Distressed/Disruptive Students Response Protocol

City College of San Francisco (CCSF) is committed to providing a quality and safe learning environment for all members of the college community. District employees' response to distressed or disruptive students will typically depend on the unique nature and seriousness of each situation. The Distressed/Disruptive Students Response Protocol may assist you in responding to distressed or disruptive students and providing faculty and staff with the appropriate referrals.

**DISTRESSING BEHAVIOR**
*No Immediate Safety but Low to Moderate Health Risk*

Observations of the Student:
- Behavioral or emotional changes; withdrawal; change in hygiene, mood, appearance, behavior; anxiety; decline in academic

**DISRUPTIVE BEHAVIOR**
*Low to Moderate Safety and/or Health Risk*

Student Behaviors:
- Alleged Violations of the Code of Student Conduct

**DANGEROUS BEHAVIOR**
*High and/or Immediate Safety or Health Risk*

Student Behaviors:
- Physically violent; sexual misconduct; threatening to use physical force to harm self or others; using or throwing objects as potential weapons; refusing to leave the location after being warned

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**STUDENT HEALTH SERVICES (SHS)**
Health Center 100
415.239.3110
studenthealth@ccsf.edu

1. Respectfully converse with and engage the student. Share your observations with the student in confidence.
2. Refer the student to the Student Health Services (SHS). If necessary, notify SHS, providing the name and student ID number of the referred student. When or if accompanying the student to SHS, please complete a referral form.
3. If the behavior persists at the location, call Campus Police and ask them to visit the location to assess the situation and offer support to the student.
4. Monitor and take notes on the student's progress if the student returns to the location.

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**STUDENT ENGAGEMENT & WELLNESS**
Student Union 204
415.239.3679
studentaffairs@ccsf.edu

1. Issue an oral warning to the student. Advise the student that continued disruption is cause for disciplinary action.
2. If the disruption escalates, ask the student to leave the location. If necessary, temporarily remove the student from the location (2 days maximum).
3. Consult or inform your supervisor. Fully complete a Maxient Report and submit online.
4. Follow up with Student Health as necessary or desired.

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**CAMPUS POLICE**
Cloud Hall 119
415.239.3200
police@ccsf.edu

1. Ask the student to leave the location immediately.
2. Call campus police at 239.3200 if the student refuses to leave the location.
3. Make a statement with the responding officer(s). Encourage the harmed or affected student(s) to file a report with campus police.
4. Fully complete a Maxient Report & submit online.
5. Follow up with Student Health as necessary or desired.

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Additional Resources:
- Maxient Report / Maxient FAQ’s
- Board Policy 5.16 & 5.17
- Administrative Procedures 5.16 & 5.17
- (Code of Conduct & Student Discipline)
- Kognito.com/CCC
**Key CCSF Resources and Support Services for Distressed/Disruptive Students**

If the situation poses no immediate safety or health risk, some students who are in distress may need additional personal support.

<table>
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<tr>
<th>Resources</th>
<th>Description of the Resources</th>
<th>Location(s) and Contact</th>
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| **Disabled Students Programs & Services (DSPS)** | Reasonable accommodations and support services for students with verified disabilities. Services may include, but are not limited to, counseling, advocacy, priority registration, testing accommodations, classroom relocation, learning disability assessments, hearing screenings, sign language interpreters, real-time captioning, assistive listening devices, note takers, alternate formats (e.g., Braille, electronic text, Audio Books) for reading material, lockers, scooters, adaptive technology, adaptive furniture and special classes. Emphasis is given to those services which allow students with disabilities to fully participate in all regular academic and vocational programs for which they are otherwise qualified. | Ocean Center  
50 Frida Kahlo Way  
Rosenberg Library, Rm 323  
415.452.5481 (Voice)  
415.452.5451 (Telecommunication Device for the Deaf or TDD)  
Chinatown Center  
808 Kearny St., Room 104G  
415.452.5484 (Voice) |
| **Student Engagement & Wellness** | Student advocacy, rights and responsibilities                                                | Student Union, Rm 204  
415.239.3679  
studentaffairs@ccsf.edu |
| **Student Health Services**      | Personal, emotional and mental health counseling and workshops for students                  | Student Health Services, HC 100  
415.239.3110  
studenthealth@ccsf.edu |
| **Title 5/EEO/ADA Compliance Office** | Sexual harassment, discrimination and accommodations complaints                             | Leilani Battiste  
Lbattiste@ccsf.edu  
Bungalow 619  
415.452.5053 |
| **Risk Services**                | Injury, accident and close-calls reports                                                     | 415.487.2482 (phone)  
415.241.2344 (fax) |
| **Student Complaints**           | Academic or Student Service Complaints, including grade disputes.                           | Qualtrics Form Online (Routed to appropriate Dean)  
Student Conduct & Discipline Tab (Under Student Affairs) |