



# PEER SUPPORT

# How-To Guide

Compiled by: UCLA Case Management Services

# Introduction

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During your time at UCLA, you may face new or on-going challenges that feel too difficult to manage on your own. Beyond your own experience, you may see friends or classmates experiencing difficulties. You may want to talk to them about your concerns and help them get connected to supports. At the same time, you might feel unsure how to approach the conversation or not know who can assist your fellow Bruin.

This resource covers information on the signs to look for when a student needs help, how to address the situation, and who can provide immediate and on-going support.

Thank you for taking the time to familiarize yourself with these suggestions. For more information or to schedule a training on this topic, please visit [www.studentincrisis.ucla.edu](http://www.studentincrisis.ucla.edu).

# Case Management Services

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Students' personal situations may negatively impact their well-being or academic life. In other instances, students' actions may disturb campus community members. In these situations, Case Managers are available to receive reports of concern and help determine an appropriate response to assist the student and those who may also be impacted by the situation. Case Managers are available to consult with or provide training for campus community members who would like to better support students of concern. Case Managers abide by the Family Educational Rights and Privacy Act (FERPA), which means we are a private, not confidential resource.

## Case Managers can provide assistance such as:

- Guidance on academic options to help students manage their course load
- Communication with professors on the student's behalf in the event of an urgent matter
- Referrals to campus and community resources
- Informing students of grievance processes or the Office of Student Conduct if they believe a Bruin violated a policy
- Emergency housing and/or search tools for housing options
- Consultation for the university community regarding students in distress

# Recognize, Respond, Report

## Recognize:



Students may encounter personal difficulties that could arise during their time at UCLA. Recognizing when individuals are struggling is the first step in getting them connected to help. Here are examples of behaviors that should be shared with appropriate UCLA staff members and/or emergency response professionals.

- Threat to self or others (verbal, text, email)
- Mention of/access to weapons
- Physical violence
- Unprovoked anger, hostility, or aggressive behavior
- Bizarre behavior, paranoia, or confusion
- Dangerous/reckless behavior or risk taking
- Isolated or withdrawn
- Poor hygiene or drastic changes in appearances
- Notable changes in eating and/or sleeping habits
- Notable changes in work/academic performance or social behavior
- Substance abuse and/or dependence
- Self-disclosure of personal distress (e.g. family, financial issues)
- Feelings of anxiety/panic

## Respond:

You might be concerned about a peer, but aren't sure how to talk to the person about getting support. We encourage you to talk to them about their behavior, mood, comments, etc. Here is a list of things to keep in mind before talking to your friend.



- Prioritize your safety. If the person has exhibited hostile, aggressive, or other risky behavior, consider consulting with a professional or calling 911 before you speak to your friend.
- Let your friend know you've noticed a change in behavior over time or that you've picked up on comments that have caused you concern.
- While recognizing you don't know what it's like to be in your peer's specific situation, try to validate their struggles.
- Consider sharing your positive experiences with specific campus resources or offering to introduce your friend to staff and faculty members who you find helpful.
- You may contact Case Management Services for coaching on how to talk to your peer.
- In the event that your peer 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.

Please note, we encourage you to call 911 in the event of an emergency. CAPS is also available to consult 24/7 at (310) 825-0768. Case Management Services is not an emergency response unit and only operates during regular business hours.



## Report:

**When to Report - How do you know when your friends need support beyond what you can give?:**

- Do you think your friend would benefit from additional help?
- Is your friend experiencing housing or food insecurity?
- Do you feel like you have to prioritize your friend's needs over your own?
- Do you feel emotionally or mentally drained from your interactions with your friend?
- Has your friend asked you to keep their situation a secret, but this secret seems too heavy to bare? Similarly, have you learned that your friend has shared their secret with other peers?
- Is your friend engaging in reckless behavior? Are you worried that harm may come to your friend?
- Is your friend a threat to themselves or others? Call 911 or take them to the ER if it is safe to do so. After the emergency is contained, submit a report to Case Management Services. See "How to report" for instructions.

**When a student is exhibiting concerning behavior or you've responded affirmatively to any of the questions above, it is important to submit a report to Case Management Services.**

## How to Report:

Visit [www.studentincrisis.ucla.edu/report](http://www.studentincrisis.ucla.edu/report) to complete the report form. Along with a description of your observations and interactions, you may also include screenshots of social media posts or text message conversations. We recommend that you inform your peer that you are referring them to Case Management Services so that the Case Manager can directly address the issues of concern with your friend.

## What happens after you submit a report?

You will receive a confirmation email and a response from a Case Manager in approximately one to two business days. The Case Manager will ask you follow-up questions and develop a plan of outreach for your friend. Since we are not confidential, the Case Managers are not able to keep reporting parties anonymous and, in most instances, would tell the student in need of assistance the name of the person who reported the concern to us. This transparency allows us to directly address the issue at hand, which enables us to get the student the help they need.

## Private, not confidential

Case Managers abide by the Family Educational Rights and Privacy Act (FERPA), which means we maintain privacy, but we are not confidential. We may have to consult with individuals who need to know specific information in order to perform their job responsibilities. We do not share information with third parties outside of UCLA unless we have a release or if there is a safety concern that requires us to reach out to the emergency contact. The Case Managers are also required to report sexual assault, sexual harassment, domestic violence and stalking to the Title IX office and incidents of child or elderly abuse as per the Child Abuse Neglect and Reporting Act (CANRA). Please see the Campus Resource list for confidential resources, which are notated by an asterisk (\*).

# Campus Resource List

Campus Resources (* means confidential, + means 24/7)	
Emergency	911
UC Police Department (UCPD 24 hour dispatch)	(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
Economic Crisis Response Team	(310) 206-1189
Financial Aid	(310) 206-0400
Financial Wellness Program	(310) 825-6901
Graduate Division	(310) 206-1158
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

You may also refer to the [Red Folder](#) for more information on assisting students in crisis.

## Self-Care

We understand that students in a supportive role to others may also need assistance. We encourage you to use campus services such as CAPS, RISE, or other services on the Campus Resource list if you need help.

