



Distressed Student Protocol

Are they a danger to themselves or others?

Yes, or the student needs immediate attention

Call 911 then call campus security x85804

Remember to **document** and keep **records** of your role, observations, conversations, and actions. If you are unsure what to do next, consult early and often.

No, or not sure, but I am concerned

Contact Counseling Services (707) 638-5292 and select option 3 which forwards to the 24-7 ProtoCall Service and a live counselor. Use option 2 or email: tuc.studenthealth@tu.edu to schedule appointments with a Touro Counselor.

If on-campus resources are unavailable consult with these 24/7 no cost resources:

- California Mental Health Hotline by calling 211
- The Crisis Text Line: Text "Home" to 741741
- National Suicide Prevention Lifeline: 1-800-273-8255
- Employee Assistance Program 1-800-999-7222

Referral Identifiers may include:

- Behavioral or Emotional Changes
- Isolation or Social Withdrawal
- Changes in Hygiene or Appearance
- Bizarre Thoughts or Behaviors

Faculty and Staff are eligible for four free counseling sessions through the Employee Assistance Program (EAP):

Call 1-800-999-7222 (24/7)

No, but the student is having academic or personal issues

Refer the student to the appropriate support services:

Student Services
Lisa.Waits@tu.edu
707-638-5226

Student Services
James.Binkerd@tu.edu
707-638-5935

Counseling Department
Drew.Scott@tu.edu
707-638-5822

Counseling Department
Marcia.Greene@tu.edu
707-638-5870

Learning Specialist
Jill.Alban@tu.edu
707-638-5961

Student Health
707-638-5220

Campus Security (24/7)
707-638-5804