

RESPONDING TO DIFFICULT BEHAVIORS:

Providing support and then addressing the behavior is an important step in the process of helping someone in a difficult situation.

- Find a private (non-secluded) and comfortable place to talk. If you're concerned about your own safety, **DO NOT** meet with the person alone.
- Set aside adequate time for the discussion so you're not rushed or preoccupied.
- Be calm. Stay relaxed. Pay attention to your demeanor and tone of voice.
- Listen carefully and attentively.
- If you are initiating the discussion, be as specific as possible about the behaviors that concern you. Provide examples of your observations in a direct, non-judgmental way.
- Express interest, care, and concern. Remember that although what is being shared may not seem like a crisis to you, it may feel like one to that person.
- Be direct about the limits of your ability to assist him/her. Help explore available options and the benefit to the student.

MCC CONTACTS AT A GLANCE

Campus Safety
777-0545 or cell 557-5648

Behavioral Intervention Team:
File a CARE Report from
the Employee Portal page.

Academic Affairs.....	777-0254
College Success Center.....	777-0392
Counseling.....	777-0362
Disability Support Services.....	777-0309
Financial Aid.....	777-0228
Financial Services.....	777-0249
Human Resources.....	777-0350
IT Help Desk.....	777-0351
Library.....	777-0269
Mailroom.....	777-0429
Records.....	777-0250
Student Services.....	777-0341
Tutoring.....	777-0393
Veteran Affairs.....	777-0342

Faculty/Staff QUICK RESOURCE GUIDE

*Title IX Reporting/Assistance
Responsibilities*

Responding to a Student in Crisis

Responding to Difficult Behaviors

MCC Important Contacts



Muskegon Community College

Did you know - You're a "MANDATORY REPORTER"?

Employee RESPONSIBILITIES UNDER TITLE IX:

If someone discloses an incident of sexual misconduct to you, including sexual assault, stalking, dating or domestic violence, or sexual harassment, please take the following steps:

Safety

- Confirm the persons' safety. If they are not safe, help them create a plan to get to a safe place. Call 911 if needed.
- Provide non-judgmental support. Avoid questions that suggest blame or show doubt. (Don't say... you should have... or why didn't you...)
- Respond with compassion and sensitivity.

Explain Reporting

- Explain your obligation to report the information – example of response:
- *“Before you go any further, I need to let you know that I want to support you and that I can keep this private, but I am required to tell the Title IX Coordinator/ Deputy Coordinator about this type of issue. If you want to talk to someone confidentially, you can talk to someone in our Counseling Department.”*

- Click on



or

Contact a member of the Title IX Team:

- Jason Cooper..... 777-0690
- Kristine Anderson..... 777-0447
- Donielle Nichols 777-0698
- Dr. Patti D'Avignon..... 777-0341
- Marty McDermott..... 777-0462
- Tonette Brown-Garner 777-0654 (Evening Supervisor)

Referral Options

- A. Provide the resources for you - Sexual violence and harassment brochure
- B. Review reporting options with the person (both the right to file a complaint with law enforcement and the right way to file a complaint with MCC.)
- C. Direct the person to on-campus confidential resources.
- D. Share off-campus resources.

RESPONDING TO A STUDENT IN CRISIS:

BIT or Behavioral Intervention Team will assist in these cases. Please contact Chair of BIT, Jason Cooper at 777-0690.

A student in crisis can take many forms:

Self-Harm

The College's Behavioral Intervention Team should be alerted as soon as possible if a student verbalizes or writes any statement of self-harm or suicide ideation. A Care Report can be submitted through the portal or when in doubt, call Security at ext. 545 or 911 if an emergency.

Food

Hunger and lack of adequate food resources is a problem for many of MCC's students. Students needing assistance may call either Student Life x216, Counseling x362, or United Way 211.

Report a Concern

The College offers an online form where any member of the campus community can report a concern. From the Employee Portal, click onto the CARE REPORT button on the right hand side of the screen.



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