

## 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 Care and Concern Request in the MyMCC > Employee Card



Care and Concern Request  
Academic and Conduct Concerns

### Or contact a member of the Title IX Team:

- Ken James ..... 777-0617  
MCC Title IX Coordinator
- Kristine Anderson ..... 777-0447  
Chief Human Resources Officer
- Donielle Nichols ..... 777-0698  
Director of Human Resources
- Dr. Patti D'Avignon ..... 777-0341  
Dean of Student Success
- Tonette Brown-Garner ..... 777-0654  
Evening College Services Coordinator
- Jason Cooper ..... 777-0690  
Dean of College Services and Athletics
- April Shirey ..... 777-0310  
Registrar
- Rebecca Sytsema ..... 777-0305  
Nursing Faculty
- Jeff Hawke ..... 777-0259  
Safety and Security Supervisor
- Dan Rinsema-Sybenga ..... 777-0569  
Dean of Academic Affairs
- Tom Henry ..... 777-0483  
English Faculty

### 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.