

Assisting Students in Distress

UCLA

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.

SEE

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.

SAY

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.

DO

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 consideration for student privacy.

Distressed Students

may be irritable, sad, unduly anxious, withdrawn, disoriented, angry or hostile; may show a decline in quality of work, bizarre content or nihilistic themes in writings or presentations, marked changes in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

Consultation and Referrals:

UCLA Counseling and Psychological Services
310-825-0768

Consultation & Response Team
310-825-0628 or 310-825-7291 or 310-794-7299

Issues of Student Conduct:

Dean of Students
310-825-3871

Academic Status and Accommodations:

Academic Counseling
310-825-3382

Office for Students with Disabilities
310-825-1501

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
310-825-0628 or 310-825-7291 or 310-794-7299

Undergraduate and Graduate Students:

Dean of Students
310-825-3871

Departmental Student Affairs Officers
Graduate Division Deans

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

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 the student wants to hurt him/herself 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.

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 a distressed student's needs, direct her/him to campus and community resources, and consult with the UCLA offices impacted by the crisis.

www.studentincrisis.ucla.edu

**TRUE
BRUINS
CARE**

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 or UCPD 310-825-1491

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

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

Consultation & Response Team	310-825-0628 310-825-7291 310-794-7299
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
CARE at CAPS for Sexual Assault	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
Medical Emergency	911
If you feel unsafe, call UCPD	911 310-825-1491

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.



CARE
Campus Assault Resources & Education
www.counseling.ucla.edu/care • 24-hour support 310-825-0768

What is CARE?

CARE is a safe place for survivors of sexual assault, intimate partner violence, and stalking to get support, consultation, and have a safe place to talk. CARE offers several response and prevention services. The CAPS CARE Team has special expertise in assisting students who have been impacted by sexual assault.

CARE is located in Counseling and Psychological Services (CAPS) at Wooden Center West.

Immediate CARE Resources

CARE Services include walk-in services, 24-hour crisis counseling (310-825-0768), referrals to the Santa Monica Rape Treatment Center, and consultation regarding medical options, legal options, and student conduct.

CARE Advocates

Advocates assist in resource navigation, offer support, and advocate for students. Advocates can help students make decisions about reporting and can help them access health services, legal services, or academic support on and off campus. Advocates also consult with faculty, staff, and families to determine a helpful course of action.

Counseling

Counselors help students work through feelings and explore the impact and meaning of their experience. Medication treatment and referrals to long-term treatment are available.

For Faculty, Staff, and the Campus Community

If a student discloses an assault to you, members of the CARE Team are available for phone or in-person consultations. Faculty and staff assault survivors are referred to the Staff and Faculty Counseling Center.

Unwanted Contact

Harassment, unwanted pursuit, or stalking can be emotionally consuming, psychologically exhausting and may lead to violence. Unwanted contact may include dating or domestic violence, physical assault, and other intimidating behavior, which may be in violation of the student conduct code and/or illegal. For assistance, consult with the Consultation & Response Team. Call UCPD at 310-825-1491 if you feel unsafe.

Typical Stalking Behaviors

- › Repeated phone calls to home or work, including hang-ups
- › Unsolicited letters or email messages
- › Unsolicited contact through any social media sites (e.g. Facebook)
- › Unsolicited sending or leaving of gifts
- › Notes on your car or at your residence
- › Surveillance behaviors, both on foot and by car
- › Driving past your residence (keeping you under surveillance)
- › Unexpected appearances at places you frequent (stores, classrooms)
- › Contacting your friends, family or co-workers without your consent or knowledge
- › Searching public and private records to gain personal information
- › Vandalism (residence, car, personal possessions)

Safety Strategies

Responding

- If the offender is known, cease all contact.
- If the offender is known, consider obtaining a protection order. Contact UCPD for assistance with this process.
- If the offender is a student, consider obtaining a Campus Avoidance of Contact order from the Dean of Students Office.
- If the offender is unknown, do not respond to any attempts by the offender to make contact.

Documenting

- Maintain a record of all incidents/events.
- Keep all correspondence (e.g., notes, letters, emails, voicemails, text messages)

Reporting

- Consult with the Consultation & Response Team to report incidents.
- Keep the Consultation & Response Team informed of new incidents/events.

Getting Support

- Inform family, friends, co-workers, etc.
- Do not run or walk alone. Use the CSO evening escort services or travel in a group.
- Utilize all available resources (Consultation & Response Team, Counseling and Psychological Services, RAs, TAs).

Changing Behaviors and Routines

- Make an extra effort to remain alert and aware of your surroundings. (e.g., avoid putting headphones on both ears when walking).
- Vary your daily routine (e.g., alter your route to and from home, work, school).
- Carry a cell phone with emergency numbers in your "Favorites".
- Consider carrying pepper spray.
- Have your keys in hand and check inside the car before entering.
- Carry a whistle or flashlight on your keychain.

Protecting Your Privacy

- Modify your privacy settings on social media (e.g., modify Facebook settings to "Friends Only", select to "Protect Tweet", hide location on Twitter and Foursquare).
- Clear your browsing history on electronic devices and computers.
- Secure your residence – replace locks, install window and sliding door locks, and install a large peephole in your door.

For More Information:
www.counseling.ucla.edu/care
www.studentincrisis.ucla.edu
http://map.ais.ucla.edu/go/police, then select Campus Safety Tips

Response Protocol for Rape or Sexual Assault
If the Assault Occurred in the Last 96 Hours

Instruct the student to:

- Go to a safe place.
- Call someone trusted by the student to be with her/him and give support.
- If the student lives in the residence halls, the student can contact RA or RD for support.
- Preserve all physical evidence of the assault. Do not shower, bathe, douche, or brush teeth.
- Save all the clothing worn at the time of the assault in a paper bag.
- If the assault took place in the student's home, do not rearrange and/ or clean up anything. Preserve all evidence until student has considered whether or not to file a report with UCPD.
- Write down as much as the student can remember about the circumstances of the assault, including a description of the assailant.
- Go to the **Santa Monica – UCLA Rape Treatment Center (310-319-4000)**. Ask the hospital for an evidence collection (also known as a "rape exam"), emergency contraception, and tests for STDs and pregnancy. It is important to receive this exam even if student is not planning to make a police report.
- If the student suspects that s/he may have been drugged, ask for a urine test when receiving medical care.
- Notify **UCPD (310-825-1491)** immediately. UCPD can provide transportation to the Santa Monica-UCLA Rape Treatment Center if necessary, even if the student does not want to make a report. UCPD can also advise the student on how to file a restraining order.
- Contact **Counseling and Psychological Services (CAPS) (310-825-0768)** for supportive services. The CAPS CARE Team has special expertise in assisting students who have been impacted by sexual assault. Crisis counselors are available by phone 24 hours a day, 7 days a week.
- Contact the **Dean of Students Office (310-825-3871)** for information on filing a campus complaint against an assailant who is also a UCLA student. The Dean of Students Office can also issue a campus avoidance of contact order (separate and independent from a court-issued restraining order).
- For help in navigating resources, call the **Consultation & Response Team Student Care Managers/Advocates (310-825-0628 or 825-7291 or 794-7299)**
- Recovery from trauma may constitute a temporary disability requiring potential academic, housing, or other accommodations. Contact **Academic Counseling (310-825-3382)** if the the student wishes to discuss the possibility of academic accommodations.
- If the student wants to explore legal options, contact **Student Legal Services (310-825-9894)** for a consultation.
- If you want more information about legal issues, medical care or other concerns related to the assault, a rape treatment center or a rape hotline can assist you.
- Faculty and Staff assault survivors are referred to the **Staff and Faculty Counseling Center (310-794-0245)**.



ADDITIONAL RESOURCES

Santa Monica – UCLA Rape Treatment Center 310-319-4000, then press 3 www.911rape.org	UCLA Student Legal Services A239 Murphy Hall 310-825-9894 www.studentlegal.ucla.edu
UC Police Department (UCPD) 310-825-1491 or dial 911 www.ucpd.ucla.edu	Staff and Faculty Counseling Center 10920 Wilshire Boulevard, Suite 380 310-794-0245 http://map.ais.ucla.edu/go/employee-counseling
UCPD CSO Escort Service 310-794-9255 http://map.ais.ucla.edu/go/1000806	UCLA Sexual Harassment Prevention/Title IX Office 310-206-3417 www.sexualharassment.ucla.edu
UCLA Counseling and Psychological Services - CAPS John Wooden Center West Office Hours: M-Th 8am-8pm, F 9am-5pm 24-hour hotline 310-825-0768 www.counseling.ucla.edu	LA County Domestic Violence/Stalking Hotline 24-hour hotline 800-978-3600 877-633-0044 http://da.lacounty.gov/domv.htm
UCLA Dean of Students Office 1206 Murphy Hall 310-825-3871 www.deanofstudents.ucla.edu	Peace Over Violence 310-392-8381 www.peaceoverviolence.org
UCLA Consultation & Response Team 310-825-0628 or 825-7291 or 794-7299 www.studentincrisis.ucla.edu	RAINN (Rape, Abuse & Incest National Network) 800-656-4673 www.rainn.org
CAPS Care Team Crisis Counselor 24-hours 310-825-0768 www.counseling.ucla.edu/care	Relationship Violence Risk Assessment www.joinonelove.org/resources-help