student (Ed. Code, Section 87014).
- California Penal Code, sections 626.4 and 626.6, allows the chief administrative officer or designee (District Police Officer) to withdraw consent for an individual to remain on District properties. The disruption must be material and substantial.
- California Mental Health Service Act, section 5150 (Welfare and Institutions code) states that a person who is a danger to him/herself or others, or is gravely disabled may be taken against his/her will by a peace officer to a designated mental health facility for evaluation.

In summary, the sole basis for imposing disciplinary sanctions on a student is the student’s behavior, not whether the student has a disability. Where the disruptive behavior of the student has been properly documented, the law allows, and, in some situations, mandates that action be taken.

For more information about LPC’s Discipline Procedures, please see the [Student Conduct and Due Process](#).



[If it is an emergency and the police are called](#)

If you can, meet the police officers outside before they interact with your loved one. Brief them on what has been going on and the emotional state of your loved one. If you have helpful suggestions based on past experiences, tell them 'what may work best' in dealing with your loved one.

Prepare your home before they arrival. Remove any items that could be used or perceived as a weapon. Be direct and open. Do not exaggerate the situation or leave out relevant information.

Be prepared to give a brief history of what the behavior of your loved one has been like. Include information about prior 5150s. This is often best given to the police in a brief written form (see „Keep a Record“ on page 6 and „AB 1424 Information“ on page 13 of the Quick Guide for details about this record).

If the police believe that the person meets one or more of the three (3) criteria:

- A danger to other people,
- A danger to him or herself (suicidal), or
- Gravely disabled, as demonstrated by being unable to provide for clothing, food or shelter.

They will place him/her on a 5150 and arrange for the person to be transported (typically by ambulance) to a designated facility for psychiatric evaluation and treatment. The individual can be held at a designated facility for up to 72 hours. Be sure to ask the ambulance driver or the police where your friend or relative is being taken.

If the person is in crisis, but the situation does not appear to be an emergency here are some resources to try:

[Sausal Creek Outpatient Stabilization Clinic](#)

Offers crisis intervention, telephone and walk-in services for adults who are having difficulties and need help immediately. Services include assessments, medication management, counseling, help with obtaining other services and general support. Services are provided on a voluntary basis.

Hours: Mon - Fri 8 AM to 8 PM; Sat 8AM to 4:30 PM; Closed Sun
(New Hours Starting June 28, 2010)

2620 26th Avenue (cross street is 27th Street) in Oakland 510-437-2363



[Crisis Support Services/Suicide Prevention is a 24-hour hotline](#)

1-800-309-2131 Alameda County

1-800-SUICIDE National Hotline

National Suicide Prevention, 24-hour hotline (all ages)

1-800-SUICIDE (1-800-784-2433)

John George Psychiatric Pavilion Alameda County's psychiatric inpatient hospital offers psychiatric emergency services and acute inpatient services for adult mental health clients. Operates 24-hours-a-day, 7-days-a-week. Services are provided on a voluntary and involuntary basis. This is where most people placed on a 5150 are taken for evaluation and treatment.

2060 Fairmont Drive in San Leandro

(510) 346-7500

Berkeley Mobile Crisis Team

Provides mobile crisis response for Berkeley and Albany residents and intervention services in Berkeley and Albany for issues such as suicide, homicide, threats, drug abuse, and evaluation for psychiatric hospitalization. Operates seven days per week from 11 a.m. to 11 p.m., except on Wednesdays, when the hours are 4 p.m. to 11 p.m.

(510) 981-5254

ACCESS Program

Acute Crisis Care and Evaluation for System-wide service. Alameda County Residents (**all ages**) may also call this number to be referred to all County mental health and substance abuse services. They offer services in Spanish and in 8 Asian languages.

1-800-491-9099



[Crisis Response Program](#)

Serves Alameda County residents who do not reside in Berkeley or Albany. Provides telephone and limited walk-in crisis intervention, psychiatric assessment and evaluation and temporary medication support. The Crisis Response Program has offices in Oakland, Fremont and San Leandro which are open Monday through Friday 8:30 a.m. to 5:00 p.m. The program also has offices in downtown Livermore and Pleasanton; these are open three days per week. The Downtown Oakland Mobile Crisis Team responds to requests from the Oakland Police Dept., other agencies and individuals for assistance with mental health evaluations of adults in the community (staff permitting). Operates from 10:00 a.m. to 8:00 p.m., Monday through Friday. [1-800-491-9099 \(The Crisis Response Program is reached through ACCESS\)](#)

If the person is NOT in crisis and wants help if he or she has private medical insurance, call the insurance company and ask for a referral to a psychiatrist or a therapist

If he or she has Medi-Cal, Medi-Care or does not have any insurance, Alameda County Residents may call the **ACCESS Program** (Acute Crisis Care and Evaluation for System-wide Services) for referrals to a therapist, psychiatrist or other mental health resources.
1-800-491-9099

[Arrested](#)

Click on this link if your loved one has **just been arrested** and placed in the Santa Rita Jail of Alameda County. In the Santa Rita Jail, persons with mental illness can be separated from the general prison population and receive services if the Criminal Justice Mental Health section is aware that they are in the jail. The instructions will help you go to the right place with the right information in the right way for your loved one's best chance in a bad situation.

[Psychiatric Facilities in Alameda County](#)

Acute Inpatient Services: 2 to 30 day stays (on average)

Herrick Hospital--Alta Bates Medical Center (Berkeley) Inpatient services for **adolescents 12-18** (mental health, dual diagnosis, eating disorders) and adults (dual diagnosis, intensive inpatient) Accepts Medi-Cal. Voluntary or involuntary. Call for admission information.

(510) 204-4405

[Fremont Hospital \(Fremont\)](#)

Inpatient services for **Adolescents and Adults**. Private Hospital. No Emergency Room. Voluntary only. Call for appointment or crisis intervention

(510) 796-1100



Eden Hospital Medical Center (Castro Valley)

Serves **adult** psychiatric patients. Inpatient, partial hospitalization and outpatient services. Accepts Medi-Cal and private insurance. Voluntary only. Call for intake assessment.
(510) 889-5016

John George Psychiatric Pavilion (County hospital, San Leandro)

Alameda County's psychiatric inpatient hospital offers psychiatric emergency services and acute inpatient services for **adult** mental health clients. 24-hours a day. Voluntary and Involuntary. Accepts Medi-Cal
(510) 346-7500

Heritage Hospital (Oakland)

Acute inpatient treatment for **adults**. Accepts Medi-Cal, private insurance. Voluntary and involuntary.
(510) 535-5115

Sub-acute or longer-term Inpatient Facilities:

Villa Fairmont (San Leandro) Alameda County's primary psychiatric sub-acute facility offering both short-stay and longer sub-acute inpatient services for **adults**. Voluntary for some patients, many are placed on conservatorship.
(510) 352-9690

Morton Bakar Center (Hayward)

A long term skilled nursing facility dedicated to providing optimum care for **older adults** with a primary diagnosis of mental illness.
(510) 582-7676

Gladman Rehabilitation (Oakland)

Provides services for **adults** whose psychiatric disabilities require extensive rehabilitation services beyond those provided in sub-acute settings.
(510) 536-8111



211

2-1-1 can be accessed by phone or computer. A toll-free call to 2-1-1 connects you to a community resource specialist in your area who can put you in touch with local organizations that provide critical services that can improve—and save—lives. You'll find information about:

- supplemental food and nutrition programs
- shelter and housing options and utilities assistance
- emergency information and disaster relief
- employment and education opportunities
- services for veterans
- health care, vaccination and health epidemic information
- addiction prevention and rehabilitation programs
- reentry help for ex-offenders
- support groups for individuals with mental illnesses or special needs
- a safe, confidential path out of physical and/or emotional domestic abuse

Whether in times of natural disaster or personal crisis, **2-1-1 is committed to being the first, most essential resource to anyone who needs help.**





Center Counseling Services Referrals



- **Crisis Support Service Of Alameda County Suicide Prevention**
24 Hr. Crisis Hotline: 1-800-309-2131
- **Pleasanton Community Counseling Center**
Sliding Scale-Low Cost: (925) 600- 9762
- **Anthropos Counseling Center:** (925) 449-7325
Counseling@Anthroposcounseling.Org
- **Horizons Family Counseling In Livermore:** (925) 371-4747
Www.Ci.Livermore.Ca.Us/Horizons/Horizons.Html
- **Axis Community Health In Pleasanton**
Sliding Scale- Medical: (925) 201-6250
Www.Axishealth.Org (Can Prescribe Medication)
- **The Hume Center In Pleasanton:** (925) 223-8047
Fremont/ Hayward: (510) 745-9151
Www.Humecenter.Org Sliding Scale- Medical
Hotline/Crisis Numbers

Tri-Valley Haven

Alameda County Access Program

La Familia Counseling Services	(510) 881-5921
La Clínica de la Raza (Oakland)	(510) 535-6200
Asian Community Mental Health Services	(510) 869-7200
Crisis Support Services Of Alameda	1-800-309-2131
Berkeley Mental Health	(510) 981-5254
Willow Rock Center (Adolescent Crisis Respond Service)	(510) 483-3030
Willow Rock Center (Adolescent Psychiatric Service)	(510) 895-5502
John George Psychiatric Pavilion	(510) 346-7500
Sausal Creek Outpatient Stabilization Program	(510) 437-2363
Alcoholics Anonymous	(925) 829-0666
Cherry Hill Detoxification Services	1-866-866-7496
Family Education and Resources Center	(510) 746-1700
Social Services@ Highland Hospital	(510) 522-3700
Battered Women/Tri Valley Haven Crisis Line	(925) 449-5845
Child Protective Services Of Alameda County	(510) 259-1800
Crime Victims	1-800-VICTIMS
Emergency Shelter Program/Domestic Violence	1-800-SAFE
Alameda County Medical & Social Services (Hayward)	(510) 259-2277
Sexual Assault Hotline	1-800-656-4673
Police, Sheriff, Fire Department	911
National Suicide Prevention Lifeline	1-800-273-8255



