

Assisting Students in Distress

UCLA

SEE

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.

SAY

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.

DO

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.

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 reporting parties.

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.

Distressed Students

May be irritable, sad, unduly anxious, withdrawn, disoriented, angry or hostile; may show a decline in quality of work, bizarre content in writings or presentations, marked changes in appearance; or may make implied or direct threats of self harm

Consultation and Referrals:

Consultation & Response Team:

310-825-7291

crteam@ucla.edu and www.studentincrisis.ucla.edu

UCLA Counseling and Psychological Services:

310-825-0768

www.counseling.ucla.edu

Issues of Student Conduct:

Dean of Students:

310-825-3871

www.deanofstudents.ucla.edu

Academic Status and Accommodations:

Academic Counseling:

310-825-3382

www.ugeducation.ucla.edu/counseling

Center for Accessible Education:

310-825-1501

www.cae.ucla.edu

Graduate Division Academic Services

310-825-3819

Departmental Student Affairs Officers

Departmental Graduate Advisors

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 student wants to hurt themselves or others.
- Respect the student's privacy without making false promises of confidentiality.
- Document all incidents and attempts to resolve the situation.

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:

310-825-7291

crteam@ucla.edu and www.studentincrisis.ucla.edu

Undergraduate and Graduate Students:

Dean of Students:

310-825-3871

www.deanofstudents.ucla.edu

Graduate Division Deans and Case Manager

310-206-1158

Departmental Student Affairs Officers

Professional School Students:

Professional School Deans

Professional School Student Affairs Officers

EMERGENCY ASSISTANCE

In an emergency, dial 911

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.

CARE Campus Assault Resources & Education

www.careprogram.ucla.edu 24-hour support 310-825-0768

UCLA CARE program is a safe place for victims or survivors of sexual assault, dating and domestic violence, stalking and sexual harassment to get support, advocacy and consultation services. CARE is located in John Wooden Center West, 1st floor.
Visit www.careprogram.ucla.edu

CARE offers:

Advocacy

CARE Advocates are available to support and advocate for UCLA student victims or survivors. They can assist students in finding resources and in navigating the criminal justice system and university adjudication process. CARE Advocates can also assist students in receiving campus accommodations. You can get help from CARE Advocates without formally reporting an assault.

You can reach a **CARE Advocate** at 310-206-2465 or advocate@careprogram.ucla.edu.

Crisis Counseling & Support

CAPS (Counseling & Psychological Services) offers:

- 24-hour crisis counseling on the phone 310-825-0768
- Short-term counseling

Visit www.counseling.ucla.edu.

Trauma-Informed Yoga

The CARE Office believes in all forms of healing and the trauma-informed yoga program helps survivors explore reconnection to the self through mind and body.

For more information visit: www.careprogram.ucla.edu.

Prevention & Education

CARE workshops and trainings are offered to students, faculty and staff to educate the community about sexual violence prevention and response.

To request a workshop or presentation, email advocate@careprogram.ucla.edu.

For Faculty, Staff, and the Campus Community

If a student discloses an assault to you, a CARE Advocate is available for consultations. Faculty and staff sexual assault survivors are referred to the Staff and Faculty Counseling Center. 310-794-0245.

Any member of the University community may report conduct that may constitute sexual harassment or sexual violence to any supervisor, manager or the Title IX Coordinator. Supervisors, managers and other designated employees are responsible for promptly forwarding such reports to the Title IX Coordinator. The Title IX Coordinator can be reached at 310-206-3417 or titleix@conet.ucla.edu.

CONFIDENTIAL RESOURCES

CARE Advocate

Advocacy Office for Sexual and Gender-Based Violence and Misconduct
John Wooden Center West, 1st Floor
310-206-2465 advocate@careprogram.ucla.edu

Counseling and Psychological Services (CAPS)

CAPS counselors are available to assist students who have been impacted by any form of sexual violence or sexual harassment. Crisis counselors are available by phone 24/7.
John Wooden Center West M–Th 8am–7pm, by appointment only after 4pm and Fridays 9am–5pm
310-825-0768

The Rape Treatment Center at Santa Monica – UCLA Medical Center

Medical and counseling services for sexual assault available 24/7.
1250 Sixteenth Street, Santa Monica, California 90404
424-259-7208 www.rapetreatmentcenter.org

Student Legal Services for assistance exploring legal options for students

A239 Murphy Hall
310-825-9894 www.studentlegal.ucla.edu

REPORTING OPTIONS

UC Police Department (UCPD)

In an Emergency, dial 911 Non-Emergency dial 310-825-1491 www.ucpd.ucla.edu

UCLA Title IX/Sexual Harassment Prevention Office

This office takes reports and provides information and consultation about campus policies and procedures regarding sexual harassment, sexual violence, dating and domestic violence and stalking.
2241 Murphy Hall
310-206-3417 titleix@conet.ucla.edu
Visit www.sexualharassment.ucla.edu

Dean of Students

The Dean of Students Office currently handles investigations and adjudication.
1206 Murphy Hall
310-825-3871
Student Conduct Process: www.deanofstudents.ucla.edu/Student-Conduct-Code

For more information, visit www.sexualviolence.ucla.edu

ADDITIONAL CAMPUS AND COMMUNITY RESOURCES

CAMPUS

UC Police Department (UCPD) In an Emergency, dial 911 Non-Emergency dial 310-825-1491 www.ucpd.ucla.edu	Dashew Center for International Students & Scholars 106 Bradley Hall / 417 Charles E. Young Drive West 310-825-1681
Staff and Faculty Counseling Center 10920 Wilshire Boulevard, Suite 380 310-794-0245	LGBT Campus Resource Center 220 Westwood Plaza (Student Activities Center) 310-206-3628
UCPD CSO Escort Service 310-794-9255	Center for Accessible Education A255 Murphy Hall / 410 Charles E. Young Drive East 310-825-1501 310-206-6083 (Telephone Device for the Deaf)
Title IX Office 310-206-3417	Graduate Student Resource Center B11 Student Activities Center 310-267-4805

COMMUNITY

Peace Over Violence 310-392-8381 24-hour hotline	LA LGBT Center 323-993-7400 www.lalgbtcenter.org
LA County Domestic Violence Hotline 1-800-978-3600 24-hour hotline	RAINN (Rape, Abuse, & Incest National Network) 1-800-656-HOPE (4673)-24-hour hotline

What is Sexual Harassment?

Sexual harassment includes unwelcome sexual advances, requests for sexual favors or other conduct of a sexual nature, including verbal, nonverbal or physical conduct that creates an environment that affects or interferes with a person's employment, work, education and/or educational performance, and which a reasonable person would find to be intimidating, hostile or offensive. Sexual harassment can occur in all types of relationships: hierarchical, between peers or between individuals of the same sex or opposite sex.

Sexual harassment and sexual violence are prohibited under UC Policy. Students and employees are strongly encouraged to report such incidents to the Title IX Office. Supervisors, managers and other designated employees are required to report.

What is Sexual Violence?

Sexual Violence is conduct of a sexual nature engaged in without the consent of the other person or when the other person is unable to consent. Sexual violence includes any of the following: sexual assault, sexual battery, domestic violence, dating violence and stalking.

Sexual Assault Safety Measures

Instruct the student to:

- Find a safe place or call 911 if they are in danger.
- Crisis counselors are available 24 hours/day at CAPS on the phone (310-825-0768) and the Rape Treatment Center at Santa Monica – UCLA Medical Center (424-259-7208) for assistance with immediate next steps.
- Call someone they trust to be with you and provide support.
- UCPD can provide transportation to the Rape Treatment Center at Santa Monica – UCLA Medical Center. The student does not have to report a sexual assault in order to request transportation. The Rape Treatment Center at Santa Monica – UCLA Medical Center can also provide the student with transportation by paying for a taxi.
- Ask a medical provider for evidence collection (also known as a "rape exam"), emergency contraception and tests for STIs and pregnancy. If they suspect that they may have been drugged, they can ask for a urine test. Receiving an exam even if they are not currently planning to make a police report is important as it could be useful if they decide to make a report later.
- Preserve all physical evidence of the assault until they have considered whether or not to file a report.
- Try to save all the clothing they were wearing at the time of the assault in a paper bag. Paper bags are best for preserving evidence; plastic bags have been found to damage evidence.
- Showering, bathing, douching or brushing their teeth can impact evidence.
- If the assault took place in their home, do not rearrange or clean up anything.
- Write down as much as they can remember about the circumstances of the assault, including a description of the assailant. This may be helpful if they decide to report.

Seeking medical attention is always recommended, no matter when the assault occurred.

Seeking help within the first 96 hours allows the best outcome for evidence collection and HIV, STD/STI, and pregnancy prevention.

What is Dating and Domestic Violence?

Dating violence includes abuse committed by a person who is, or has been, in a romantic and/or intimate relationship with the victim. Domestic violence includes abuse committed against an adult or a minor who is a spouse or former spouse; a cohabitant or former cohabitant; or someone with whom the abuser has a child, an existing dating or engagement relationship, a former dating or engagement relationship.

Dating and Domestic Violence Safety Measures

Instruct the student to:

- Call 911 if they are in immediate danger.
- Stay away from isolated places and try not to walk alone.
- Avoid speaking to the abuser; if it is unavoidable, meet in a public place during the middle of the day with people around.
- No matter where they go, ensure that there is a plan for how to leave safely in case of an emergency.
- Change the privacy settings and passwords of social media accounts to restrict access.
- Pre-designate a friend or family member with whom they can stay during emergencies.
- Create easy access to keys, money and important documents.
- Consider obtaining a restraining order or No Contact Order on campus against the abuser.

What is Stalking?

Stalking is behavior in which someone repeatedly engages in conduct directed at a specific person which would cause a reasonable person to fear for their safety or the safety of others.

Signs of Stalking

A stalker may:

- Follow or watch you wherever you are.
- Send unwanted gifts, letters, cards or e-mails.
- Damage your home, car or other property.
- Monitor your phone calls or computer use.
- Use technology, like hidden cameras or GPS, to track you.
- Drive by or hang out at your home, school or work.
- Threaten to hurt you, your family, friends or pets.
- Find out about you by using public records or online search services; hiring investigators; going through your garbage; or contacting friends, family, neighbors or co-workers.
- Post information or spread rumors about you on the Internet, in a public place or by word of mouth.
- Control, track or frighten you by other means.

Stalking Safety Measures

Instruct the student to:

- Trust their instincts. If they do not feel safe in a situation, leave or call 911 if they feel they are in immediate danger.
- Do not interact with the person stalking or harassing them. Responding to a stalker's actions may reinforce their behavior.
- Keep a journal or log of all the stalking incidents.
- If possible, have a phone nearby at all times, preferably one to which the stalker has never had access. Memorize emergency numbers and make sure that 911 and helpful family or friends are on speed dial.
- Treat all threats, direct and indirect, as legitimate. Inform law enforcement immediately.
- Vary daily routines. Change routes to work, school, the grocery store, and other places regularly frequented.
- Try not to travel alone and stay in public areas.
- Get a new, unlisted phone number. Leave the old number active and connected to an answering machine or voicemail. Messages from the stalker can be critical evidence for law enforcement.
- Consider obtaining a restraining order or a campus No Contact Order.

When in Doubt, Reach Out!

UCLA's Consultation & Response Team is composed of representatives from key campus departments.

The team meets weekly to identify students in crisis, then works quickly and collaboratively to assess distressed students' needs, direct them to campus and community resources and consult with the UCLA offices impacted by the crisis. www.studentincrisis.ucla.edu

TrueBruins
Help Students in Crisis

Does the Student Need Immediate Assistance?

YES

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

Dial 911 for EMERGENCY ASSISTANCE

Report the concern to the Consultation & Response Team and the Counseling and Psychological Services (CAPS)

NOT SURE

Indicators of distress are observed but severity is unclear. The interaction has left you feeling uneasy or concerned about the student.

Call for consultation: the Consultation & Response Team or Counseling and Psychological Services (CAPS)

NO

I'm not concerned for the student's immediate safety, but s/he is having significant academic and/or personal issues.

Refer to appropriate campus resource

CAMPUS RESOURCES

Emergency	911
Consultation & Response Team	310-825-7291
Counseling and Psychological Services (CAPS)	310-825-0768
Ashe Student Health & Wellness Center	310-825-4073
Dean of Students Office	310-825-3871
Center for Accessible Education	310-825-1501
Economic Crisis Response Team	310-206-1189
Campus Assault Resources & Education (CARE)	310-825-0768
LGBT Campus Resource Center	310-206-3628
International Students and Scholars	310-825-1681
Student Legal Services	310-825-9894
Graduate Student Resource Center	310-267-4805
Bruin Resource Center	310-825-3945
Title IX Office	310-206-3417
Dashew Center for International Students & Scholars	310-825-1681
UC Police Department (UCPD)	310-825-1491
Graduate Division	310-206-1158

UCLA Student Conduct Code

Examples of behavior prohibited by the Code include:

- Conduct that threatens the health or safety of any person (self or others) including:
 - Physical assault, sexual assault, sexual misconduct or domestic violence
 - Threats that cause a person to reasonably be in sustained fear for one's own safety or the safety of his/her immediate family
 - Intoxication or impairment through the use of alcohol or controlled substances to the point where one is unable to exercise care for one's safety
- Obstruction or disruption of teaching, research, administration, disciplinary procedures or other University activities
- Use, display, storage or manufacture of weapons or destructive devices
- Sexual harassment
- Racial, ethnic, religious, sexual orientation, disability and other forms of harassment.
- Stalking, hazing and disorderly behavior

Complete details can be found at www.deanofstudents.ucla.edu
To report misconduct call 310-825-3871 or email dean@saonet.ucla.edu

What if a student is DISRUPTIVE, but does not pose a threat?

- Ensure your safety in the environment. Use a calm, non-confrontational approach.
- Set limits by explaining how the behavior is inappropriate.
- If disruptive behavior persists, inform the student that disciplinary action may occur.
- If the behavior escalates and you believe there is a safety risk, call 911 or contact UCPD (310-825-1491) and report the incident to the Consultation & Response Team for a coordinated response.

Faculty and Staff Members in Distress

If a person is an immediate threat to you, someone else or others, call 911. For concerns about a faculty or staff member in distress or exhibiting behaviors of concern please contact the Behavioral Intervention Team (BIT) Coordinator by calling 310-794-0422 or UCLABIT@CHR.UCLA.EDU. Behavior does not need to be illegal to be of concern.