



## WHO TO CONTACT

**Emergencies** –Life Threatening Situations: DIAL 9-1-1

**ACT (Assessment and Care Team):** 619-515-1515  
or, Email [ACT@cwsl.edu](mailto:ACT@cwsl.edu)

**Additional On-campus Resources:**

Dean of Students: 619-515-1588  
Vice Dean of Academic Affairs: 619-525-1413  
Asst. Dean of Student Affairs: 619-515-1575  
Chief Financial Officer: 619-515-7097  
Senior Director, Human Resources & Operations: 619-515-1563

**Additional Off-campus Resources:**

Domestic Violence & Sexual Assault Hotline: 888-385-4657  
Suicide and Crisis 24-hour Hotline: 800-273-8255  
San Diego Victim Assistance Program: 619-531-4041

• A Word about CONFIDENTIALITY •

Once you have referred someone to ACT it is understandable you will want to follow up to find out what happened, and if you can provide assistance to the student or employee. However, ACT may be bound by some confidentiality rules and may not be able to share all of the information gathered about the person.

CALIFORNIA WESTERN  
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## A.C.T.ion Guide to Identifying Persons of Concern

Concerned about a student or  
employee?

Contact the  
**Assessment and Care Team  
(ACT)**

*We are here to help!*

**D.E.F.U.S.E. any situation  
by remembering these tips:**

**D**o stay calm and control your  
emotions.

**E**stablish ground rules; take breaks  
to calm the person down.

**F**ocus on positive outcomes and the  
consequences of violent actions.

**U**ncover what the person wants;  
repeat what is requested.

**S**peak slowly, confidently, quietly,  
be an active listener.

**E**ncourage person to consider other  
alternatives; offer support.

225 Cedar Street  
San Diego, CA 92101

*If you see something,  
say something!*



You don't have to be an **EXPERT**;  
You just have to **CARE**.

### Behavior Involving an Immediate Threat:

If you believe another student or an employee is in need of medical treatment or poses an immediate threat to self or others, **call 9-1-1**.

Some examples of situations where 9-1-1 should be contacted immediately:

- Person has access to weapons and is threatening to use them.
- Person is attempting suicide.
- Person otherwise indicates intention to harm to self or others.

### Behaviors of Concern:

If you do not believe the person is an imminent threat, you still can report a person's behavior to ACT if such behavior is:

- Unusual
- Troubling or concerning
- Disruptive to your environment (classroom, office)
- Causing discomfort to you or others
- Potentially threatening in any way

### Q WHEN DO I REFER SOMEONE?

**A** Consider referring someone to the ACT if you notice any of these signs:

- Preoccupation with weapons, violent events, or persons who have engaged in violent acts
- Evidence of suicidal thoughts or plans
- Signs of hopelessness, excessive irritation, disorientation, or withdrawal/distancing
- Implying or making threats to harm self or others
- Marked change in appearance or hygiene (ie. grooming, or extreme weight loss/gain)
- Bizarre content in writing or speech, including inappropriate (i.e., threatening, aggressive, harassing) communication via phone, voicemail, or email
- Emotional responses that are inappropriate or incongruent
- Extreme reaction to a recent loss or traumatic event
- Inappropriate behavior and responses such as prolonged irritability, angry outbursts, or intense reactions
- Excessive procrastination, uncharacteristically poor work efforts, frequent absences compared with previous known behavior, especially if the person appear extremely distressed or highly emotional

### Q HOW DO I REFER SOMEONE?

**A** If the person expresses a direct threat to self or others, or is behaving bizarrely or in a highly irrational way, contact 9-1-1 immediately.

- If there is no immediate threat, contact the Dean of Students (for students or yourself) or the ACT (for students or employees) with your concerns.