

A “JUST IN CASE” GUIDE FOR RCC STAFF

Call 911 immediately in case of medical or safety emergency, then call security.

Situation	Level 1	Level 2	Level 3
<p><u>Frustrated student</u></p>	<p><u>Student does not understand details of your communication and grows impatient or agitated</u> Provide concise and specific information, steps and dates. Repeat information if needed, or write it down. Listen carefully; be patient, respectful and consistent.</p>	<p><u>Student displays frustration or anger</u> Maintain composure and treat the student with respect. Reassure the student. Ask another staff person to help with explanation. Offer to have the student meet with a counselor.</p>	<p><u>Yelling or threatening behavior</u> Notify Security. Ask student to stop the behavior. Offer to refer him/her to a counselor, or call a counselor over to intervene. Remain calm. If the student does not respond, ask the student to leave immediately. Tell him/her that security will be called if s/he does not leave immediately. File an incident report with the Compliance Coordinator</p>
<p><u>Threatening or disruptive behavior.</u></p>	<p><u>Raised voice, angry or aggressive behavior</u> Remain calm. Respectfully explain to the student that you would be happy to help him/her but cannot until s/he calms down, takes a breath, and listens. Be aware of your emotions and be sure you are calm and collected. Consult with your manager.</p>	<p><u>Yelling and/or physically threatening behavior</u> Notify Security. Ask student to stop the behavior. Offer to refer him/her to a counselor, or call a counselor over to intervene. Remain calm. If the student does not respond, ask the student to leave immediately. Tell him/her that security will be called if s/he does not leave. File an incident report with the Compliance Coordinator.</p>	<p><u>Threatens to use a weapon or physically assaults or verbally threatens to assault a staff member</u> Call 911. Remain calm. Clear the area or take cover. As soon as safely possible, call Security (541-218-2930 (24/7) to let them know the situation and location to direct 911 responders. File an incident report with Facilities and the Compliance Coordinator. An RCC counselor may contact you to debrief the incident.</p>

<p><u>Mental Health issues</u></p>	<p><u>Student seems depressed or anxious</u></p> <p>In a private conversation, let the student know that you are concerned. Tell the student that the Counseling Department offers free counseling to students.</p>	<p><u>Student upset and crying or expressing suicidal thoughts</u></p> <p>Walk the student over to the Counseling Department for immediate crisis counseling or ask a counselor to come to meet the student at your office.</p>	<p><u>Student is threatening to commit suicide</u></p> <p>Call 911.</p> <p>If the student is off campus, ask police officer for a wellness check to be conducted. Provide address and phone number and a description of the student.</p>
<p><u>Student appears to be under the influence of drugs or alcohol</u></p>	<p><u>First time student appears to be under the influence of drugs or alcohol</u></p> <p>Remind the student: The following behaviors are prohibited by the RCC Code of Conduct: Illegal or unauthorized distribution, possession, use or being under the influence of alcohol, illegal drugs or controlled substances on college property or at college sponsored or supervised functions.</p> <p>Have a manager ask the student to leave, and to return to campus when not under the influence.</p> <p>Submit an incident report to the Compliance Coordinator</p>	<p><u>Repeated behavior that violates the RCC Drug-Free campus</u></p> <p>Submit an incident report to the Compliance Coordinator</p> <p>Sanctions may include reprimand, exclusion from campus, disciplinary probation, suspension, expulsion or other sanctions the Compliance Coordinator may impose.</p>	<p><u>Student exhibiting threatening or violent behavior or openly selling drugs on campus</u></p> <p>Call 911.</p>

<u>Theft of supplies</u>	<u>Suspected theft</u> Notify Security. Discuss your concerns about a student with your manager.	<u>Witnessed theft</u> Notify Security. Immediately report and provide documentation to Facilities and Compliance Coordinator	
<u>Student seen carrying a concealed weapon, or openly carrying a weapon</u>	<u>Student seen carrying a concealed weapon, or openly carrying a weapon outside an RCC building.</u> Oregon is an open-carry state and there is no reason to call 911 unless threatening behavior is observed. Notify security File incident report with Compliance Coordinator	<u>Student seen carrying a concealed weapon, or openly carrying a weapon inside an RCC building.</u> Call 911 Notify security. File incident report with Compliance Coordinator	
<u>Forgery, Misuse/ Falsification of documents, false identification</u>	<u>Discrepancies, errors, or gaps in information provided</u> Explain the discrepancy and give the student a chance to clarify or provide written documentation. Offer options or possible solutions. Document in appropriate RogueNet e-file of student as needed. Inform student this is a possible violation of the student code of conduct. Inform your supervisor of the incident.	<u>Repeated errors/suspected intentional deception</u> Document and copy everything. Follow department policies and report to supervisor. File an incident report with the Compliance Coordinator	

<p><u>Package or backpack left unattended</u></p>	<p><u>Left by a student who was just in your office/work area, name known.</u></p> <p>Place in lost and found and/or call the student to let her/him know the backpack was left.</p>	<p><u>Left in the waiting area by student, name unknown.</u></p> <p>Unless there was any suspicious related behavior or threat, place in lost and found.</p>	<p><u>Package or backpack in the building but no known connection to a student or legitimate reason for package.</u></p> <p>Call 911 for any package that looks like a bomb or if a threat was received.</p> <p>Notify Security.</p> <p>File incident report with Facilities and VP of Student Services.</p>
<p><u>Abuse or unauthorized use of equipment, records, software, internet resources, passwords, and supplies</u></p>	<p><u>Minor Computer Equipment Use Violation</u></p> <p>Tell student that the behavior is a violation of the student code of conduct.</p> <p>Give student guidelines for appropriate computer use.</p> <p>File incident report with Compliance Coordinator.</p>	<p><u>Abuse of Equipment, Records, Software, and Passwords</u></p> <p>Tell student that behavior is a violation of the student code of conduct. Inform student that s/he has been temporarily excluded from all RCC premises. Immediately Contact IT.</p> <p>File an incident report with the Compliance Coordinator.</p>	<p><u>Viewing of pornographic material or websites on RCC computers.</u></p> <p>Tell student that behavior is a violation of the student code of conduct. Inform student that s/he has been temporarily excluded from all RCC premises. Immediately Contact IT.</p> <p>Give student guidelines for appropriate computer use.</p> <p>File incident report with Compliance Coordinator.</p>
<p><u>Student goes into seizure</u></p>	<p><u>Immediate care of student in seizure</u></p> <p>Call 911, even if the student asks you not to call. Student may refuse transport to a hospital, but needs to be evaluated by a trained professional.</p> <p>Notify Security so they can direct emergency services.</p>	<p><u>During the seizure.</u></p> <p>Move furniture or hard, sharp objects away. Place something soft under his or her head.</p> <p>Do not try to give person water or food.</p> <p>Do not attempt to hold the person down during a seizure.</p> <p>Do not put anything in the person's mouth; this may result in choking or injury.</p>	<p><u>After the seizure</u></p> <p>Stay with the student until medical personnel arrive.</p> <p>Write an incident report and send to facilities and to Compliance Coordinator.</p> <p>For more info, see: www.roguecc.edu/DS/instructorscorner.asp</p>

	Move furniture or hard, sharp objects away from person having seizure. Place something soft under his or her head.	Roll the student onto his or her left side, with head tilted downward if needed to prevent choking on fluids.	
<u>A Student or Staff member experiences sexual harassment or discrimination</u>	<u>Student or staff reports harassment or discrimination</u> Contact a Title IX Coordinator and complete a Title IX complaint form.	<u>Harassment is directed at you</u> Tell the harasser that you want the behavior to stop immediately. If it persists, contact a Title IX Coordinator and complete a Title IX complaint form.	

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IMPORTANT RESOURCES

Campus Security Numbers

Eric Gomez **RWC:** 541-218-2930 **RVC:** 541-218-2931 (7 am-10:30 pm M-F) **TRC:** 541-218-2930
541-245-7873 Safety/Security Officer

Counseling Department Deans

RWC: 541-956-7192 **RVC:** 541-245-7552 **TRC:** 541-245-7863

Brooke McDermid	541-245-7728	Dean of Student Success	bmcdermid@rogucecc.edu
Kevin Hoff	541-956-7279	Dean, Health and Public Services	khoff@rogucecc.edu
Steve Schilling	541-245-7802	Dean, School of Science and Technology	sschilling@rogucecc.edu
Teresa Rivenes	541-245-7707	Dean, Arts & Letters	trivenes@rogucecc.edu

Forms

Letter of Reprimand	https://intranet.rogucecc.edu/	(Under Forms heading)
Letter of Exclusion Form	https://intranet.rogucecc.edu/	(Under Forms heading)
Students Rights, Freedoms, & Responsibilities	http://www.rogucecc.edu/SiteMap/	(Under resources heading)
Human Rights Policy	https://intranet.rogucecc.edu/	(Under policies and procedures heading)
Incident Report Form	https://intranet.rogucecc.edu/	(Under Forms heading)
IT Acceptable Use Procedure	http://www.rogucecc.edu/ComputerLabs/sweirp.asp	