

# Faculty & Staff 911 Guide

## Assisting Students in Distress

### EMERGENCY

UC Davis Police                      911 or 530.752.1230  
Clear and imminent danger, life-threatening situations, personal safety concerns

### NON-EMERGENCY

#### For Distressing Students

Student Judicial Affairs (SJA)  
530.752.1128

Bullying, threat-making, violates boundaries, disrupts classroom, talks/writes about violent themes, screams/curses in class, refuses to follow directions, etc.

#### For Distressed Students

Counseling and Psychological Services (CAPS)  
A department of Student Health and Counseling Services  
530.752.0871

Signs of depression, anxiety, deteriorating academic performance, deteriorating hygiene, indications of significant personal struggle, being harassed/bullied, intoxicated in class, etc.

### ADDITIONAL RESOURCES

(Safe Places to Start)

#### For Students

Alcohol & Drug Abuse Prevention & Treatment (ADAPT)	530.752.6334
Cal Aggie Escort Services (Night Services)	530.752.1727
Campus Violence Prevention Program (CVPP)	530.752.3299
Cross Cultural Center	530.752.4287
Educational Opportunity Program (EOP)	530.752.9711
The House: Peer-to-Peer Counseling Services	530.752.2790
Lesbian, Gay, Bisexual, Transgender Resource Center	530.752.2452
Sexual Harassment Anonymous Call Line	530.752.2255
Student Disability Center	530.752.3184
Student Health and Wellness Center (SHWC)	530.752.2349
Transfer, Reentry, Veterans Center:	Transfer - 530.752.2200 Veterans - 530.752.2020
Women's Resources & Research Center (WRRC)	530.752.3372

#### For Faculty/Staff

Academic and Staff Assistance Program (ASAP)	530.752.2727
Workplace Violence Prevention Information	530.747.3854

#### In the Community

Davis City Police	530.747.5400
Suicide Prevention:	Davis - 530.756.5000 Woodland - 530.666.7778
Sutter-Davis Hospital	530.756.6440
Woodland Memorial Hospital	530.662.3961
Yolo County Sexual Assault / Domestic Violence Center	530.662.1133

## What about Privacy Laws and Confidentiality?

The Family Educational Rights and Privacy Act (FERPA) permits communication about a student of concern under the following circumstances:

UC Davis faculty and staff may disclose personal identifiable information from an “educational record” to appropriate individuals in connection with a health and safety emergency. Information may be released to parents, police, or others, if knowledge of the information is necessary to protect the health and safety of the student or other individuals.

Information can be released to University personnel when there is a specific need to know and should be limited to the essentials of University business.

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 appropriate consideration for student privacy.

## Guidelines for Responding to Students of Concern

**Safety First:** The welfare of the student and the campus community is the top priority when a student displays threatening or potentially violent behavior. The most effective means of preventing suicide and violence is providing coordinated professional help and follow-up.

**Trust your Instincts:** If you experience any sense of unease about a student, it is important to pay attention to those inner signals. Seek consultation from your department chair, your supervisor, SJA, or CAPS. Promptly report safety concerns and conduct code violations.

**Listen Sensitively and Carefully:** Distressed students need to be seen, heard, and helped. Many students will have trouble articulating their real issues and feelings. 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.

**Be Proactive:** Engage students early on, setting limits on disruptive or self-destructive behavior. Use the Code of Academic Conduct [sja.ucdavis.edu/cac](http://sja.ucdavis.edu/cac) and/or the class syllabus to inform students in writing of the standards and expectations for campus/classroom conduct, and if possible, the consequences for disruptive behavior. Devote time to reviewing this information in the syllabus or your policies and procedures manual.

**Support and Avoid Escalation:** Distressed students can be sensitive and easily provoked. Avoid threatening, humiliating, and intimidating responses. Use a non-confrontational approach, a calm voice, and words that highlight your desire to help them.

**Help them to Resources:** Be available. Show interest and offer support. Refer students to campus departments or offices that have the necessary expertise and personnel to help them best.

**Work with a Team:** Share information and consult with the appropriate University officials to coordinate care for the student, including when to reach out to parents. Safeguard the student’s privacy rights. Always report serious or persistent troubling behavior to the appropriate office: UC Davis Police, Student Judicial Affairs, etc.

