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May be irritable, sad, unduly anxious, withdrawn, disoriented, angry or hostile; may show a decline in quality of work, bizarre content in writings or presentations, marked changes in appearance; or may make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 or 310-825-0628
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

**Office for Students with Disabilities:** 310-825-1501
www.osd.ucla.edu

**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 or 310-825-0628
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**Undergraduate and Graduate Students:**
**Dean of Students:** 310-825-3871
www.deanofstudents.ucla.edu

**Departmental Student Affairs Officers**
Departmental Graduate Advisors

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

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

**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.

**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.

**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.

**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.
What is Sexuality Violence?

Sexual Violence is conduct of a sexual nature engaged in 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, and other verbal or physical conduct of a sexual nature that affects or interferes with a person's employment, education and/or educational performance, and which a reasonable person would find to be intimidating, hostile or offensive.

Sexual Violence and sexual assault 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.

CONFIDENTIAL RESOURCES

CARE Advocates
Advocacy Office for Sexual and Gender-Based Violence and Misconduct
John Wooden Center West, 1st Floor
310-206-3415
CAREadvocate@caps.ucla.edu

Counseling and Psychological Services (CAPS)
Counselors are available to assist students who have been impacted by any form of sexual violence or sexual assault. Crisis counselors are available by phone 24/7.

Rape Treatment Center at Santa Monica
1947 Main Street Santa Monica, CA 90404
310-206-3417
www.rtecenter.org

Student Legal Services
For advice exploring legal options for students

Crisis Counseling & Support
UC Police Department (UCPD)
1-800-978-3600 24-hour hotline
www.ucpd.ucla.edu

LA LGBT Center
106 Bradley Hall / 417 Charles E. Young Drive West
1-310-206-2465
careadvocate@caps.ucla.edu

ADVOCATION RESOURCES

Peace Over Violence
310-392-8331 24-hour hotline
www.pov.org

LA County Domestic Violence Hotline
1-800-799-7173 24-hour hotline

LA LGBT Center
122 Westwood Plaza, 3rd Floor
310-206-3417
www.lalgbtcenter.org

FACULTY & STAFF 911 GUIDE

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 call or computer use.
• Use technology, like hidden cameras or GPS, to track you.
• Drive by or hang out at your home, school or work.
• Threaten to hurt you, your family, friends or pets.
• Find out about you by using public records or online search services; hiring investigators; going through your garbage; or contacting friends, family, neighbors or co-workers.
• Post information or spread rumors about you on the Internet, in a public place or by word of mouth.
• Contact, track or frighten you by other means.

Stalking Safety Measures
Stalking is a crime. If a student feels threatened, they should:
• Seek the advice of someone they trust to be with them in a public place.
• Keep a journal or log of all the stalking incidents.
• Consider obtaining a restraining order or a campus No Contact Order.

What is Dating and Domestic Violence?

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What is Sexual Harassment?

Sexual harassment includes unwelcome sexual advances, requests for sexual favors or other conduct of a sexual nature, including verbal, nonverbal or physical conduct that creates an environment that affects or interferes with a person's employment, education and/or educational performance, and which a reasonable person would find to be intimidating, hostile or offensive.

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

Sexual Harassment Safety Measures
Instruct the student to:
• Find a safe place or call 911.
• Contact a CARE Advocate at 310-206-3417 or titleix@conet.ucla.edu.
• Contact the UC Police Department at 1-800-978-3600.
• Call someone they trust to be with you and provide support.

What is Sexual Violence?

Sexual Violence is conduct of a sexual nature engaged in without the consent of the other person or when the other person is unable to consent. Sexual violence includes any of the following: sexual assault, sexual battery, domestic violence, dating violence and stalking.

Sexual Violence Prevention and Response

UC Police Department (UCPD)
1-800-978-3600 24-hour hotline
www.ucpd.ucla.edu

UC Title IX/ Sexual Harassment Prevention Office
This office takes reports and provides information and consultation about campus policies and procedures regarding sexual harassment, sexual assault, sexual violence and domestic and dating violence.

Dean of Students
The Dean of Students Office currently handles investigations and adjudication.

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

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Sexual harassment can occur in all types of relationships: hierarchical, between peers or between individuals of the same sex 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.

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When in Doubt, Reach Out!

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

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

CAMPUS RESOURCES

<table>
<thead>
<tr>
<th>Resource</th>
<th>Phone Numbers</th>
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<tbody>
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<td>Ashe Student Health &amp; Wellness Center</td>
<td>310-825-4073</td>
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<td>Dean of Students Office</td>
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<td>Office for Students with Disabilities</td>
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<td>Economic Crisis Response Team</td>
<td>310-206-1189</td>
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<td>Campus Assault Resources &amp; Education (CARE)</td>
<td>310-825-0768</td>
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<td>LGBT Campus Resource Center</td>
<td>310-206-3628</td>
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<td>International Students and Scholars</td>
<td>310-825-1681</td>
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<td>Student Legal Services</td>
<td>310-825-9894</td>
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<td>Graduate Student Resource Center</td>
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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.