Assisting Students in Distress

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.

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.

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may be irritable, sad, unduly anxious, withdrawn, disoriented, angry or hostile; may show a decline in quality of work, bizarre content or nihilistic themes in writings or presentations, marked changes in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

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.

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.

If You Feel Unsafe
Call 911
or the UCLA Police Department 310-825-1491
for immediate response
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

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

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.

**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

**Campus Resources**

<table>
<thead>
<tr>
<th>Consultation &amp; Response Team</th>
<th>310-825-0628</th>
<th>310-825-7291</th>
<th>310-794-7299</th>
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<tr>
<td>Counseling and Psychological Services (CAPS)</td>
<td>310-825-0768</td>
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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>Economic Crisis Response Team</td>
<td>310-206-1189</td>
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<td>CARE at CAPS for Sexual Assault</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>
<td>310-267-4805</td>
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<td>Bruin Resource Center</td>
<td>310-825-3945</td>
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<td>Medical Emergency</td>
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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 CARE staff has special expertise in assisting students who have been impacted by sexual assault.

CARE is located in Counseling and Psychological Services (CPS) at Wooden Center West. Immediate PCAR Resource

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

Counseling helps 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 UCOP 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 site (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)
- Connecting 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 UCOP 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 unknown, you 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, voiceemails, 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 CSOs evening escort services or travel in a group.
- Utilize all available resources (Consultation & Response Team, Counseling and Psychological Services, RAIs, TAs).

Changing Behaviors and Routines

- Make an extra effort to remain alert and aware of your surroundings. (e.g., avoid sitting on benches with your head down)
- 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.
- Hang 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 Taste", 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.

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 reassemble and/or clean up anything. Preserve all evidence until student has considered whether or not to file a report with UCOP.
- 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 (310-319-4900).
- Ask the doctor 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 the 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 UCOP (310-825-1493) immediately. UCOP can provide transportation to the Santa Monica UCLA Rape Treatment Center if necessary, even if the student does not want to make a report. UCOP can also advise the student on how to file a restraining order:
- Contact Counseling and Psychological Services (CPS) (310-825-0768) for supportive services. The CPS 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 (310-825-0626 or 825-7291 or 704-2799)
- Recovery from trauma may constitute a temporary disability requiring potential academic, housing, or other accommodations. The Student Care Managers/Advocates (310-825-3828) if the student wishes to discuss the possibility of academic accommodations.
- If the student wants to explore legal options, contact Student Legal Services (310-825-6854) 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).