RESPONSE PROTOCOL:
Follow the chart to determine who to contact when faced with a distressed or distressing student.

Is the student a danger to self or others?

**“YES”**

The student’s conduct is clearly and imminently reckless, disorderly, dangerous or threatening – including self-harm behavior.

Call 911 or Campus Police (951) 827-5222

After speaking with police, report the concern to:
Critical Student Incident (CSI) Team (951) 827-5000
After-hour and weekend phone crisis consultation for students, staff and faculty is available at 951-UCR-TALK (951-827-8255)

**“NO”**

I am 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 the student to:
Student Affairs Case Managers (951) 827-5000
Or refer the student to an appropriate campus resource. See outside folder for options.

**“I’M NOT SURE”**

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.

During Business Hours
Call the Student Affairs Case Management (951) 827-5000 or Counseling and Psychological Services for consultation (951) 827-5531

After Hours and Holidays
Call the Counseling and Psychological Services for 24/7 counseling assistance at (951) 827-8255

Support for faculty, staff and peers working with a distressed student:

Campus Police - (951) 827-5222
Student Affairs Case management - (951) 827-5000
Counseling and Psychological Services - (951) 827-5531
After Hours or Weekends - (951) 827-8255
Faculty and Staff Assistance Program (FSAP) - (951) 781-0510
### SEE

**OBSERVE**
Since you may have frequent and/or prolonged contact with a student, you are in a unique position to see a noticeable change or distress in a student.

Become familiar with symptoms of distress and attend to their occurrence (see adjacent page).

**TRUST YOUR INSTINCTS**
If you feel uneasy about a student, consult with your supervisor, department chair, CAPS, Case Management, CSI Team, etc. Early intervention can prevent more serious problems from developing.

**INITIATE CONTACT (BE PROACTIVE)**
Don’t ignore strange, inappropriate or unusual behavior. Talk to the student privately, indicating concern in a direct, matter-of-fact manner. (If addressing disruptive behavior, please see adjacent page.)

**LISTEN CAREFULLY**
Allow the student time and latitude to express their thoughts and feelings. Refrain from expressing negative opinions. Don’t minimize their concerns.

Student may struggle to articulate the cause of their distress. Do not be afraid to directly ask if the student is thinking of suicide or taking their life.

### SAY

**KNOW YOUR LIMITS**
Students in distress often require a great deal of time and energy. If you think or feel a student’s problem(s) are more than you can handle, trust your feelings. You can connect the student to the large network of campus support that is available to them.

**CLARIFY YOUR ROLE**
When supporting a student, be frank with the student about your expertise and role. Frame any decision to seek and accept help as an intelligent and wise choice. Emphasize that asking for help is a sign of strength.

Respect the student’s privacy and autonomy without false promises of confidentiality.

**OFFER SUPPORT AND ASSISTANCE**
Make reflective comments – repeat back to the student what they have said to clarity and demonstrate understanding.

- Meet and talk privately to minimize embarrassment and defensiveness.
- Don’t minimize student’s distress.
- Don’t challenge or argue.
- Don’t assume a student’s motivation for behavior.
- Do keep your voice low and speak slowly.
- Do convey your concern and your desire for their well-being.
- Clearly express your concerns, focusing on the specific/observable behavior(s), in non-disparaging terms.
- Offer supportive alternatives, resources and referrals.
- Explore student’s support systems (on and off campus).
- If ANY concerns about self harm, BE SURE to ask explicitly if student has thoughts or plans to harm or kill themselves e.g. “Have you been thinking of ending your life”.

For additional/detailed training on suicide prevention, contact CAPS or Case Management or sign up for the “Let’s Talk” training on LMS.

### DO

**PREPARE**
Before you are ever in a situation where you are dealing with a distressed or distressing student:
- Have your resources at hand
- Know who to call for support in the moment
- Know how to make a referral
- Take the “Let’s Talk” suicide prevention training through LMS

**SAFETY FIRST!**
IF YOU FEEL UNSAFE, CALL UCPD AT 951-827-5222 FROM YOUR CELL PHONE, OR 911 OR X25222 FROM A CAMPUS LANDLINE.

**DE-ESCALATE**
Remain calm and non-threatening (consider tone of voice and posture/body position); people will often mirror your demeanor, minimizing escalation.

Acknowledge student concerns; people in distress need to hear/feel that they are being heard.

In the event student is not de-escalating and you have safety concerns, remove yourself/others and call for the appropriate support.

**REFER**
For safety concerns, remember to call UCPD first.

Recommend services and provide student with realistic expectations.

Encourage positive action by helping the student identify referrals and specific plans for connecting with resources.

Call support department with the student to assist in making a connection/appointment (e.g. after hours line 951-827-8255) OR walk them over to the support department (e.g. CAPS walk-in hours).

When appropriate, make plans to follow up with student on how referral went.

**CONSULT**
As part of supporting a student in distress, you may need additional support and guidance.

Either before, during, or after meeting with a student, you can consult with campus support department listed on your resource page, as well as your department leadership and experienced colleagues.

While most of the time it is recommended to consult openly with the student present, should there be any safety concerns, you may want to consult privately. If necessary, find someone to stay with the student while you consult with appropriate resources.

**REPORT**
Always report serious or persistent inappropriate behavior to Student Conduct, CSI Team or Dean of Students/Grad Dean and notify your department leadership.
Academic Indicators
- Sudden decline in quality of work and grades
- Repeated absences
- Bizarre content in writings or presentations
- You find yourself doing 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, hang over or smelling of alcohol
- Disoriented or “out of it”
- Garbled, tangential or slurred speech

Safety Risk Indicators
- Unprovoked anger or hostility
- Implying or making a direct threat to harm self or others
- Academic assignments dominated by themes of extreme hopelessness, rage, worthlessness, isolation, despair, acting out, suicidal ideations/violent behaviors—a “cry for help”
- Communicating threats via email, correspondence, texting, social media postings or phone calls

Psychological Indicators
- Self-disclosure of personal distress - family problems, financial difficulties, contemplating suicide, grief
- Excessive tearfulness, panic reactions, irritability or unusual apathy
- Verbal abuse (e.g., taunting, badgering, intimidation)
- Expressions of concern about the student by his/her peers
**Quick Resource Reference**

**Referral, Resources & Intervention**

**AVC/Dean of Students**
- Faculty, staff or students needing assistance with student logistical challenges.
- Ph: 951.827.6095 | Web: deanofstudents.ucr.edu

**Associate Dean for Graduate Division**
- Faculty, staff or students needing assistance with graduate student logistical challenges.
- Ph: 951.827.4302 | Web: graduate.ucr.edu

**Student Affairs Case Management**
- For guidance or advice regarding a student of concern, or students who are distressed or distressed to others.
- Ph: 951.827.5000 | Web: casemanagement.ucr.edu

**The Critical Student Incident Team (CSI)**
- The team provides action and support to address the needs of students who are distressed, while assuring a safe and secure campus.
- Ph: 951.827.1012 | Web: police.ucr.edu

**Care Advocate**
- Campus Advocacy, Resource & Education
- Anticipates and responds to the needs of students impacted by sexual assault, dating/domestic violence and stalking.
- Provides immediate, confidential and supportive crisis intervention and advocacy for all survivors.
- 24 hours/7 days per week of campus support: Riverside Area Rape Crisis Center Hotline: 951-686-8068 (7272)
- Ph: 951.827.6225 | Web: care.ucr.edu

**Office of the Ombuds**
- A safe, confidential, impartial and informal place to discuss a concern or complaint.
- Ph: 951.827.3213 | Web: ombuds.ucr.edu

**Health & Wellness**

**Student Health Services**
- Health Services Building
- Ph: 951.827.3031 | Web: studenthealth.ucr.edu

- Student is facing medical or behavioral health challenges that would benefit from medical care including on-campus primary care and psychiatric services and referral to off-campus specialists, programs and resources.

**Counseling and Psychological Services**
- Health Services Building North Wing
- Ph: 951.827.5531 | Web: counseling.ucr.edu

- Student is interested in help in the form of on-going confidential therapy (individual, group and couples therapy available).
- Student, staff or faculty would like to consult with a counselor via phone or drop-in basis, weekdays from 8am-5pm.
- Students may participate in a stress management program.
- 24-hours-a-day crisis counselor available via phone at 951-827-TALK (8255).

**Student Disability Resource Center**
- Cosco 125
- Ph: 951.827.3861 | Web: sdrcc.ucr.edu

- Student is facing challenges associated with a physical, learning or psychological disability.
- Student wants to explore possibility of academic accommodations due to a disability.

**The Well - Wellness, Empowerment, Life & Learning**
- Hub 248
- Ph: 951.827.9355 | Web: well.ucr.edu

- Student would benefit from a peer mentor or educator.
- Student wants information on community services or getting involved in wellness projects on campus.

**Policy & Law Enforcement**

**UC Police Department**
- 3500 Canyon Crest Drive
- Ph: 951.827.5222 | Web: police.ucr.edu

- Student presents a serious threat or imminent risk to self or others.
- File a police report about a crime that occurred on campus.

**Student Conduct & Academic Integrity Programs**
- Cosco 111
- Ph: 951.827.4208 | Web: conduct.ucr.edu

- Student’s conduct (both academic or social) represents a violation of university policy and faculty or staff wish to take steps to hold student accountable and learn from mistakes.
- Faculty or staff need consultation as to whether student behavior constitutes a violation of University policy.
- Staff, faculty or student want clarification regarding University policy as it pertains to students or student organizations.

**Cultural Resources**

**Ethnic and Gender Programs**
- Costa Hall
- Ph: 951.827.4113 | Web: internationalcenter.ucr.edu

- Student is facing challenges associated with racial, ethnic or cultural background, gender or sexual orientation.
- Offices include African Student Programs (ASP), Asian Pacific Student Programs (APSP), Chicano Student Programs (CSP), Lesbian, Gay, Bisexual, Transgender Resource Center (LGBT), Native American Student Programs (NASP), Middle Eastern Student Center (MESC), Undocumented Student Programs Office (USP) and the Women’s Resource Center (WRC).
- Student is seeking support, peer mentoring, advocacy and help with community-building.

**International Students and Scholars Office**
- Skye 0321
- Ph: 951.827.4113 | Web: internationalcenter.ucr.edu

- Student is facing challenges associated with cultural background/international student status.
- International student struggling with adjustment to UCR and the United States.
- Student wants to study abroad.

**Title IX - Sexual Harassment Office**
- Skye 349
- Ph: 951.827.1012 | Web: titleix.ucr.edu

- Student wishes to file a complaint of sexual harassment or sexual assault.
- There are questions or concerns about sex discrimination or sexual harassment.
- Clarification is needed regarding policies on sexual assault and procedures for reporting it.