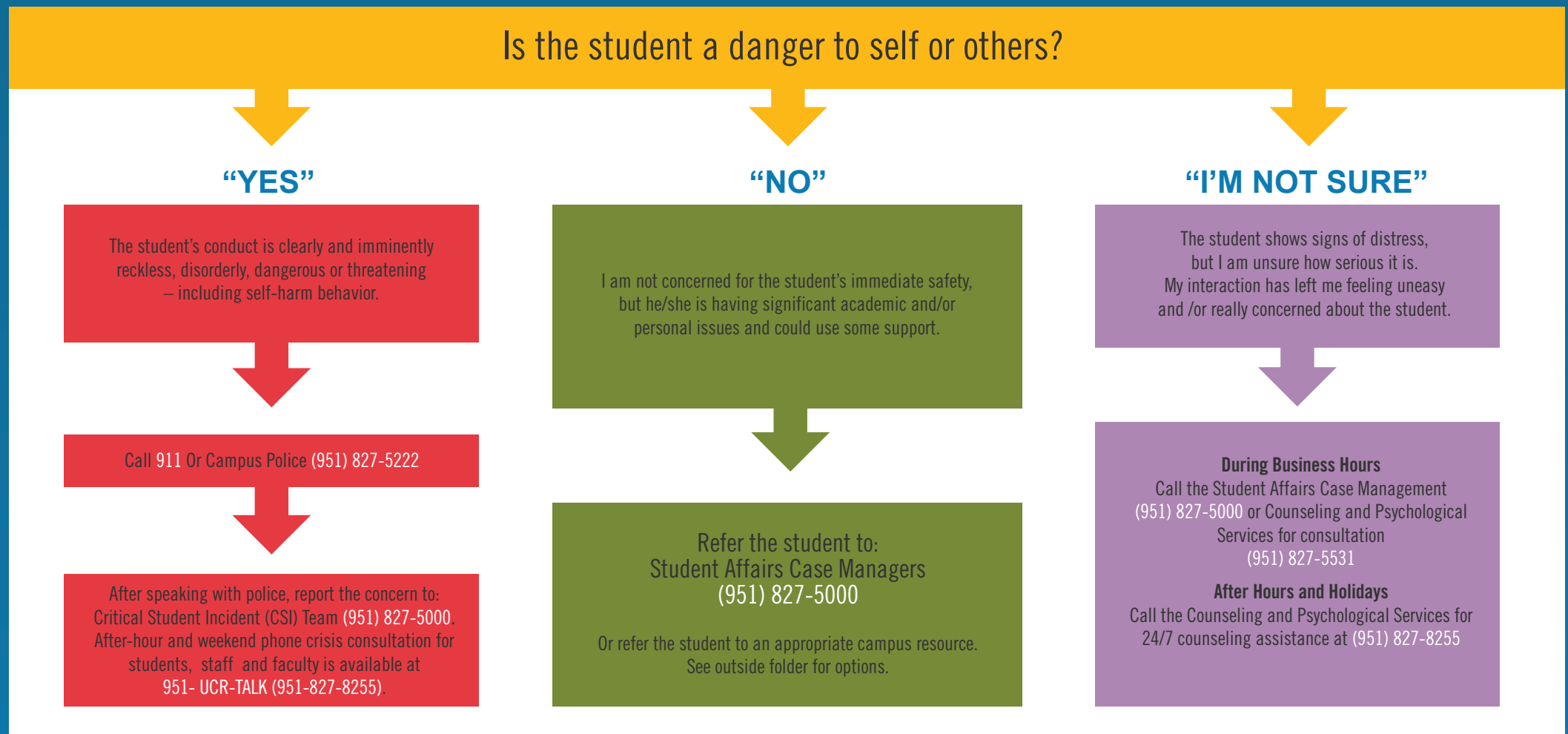


SEE SOMETHING. SAY SOMETHING. DO SOMETHING.

RESPONSE PROTOCOL:

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



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 SOMETHING. SAY SOMETHING. DO SOMETHING.

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 clarify 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.

ASSISTING STUDENTS IN DISTRESS

DISTRESSED?

OR

DISRUPTIVE?

Distressed undergrad or graduate students may be irritable, sad, angry, unduly anxious, withdrawn, confused, unable to focus or concentrate, or exhibit bizarre speech or erratic behavior. They may show behaviors such as, but not limited to a decline in quality of work, bizarre content or nihilistic themes in writings, marked changes in appearance or hygiene, or make implied or direct threats of self-harm.

The student may disclose

- depression or anxiety symptoms
- death of a family member
- recent medical issue or hospitalization
- relationship break up
- family and parent issues
- Identity concerns/conflicts
- Suicidal thoughts

CONFIDENTIALITY AND FERPA

The Family Educational Rights and Privacy Act (FERPA) allows communication about a student if there is a health and safety concern and the information is necessary to protect the safety of the student or others.

Observations made about a student's conduct, or comments and communications made by the student are not educational records and are not protected by FERPA. Health and safety concerns should be shared with appropriate campus entities.

CONSULTATIONS AND REFERRALS:

Student Affairs Case Management (SACM)
 Phone: 951-827-5000
 Email: casemanager@ucr.edu
 Website: casemanagement.ucr.edu

Counseling and Psychological Services (CAPS)
 Phone: 951-827-5531
 Website: counseling.ucr.edu

After hours and weekend consultations: 951-UCR-TALK (951-827-8255) to speak with a mental health professional.

Disruptive undergrad or graduate students interfere with the learning environment for themselves and other students. They behave in a manner that is disorderly, distracting, reckless, aggressive, paranoid, defiant, destructive and/or threatening. They may refuse to stop talking in class, continually interrupt class, or use language that is offensive and/or deliberately provocative. They may communicate threats via email, text or phone calls.

Safety First!
If you feel unsafe, call UCPD at 951-827-5222 from your cell phone, or 911 or x25222 from a campus landline.

For non-threatening disruptive behaviors in the classroom...

- Take student aside, or meet with student at the end of class
- Use a calm, non-confrontational approach
- Identify the inappropriate behavior
- Review the classroom rules and policies
- Inform student of expected or required behavior moving forward
- Inform student of consequences if student's behavior does not conform to expectations
- Document your expectations in writing to the student in addition to your own notes
- Ask a student to leave as a last resort

Before speaking to the student, the faculty/staff may consider cautioning the whole class/group about a particular behavior, rather than warning a single student.

CONSULTATIONS AND REPORTING:

Student Conduct and Academic Integrity Program (SCAIP)
 Phone: 951-827-4208
 Email: conduct@ucr.edu
 Website: conduct.ucr.edu

Critical Student Incident Team (CSI Team)
 Phone: 951-827-5000
 Website: deanofstudents.ucr.edu

Academic Indicators	Physical Indicators	Safety Risk Indicators	Psychological Indicators
<ul style="list-style-type: none"> ✓ 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 	<ul style="list-style-type: none"> ✓ 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 	<ul style="list-style-type: none"> ✓ 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 	<ul style="list-style-type: none"> ✓ 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

ph: 951.827.6095 web: deanofstudents.ucr.edu

- Faculty, staff or students needing assistance with student logistical challenges.

ASSOCIATE DEAN FOR GRADUATE DIVISION

ph: 951.827.4302 web: graduate.ucr.edu

- Faculty, staff or students needing assistance with graduate student logistical challenges.

STUDENT AFFAIRS CASE MANAGEMENT

ph: 951.827.5000 web: casemanagement.ucr.edu

- For guidance or advice regarding a student of concern, or students who are distressed or distressing to others.
- If a student needs assistance in identifying resources to meet basic student needs including housing, food, health care, and/or essential educational expenses.

THE CRITICAL STUDENT INCIDENT TEAM (CSI)

ph: 951.827.5000 web: deanofstudents.ucr.edu

- The team provides action and support to address the needs of students who are distressed, while assuring a safe and secure campus.

CARE ADVOCATE

Campus Advocacy, Resource & Education

ph: 951.827.6225 web: care.ucr.edu

- 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-RAPE (7273)

OFFICE OF THE OMBUDS

Skye 338-390

ph: 951.827.3213 web: ombuds.ucr.edu

- A safe, confidential, impartial and informal place to discuss a concern or complaint.
- For questions regarding applicable policies, procedures or regulations.

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

Costo 125

ph: 951.827.3861 web: sdrucr.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

Costo 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.

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.



CULTURAL RESOURCES

ETHNIC AND GENDER PROGRAMS

Costo Hall

web: www.ucr.edu/students/ethnic_gender

- 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 (MESOC), 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.

