

Assisting Students in Distress

See Something. Say Something. Do Something.



See Something.

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

Say Something.

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 **SAY SOMETHING** if a student leaves you feeling worried, alarmed, or threatened!



Do Something.

Sometimes students cannot, or will not turn to family or friends. **DO SOMETHING!** 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.

The Family Educational Rights and Privacy Act (FERPA)

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.



University of California - Santa Cruz
Student Services

UCSC Faculty/Staff Desk Reference

For Faculty/Staff		UCSC Police		For Students	
Counseling & Psychological Services	831.459.2628	Emergency	911	Alcohol & Drug Education	831.459.1417
Dean of Students Office	831.459.4446	Non-Emergency Reports	831.459.2231	Community Safety Program	831.459.2100
Hate/Bias Reporting	831.459.4446	College CAOs		Counseling & Psychological Services	831.459.2628
Campus Advocacy Resources & Education (CARE)	831.502.2273	College Eight	831.459.2922	Disability Resource Center	831.459.2089
Slug Support Coordinator	831.459.4446	College Nine	831.459.3122	Educational Opportunity Program	831.459.2296
Student Conduct & Community Standards	831.459.1738	College Ten	831.459.3122	Ethnic Resource Centers	831.459.2427
Title IX/Sexual Harassment	831.459.2462	Cowell College	831.459.3642	Hate/Bias Reporting	reportthate@ucsc.edu
In the Community		Crown College	831.459.2452	CanuGLBTI Resource Center	831.459.2468
Monarch Services-24/7	1.888.900.4232	Kresge College	831.459.5015	Campus Advocacy Resources & Education (CARE)	831.502.2273
National Suicide Prevention Hotline	831.273.8255	Merrill College	831.459.4827	Services for Transfer & Re-entry Students	831.459.2552
Santa Cruz County Behavioral Health Center	831.600.2800	Oakes College	831.459.2550	Title IX/Sexual Harassment	831.459.2462
Santa Cruz County Mental Health	831.952.2335	Porter College	831.459.5015	Student Health Outreach & Promotion	831.459.3772
Suicide Prevention Service-Santa Cruz	831.458.5300	Stevenson College	831.459.2638	Student Health Center	831.459.2211
				Student Resource Center	831.459.1520
				Women's Center	831.459.2072
				Dean of Students Office	831.459.4446

Use the following tips to refer students to one of the resources below:

Resources & Tips:

- ✓ **Be Proactive:** Engage students early on, pay attention to signs of distress, and set 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.
- ✓ **Listen Sensitively and Carefully:** Use a non-confrontational approach, and a calm voice. Avoid threatening, humiliating, and intimidating responses.
- ✓ **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.
- ✓ **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.

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Indicators of Distress

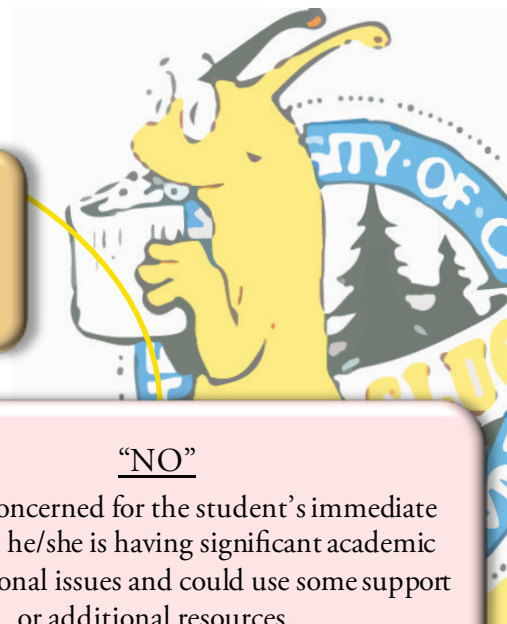
Be aware of the following indicators of distress. Look for groupings, frequency, duration and severity — not just isolated symptoms.



Academic Indicators	Physical Indicators	Psychological Indicators	Safety Risk Indicators
<ul style="list-style-type: none"> ✓ Sudden decline in quality of work and grades ✓ Repeated absences ✓ Disorganized performance ✓ Multiple requests for extensions ✓ Overly demanding of faculty and staff time and attention ✓ 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, hangovers, or smelling of alcohol ✓ Disoriented or “out of it” ✓ Garbled, tangential, disconnected, or slurred speech ✓ Behavior is out of context or bizarre ✓ Delusions and paranoia 	<ul style="list-style-type: none"> ✓ Self-disclosure of personal distress such as family problems, financial difficulties, contemplating suicide, grief ✓ Unusual/disproportional emotional response to events ✓ 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 	<ul style="list-style-type: none"> ✓ Unprovoked anger or hostility ✓ Physical violence (shoving, grabbing, assault, use of weapon) ✓ 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” ✓ Stalking or harassing ✓ Communicating threats via email, correspondence, texting, or phone calls

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, or does the student need immediate assistance for any reason?

“YES”

The student’s conduct is clearly and imminently reckless, disorderly, dangerous, or threatening and is suggestive of harm to self or others in the community.

Call the POLICE 911

Note: If dialing from a campus phone, you will reach the UCSC police.

After speaking with police, report the concern to:
SLUG SUPPORT COORDINATOR
(831) 459-4446

“I’M NOT SURE”

The student shows signs of distress, but I am not sure how serious it is. The interaction has left me feeling uneasy and/or concerned about the student.

Call COUNSELING & PSYCHOLOGICAL SERVICES for consultation (831) 459-2628

After-Hours, Weekends & Holidays:

Dial the number above and select the after hours service option to be connected to a mental health specialist.

For *non-emergent* consultation or reporting, call the POLICE (831) 459-2231

“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 or additional resources.

Refer the student to an appropriate campus resource: See back page for options, or for a complete list visit:

deanofstudents.ucsc.edu

For support services call:
COUNSELING & PSYCHOLOGICAL SERVICES at (831) 459-2628 or
SLUG SUPPORT COORDINATOR at (831) 459-4446