

Assisting Students in Distress

see something? say something. do something!



see something?

- As faculty or staff, you may be the first person to **SEE** something distressing in a student.
- Graduate and professional students may feel alone, isolated, and even hopeless when faced with academic and life challenges. These feelings can disrupt academic performance and may lead to dysfunctional behaviors.

say something.

- 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 and friends. **DO**ing something, like expressing concern and/or informing a student of services available to them, may be a critical factor in getting them to seek help.
- The Family Education Right and Privacy Act (FERPA) permits communication about a student of concern in connection with a health and safety issue.

> *academic indicators*

- Sudden decline in quality of work and grades
- Repeated absences
- Bizarre content in writings or presentations
- Student seeking more personal rather than academic counseling during office hours

> *physical indicators*

- Marked changes in physical appearance including deterioration in grooming, hygiene, or weight loss/gain
- Excessive fatigue/sleep disturbance
- Intoxication, hung over, or smelling of alcohol
- Disoriented or "out of it"

> *psychological indicators*

- Self-disclosure of personal distress: family problems, financial difficulties, contemplating suicide, grief
- Excessive tearfulness,
- panic reactions, irritability, or unusual apathy
- Verbal abuse
- Expressions of concern about the student by his/her peers

> *safety risk indicators*

- Unprovoked anger or hostility
- Implying or making a direct threat to harm self or others
- Communicating threats via email, correspondence,
- texting, or phone calls
- Academic assignments dominated by themes of extreme hopelessness, rage, worthlessness... a "cry for help"

With support from:



University of California
San Francisco

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Is the student a danger to him/herself or others or for any reason does the student need immediate assistance?

YES. The student's conduct is clearly and immediately reckless, disorderly, dangerous, or threatening including self-harm behavior.

Call Campus Police
9-911 (from campus phone)
476-6911 (from mobile)

After speaking with police, consult with: UCSF Threat Management Team
502-8057

I'M NOT SURE. The student shows signs of distress but I'm unsure how serious it is. My interaction has left me feeling uneasy or concerned about the student.

During Business Hours:

- Call Student Health for consultation: **476-1281, option #2**
- Inform Students of Concern Committee: **476-4318**

After Hours & Holidays:

- **476-1281, option #7**

NO. I'm not concerned for the student's immediate safety, but he/ she is having significant academic and/or personal issues and could use some support.

Refer student to an appropriate campus resource.
(see table, right)

UCSF Campus Resources

UCPD Emergency (from campus phone)	9-911
UCPD Emergency (from cell phone)	476-6911
UCPD Non-emergency	476-1414
Student Health & Counseling Services	476-1281
Mental Health Crisis Line	476-1281x7
Medical Student Well-Being Program	476-0468
Student Disability Services	476-6595
Office of Career & Professional Development	476-4986
Office of Student Life/Students of Concern Committee	476-4318
Student Financial Aid	476-4181
Affirmative Action, Equal Opportunity	476-7700
International Students & Scholars Office	476-1773
Center for LGBT Health & Equity	476-7700
Sexual Harassment Prevention & Resolution	476-5186
Office of the Ombuds	502-9600
Learning Resource Services	502-0319
Multicultural Resource Center	502-1911
Student Services @ Mission Bay (Information & services hub for Mission Bay)	476-9654
Student Activity Center (Community Building & Leadership/Service Development)n	502-1484
Faculty & Staff Assistance Program	476-8279

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