Assisting Bruins in Distress

Who can help at UCLA?

The **CONSULTATION & RESPONSE TEAM** is a multidisciplinary team that proactively monitors threats of violence among the student population and recommends interventions in attempt to prevent such actions from occurring. The team meets regularly to identify students in distress, assess their needs, direct them to campus and community resources, and/or consult with impacted UCLA offices. **Case Management Services** helps to enact these plans and is available to support students and consult with UCLA community members. To report a student of concern, please visit www.studentincrisis.ucla.edu or call (310) 825-7291.

The **BEHAVIORAL INTERVENTION TEAM** addresses workplace violence including threats of violence, intimidation or other disrupting behaviors at work. Threats can impact and involve faculty, staff and campus visitors. This multidisciplinary team receives referrals about behaviors of concern and meets weekly to create a plan to address them. To report a concern, call (310) 794-0422 or email uclabit@chr.ucla.edu.

The **THREAT ASSESSMENT TEAM** supports any concerning or disrupting behavior that occurs at the UCLA medical facilities (excluding the Arthur Ashe Student Health and Wellness Center). To report a concern, call (310) 267-7100 or email workplaceviolence@mednet.ucla.edu.

Does the person need immediate assistance?

**YES**  
The person’s behavior is clearly reckless, disorderly, dangerous or threatening and is suggestive of imminent harm to self or others in the community.

**Dial 911**

**CALL FOR CONSULTATION**  
Indicators of distress are observed, but severity is unclear. The interaction has left you feeling uneasy or concerned about the person.

AFTER DIALING 911  
Is the person of concern a student?  
You may consult and/or refer the student to Case Management Services and/or Counseling and Psychological Services (CAPS). Also consider the following:  
Is the behavior threatening or disruptive to the academic, workplace or campus environment? Report to the Office of Student Conduct at dean@saonet.ucla.edu or (310) 825-3871.  
Is the person of concern a faculty or staff member or someone not affiliated with UCLA?  
Call Case Management Services at (310) 825-7291 or Counseling and Psychological Services (CAPS) 24 hour line at (310) 825-0768 to consult.  
Is the person of concern a faculty or staff member or someone not affiliated with UCLA?  
Call the Behavioral Intervention Team at (310) 794-0422 or the Staff & Faculty Counseling Center at (310) 794-0245 to consult.  
You may also want to report the incident to your department’s Human Resources representative.

**NOT SURE**

**CONNECT THE PERSON TO SERVICES**  
Refer to an appropriate campus resource. See the list below.

**NO**

**AFTER THE INCIDENT**  
Depending on the complexity of the person’s needs, you may want to report this interaction.  
Is the person of concern a student?  
You may make a referral to Case Management Services.  
Is the person of concern a faculty or staff member or someone not affiliated with UCLA?  
Report the incident to your department’s Human Resources representative.

**STUDENT CAMPUS RESOURCES**

| Emergency ☑ | (310) 911 |
| UC Police Department ☑ | (310) 825-1491 |
| Case Management Services ☑ | (310) 825-7291 |
| Counseling and Psychological Services (CAPS) ☑ | (310) 825-0768 |
| Arthur Ashe Student Health & Wellness Center ☑ | (310) 825-4073 |
| Bruin Resource Center ☑ | (310) 825-3945 |
| Campus Assualt Resources & Education (CARE) ☑ | (310) 206-2465 |
| Center for Accessible Education ☑ | (310) 825-1501 |
| Dashew Center for International Students & Scholars ☑ | (310) 825-1681 |
| Discrimination Prevention Office ☑ | (310) 794-1232 |

| Economic Crisis Response Team | (310) 206-1189 |
| Financial Aid | (310) 206-0400 |
| Graduate Division | (310) 794-7033 |
| Graduate Student Resource Center | (310) 267-4805 |
| LGBTQ Campus Resource Center | (310) 206-3628 |
| Office of the Dean of Students | (310) 825-3894 |
| Office of Student Conduct | (310) 825-3871 |
| Resilience Center (RISE) | (310) 825-9039 |
| Student Legal Services | (310) 825-9894 |
| Title IX Office | (310) 206-3417 |

| EMPLOYEE CAMPUS RESOURCES |
| Emergency ☑ | (310) 911 |
| UC Police Department ☑ | (310) 825-1491 |
| Behavioral Intervention Team ☑ | (310) 794-0422 |
| Staff & Faculty Counseling Center ☑ | (310) 794-0245 |
| Campus Assault Resources & Education (CARE) ☑ | (310) 206-2465 |
| Discrimination Prevention Office | (310) 794-1232 |
| Employee Disability Management Services | (310) 794-6948 |
| Office of Ombuds Services | (310) 825-1681 |
| Resilience Center (RISE) | (310) 825-9039 |
| Title IX Office | (310) 206-3417 |

UCLA
CARE: Campus Assault Resources and Education

CARE offers:

ADVOCACY
PREVENTION EDUCATION
ALTERNATIVE HEALING PROGRAMS

CARE is a confidential resource that provides services to students, staff, faculty and alumni who may be experiencing intimate partner violence, stalking, sexual assault or sexual harassment.

All forms of sexual violence and harassment violate UCLA code of conduct and UCLA policy. If you are unsure if your experience is covered by the policy, please contact CARE or the Title IX Office to learn more.

How to report: 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 Office. Managers and other designated employees are responsible for promptly forwarding such reports to the Title IX Office. The Title IX Office can be reached at (310) 206-3417 or titleix@conet.ucla.edu.

Reporting requirements: Any employee who is not designated as confidential is considered a Responsible Employee and is required to report any incident of sexual harassment, sexual violence or other prohibited behavior they learn of in their role as a UCLA employee to the Title IX Office.

Four Key Elements of Consent:
- Consent is VOLUNTARY. Consent is CONSCIOUS.
- Consent is AFFIRMATIVE. Consent is REVOCABLE.

Is someone being disruptive? Reviewing expectations may help.
Consider calmly and clearly reviewing expectations of behavior. If the concerning behavior persists or is significant, consider reporting to Case Management Services for students or the Behavioral Intervention Team for employees. Always prioritize your safety and dial 911 for emergency assistance.

Expectations and Policies for the Bruin Community

When and How to Report to the Office of Student Conduct
The following is a list of examples of behaviors prohibited by the Student Conduct Code.

- Conduct that threatens the health or safety of any person (self or others) including:
  - Physical assault;
  - Threats that cause a person to reasonably be in sustained fear for one’s own safety or the safety of their family; or
  - 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.
- Conduct, where the actor means to communicate a serious expression of intent to menace, or acts in reckless disregard of the risk of terrorizing, one or more University students, faculty or staff.
- Obstruction or disruption of teaching, research, administration, disciplinary procedures or other University activities.
- Use, display, storage or manufacture of weapons or destructive devices.
- Racial, ethnic, religious, sexual orientation, disability and other forms of harassment.
- Stalking, hazing or disorderly behavior.

The complete Student Conduct Code can be found at www.deanofstudents.ucla.edu.

Report student misconduct to (310) 825-3871 or dean@saonet.ucla.edu.

CONFIDENTIAL RESOURCES

- CARE
  Careprogram.ucla.edu
  (310) 206-2465
- Counseling and Psychological Services (CAPS)
  counseling.ucla.edu
  (310) 825-0768
- Rape Treatment Center UCLA Medical Center Santa Monica
  rapetreatmentcenter.org
  (800) 978-3600
- Student Legal Services
  studentlegal.ucla.edu
  (310) 825-1894

REPORTING RESOURCES

- Title IX Office
  sexualharassment@ucla.edu
  (310) 206-3417
- LA Police Department
  ucpd.ucla.edu
  (310) 825-1491

ADDITIONAL RESOURCES

- RAINN (Rape, Abuse, Incest National Network)
  (800) 656-4673
- LA County Domestic Violence Hotline
  (800) 978-3600
- UC Police Department
  ucpd.ucla.edu
  (310) 825-1491

Student Conduct Code
The complete Student Conduct Code can be found at www.deanofstudents.ucla.edu.

Student Privacy Laws and Confidentiality
We all share the responsibility of responding when a student’s health or safety is at risk. We encourage you to do this by reporting these concerns to the appropriate offices and referring students to campus resources. Any information including observations of students’ conduct, statements made by students, written documents, etc. can and should be reported to Case Management Services, whose role is to monitor and intervene when students are in distress or causing distress among the community. Similarly, students who may be violating the Student Conduct Code should be reported to the Office of Student Conduct. Sharing this information is permitted by the Family Educational Rights and Privacy Act (FERPA). For those who work within departments that adhere to confidentiality, please consult with your compliance office for questions about communication.

Important Human Resources Policies
The Behavioral Intervention Team recommends that employers and their supervisors familiarize themselves with key policies that pertain to the health and safety of our community. Please visit chr.ucla.edu/policies-and-labor-contracts for more information.

PPSA-80: Staff Personnel Records
This policy describes personnel records, access to personnel records by persons inside or outside the University, as well as the location of records and the period of retention.

UCLA Policy 112: Workplace Violence Prevention
UCLA is committed to providing a safe work environment for faculty, staff, students and visitors — one that is free from Violent Behavior and Threats of harm. UCLA prohibits Violent Behavior and Threats of harm affecting the workplace and such behavior violates both law and University policy. Examples of these behaviors include disruptive or violent behavior, stalking, domestic violence, or threats.

Please contact your Human Resources representative if you have questions about these or any other personnel policies.
When in Doubt, Reach Out and Refer

In an imminent emergency, dial 911

RECOGNIZE: When to be concerned
The following list of behaviors of concern is delineated into categories starting with the most significant; however, signs and symptoms are fluid. Always report to the appropriate parties if you have concerns.

- Threat to self or others (verbal, text, email)
- Stalking/harassment
- Mention of/access to weapons
- Physical violence
- Unprovoked anger, hostility or aggressive behavior
- Significant loss of emotional control
- Bizarre behavior, paranoia or confusion
- Dangerous/reckless behavior or risk taking

All: 911, Emergency Room
Student Services: CAPS consultation

- Destruction of property
- Isolated or withdrawn
- Poor hygiene or drastic changes in appearances
- Notable changes in eating and/or sleeping habits

Student Services: Case Management Services, CAPS
Faculty/Staff Services: BIT, Staff & Faculty Counseling Center

- Notable changes in work/academic performance or social behavior
- Persistent fatigue
- Substance abuse and/or dependence
- Self-disclosure of personal distress (e.g. family, financial issues)
- Irritability or apathy
- Feelings of anxiety/panic
- Frequent absences/tardiness
- Recent traumatic event

All: Campus or community resources
Student Services: Case Management Services
Faculty/Staff Services: Human Resources, campus resources, community resources

RESPOND: Options for addressing the behavior or concern
Please prioritize your safety before taking any of the actions below. If you’re uncomfortable, you do not have to intervene. You may also call 911 if a situation escalates and you need immediate assistance. Regardless of your decision on whether or not to respond, please report the matter to the appropriate entity in the “Important Contacts” box.

You may:
- Reach out for guidance and refer the matter to one of the entities in the “Important Contacts” box below.
- Address the observed behavior in a safe environment. You may want to inform a colleague about your meeting so they can offer support in the moment if needed.
- Talk to the person of concern and focus on their behavior, comments, mood, etc.
- Refer the individual to resources such as those listed in this folder. Consider walking them to the specific office that may be of use to the person if it is safe to do so and you are able.
- Help the individual make a plan for next steps. Consider offering to check-in with them at a later time if appropriate.
- In the event that the person alludes to thoughts about harming themselves or others such as not wanting to exist, wanting their pain to end or other statements that make you concerned, ask if the person has thoughts of suicide or harming others. Asking this question will not put this idea into their head as a new option to pursue. See “Important Contacts” for support.

REPORT: How to share your concerns with appropriate parties
- Document your observations and any steps you took to address the behavior.
- Report your observations and interactions to the appropriate entity in the “Important Contacts” box in a timely manner. This may be one report or could be multiple reports over time. Please see the “Student Privacy Laws and Confidentiality” section on the “Expectations and Policies for the Bruin Community” panel for more information.
- To access support for yourself, consider CAPS if you are a student (310) 825-0768 or the Staff & Faculty Counseling Center (310) 794-0245 if you are a staff or faculty member.

IMPORTANT CONTACTS
To share reports of people of concern, contact the following entities:
For students – Case Management Services at www.studentincrisis.ucla.edu or (310) 825-7291; CAPS at (310) 825-0768
For staff, faculty, non-affiliates – Behavioral Intervention Team at (310) 794-0422 or worklifeviolence@chr.ucla.edu; Staff & Faculty Counseling Center at (310) 794-0245
For health system concerns – Threat Assessment Team at (310) 267-7100 or workplaceviolence@mednet.ucla.edu

KEY
Confidential service
24/7 service