LOS ANGELES CITY COLLEGE

LACC
The City's College.

Quick Wellness Guide for Assisting Students in Distress

Safety Protocol for Students in Crisis

Students Facing Common Life Stressors (Moderate)

- Attempt to resolve issue
- Report incident to your immediate area supervisor / dean
- Provide information on Behavioral/Mental Health Resources on campus (Health & Wellness Center; Timelycare; Life Skills)
- Submit a BIT referral

Students Facing Life Stressors (Elevated)

- Notify immediate area supervisor / dean
- Contact BIT / Crisis Response Leader
- Notify Health & Wellness Center of potential intervention/support
- Walk student to Health & Wellness Center or help student access Timelycare. ("TalkNow" option connects in minutes with a healthcare professional
- Submit a BIT referral

Health & Safety Emergency (Critical)

- If student appears to be a threat to themselves or others, contact Sheriff's Office at (323) 953-2911 or #3 (from LACC phone)
- Sheriff's Office will complete a Campus Incident Report and notify Dean over the Behavioral Intervention Team (BIT)
- Submit a BIT referral

Discipline Issues

- Notify immediate area supervisor / chair / dean
- If supervisor / dean is unable to resolve issue, you may remove the student from the service area in accordance with LACCD BP 5500
- Notify College Disciplinarian - Juan Alvarez alvarejf@lacitycollege.edu
- Health & Safety? Notify Sheriff's Office (323) 953-2911

Important Contact Information

Campus Resources

Sheriff's Department	(323) 953-2911 or #3 (from LACC phone)
Health & Wellness Center	(323) 953-4000 ext. 2485
Life Skills Center	(323) 953-4000 ext. 2274
City Care Network	(323) 953-4000 ext. 2190

Crisis Hotlines

National Suicide Prevention Hotline	1-800-273-8255 (24 hours, English) 1-800-628-9424 (Español)
Crisis Text Line	Text 741741 to text with a crisis counselor
Suicide & Crisis Lifeline	Call or Text 988 (24/7)
Veterans Crisis Line	1-800-273-8255 (24/7) or Text 838255
LGBTQ - The Trevor Project Line	1-866-488-7386 (24/7) or Text 678678

Important Contact Information

BIT Referral

Sexual Assault or Harrasment

Student Discipline

Discipline Incident Report:
studentdiscipline@lacitycollege.edu

LACCD - Board Policy 5500
LACCD - Administrative Procedure 5520

Guidelines for Responding to Students

- Safety first
- Trust your instict
- Be proactive
- Listen supportively and carefully
- Avoid escalation
- Remain calm
- Be clear when expressing your concerns
- Be honest with the student about your limits (time, expertise)
- Ask if the student wants to hurt oneself. Asking does not plant ideas in the student's mind
- Acknowledge culture and identity
- Respect the student's privacy without making false promises of confidentiality
- Emphasize the importance of professional help
- Offer resources and referrals
- Work with a team
- Consult and Document
- When in doubt, reach out to bit@lacitycollege.edu

When in doubt, reach out to the BIT team

Privacy Laws and Confidentiality

The Family Education Rights and Privacy Act (FERPA) permits communication about a student of concern in connection with a health and safety emergency.

Observations of a student's conduct or statement made by a student are not FERPA protected. Such information should be shared with appropriate consideration for student privacy.

Timelycare

Access 24/7 virtual Mental Health Support from anywhere using Timelycare. All enrolled LACC students have access for FREE to these services.
They include:

- **"TalkNow"** - On-demand support from a behavioral health provider.

- **Scheduled Counseling** - Meet with a licensed counselor. Appointment times are available within 7 days, and you may schedule up to 12 sessions per year.

Students may access Timelycare directly from Canvas (as long as they are currently enrolled in at least one class at LACC).

Here is a video on how to access from Canvas:
https://youtu.be/M5UtNv-wJVY

or by visiting: www.timelycare.com/lacitycollege