

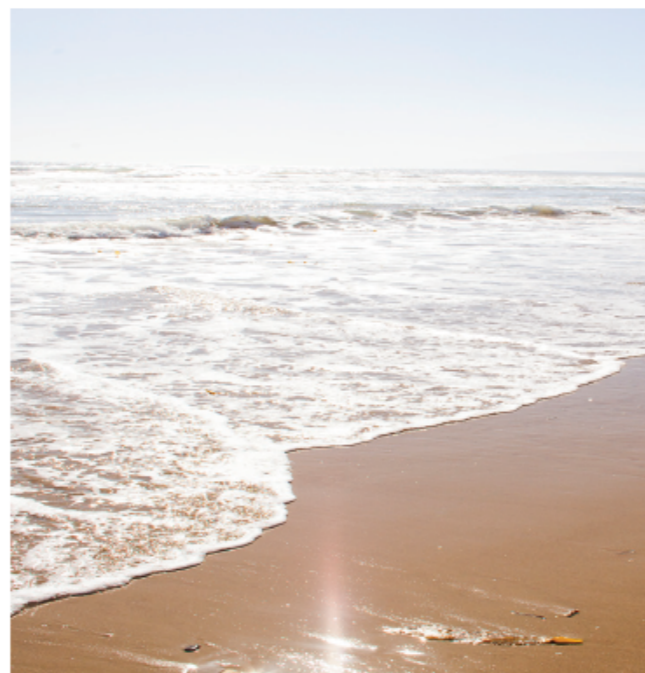
See Something.

UC faculty/staff and graduate teaching/research assistants are in a unique position to demonstrate compassion for UC students in distress.

Both undergraduate and graduate students may feel alone, isolated, and even hopeless when faced with academic and life challenges. These feelings can easily disrupt academic performance and may lead to dysfunctional coping and other serious consequences.

You may be the first person to SEE SOMETHING distressing in students since you have frequent and prolonged contact with them. The University of California, in collaboration with the California Mental Health Services Authority (CalMHSA), requests that you act with compassion in your dealings with such students.

Support for faculty and staff after working with a distressed student: Academic and Staff Assistance Program, Human Resources (805) 893-3318



Say Something.

Students exhibiting troubling behaviors in your presence are likely having difficulties in various settings including the classroom, with roommates, with family, and even in social settings.

Trust your instincts and SAY SOMETHING if a student leaves you feeling worried, alarmed, or threatened!

Do Something.

Sometimes students cannot, or will not, turn to family or friends. DO SOMETHING! Your expression of concern may be a critical factor in saving a student's academic career or even their life.

The purpose of this folder is to help you recognize symptoms of student distress and identify appropriate referrals to campus resources.



Do Something.

Resources & Tips

Use the tips below to help you refer the student to one or more of the resources listed on the right.

- **Safety First:** The welfare of our students and our campus community is the top priority when a student displays potentially violent or suicidal thoughts or behaviors. Do not hesitate to call for help.
- **Listen Sensitively and Carefully:** Use a non-confrontational approach and a calm voice. Avoid judgment and express your concern.
- **Be Proactive:** Engage students early on and encourage them to connect with resources.
- **Self Care:** Supporting students can take a toll on your own well-being. The Academic and Staff Assistance Program is available at (805) 893-3318.
- **Be Direct:** Ask students directly if they are under the influence of drugs or alcohol, feeling confused, or having thoughts of harming themselves or others.
- **Follow Through:** Do your best to ensure that the student is connected with the resource. Connect student to the point of service by calling ahead or walking with them.
- **Consultation:** Always consult with your department supervisor after any incident and document as appropriate. Counseling & Psychological Services and Student Mental Health Coordination Services are also available for consultation.



Campus Resources

Alcohol & Drug Program (ADP)	805.893.5013
Campus Advocacy Resources & Education (Confidential Advocacy Line)	805.893.4613
College of Creative Studies	805.893.8974
College of Engineering	805.893.2809
College of Letters and Science	805.893.2038
Counseling & Psychological Services (CAPS) Number available 24/7	805.893.4411
Disabled Students Program (DSP)	805.893.2668
Educational Opportunity Program (EOP)	805.893.4758
Office of International Students & Scholars (OISS)	805.893.2929
Office of the Ombuds	805.893.3285
Office of Student Life (OSL)	805.893.4569
Resource Center for Sexual & Gender Diversity (RCSGD)	805.893.5847
Student Health - Social Work Services	805.893.3087
Student Mental Health Coordination Services	805.893.3030

Campus Safety

Community Service Org (CSO) Safety Escorts	805.893.2000
UC Police Department Dispatch	805.893.3446

Off-Campus Resources

National Suicide Prevention Hotline	800.273.TALK
Santa Barbara Rape Crisis Center	805.963.6832
Isla Vista Foot Patrol	805.681.4179

See Something.

UCSB is committed to providing a quality learning environment. Faculty, TAs, and staff will often be the first to encounter a student who is in distress. Encouraging and helping the student to seek assistance with the appropriate campus and community resources is key. UCSB has multiple professionals poised to respond to distressed students. These staff members include social workers, psychologists, psychiatrists and coordinators of student mental health services. Student Mental Health Coordination Services is a readily accessible single point of contact for staff, faculty and students who are concerned about a distressed student. The coordinators will consult about a student, provide referrals to campus departments, develop action plans, and follow up with students, staff and faculty as appropriate.

Referral Identifiers

Student distress may manifest in concerning behavior or in the reaction the behaviors may elicit in others. If you notice any of the following behaviors or reactions, the Distressed Student Protocol will assist you in responding to the student and providing appropriate referrals.

Student Behavior

- Behavioral or emotional changes
- Withdrawal or isolation
- Change in hygiene or appearance
- Decline in academic performance
- Excessive or inappropriate anger
- Bizarre thoughts or behavior
- Expressing suicidal statements

Staff / Faculty Reactions to Student's Behavior

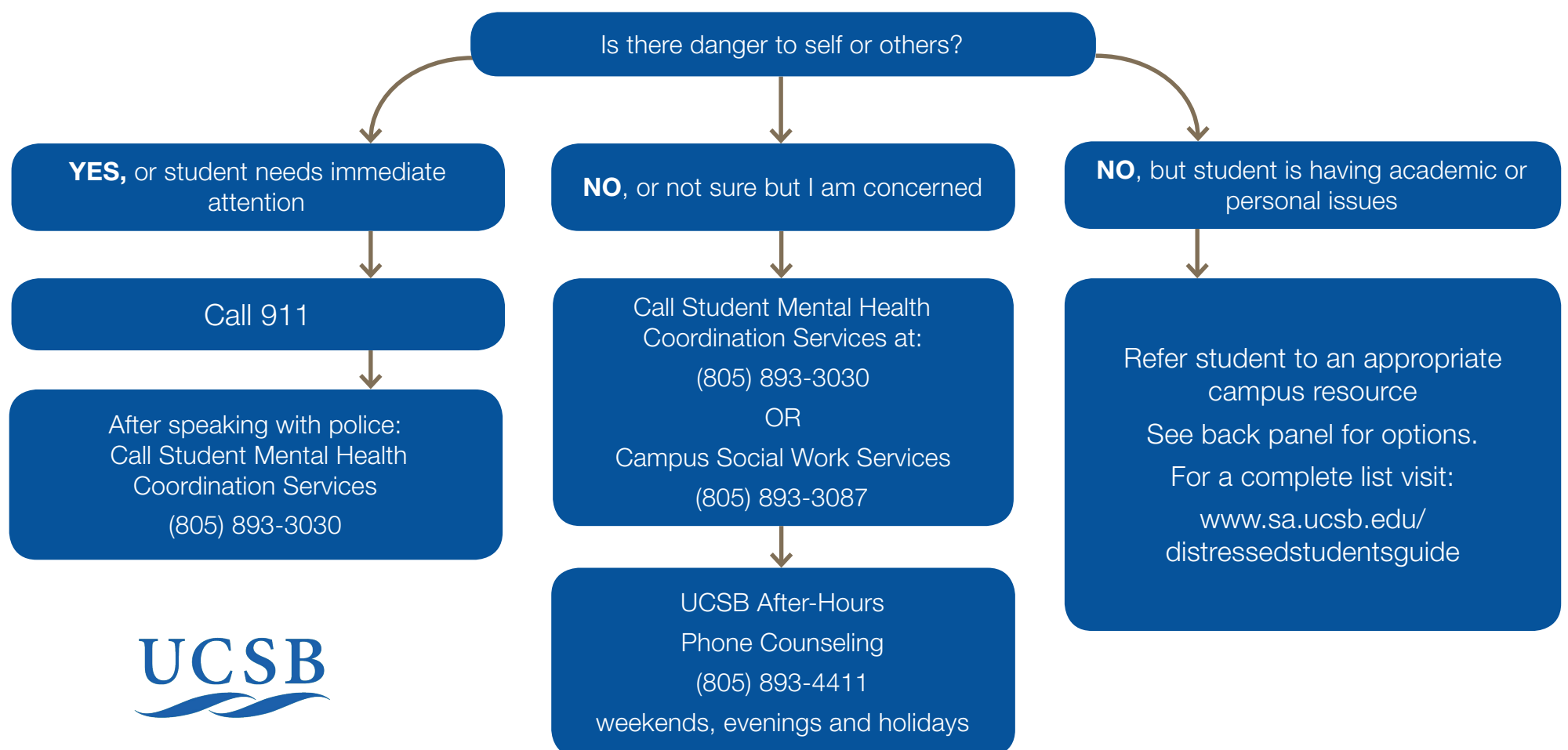
- Feeling uncomfortable about student's comments or behavior
- Concern about student's ability to function
- Feeling alarmed or frightened



Say Something.

UCSB Distressed Student Response:

Follow the chart to determine who to contact when faced with a disruptive or stressed student.



What about Privacy? The Family Education Rights and Privacy Act (FERPA) permits the following:

UC faculty and staff may disclose personal identifiable information from an educational record to appropriate individuals in connection with a health and safety emergency. Observations of a student's conduct or statements made by a student are not educational records or FERPA protected. Such information should be shared with University personnel when there is a specific need-to-know. All concerning behavior should be shared with Student Mental Health Coordination Services. If knowledge of student information is necessary to protect the health and safety of the student or other individuals, University Administration and Student Mental Health Coordination Services will assess the need to release information to parents, police, or others and take appropriate action. Your role is simply to report all concerning behavior.