## Indicators of Distress: What to look for

Be aware of the following indicators of distress. Look for groupings, frequency, duration and severity — not just isolated symptoms.

<table>
<thead>
<tr>
<th>Academic Indicators</th>
<th>Physical Indicators</th>
<th>Psychological Indicators</th>
<th>Safety Risk Indicators</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ Sudden decline in quality of work and grades</td>
<td>✓ Marked changes in physical appearance including deterioration in grooming, hygiene, or weight loss/gain</td>
<td>✓ Self-disclosure of personal distress such as family problems, financial difficulties, contemplating suicide, grief</td>
<td>✓ Unprovoked anger or hostility</td>
</tr>
<tr>
<td>✓ Repeated absences</td>
<td>✓ Excessive fatigue/sleep disturbance</td>
<td>✓ Unusual/disproportional emotional response to events</td>
<td>✓ Physical violence (shoving, grabbing, assault, use of weapon)</td>
</tr>
<tr>
<td>✓ Disorganized performance</td>
<td>✓ Intoxication, hangovers, or smelling of alcohol</td>
<td>✓ Excessive tearfulness, panic reactions</td>
<td>✓ Implying or making a direct threat to harm self or others</td>
</tr>
<tr>
<td>✓ Multiple requests for extensions</td>
<td>✓ Disoriented or “out of it”</td>
<td>✓ Irritability or unusual apathy</td>
<td>✓ Academic assignments dominated by themes of extreme hopelessness, rage, worthlessness, isolation, despair, acting out, suicidal ideations/violent behaviors — a “cry for help”</td>
</tr>
<tr>
<td>✓ Overly demanding of faculty and staff time and attention</td>
<td>✓ Garbled, tangential, disconnected, or slurred speech</td>
<td>✓ Verbal abuse (e.g., taunting, badgering, intimidation)</td>
<td>✓ Stalking or harassing</td>
</tr>
<tr>
<td>✓ Bizarre content in writings or presentations</td>
<td>✓ Behavior is out of context or bizarre</td>
<td>✓ Expressions of concern about the student by his/her peers</td>
<td>✓ Communicating threats via email, correspondence, texting, or phone calls</td>
</tr>
<tr>
<td>✓ You find yourself doing more personal rather than academic counseling during office hours</td>
<td>✓ Delusions and paranoia</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Berkeley University of California**
Resources & Tips

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

- **Safety First:** The welfare of the campus community is the top priority when a student displays threatening or potentially violent behavior. Do not hesitate to call for help.
- **Listen Sensitive and Carefully:** Use a non-confrontational approach, and a calm voice. Avoid threatening, humiliating, and intimidating responses.
- **Be Proactive:** Engage students early on, setting limits on disruptive behavior.
- **Be Direct:** Don’t be afraid to 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:** Direct the student to the physical location of the identified resource.
- **Consultation & Documentation:** Always document your interactions with distressed students and consult with your department chair/supervisor after any incident.

### Campus Resources for Students

**Counseling and Psychological Services**
For consultation about students of concern and for help connecting students to counseling or other resources
510.642.9494

**After-Hours Assistance Line**
For consultation with a counselor after CPS business hours and as a crisis resource to provide to students after business hours
855.817.5667

**Students of Concern Committee**
For campus support with distressed or disruptive students and for cross-departmental sharing of information
510.664.4218

**UC Police Department**
For concerns about students who may pose an immediate danger to hurt self or others
Emergency 911
510.642.3333 (from cell phone)

### Campus Resources for Faculty/Staff

**CARE Services Employee Assistance**
For concerns about a colleague and referrals to counseling
510.643.7754

**Manager, Employee Relations Unit, Human Resources**
UC Police Department - Non-Emergency
For assessment of threatening or potentially violent faculty/staff behavior
510.642.7163
510.642.6760

### Community Resources for Students, Faculty/Staff

**Berkeley Police Department - Non-Emergency**
For off-campus concerns about safety and well-being
510.981.1900

**Alameda County 24-hour Crisis Hotline**
National Suicide Prevention Lifeline
For immediate, confidential crisis support and intervention
800.309.2131
800.273.TALK (8255)

**Alta Bates Summit Medical Center**
This is the closest hospital and ER to campus, located at 2450 Ashby Ave., just east of Telegraph Ave.
510.204.4444

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**Campus Protocol**

Who To Contact: Follow the chart to determine who to contact when faced with a disruptive or distressed student.

<table>
<thead>
<tr>
<th>Is the student a danger to him/herself or others or for any other reason does the student need immediate assistance?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>YES</strong></td>
</tr>
<tr>
<td>The student's conduct is clearly and imminently reckless, disorderly, dangerous, or threatening— including self-harm.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>I'M NOT SURE</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>The student shows signs of distress, but I am unsure how serious it is. My interaction has left me feeling uneasy and/or really concerned about the student.</td>
</tr>
</tbody>
</table>

A) To speak with someone for timely consultation:
- **During Business Hours:** Call Counseling and Psychological Services (CPS) for consultation 510.642.9494.
- **After Hours & Holidays:** Call the After-Hours Assistance Line to be connected to a live mental health specialist 855.817.5667.

B) For coordinated campus response:
- Please submit a CARE report to:
  * UC Police Department: Call 911 or 510.642.5555
  * UC Police Department - Non-Emergency: 510.642.6760
- Consult with the department chair/supervisor for consultation

Support for faculty & staff after working with a disruptive or distressed student: CARE Services 510.643.7754

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*Please refer to the privacy statement on back of folder.

*See above panel for options. For a complete list visit:
http://resource.berkeley.edu
Compassion.

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 notice a student in distress since you have frequent and prolonged contact with them. The University, in collaboration with the California Mental Health Services Authority (CalMHSA), requests that you act with compassion in your dealings with such students.

Action.

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

Trust your instincts and consult with someone if a student leaves you feeling worried, alarmed, or threatened!

Change.

Sometimes students cannot, or will not, turn to family or friends. 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.

What About Privacy?

The Family Educational Rights and Privacy Act (FERPA) allows University faculty and staff to share observations about the behavior of students, statements made by students, and concerns about students generally with UC personnel who have responsibility for the welfare of students, and with law enforcement, as suggested in this document.

FERPA and other student privacy regulations generally allow the University to release such information to parents, police or others whose knowledge of the information is necessary to protect the health and safety of the student or other individuals. Appropriate consideration for student privacy should be given before information is shared with people other than those suggested in this document, and questions about when such disclosure is appropriate can be answered by the campus Office of Legal Affairs.

*Photos Courtesy University of California, Berkeley*
Students of Concern Committee (SOCC)

STUDENT OF CONCERN RESPONSE

When a student exhibits behaviors of high concern and could potentially be a risk to self and others, the SOCC coordinates a proactive effort to prevent and/or manage the situation. SOCC is NOT for emergencies if there is an emergency call UCPD 510-642-3333.

Referable Concerning Behaviors

- Unusual or erratic behavior in class, in the residence halls, during advising sessions, etc
- Extended absence from class or activities by a typically engaged student
- Written work or creative expression with troubling themes or references
- Verbal or written threats made by a student toward another student, faculty, and/or staff
- Written or verbal expressions of suicidal ideation or intent
- Other actions which cause an alarm or call into question the safety of the student or their peers

PROCESS

A faculty or staff member (hereafter Point of Contact) believes that a critical incident or circumstance has reached a high level of concern.

Point of Contact submits Care & Concern report through the following portal: https://berkeley-advocate.symplicity.com/care_report

Once a report is accepted and assessed, a member of the SOCC team may call the point of contact to gather more information if needed.

The SOCC chair will evaluate the situation and consult with team members to determine what further steps are required.

Point of Contact will receive coordinated plans of action for various critical scenarios, with duties and responsibilities assigned to the appropriate unit as needed.

For consultation only call 510-664-4218
Students of Concern Committee (SOCC)

PURPOSE

The purpose of this team is to provide a means for early intervention of at-risk students through collaboration with campus departments, faculty and staff.

Students exhibiting behaviors that are of concern in relation to their personal, physical and emotional well-being should be referred to this team of professionals.

The Students of Concern Committee is not meant to be the sole mechanism of communication and will not take the place of services provided by Counseling & Psychological Services, Center for Student Conduct, University Police or other established student services.

SOCC Responsibility to the Campus

- To provide a centralized structure for campus departments and offices that need help dealing with a student who is displaying concerning, disruptive and/or distressed behavior.
- To develop a strategic plan of action to ensure the safety of the student and the campus at large.
- The committee would ensure that information is shared among strategic partners concerned about student welfare.

STRUCTURE

SOCC Team Members
- Center for Student Conduct
- Counseling & Psychological Services
- UC Police Department
- Disabled Students Program
- Office of the Dean of Students
- Residential Programs
- Berkeley International Office
- Graduate Division

The SOCC also consults with:
- Academic Advisors
- Athletics
- Fraternity & Sorority Life
- Gender Equity
- Campus Ministry Representatives
- Student Life Advising Services/EOP