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
Frustrated student	**Student does not understand details of your communication and grows impatient or agitated** 1. Provide concise and specific information, steps and dates. 2. Repeat information if needed, or write it down. 3. Listen carefully. Be patient, respectful and consistent.	**Student displays frustration or anger** 1. Maintain composure and treat the student with respect. 2. Reassure the student. 3. Ask another staff person to help with explanation. 4. Offer to have the student meet with a counselor. 5. Make a BIT-SOC referral	**Yelling or threatening behavior** 1. Remain calm and ask student to stop the behavior. 2. If the student does not respond, ask the student to leave immediately. Tell them security will be called if they do not leave immediately. 3. Notify Security. 4. Complete an incident report.
Threatening or disruptive behavior.	**Raised voice, angry or aggressive behavior** 1. Remain calm. 2. Respectfully explain to the student that you would be happy to help them but cannot until they calm down and listen. 3. Be aware of your emotions and be sure you are calm and collected. 4. Consult with your manager. 5. Make a BIT-SOC referral	**Yelling and/or physically threatening behavior** 1. Ask student to stop the behavior. 2. Remain calm. 3. If the student does not respond, ask them to leave immediately. 4. Notify security 5. Complete an incident report.	**Threats to use a weapon or physically assaults or verbally threatens to assault a staff member** 1. **Call 911**. 2. Remain calm. Clear the area or take cover. As soon as safely possible, notify security to let them know the situation and location to direct 911 responders. 3. Complete an incident report.

Revised: Chauncey Kieley 7-9-19

Mental Health concerns	**Student seems depressed or anxious** 1. In a private conversation, let the student know that you are concerned. 2. Tell the student that the Counseling Department offers free counseling to students. 3. Make a referral to a Counselor for outreach.	**Student upset and crying or expressing suicidal thoughts** 1. Walk the student over to the Counseling Department for immediate crisis counseling or ask a counselor to come to meet the student at your location. 2. Make a referral to the Counselor who sits on BIT-SOC (See the important resources page of this document).	**Student is threatening to commit suicide** 1. Make an immediate referral to a counselor so a welfare check can be made. 2. 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. This is **not** a FERPA violation. 3. Complete an incident report.
Use, possession, distribution, or being under the influence of alcohol or illicit drugs.	**Suspected use, possession, distribution or being under the influence of illicit drugs or alcohol.** 1. Complete an incident report. 2. Contact security. 3. Make a BIT-SOC referral *see also threatening or disruptive behavior.	**Obviously using illicit drugs and/or alcohol** 1. Ask the student to leave campus. 2. Contact security and explain the situation so they can follow up. 3. Complete an incident report.	**Possession or Distribution of Alcohol or illicit Drugs:** 1. Contact security. 2. Complete an incident report. *see also threatening or disruptive behavior.
Theft of supplies	**Suspected theft** 1. Discuss your concerns about a student with your manager. 2. Notify Security. 3. Complete an incident report.	**Witnessed theft** 1. Notify Security. 2. Complete an incident report.	

Revised: Chauncey Kieley 7-9-19

Forgery, Misuse/ Falsification of documents, false identification	**Discrepancies, errors, or gaps in information provided** 1. Explain the discrepancy and give the student a chance to clarify or provide written documentation. 2. Offer options and solutions. 3. Document as appropriate per department policy. 4. Inform student this is a possible violation of the student code of conduct. Inform your supervisor of the incident.	**Repeated errors/suspected intentional deception** 1. Document and copy the relevant material. 2. Follow department policies and report to supervisor. 3. Complete an incident report.	
Package or backpack left unattended	**Left by a student who was just in your office/work area, name known.** 1. Contact the student to let them know they left their belongings. 2. If they do not return for their belongings place in lost and found.	**Left in the waiting area by student, name unknown.** 1. Place in lost and found. 2. If there was suspicious behavior or a threat notify security and complete an incident report.	
Abuse or unauthorized use of equipment, records, software, internet resources, passwords, and supplies	**Minor Computer Equipment Use Violation** 1. Inform the student misusing equipment is a violation of the student code of conduct. 2. Give student guidelines for appropriate computer use. 3. Complete incident report.	**Abuse of Equipment, Records, Software, and Passwords** 1. Inform the student misusing equipment is a violation of the student code of conduct. 2. Inform student they have been temporarily excluded from using RCC technology and the Compliance Coordinator will be contacting them. 3. Contact IT. 4. Complete an incident report.	**Viewing of pornographic material or websites on RCC computers**. 1. Inform the student misusing equipment is a violation of the student code of conduct. 2. Inform student they have been temporarily excluded from all RCC and the Compliance Coordinator will be contacting them. 3. Contact security if you suspect a crime may have been committed (i.e. child pornography). 4. Contact IT. 5. Complete an incident report.

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Student experiences a seizure	**Immediate care of student in seizure**	**During the seizure,**	**After the seizure**
	1. Call 911, even if the student asks you not to. The student may refuse transport to a hospital, but needs to be evaluated by a medically trained professional. 2. **Notify Security** so they can direct emergency services. 3. Move furniture or hard, sharp objects away from person having seizure.	1. Move furniture or hard, sharp objects away. 2. **Do not** try to give person water or food. 3. **Do not** attempt to hold the person down during a seizure. 4. **Do not** put anything in the person's mouth; this may result in choking or injury.	1. Stay with the student until medical personnel arrive. 2. Complete an incident report.

Revised: Chauncey Kieley 7-9-19

IMPORTANT RESOURCES

Campus Security Numbers:
   RWC: 541-218-2930 (Available 24 hours a day). **RVC:** 541-218-2931 (M-F 7:00am – 11:00pm, Sat. 7:00am – 7:00pm)
   TRC: 541-218-3639 (M-F 7:00am – 10:30 pm, Sat. 7:00am – 7:00pm)
   Sean Taggart – Director of Risk Management: **Office:** 541-245-7687 **Cell:** 541-941-4192 **Email:** staggart@roguecc.edu

Counseling/Advising Department:
   RWC: 541-956-7192   **RVC:** 541-245-7552 **TRC:** 541-245-7863

Student Conduct:
   Chauncey Kieley – Compliance Coordinator: **Office:** 541-245-7632 **Cell:** 541-601-8774 **Email:** ckieley@roguecc.edu

Deans

August Farnsworth	541-245-7728	Dean of Student Success	afarnsworth@roguecc.edu
Teri Smith	541-245-7847	Dean, Health and Public Service	tsmith@roguecc.edu
Juliet Long	541-245-7802	Interim Dean, Science and Technology	jlong@roguecc.edu
Navarro Chandler	541-245-7517	Dean, Gen. Ed. And Transfer	tchandler@roguecc.edu

Title IX Coordinators
   Lead Title IX Coordinator – Sean Taggart: **Office:** 541-245-7687 **Cell:** 541-941-4192 **Email:** staggart@roguecc.edu
   Deputy Coordinator for Students – Chauncey Kieley: **Office:** 541-245-7632 **Cell:** 541-601-8774 **Email:** ckieley@roguecc.edu
   Deputy Coordinator for Employees – Wendy Jones: **Office:** 541-956-7146 **Email:** wjones@roguecc.edu

Forms and Procedures
1. Students Rights, Freedoms, & Responsibilities: http://web.roguecc.edu/administrative-procedures/student-rights-freedoms-and-responsibilities-ap-003
2. Discrimination, Harassment, and Violence, Including Sexual Harassment and Sexual Violence (Title IX):   http://web.roguecc.edu/title-ix-and-sexual-misconduct
3. Information Technology Acceptable Use Procedure: http://go.roguecc.edu/department/student-computer-labs/rcc-information-technology-acceptable-use-procedure

BIT-SOC Referrals
1. Please email referrals for the Behavior Intervention Team – Students of Concern to Chauncey Kieley at ckieley@roguecc.edu.
2. For concerns about a student self-harm please email a referral to Julia Fisher at jfisher@roguecc.edu or call 541-956-7195

Revised: Chauncey Kieley 7-9-19