Distressed Students
May be irritable, sad, unduly anxious, withdrawn, disoriented, angry or hostile; may show a decline in quality of work, bizarre content in writings or presentations, marked changes in appearance; or may make implied or direct threats of self harm.

Consultation and Referrals:
Consultation & Response Team: 310-825-7291 or 310-825-0628
cream@ucla.edu and www.studentincrisis.ucla.edu

UCLA Counseling and Psychological Services: 310-825-0768
www.counseling.ucla.edu

Issues of Student Conduct:
Dean of Students: 310-825-3871
www.deanofstudents.ucla.edu

Disruptive Students
May interfere with UCLA’s learning environment with behavior that is reckless, disorderly, paranoid, aggressive, defiant, destructive, threatening, dangerous to self or dangerous to others; may taunt, badger or intimidate others; or may communicate threats via email, correspondence, text or phone calls.

For Consultation and Reporting:
Consultation & Response Team: 310-825-7291 or 310-825-0628
cream@ucla.edu and www.studentincrisis.ucla.edu

Undergraduate and Graduate Students:
Dean of Students: 310-825-3871
www.deanofstudents.ucla.edu

Departmental Student Affairs Officers
Graduate Division Deans
Professional School Students: Professional School Deans
Professional School Student Affairs Officers

Preparing to Reach Out
• Know the available campus resources and the referral process.
• If safe, meet privately and always allow sufficient time to meet.
• Ensure your safety.
• If you decide not to have direct contact with the student, refer the incident to the Consultation & Response Team.
• Contact UCPD if a student expresses a direct threat to self or others or acts in a bizarre, highly irrational and disruptive way.

Connecting with the Student
• Clearly express your concerns focusing on the behavior in non-disparaging terms.
• Do not challenge or become argumentative with the student.
• Ask directly if student wants to hurt themselves or others.
• Respect the student’s privacy without making false promises of confidentiality.
• Document all incidents and attempts to resolve the situation.

Making the Referral
• Recommend services and provide direct referrals. Assist student in contacting resources.
• Frame any decision to seek and accept help as an intelligent choice.
• Make sure the student understands what actions are necessary.
• Be frank with the student about your limits (e.g. time, expertise).
• Encourage and assist student to make and keep an appointment and set a follow-up meeting with the student.

Privacy Laws and Confidentiality
The Family Educational 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 reporting parties.

Connecting with the Student
• Clearly express your concerns focusing on the behavior in non-disparaging terms.
• Do not challenge or become argumentative with the student.
• Ask directly if student wants to hurt themselves or others.
• Respect the student’s privacy without making false promises of confidentiality.
• Document all incidents and attempts to resolve the situation.

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The Family Educational 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 reporting parties.

If you feel unsafe
Call 911 or the UCLA Police Department 310-825-1491 for immediate response.

SEE
Awareness
Personal and academic challenges may lead to distress in undergraduate and graduate students. You are in a unique position to identify students who may be in need of help.

Communication
Sharing your concern directly with the student or reaching out to campus and community partners can be an important first step in helping a student access help and services. Our campus partners can help ensure the safety of the student and our campus and provide a coordinated response.

DO
Engagement
Students may not know that help is available, or where to find it. Reach out to a student who you believe to be in distress, using the guidelines provided below.

Preventing to Reach Out
• Know the available campus resources and the referral process.
• If safe, meet privately and always allow sufficient time to meet.
• Ensure your safety.
• If you decide not to have direct contact with the student, refer the incident to the Consultation & Response Team.
• Contact UCPD if a student expresses a direct threat to self or others or acts in a bizarre, highly irrational and disruptive way.

Connecting with the Student
• Clearly express your concerns focusing on the behavior in non-disparaging terms.
• Do not challenge or become argumentative with the student.
• Ask directly if student wants to hurt themselves or others.
• Respect the student’s privacy without making false promises of confidentiality.
• Document all incidents and attempts to resolve the situation.

Making the Referral
• Recommend services and provide direct referrals. Assist student in contacting resources.
• Frame any decision to seek and accept help as an intelligent choice.
• Make sure the student understands what actions are necessary.
• Be frank with the student about your limits (e.g. time, expertise).
• Encourage and assist student to make and keep an appointment and set a follow-up meeting with the student.

Privacy Laws and Confidentiality
The Family Educational 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 reporting parties.
Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and other verbal or nonverbal conduct of a sexual nature. Students and employees are strongly encouraged to report such incidents to the Title IX Office. Supervisors, managers and other designated employees are required to report.

Sexual assault includes any of the following: sexual assault, sexual battery, domestic violence, dating violence and stalking.

Sexual harassment and sexual violence are prohibited under UC Policy. Students and employees are encouraged to report such incidents to the Title IX Office. Supervisors, managers and other designated employees are required to report.

CARE offers:
- Advocacy
- Prevention & Education
- Staff, and the Campus Community
- Reporting Options
- Confidential Resources
- What is Sexual Harassment?
- What is Sexual Violence?
- What is Dating and Domestic Violence?
- What is Stalking?
UCLA’s Consultation & Response Team is composed of representatives from key campus departments. The team meets weekly to identify students in crisis, then works quickly and collaboratively to assess distressed students’ needs, direct them to campus and community resources and consult with the UCLA offices impacted by the crisis.  

www.studentincrisis.ucla.edu

When in Doubt, Reach Out!

Does the Student Need Immediate Assistance?

**YES**

The student’s conduct is clearly reckless, disorderly, dangerous or threatening and is suggestive of immediate harm to self or others in the community.

**Call 911 for immediate response or UCPD dispatch at 310-825-1491**

Report the concern to the Consultation & Response Team and the Counseling and Psychological Services (CAPS)

**NOT SURE**

Indicators of distress are observed but severity is unclear. The interaction has left you feeling uneasy or concerned about the student.

**Call for consultation: the Consultation & Response Team or Counseling and Psychological Services (CAPS)**

**NO**

I’m not concerned for the student’s immediate safety, but s/he is having significant academic and/or personal issues.

**Refer to appropriate campus resource**

**UCLA Student Conduct Code**

Examples of behavior prohibited by the Code include:

- Conduct that threatens the health or safety of any person (self or others) including:
  - Physical assault, sexual assault, sexual misconduct or domestic violence
  - Threats that cause a person to reasonably be in sustained fear for one’s own safety or the safety of his/her immediate family
  - Intoxication or impairment through the use of alcohol or controlled substances to the point where one is unable to exercise care for one’s safety

- Obstruction or disruption of teaching, research, administration, disciplinary procedures or other University activities

- Use, display, storage or manufacture of weapons or destructive devices

- Sexual harassment

- Racial, ethnic, religious, sexual orientation, disability and other forms of harassment.

- Stalking, hazing and disorderly behavior

Complete details can be found at www.deanofstudents.ucla.edu

To report misconduct call 310-825-3871 or email dean@saonet.ucla.edu

**What if a student is DISRUPTIVE, but does not pose a threat?**

- Ensure your safety in the environment. Use a calm, non-confrontational approach.
- Set limits by explaining how the behavior is inappropriate.
- If disruptive behavior persists, inform the student that disciplinary action may occur.
- If the behavior escalates and you believe there is a safety risk, call 911 or contact UCPD (310-825-1491) and report the incident to the Consultation & Response Team for a coordinated response.

**CAMPUS RESOURCES**

**Consultation & Response Team** 310-825-7291 or 310-825-0628

**Counseling and Psychological Services (CAPS)** 310-825-0768

**Ashe Student Health & Wellness Center** 310-825-4073

**Dean of Students Office** 310-825-3871

**Office for Students with Disabilities** 310-825-1501

**Economic Crisis Response Team** 310-206-1189

**Campus Assault Resources & Education (CARE)** 310-825-0768

**LGBT Campus Resource Center** 310-206-3628

**International Students and Scholars** 310-825-1681

**Student Legal Services** 310-825-9894

**Graduate Student Resource Center** 310-267-4805

**Bruin Resource Center** 310-825-3945

**Title IX Office** 310-206-3417

**Dashew Center for International Students & Scholars** 310-825-1681

**Medical Emergency** 911

If you feel unsafe, call UCPD 911 or 310-825-1491

To report misconduct call 310-825-3871 or email dean@saonet.ucla.edu