

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.

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may be irritable, sad, unduly anxious, withdrawn, disoriented, angry or hostile; may show a decline in quality of work, bizarre content or nihilistic themes in writings or presentations, marked changes in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