

# RED FOLDER

QUICK ACCESS GUIDE FOR RESPONDING  
TO STUDENTS IN DISTRESS



## LANEY COLLEGE **WELLNESS CENTER**

**510-464-3332 TOWER T-250**

**[https://laney.edu/health\\_center/](https://laney.edu/health_center/)**



# Is the student a danger to self or others?

**YES**

The student or others are in ***imminent, immediate danger***

**911**

The student is **threatening harm** to themselves or others, or is acutely **dysregulated or disconnected** from reality

**Campus Security**  
**510-466-7266**  
**or 911**

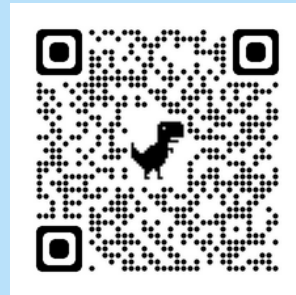
**NO**

The student has a **mental health concern**, but is safe:

**510-464-3332**

or complete the form on:

**[https://laney.edu/health\\_center/](https://laney.edu/health_center/)**



**Sexual Assault or Harassment:**  
Contact the Title IX officer, Vice  
President of Student Services  
510-464-3340

## 24/7 Crisis Hotlines

988 Suicide and Crisis Hotline  
Crisis Text Line **Text "Courage" to 741741**  
CA Peer-Run Warm Line **855-600-WARM**  
**211** for Alameda County Services and Resources

## Laney College Campus Resources

Basic Needs Center, Laney Student Center, 3rd Fl, **510-464-3572**  
Peralta Medical Services: Laney Student Center, 4th Fl, **510-464-3134**  
Student Accessibility Services, E-251, **510-464-3428**

# Alternatives to Calling 911

Housing, Domestic Violence, Legal, Food, Healthcare, Reentry and other Resources

**Call 211 or Text 989211**

**Go to <http://211alamedacounty.org>**

This is the most comprehensive and up to date listing of Alameda County resources including: housing, domestic violence, legal, food, healthcare and reentry resources.

## Mental Health Crisis Support Resources

**Alameda County Behavioral Health Mobile Crisis Response  
(510) 891-5600, Mon-Fri 8am-6pm**

Ask for the On-Duty Clinician, who can dispatch the appropriate team to respond and support you with consultation, referral, and guidance. .

**MH First - Oakland**

**(510) 999-9MH1 – Fridays & Saturdays from 2pm to 2am.**

MH First Oakland, a project of Anti Police-Terror Project, responds to mental health crises including, but not limited to, psychiatric emergencies, substance use support, and domestic violence safety planning.

## Guide to Calling 911

If possible, make the call from a safe and quiet space. Tell the dispatcher:

**“My name is \_\_\_\_ and I am calling about a mental health emergency.”**

**“I am calling from” [current location].**

**“I am calling because my family member/friend/a person is \_\_\_\_”**

**Explain what is currently happening; stick to the facts.**

**Ask for a Crisis Intervention Trained Officer (“CIT Officer”)**

**or request a mental health unit.**

These officers are trained to respond to mental health emergencies. If appropriate, request that officers and or ambulance arrive without lights or sirens. Dispatcher may ask:

- Are there any threats or acts of violence? Are there any weapons at the location?
- Where is the person experiencing the emergency located?
- Any threats of suicide or has there been a suicide attempt? (This is important)
- Does the person need medical attention?

# MENTAL HEALTH FIRST AID

Students who are NOT a danger to themselves or others, but ARE experiencing a mental health challenge, disorder or crisis, will benefit from **your relationship and empathy.**

The following guidelines are from the nationally recognized Mental Health First Aid program. You can use these steps in any order to help the student get the support they need.

## ALGEE: THE ACTION PLAN



**ASSESS** for risk of suicide or harm.



**LISTEN** non-judgmentally.



**GIVE** re-assurance and information.



**ENCOURAGE** appropriate professional help.



**ENCOURAGE** self-help and other support strategies.

To get certified in Mental Health First Aid, contact the Laney Wellness Center at 510-464-3332, [laneywellness@peralta.edu](mailto:laneywellness@peralta.edu) or go to: <https://www.mentalhealthfirstaid.org/>

Privacy Laws and Confidentiality: The Family Education Rights and Privacy Act (FERPA) permits communication about a student of concern in connection with a health and safety emergency. Observations of a student's conduct or statements made by a student are not FERPA protected. Such information should be shared with appropriate consideration for student privacy.