

# A “JUST IN CASE” GUIDE FOR RCC STAFF

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

<b>Situation</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>
<b><u>Frustrated student</u></b>	<p><b><u>Student does not understand details of your communication and grows impatient or agitated</u></b></p> <ol style="list-style-type: none"> <li>1. Provide concise and specific information, steps and dates.</li> <li>2. Repeat information if needed, or write it down. Listen carefully; be patient, respectful and consistent.</li> <li>3. Refer the student to a member of the CARES Team (see Important Resources at end of guide)</li> </ol>	<p><b><u>Student displays frustration or anger</u></b></p> <ol style="list-style-type: none"> <li>1. Maintain composure and treat the student with respect.</li> <li>2. Reassure the student.</li> <li>3. Ask another staff person to help with explanation.</li> <li>4. Offer to have the student meet with a counselor.</li> <li>5. Refer the student to a member of the CARES Team.</li> </ol>	<p><b><u>Yelling or threatening behavior</u></b></p> <ol style="list-style-type: none"> <li>1. Notify Security.</li> <li>2. Ask student to stop the behavior.</li> <li>3. Offer to refer him/her to a counselor, or call a counselor over to intervene.</li> <li>4. 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.</li> <li>5. File an <a href="#">incident report</a> with the Compliance Coordinator</li> </ol>
<b><u>Threatening or disruptive behavior.</u></b>	<p><b><u>Raised voice, angry or aggressive behavior</u></b></p> <ol style="list-style-type: none"> <li>1. Remain calm.</li> <li>2. 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.</li> <li>3. Be aware of your emotions and be sure you are calm and collected.</li> <li>4. Consult with your manager.</li> <li>5. Refer the student to a member of the CARES Team (see Important Resources at end of guide)</li> </ol>	<p><b><u>Yelling and/or physically threatening behavior</u></b></p> <ol style="list-style-type: none"> <li>1. Notify Security.</li> <li>2. Ask student to stop the behavior.</li> <li>3. Offer to refer him/her to a counselor, or call a counselor over to intervene.</li> <li>4. 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.</li> <li>5. File an <a href="#">incident report</a> with the Compliance Coordinator.</li> <li>6. Refer the student to a member of the CARES Team.</li> </ol>	<p><b><u>Threatens to use a weapon or physically assaults or verbally threatens to assault a staff member</u></b></p> <ol style="list-style-type: none"> <li>1. <b>Call 911.</b> Remain calm. Clear the area or take cover.</li> <li>2. As soon as safely possible, call Security (541-218-2930 (24/7)) to let them know the situation and location to direct 911 responders.</li> <li>3. File an incident report with the Compliance Coordinator.</li> <li>4. An RCC counselor may contact you to debrief the incident.</li> </ol>

<p><b><u>Mental Health issues</u></b></p>	<p><b><u>Student seems depressed or anxious</u></b></p> <ol style="list-style-type: none"> <li>1. In a private conversation, let the student know that you are concerned.</li> <li>2. Tell the student that the Counseling Department offers free counseling to students.</li> <li>3. Offer to walk student to the Counseling Center; for services via remote learning, offer to call the Counseling Center for student so they can receive an immediate call back.</li> <li>4. Make a referral to a Counselor for outreach, informing student that a referral is being made and a counselor will be in touch.</li> <li>5. Consider making a referral to a member of the CARES Team (see the important resources at end of guide)</li> </ol>	<p><b><u>Student upset and crying or expressing suicidal thoughts</u></b></p> <ol style="list-style-type: none"> <li>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 office. For services via remote learning, call/email the Counseling Front Desk to get connected to the on-call Crisis Counselor during normal RCC business hours.</li> <li>2. Make a referral to the Counselor who sits on the CARES Team (See the important resources at the end of guide).</li> </ol>	<p><b><u>Student is threatening to commit suicide</u></b></p> <p><b>Call 911.</b></p> <ol style="list-style-type: none"> <li>1. If student is on campus, 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. If the student is in a virtual environment, call the Counseling Front Desk and request to speak with the on-call Crisis Counselor during normal RCC business hours.</li> <li>2. If the student is off campus, call 911 and request that a police officer conduct a wellness check on the student. Provide address and phone number and a description of the student. This is <b>not</b> a FERPA violation.</li> <li>3. Complete an <a href="#">incident report</a>.</li> </ol>
<p><b><u>Student appears to be under the influence of drugs or alcohol</u></b></p>	<p><b><u>First time student appears to be under the influence of drugs or alcohol</u></b></p> <ol style="list-style-type: none"> <li>1. Remind the student: “The following behaviors are prohibited by the RCC Code of Conduct” <ul style="list-style-type: none"> <li>o Illegal or unauthorized distribution, possession, use or being under the influence of alcohol,</li> </ul> </li> </ol>	<p><b><u>Repeated behavior that violates the RCC Drug-Free campus</u></b></p> <ol style="list-style-type: none"> <li>1. Submit an <a href="#">incident report</a> to the Compliance Coordinator</li> <li>2. Sanctions may include reprimand, exclusion from campus, disciplinary probation, suspension, expulsion or other sanctions the Compliance Coordinator may impose.</li> </ol>	<p><b><u>Student exhibiting threatening or violent behavior or openly selling drugs on campus</u></b></p> <ol style="list-style-type: none"> <li>1. <b>Call 911.</b></li> <li>2. Contact Security</li> <li>3. Complete an <a href="#">incident report</a>.</li> <li>3. Sanctions may include reprimand, exclusion from campus, disciplinary probation, suspension, expulsion or other sanctions the Compliance Coordinator may impose.</li> </ol>

	<ul style="list-style-type: none"> <li>○ illegal drugs or controlled substances on college property or at college sponsored or supervised functions.</li> </ul> <ol style="list-style-type: none"> <li>2. Have a manager ask the student to leave the area and remain supervised until somebody can pick them up (do not allow an intoxicated student to drive) and to return to campus when not under the influence.</li> <li>3. Submit an <a href="#">incident report</a> to the Compliance Coordinator</li> </ol>		
<b><u>Theft of supplies</u></b>	<b><u>Suspected theft</u></b> <ol style="list-style-type: none"> <li>1. Notify Security.</li> <li>2. Discuss your concerns about a student with your manager.</li> </ol>	<b><u>Witnessed theft</u></b> <ol style="list-style-type: none"> <li>1. Notify Security.</li> <li>2. Immediately complete an <a href="#">incident report</a> and provide documentation to Facilities and Compliance Coordinator</li> </ol>	
<b><u>Student seen carrying a concealed weapon, or openly carrying a weapon</u></b>	<p><b><u>Student seen carrying a concealed weapon, or openly carrying a weapon outside an RCC building.</u></b></p> <p><b>Oregon is an open-carry state and there is no reason to call 911 unless threatening behavior is observed.</b></p> <ol style="list-style-type: none"> <li>1. <b>Notify security</b></li> <li>2. File <a href="#">incident report</a> with Compliance Coordinator</li> </ol>	<p><b><u>Student seen carrying a concealed weapon, or openly carrying a weapon inside an RCC building.</u></b></p> <ol style="list-style-type: none"> <li>1. <b>Call 911</b></li> <li>2. <b>Notify security.</b></li> <li>3. File <a href="#">incident report</a> with Compliance Coordinator</li> </ol>	

<p><b><u>Forgery, Misuse/ Falsification of documents, false identification</u></b></p>	<p><b><u>Discrepancies, errors, or gaps in information provided</u></b></p> <ol style="list-style-type: none"> <li>1. Explain the discrepancy and give the student a chance to clarify or provide written documentation.</li> <li>2. Offer options or possible solutions.</li> <li>3. Document in appropriate RogueNet e-file of student as needed.</li> <li>4. Inform student this is a possible violation of the student code of conduct.</li> <li>5. Inform your supervisor of the incident.</li> <li>6. Submit an <a href="#">incident report</a> with the Compliance Coordinator.</li> </ol>	<p><b><u>Repeated errors/suspected intentional deception</u></b></p> <ol style="list-style-type: none"> <li>1. Document and copy everything. Follow department policies and report to supervisor.</li> <li>2. File an <a href="#">incident report</a> with the Compliance Coordinator</li> </ol>	
<p><b><u>Package or backpack left unattended</u></b></p>	<p><b><u>Left by a student who was just in your office/work area, name known.</u></b></p> <ol style="list-style-type: none"> <li>1. Place in lost and found and/or call the student to let her/him know the backpack was left.</li> </ol>	<p><b><u>Left in the waiting area by student, name unknown.</u></b></p> <ol style="list-style-type: none"> <li>1. Unless there was any suspicious related behavior or threat, place in lost and found.</li> </ol>	<p><b><u>Package or backpack in the building but no known connection to a student or legitimate reason for package.</u></b></p> <ol style="list-style-type: none"> <li>1. Call 911 for any package that looks like a bomb or if a threat was received.</li> <li>2. Notify Security.</li> <li>3. File <a href="#">incident report</a> with Facilities and VP of Student Services.</li> </ol>

<p><b><u>Abuse or unauthorized use of equipment, records, software, internet resources, passwords, and supplies</u></b></p>	<p><b><u>Minor Computer Equipment Use Violation</u></b></p> <ol style="list-style-type: none"> <li>1. Tell student that the behavior is a violation of the student code of conduct.</li> <li>2. Give student guidelines for appropriate computer use.</li> <li>3. File <a href="#">incident report</a> with Compliance Coordinator.</li> </ol>	<p><b><u>Abuse of Equipment, Records, Software, and Passwords</u></b></p> <ol style="list-style-type: none"> <li>1. Tell student that behavior is a violation of the student code of conduct.</li> <li>2. Inform student that s/he has been temporarily excluded from all RCC premises.</li> <li>3. Immediately Contact IT.</li> <li>4. File an <a href="#">incident report</a> with the Compliance Coordinator.</li> </ol>	<p><b><u>Viewing of pornographic material or websites on RCC computers.</u></b></p> <ol style="list-style-type: none"> <li>1. Tell student that the behavior is a violation of the student code of conduct.</li> <li>2. Inform student that s/he has been temporarily excluded from all RCC premises.</li> <li>3. Immediately Contact IT.</li> <li>4. Give student guidelines for appropriate computer use.</li> <li>5. File <a href="#">incident report</a> with Compliance Coordinator.</li> </ol>
<p><b><u>Student goes into seizure</u></b></p>	<p><b><u>Immediate care of student in seizure</u></b></p> <ol style="list-style-type: none"> <li>1. 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.</li> <li>2. Notify Security so they can direct emergency services.</li> <li>3. Move furniture or hard, sharp objects away from person having seizure. Place something soft under his or her head.</li> </ol>	<p><b><u>During the seizure,</u></b></p> <ol style="list-style-type: none"> <li>1. Move furniture or hard, sharp objects away. Place something soft under his or her head.</li> <li>2. <b>Do not</b> try to give person water or food.</li> <li>3. <b>Do not</b> attempt to hold the person down during a seizure.</li> <li>4. <b>Do not</b> put anything in the person's mouth; this may result in choking or injury.</li> <li>5. Roll the student onto their left side, with head tilted downward if needed to prevent choking on fluids.</li> </ol>	<p><b><u>After the seizure</u></b></p> <ol style="list-style-type: none"> <li>1. Stay with the student until medical personnel arrive.</li> <li>2. Write an <a href="#">accident/injuries incident report</a> and send to facilities and to Compliance Coordinator.</li> </ol> <p>For more info, see:  <a href="http://www.roguecc.edu/access-and-disability-resources">www.roguecc.edu/access-and-disability-resources</a></p>
<p><b><u>A Student or Staff member experiences sexual harassment or discrimination</u></b></p>	<p><b><u>Student or staff reports harassment or discrimination</u></b></p> <ol style="list-style-type: none"> <li>1. Contact a Title IX Coordinator and complete a Title IX complaint form.</li> </ol>	<p><b><u>Harassment is directed at you</u></b></p> <ol style="list-style-type: none"> <li>1. 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.</li> </ol>	

## IMPORTANT RESOURCES

**Campus Security Numbers:** *Call 541-218-2930 after hours and when class is not in session.*

**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:** 541-956-7061 **Email:** [staggart@roguecc.edu](mailto:staggart@roguecc.edu)

### **Counseling Department:**

**Counseling Front Desk:** 541-956-7443 **Email:** [counselingfrontdesk@roguecc.edu](mailto:counselingfrontdesk@roguecc.edu)

### **Student Conduct:**

**April Hamlin** – Compliance Coordinator (Director of Advising & Compliance): **Office:** 541-956-7255 **Email:** [ahamlin@roguecc.edu](mailto:ahamlin@roguecc.edu)

### **Deans**

<b>August Farnsworth</b>	Dean of Student Success	<b>Phone:</b> 541-956-7203	<b>Email:</b> <a href="mailto:afarnsworth@roguecc.edu">afarnsworth@roguecc.edu</a>
<b>Dr. Laura Hill</b>	Dean, Health and Public Service	<b>Phone:</b> 541-956-7031	<b>Email:</b> <a href="mailto:lhill@roguecc.edu">lhill@roguecc.edu</a>
<b>Kimberly Freeze</b>	Dean, Science and Technology	<b>Phone:</b> 541-956-7117	<b>Email:</b> <a href="mailto:kfreeze@roguecc.edu">kfreeze@roguecc.edu</a>
<b>Navarro Chandler</b>	Dean, Gen. Ed. And Transfer	<b>Phone:</b> 541-956-7030	<b>Email:</b> <a href="mailto:tchandler@roguecc.edu">tchandler@roguecc.edu</a>
<b>Dr. Jeanine Henriques</b>	Dean, Curriculum & Academic Excellence	<b>Phone:</b> 541-956-7118	<b>Email:</b> <a href="mailto:jhenriques@roguecc.edu">jhenriques@roguecc.edu</a>

### **Title IX Coordinators**

<b>Lead Title IX Coordinator</b> – Jamee Harrington	<b>Office:</b> 541-956-7017	<b>Email:</b> <a href="mailto:jharrington@roguecc.edu">jharrington@roguecc.edu</a>
<b>Title IX Deputy Coordinator</b> – April Hamlin	<b>Office:</b> 541-956-7255	<b>Email:</b> <a href="mailto:ahamlin@roguecc.edu">ahamlin@roguecc.edu</a>
<b>Title IX Deputy Coordinator</b> – Sean Taggart	<b>Office:</b> 541-956-7061	<b>Email:</b> <a href="mailto:staggart@roguecc.edu">staggart@roguecc.edu</a>

### **Forms and Procedures**

1. Students Rights, Freedoms, & Responsibilities: <https://web.roguecc.edu/board-policies/ap-5999-student-rights-freedoms-and-responsibilities>
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: <https://web.roguecc.edu/administrative-procedures/information-technology-acceptable-use-ap-037>

### **CARE Team Referrals**

1. Please email referrals for the Campus Assessment, Response, and Evaluation for Students (CARE) Team to April Hamlin at [ahamlin@roguecc.edu](mailto:ahamlin@roguecc.edu).
2. For concerns about a student at risk of self-harm, please email a referral to Julia Fisher at [jfisher@roguecc.edu](mailto:jfisher@roguecc.edu) or via phone 541-956-7195.

## CARE Team Members

- Navarro Chandler [tchandler@roguecc.edu](mailto:tchandler@roguecc.edu); 541-956-7030
- Andrew Childress [achildress@roguecc.edu](mailto:achildress@roguecc.edu); 541-956-7431
- August Farnsworth [afarnsworth@roguecc.edu](mailto:afarnsworth@roguecc.edu); 541-956-7203
- Julia Fisher [jfisher@roguecc.edu](mailto:jfisher@roguecc.edu); 541-956-7195
- April Hamlin [ahamlin@roguecc.edu](mailto:ahamlin@roguecc.edu); 541-956-7255
- Mike McClure [mmcclure@roguecc.edu](mailto:mmcclure@roguecc.edu); 541-956-7237
- Mary Middleton [mmiddleton@roguecc.edu](mailto:mmiddleton@roguecc.edu); 541-956-7230
- Rusty Riis [rris@roguecc.edu](mailto:rris@roguecc.edu); 541-956-7332
- Sean Taggart [staggart@roguecc.edu](mailto:staggart@roguecc.edu); 541-956-7061
- Darren VanLehn [dvanlehn@roguecc.edu](mailto:dvanlehn@roguecc.edu); 541-956-7144
- Cessa Vichi [cvichi@roguecc.edu](mailto:cvichi@roguecc.edu); 541-956-7035