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

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?
Report the incident to the Behavioral Intervention Team.

NOT SURE

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

CALL FOR CONSULTATION

Is the person of concern a student?
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.

NO

No concern for the person's immediate safety, but they are having academic, personal, professional, financial issues, etc.

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

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	**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 Assault 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	**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) 825-7627
Resilience Center (RISE)	(310) 825-9039
Title IX Office	(310) 206-3417

KEY
Confidential service
24/7 service

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**.

CARE Campus Assault Resources & Education UCLA

Location: 205 Covel Commons
Phone: (310) 206-2465

www.careprogram.ucla.edu
advocate@careprogram.ucla.edu
24-hour support (310) 825-0768

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
(424) 259-7208

Staff & Faculty Counseling Center
chr.ucla.edu/employee-counseling
(310) 794-0245

Student Legal Services
studentlegal.ucla.edu
(310) 825-9894

REPORTING RESOURCES

Title IX Office
sexualharassment.ucla.edu
(310) 206-3417

UC Police Department ✱
ucpd.ucla.edu
(310) 825-1491

ADDITIONAL RESOURCES

RAINN (Rape, Abuse, Incest National Network)
(800) 656-HOPE (4673)

LA County Domestic Violence Hotline
(800) 978-3600

Respondent Services
Respondents@ucla.edu
(310) 206-5575
Respondents are students, staff and faculty members who have allegedly violated the UC Policy on Sexual Violence and Sexual Harassment (SVSH). UCLA is committed to a fair process. The Respondent Support Services office provides guidance and coordination with the investigation and appeal process as well as referrals to available campus and community resources.

KEY | Confidential service | ✱ 24/7 service

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 terrorize, 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.

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 and the Office of Student Conduct for students or the Behavioral Intervention Team for employees. Always prioritize your safety and dial 911 for emergency assistance.

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 employees 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.

PPSM-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 132: 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.

All: 911, Emergency Room

Student Services: CAPS🔒🕷 consultation

- 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

Student Services: Case Management Services, CAPS🔒🕷

Faculty/Staff Services: BIT, Staff & Faculty Counseling Center🔒

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

All: Campus or community resources

Student Services: Case Management Services

Faculty/Staff Services: Human Resources, campus resources, community resources

- 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



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 uclabit@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