



Recognize. Respond. Refer. Report.

STLCC Cares is a collaborative initiative coordinated college-wide and designed to support students in maintaining their personal well-being and achieving their academic goals. Maintaining a safe environment allows students to focus on their education and make the most of their STLCC experience. This guide assists faculty, staff, and the college community in recognizing, responding to, referring, and reporting students in distress.

THE FIRST CONTACT: WHEN IN DOUBT, REACH OUT!

AGGRESSION

If you observe or are encountering violent, aggressive, erratic behavior or serious illness, contact:

EMERGENCIES

911

CAMPUS POLICE

314-539-5999

VIOLATION OF STUDENT CONDUCT POLICIES

If a person violates the Student Conduct expectations or you have general questions related to student conduct, contact:

CAMPUS CHIEF STUDENT AFFAIRS OFFICER

FV: 314-513-4250
FP & HEC: 314-644-9212
MC & SC: 314-984-7609
WW: 636-422-2524

EMOTIONAL BEHAVIOR

If you are meeting with a member of the STLCC community who needs to talk about a personal concern or is experiencing a psychological or emotional crisis, contact:

COUNSELING SERVICES

314-539-5151
counseling@stlcc.edu

DISABILITY

If you are working with a student who has disclosed a disability, contact/refer to:

ACCESS - DISABILITY SUPPORT

FV: 314-513-4551
fvaccess@stlcc.edu
FP & HEC: 314-644-9039
fpaccess@stlcc.edu
MC & SC: 314-984-7673
mcaccess@stlcc.edu
WW: 636-422-2013
wwaccess@stlcc.edu

UNMET BASIC NEEDS

If a student is experiencing barriers such as unmet basic needs (food, housing) or requires additional support resources, contact:

STUDENT ADVOCACY & RESOURCE CENTER

FV: 314-513-4218
fvsarc@stlcc.edu
FP & HEC: 314-644-9027
fpsarc@stlcc.edu
MC & SC: 314-984-7887
mcsarc@stlcc.edu
WW: 636-422-2524
wwsarc@stlcc.edu

SEXUAL MISCONDUCT OR HARASSMENT

If you see or are working with a person who has been a victim of sexual misconduct or harassment, contact:

TITLE IX COORDINATOR

314-539-5345
stlcc.edu/TitleIX

CONFIDENTIAL RESOURCES

Counseling Services
Student Advocacy & Resource Center Coordinators

SUBMIT A CARE TEAM REFERRAL AT [STLCC.EDU/CARETEAM](https://stlcc.edu/careteam)

HOW TO HELP STUDENTS

Establishing clear expectations can help prevent conflicts from escalating. Examples of ways to set expectations:

- Discuss your expectations for appropriate classroom and/or campus behaviors.
- Review this information with students at the start of the class or during your first interaction(s). Remind students periodically, especially if you observe behavior inconsistent with expectations.
- Talk to the student in private and communicate care for the student's wellbeing.
- Consult with appropriate campus resources on how to address issues of concern.
- Determine what campus resources might best assist the student.
- Refer student to the appropriate resources.

KEY POINTS TO REMEMBER

SAFETY FIRST. The welfare of our students and our campus community is top priority. When a student displays potentially violent or suicidal thoughts or behaviors, do not hesitate to call for help.

LISTEN SENSITIVELY AND CAREFULLY. Use a non-confrontational approach and a calm voice. Avoid judgment; validate their feelings and express your concern.

BE PROACTIVE. Engage with students early on and encourage them to connect with resources.

BE DIRECT. Ask students directly if they are under the influence of drugs or alcohol, feeling confused, or having thoughts of harming themselves or others.

FOLLOW THROUGH. Do your best to ensure that the student is connected with the correct resource(s). Where possible, call ahead or walk the student to the appropriate office. If the student is virtual, request their permission to send an email to the correct support provider.

CONSULTATION AND DOCUMENTATION. Always consult with your department supervisor or chair after any incident and document as appropriate. Submit a report to the campus Care Team at stlcc.edu/careteam and/or contact the Campus Chief Student Affairs Officer to discuss the situation further.

NEVER PROMISE CONFIDENTIALITY. Only counselors and, in limited circumstances, Student Advocacy & Resource Center Coordinators are confidential resources at STLCC. All employees should take efforts to ensure that reports are private, but they may not be confidential.

CAMPUS RESOURCES

EMERGENCY: 911

Contact if an individual on campus:

- Poses an immediate threat to self or others
- Experiences a medical emergency

Campus Police: 314-539-5999

Access (disability support)	FV:	314-513-4551
	FP & HEC:	314-644-9039
	MC & SC:	314-984-7673
	WW:	636-422-2013

Counseling Services	314-539-5151
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Campus Chief Student Affairs Officer	FV:	314-513-4250
	FP & HEC:	314-644-9212
	MC & SC:	314-984-7609
	WW:	636-422-2524

Student Advocacy & Resource Center <i>Including the Archer's Market</i>	FV:	314-513-4218
	FP & HEC:	314-644-9027
	MC & SC:	314-984-7887
	WW:	636-422-2524

COMMUNITY CRISIS RESOURCES

Suicide and Crisis Hotline:	988
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Behavioral Health Response (St. Louis area):	314-469-6644
Hearing Impaired:	314-469-3638 (TTY)

Child Abuse & Neglect:	1-800-392-3738
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MO Adult Abuse & Neglect:	1-800-392-0210
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National Suicide Crisis Line:	1-800-273-8255
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National Domestic Violence Hotline:	1-800-799-7233
Hearing Impaired:	1-800-787-3224 (TTY)

Missouri Crisis Line for Hearing Impaired:	1-800-380-3323 (TTY)
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Crisis Hotline for LGBTQ Community:	1-866-488-7386
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Veterans Crisis Line:	1-800-273-8255, press 1
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CRISIS SITUATION

If a student exhibits behaviors that you believe indicate immediate danger to themselves or others or otherwise require an immediate response:
Call **911** or **STLCC Police at 314-539-5999**

CAMPUS CARE TEAM stlcc.edu/careteam

WHAT WE DO:

Campus Care Teams assist students whose behavior indicates concern for their well-being and success. Campus Care Teams provide interventions designed to engage with students in need of additional supports. These efforts proactively connect students to resources prior to a crisis. Led by the Campus Chief Student Affairs Officer, Care Team members from the Student Advocacy & Resource Center (SARC), Counseling, Access Office, Campus Police, and Academic Advising meet regularly to review and address issues of concern.

Contact 911 or Campus Police first for serious, urgent, or emergency situations. The Care Team plays a secondary role to all urgent circumstances and should be contacted only after initial emergency notifications are made.

REFERRING STUDENTS OF CONCERN:

If you're concerned about a student, visit stlcc.edu/careteam to complete a Care Team Referral. You may choose to remain anonymous. Struggling students will be connected with campus resources such as the SARC, Counseling, Access, or to community resources as needed.

WHY TELL SOMEONE?

STLCC values the safety and well-being of our students and campus community. The student may be demonstrating similar concerning behavior elsewhere on campus. Knowing the extent of the concerning behaviors is helpful in holistically supporting students in need. The Campus Care Team is positioned to receive this information and act accordingly.

BEHAVIORS TO REFER DIRECTLY TO THE CARE TEAM INCLUDE:

- Issues at home or with family
- Financial difficulties
 - Recent financial emergency
 - Pending or recent job loss
- Food or housing insecurity
 - Indications of poor hygiene
- Atypical changes in personality or presentation
 - Sudden withdrawal or absences from class or appointments
 - Paranoia
 - Inappropriate affect or attire
- Relationship or interpersonal challenges
 - Harassment or bullying
- Physical or mental health issues
 - Articulation of depression, hopelessness, or harm to self or others
 - Recent physically and/or mentally traumatic event
 - Expressions of self-injury or observed signs of self-injury
 - Reports of inability to cope
 - Presentations of panic or unmanageable anxiety
- Concerning content in writings or assignments
 - Themes of rage, hopelessness, worthlessness, isolation, or despair

BEHAVIORS TO REPORT IMMEDIATELY TO CAMPUS POLICE:

- Aggressive, threatening, or violent words and actions
 - Acts of physical aggression
 - Imminent threats of violence
 - Destruction of property
 - Bringing or threatening to bring weapons to campus
 - Active hostility towards others
 - Ongoing refusal to comply with reasonable directives or requests
- Aggressive statements or threats made in-person or through social media or other electronic platforms
- Significant mental health concerns requiring an urgent response
 - Imminent threat of harm to self or others
 - Active suicidal behaviors or statements with a plan, means, or intent
- Being under the influence of alcohol or other controlled substances

STUDENT BEHAVIOR CONCERNS IN THE CLASSROOM

Unacceptable classroom behavior should initially be addressed by faculty (with the support of a department chair if indicated). Should behaviors persist, you may consider filing a report with the Campus Care Team or Chief Student Affairs Officer as a possible conduct violation.

EXAMPLES OF CLASSROOM BEHAVIORS TO ADDRESS

- Frequent interruptions
- Distracting other students
- Yelling or being excessively loud
- Refusal or failure to cooperate with instructions
- Inability to stay on task

ADDRESSING UNACCEPTABLE BEHAVIOR THROUGH EFFECTIVE CLASSROOM MANAGEMENT

- Request that the student stop the behavior in the moment
- Speak with the student privately after class about their behaviors. Be sure to:
 - Be specific
 - Address observable behaviors and discuss the impact
 - Allow the student to respond
 - Reiterate your expectations for appropriate behavior

PREVENTATIVE MEASURES FACULTY CAN TAKE

- Include specific expectations for, and consequences of, student behavior in your course syllabus
- Use the first class meeting to review what's appropriate and inappropriate.
- Remind students and review expectations as necessary
- Reiterate your expectations for behavior that supports student learning and success

Consult with your department chair or dean for strategies to effectively manage classroom behavior.

STUDENT CONDUCT PROCESS

The Chief Student Affairs Officers on each campus coordinate with the Care Team and other appropriate campus partners to address student conduct matters on behalf of the College. They are a resource for anyone with questions or concerns in this area. The conduct process requires that a student facing possible conduct violations be provided with written notice, including allegations of possible policy violations resulting from the reported behavior and information on the conduct process. An investigation is undertaken and provides students with an opportunity to be heard. Students found responsible for a conduct violation may be sanctioned. The student conduct process is an educational process.

SEXUAL HARASSMENT AND SEXUAL VIOLENCE

STLCC is committed to providing a safe and open learning environment for all students. If you or someone you know have experienced any form of sexual misconduct or gender based discrimination help and support are available.

Title IX response efforts are led by a districtwide Title IX Coordinator with support from trained staff on every campus. This team receives, responds to, and resolves complaints of sexual misconduct and addresses concerns regarding gender equity at the College. They investigate reported misconduct and other concerns, provide support for those involved, implement measures to maximize campus safety, and promote everyone's ability to participate in an environment free from harassment or discrimination.

PROHIBITED CONDUCT INCLUDES:

- Sexual harassment
- Sexual assault
- Sexual violence
- Sexual exploitation
- Stalking
- Gender based bullying
- Relationship violence

Confidential support for Title IX concerns is available to students through the Student Advocacy & Resource Center Coordinators and Counselors in the STLCC Counseling Department.

College employees have a duty to report alleged violations of these policies. The best way to file a complaint is through the STLCC Title IX Sexual Harassment Complaint Form (stlcc.edu/TitleIX). A complaint may be raised by anyone in the college community. It may be an alleged victim, parent or an employee. The respondent may also be from the College and could be a student, employee or third party visiting campus. **If you're made aware of a Title IX concern, you must report it.**

For more information on Title IX and resources available to students, see stlcc.edu/TitleIX.

Questions?

Contact Title IX Coordinator at **314-539-5345**.