Assisting Students in Distress

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.

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May be irritable, sad, unduly anxious, withdrawn, disoriented, angry or hostile; may show a decline in quality of work, bizarre content in writings or presentations, marked changes in appearance; or may make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
crteam@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

Academic Status and Accommodations:
Academic Counseling:
310-825-3382
www.ugeducation.ucla.edu/counseling

Center for Accessible Education:
310-825-1501
www.cae.ucla.edu

Graduate Division Academic Services
310-825-3819
Departmental Student Affairs Officers
Departmental Graduate Advisors

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
crteam@ucla.edu and www.studentincrisis.ucla.edu

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

Graduate Division Deans and Case Manager
310-206-1158

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

Say

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.

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.

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.

Do

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.

EMERGENCY ASSISTANCE
In an emergency, dial 911
Sexual Harassment is conduct of a sexual nature without the consent of the other person and which a reasonable person would find to be intimidating, hostile or offensive. Sexual harassment includes unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature that affects a person’s employment, education, and which a reasonable person would find to be intimidating, hostile or offensive. Sexual harassment can occur in all types of relationships, hierarchical, between peers or between individuals of the same or opposite sex.

Sexual harassment and sexual violence are prohibited under UC Policy. 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.

Stalking is behavior in which someone repeatedly engages in conduct directed at a specific person which would cause a reasonable person to fear for their safety or the safety of others.

Signs of Stalking
A stalker may:
• Follow or watch you wherever you are.
• Send unwanted gifts, letters, cards or e-mails.
• Damage your home, car or other property.
• Monitor your phone calls or computer use.
• Use technology, like hidden cameras or GPS, to track you.
• Threaten to hurt you, your family, friends or pets.
• Do not interact with the person stalking, and do not respond to a stalker's actions. Responding to a stalker's actions may reinforce their behavior.
• Keep a journal or log of all the stalking incidents. If possible, have a phone nearby at all times, preferably one to which the stalker has never had access. Memorize emergency numbers and make sure that 911 and helpful family or friends are on speed dial.
• Treat all threats, direct and indirect, as legitimate. Inform law enforcement immediately.
• Create easy access to keys, money and important documents.
• Find a safe place or call 911 if they are in immediate danger.
• Stop interacting with the person stalking or harassing them. Responding to a stalker's actions may reinforce their behavior.
• Keep a journal or log of all the stalking incidents.
• Do not interact with the person stalking or harassing them. Responding to a stalker's actions may reinforce their behavior.
• Treat all threats, direct and indirect, as legitimate. Inform law enforcement immediately.
• Create easy access to keys, money and important documents.
• Find a safe place or call 911 if they are in immediate danger.
**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

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**When in Doubt, Reach Out!**

If you are concerned about a student, there are steps you can take:

**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. |
| **NOT SURE** | Indicators of distress are observed but severity is unclear. The interaction has left you feeling uneasy or concerned about the student. |
| **NO** | I’m not concerned for the student’s immediate safety, but s/he is having significant academic and/or personal issues. |

**Dial 911 for EMERGENCY ASSISTANCE**

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

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**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.

**Faculty and Staff Members in Distress**

If a person is an immediate threat to you, someone else or others, call 911. For concerns about a faculty or staff member in distress or exhibiting behaviors of concern please contact the Behavioral Intervention Team (BIT) Coordinator by calling 310-794-0422 or UCLABIT@CHR.UCLA.EDU. Behavior does not need to be illegal to be of concern.

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**CAMPUS RESOURCES**

| Emergency | 911 |
| Consultation & Response Team | 310-825-7291 |
| Counseling and Psychological Services (CAPS) | 310-825-0768 |
| Ashe Student Health & Wellness Center | 310-825-4073 |
| Dean of Students Office | 310-825-3871 |
| Center for Accessible Education | 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 |
| UC Police Department (UCPD) | 310-825-1491 |
| Graduate Division | 310-206-1158 |