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May be irritable, sad, unduly anxious, withdrawn, disoriented, angry or hostile; may show a decline in quality of work, bizarre content in writings or presentations, marked changes in appearance; or may make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

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

Issues of Student Conduct:
Office of Student Conduct:
(310) 825-3871
www.deanofstudents.ucla.edu

Academic Status and Accommodations:
Academic Advising:
(310) 825-3382
www.cac.ucla.edu

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

Graduate Division Academic Services
(310) 825-3819

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
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

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.

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.
CARE offers:

Advocacy
CARE Advocates are confidential, not “responsible employees,” and work with UCLA students, staff and faculty.
CARE Advocates provide support with the following:
• Crisis intervention, immediate and ongoing emotional support
• Resources, referrals and options
• Addressing academic, housing and employment concerns.
• Filing a complaint with the Title IX Office.
• Filing a criminal report with the UC Police Department.
• Obtaining a No-Contact order from the Dean of Students.
• Obtaining a restraining order.
• Accompaniment to interviews and/or meetings with police and Title IX.

Safety planning options.
CARE Advocates can be reached at advocate@careprogram.ucla.edu and (310) 206-2465. Or, you can submit an online CARE Advocate Request form at: www.careprogram.ucla.edu/request-an-appointment.

Alternative Healing Programs
CARE offers a variety of alternative healing programs for survivors of Sexual Violence and Sexual Harassment. Healing programs offer survivors a multitude of ways to connect with their own healing process, which empowers individuals and increases resilience. For more information visit: www.careprogram.ucla.edu/alternative-healing-programs

Prevention Education
CARE provides comprehensive outreach and prevention education to the campus community on sexual assault, dating and domestic violence, stalking, and sexual harassment. CARE programs are available to students, staff, faculty, and UCLA departments.

You can request a program at: www.careprogram.ucla.edu/request-a-program

Faculty, Staff, and the Campus Community
CARE Advocates can provide most of the services listed above to staff, faculty, and the UCLA community that identify as survivors. Additionally, CARE Advocates are available for consultation if a student, staff, or faculty member discloses sexual violence or sexual harassment to you. The Staff and Faculty Counseling Center can also provide support to staff and faculty survivors: (310) 794-3045.

Any member of the University community may report conduct that may constitute sexual harassment or sexual violence to any supervisor, manager or the Title IX Coordinator. Supervisors, managers and other designated employees are responsible for promptly forwarding such reports to the Title IX or sexual violence to any supervisor, manager or the Title IX Coordinator. Supervisors, managers and other designated employees are responsible for promptly forwarding such reports to the Title IX Coordinator. The Title IX Coordinator can be reached at (310) 206-3417 or titleix@conet.ucla.edu.

CONFIDENTIAL RESOURCES
CARE Advocate
Advocacy Office for Sexual and Gender-Based Violence and Misconduct
Murphy Hall, Suite A223
(310) 206-2465 advocate@careprogram.ucla.edu

Counseling and Psychological Services (CAPS)
CARE counselors are available to assist students who have been impacted by any form of sexual violence or sexual harassment. Crisis counselors are available by phone 24/7.
John Wooden Center West - M–Th 8am–6pm (by appointment only after 4pm), Friday 8am–5pm (by appointment only after 3pm)
(310) 825-0758

The Rape Treatment Center at Santa Monica – UCLA Medical Center
Medical and counseling services for sexual assault available 24/7.
1520 Sixteenth Street, Santa Monica, California 90404
(424) 259-7208 www.therape.org

Student Legal Services
for assistance exploring legal options for students
A219 Murphy Hall
(310) 825-9984 www.studentlegal.ucla.edu

REPORTING OPTIONS
UC Police Department (UCPO)
In an Emergency, dial 911
Non-Emergency dial (310) 825-1491 police.ucla.edu

UCLA Title IX/Sexual Harassment Prevention Office
This office takes reports and provides information and consultation about campus policies and procedures regarding sexual harassment, sexual violence, dating and domestic violence and stalking.
2255 Murphy Hall
(310) 206-3417 titleix@conet.ucla.edu
Visit www.sexualviolence.ucla.edu

For more information, visit www.sexualviolence.ucla.edu

ADDITIONAL CAMPUS AND COMMUNITY RESOURCES
Please visit: www.careprogram.ucla.edu/resources

NATIONAL HOTLINES AND REFERRAL SERVICES
These hotlines can provide immediate crisis support and referrals.

LA County Domestic Violence Hotline (818) 978-3300
RANN (Rape, Abuse, & Incest National Network) (800) 656-HOPE (4673)
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](http://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.

Dial 911 for EMERGENCY ASSISTANCE

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](http://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 at (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.