

# 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?

**“YES”**

The student's conduct is clearly and imminently reckless, disorderly, dangerous, or threatening – including self-harm behavior.

Call 911 Or Campus Police (951) 827-5222

After speaking with police, report the concern to: Critical Student Incident (CSI) Team (951) 827-5000 or (951) 827-9354. After-hour and weekend phone crisis consultation for students, staff, and faculty is available at 951- UCR-TALK (951-827-8255).

**“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.

Refer the student to:  
Student Affairs Case Managers  
(951) 827-5000 or (951) 827-9354

Or refer the student to an appropriate campus resource.  
See inside folder for options.

**“I'M NOT SURE”**

The student shows signs of distress but I am unsure how serious it is. My interaction has left me feeling uneasy and /or really concerned about the student.

**During Business Hours**  
Call the Student Affairs Case Managers (951) 827-5000 or (951) 827-9354 or Counseling and Psychological Services for consultation (951) 827-5531

**After Hours and Holidays**  
Call the Counseling and Psychological Services for 24/7 counseling assistance at (951) 827-8255 or ask to consult with a Case Manager

## Support for faculty, staff and peers working with a distressed student:

Campus Police - (951) 827-5222

Student Affairs Case Managers - (951) 827-5000 or (951) 827-9354

Counseling and Psychological Services - (951) 827-5531

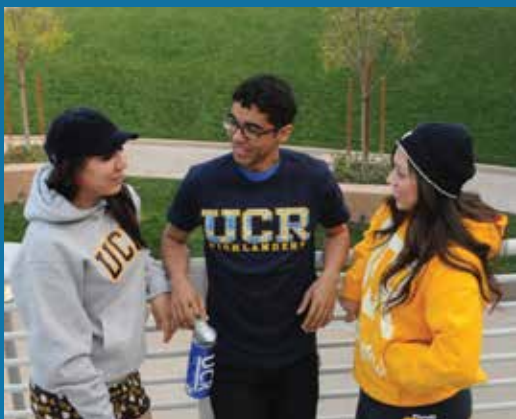
After Hours or Weekends - (951) 827-8255

And/or Faculty and Staff Assistance Program (FSAP) - (951) 781-0510

Call 911 or  
Campus Police  
(951) 827-5222

## The Critical Student Incident Team (CSI Team)

The CSI Team was created to work with members of the UCR community who are concerned about a student who may be a threat to themselves and others. The team provides action and support to address the needs of students who are distressed while assuring a safe and secure campus for the entire UCR community. To engage/activate the CSI team, contact a Student Affairs Case Manager at (951) 827-5000 or (951) 827-9354.



## CRITICAL STUDENT INCIDENT TEAM MEMBERS AND THEIR ROLES:

### ASSISTANT VICE CHANCELLOR, HEALTH & WELLNESS

ph: (951) 827-4641 web: [studentwellness.ucr.edu](http://studentwellness.ucr.edu)  
Provides leadership for the administration, development, assessment and improvement of student health and wellness services. The AVCHW oversees and coordinates the Critical Student Incident Team and assists in extending support to distressed or distressing students, and the University community, most frequently through crisis coordination, communication / consultation with senior University officials.

### COUNSELING AND PSYCHOLOGICAL SERVICES

ph: (951) 827-5531 web: [counseling.ucr.edu](http://counseling.ucr.edu)  
Provides counseling and psychological services for students. Team representatives are able to provide unique insights into student mental health and identify possible mental health needs of at-risk students. After-hour and weekend phone crisis consultation for students, staff, and faculty is available at 951-UCR-TALK (951-827-8255).

### STUDENT AFFAIRS CASE MANAGER

ph: (951) 827-5000 or (951) 827-9354  
web: [studentwellness.ucr.edu](http://studentwellness.ucr.edu)  
Works with students that are having difficulties with various aspects of student life. The case manager will assess each student that is referred and link them up with appropriate resources. The CSI Team will be activated if the case manager feels a student's difficulties need to be addressed by the team.

### UC POLICE DEPARTMENT

ph: (951) 827-5222 web: [police.ucr.edu](http://police.ucr.edu)  
Conducts threat assessments on at-risk individuals and can recommend appropriate responses. Criminal records, restraining orders, missing person reports, and registered weapons permits can be checked and the information shared with the team 24-hours a day.

### DEAN OF STUDENTS

ph: (951) 827-6095 web: [deanofstudents.ucr.edu](http://deanofstudents.ucr.edu)  
Helps the team navigate administrative logistics and UCR policies and procedures. The department's goal is to enhance the intellectual, personal, social and ethical development of students.

### STUDENT CONDUCT AND ACADEMIC INTEGRITY PROGRAMS

ph: (951) 827-4208 web: [conduct.ucr.edu](http://conduct.ucr.edu)  
Enforces University of California policies relating to campus activities, organizations and students. It supports the team in educating students about their rights and responsibilities as part of the University and surrounding community.

### RESIDENTIAL CONDUCT AND ADVOCACY

ph: (951) 827-4252 web: [housing.ucr.edu](http://housing.ucr.edu)  
Maintains a unique relationship with students and can assist the team with information regarding life in the various campus residential communities. These staff members are responsible for upholding HDRS Policies and ensuring that students reside in a safe and comfortable community.

### STUDENT SPECIAL SERVICES

ph: (951) 827-3861 web: [specialservices.ucr.edu](http://specialservices.ucr.edu)  
Ensures that students with disabilities have equal access to educational programs. It also provides services for veterans, voter registration opportunities, polling information, and ROTC referrals. Students Special Services supports the CSI team through coordination of academic accommodations and services for students with documented disabilities; assurance that provisions of the Americans with Disabilities Act, as amended, and Section 504 of the Rehabilitation Act of 1973 are being met.

### STUDENT HEALTH SERVICES

ph: (951) 827-3031 web: [studenthealth.ucr.edu](http://studenthealth.ucr.edu)  
Student Health Services provides comprehensive primary care services, psychiatry, lab, x-ray, pharmacy and dental services. The Preventive Care Clinic provides ways to achieve a healthy lifestyle. Student Health supports CSI by ensuring the student is medically stable.

# ASSISTING STUDENTS IN DISTRESS



## 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 (CaMHS), 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!

## 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.



## 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.



WELLNESS • RECOVERY • RESILIENCE



Academic Indicators	Physical Indicators	Safety Risk Indicators	Psychological Indicators
<ul style="list-style-type: none"> <li>✓ Sudden decline in quality of work and grades</li> <li>✓ Repeated absences</li> <li>✓ Bizarre content in writings or presentations</li> <li>✓ You find yourself doing more personal rather than academic counseling during office hours</li> </ul>	<ul style="list-style-type: none"> <li>✓ Marked changes in physical appearance including deterioration in grooming, hygiene, or weight loss/gain</li> <li>✓ Excessive fatigue/sleep disturbance</li> <li>✓ Intoxication, hang over, or smelling of alcohol</li> <li>✓ Disoriented or “out of it”</li> <li>✓ Garbled, tangential, or slurred speech</li> </ul>	<ul style="list-style-type: none"> <li>✓ Unprovoked anger or hostility</li> <li>✓ Implying or making a direct threat to harm self or others</li> <li>✓ Academic assignments dominated by themes of extreme hopelessness, rage, worthlessness, isolation, despair, acting out, suicidal ideations/violent behaviors – a “cry for help”</li> <li>✓ Communicating threats via email, correspondence, texting, social media postings, or phone calls</li> </ul>	<ul style="list-style-type: none"> <li>✓ Self-disclosure of personal distress - family problems, financial difficulties, contemplating suicide, grief</li> <li>✓ Excessive tearfulness, panic reactions, irritability or unusual apathy</li> <li>✓ Verbal abuse (e.g., taunting, badgering, intimidation)</li> <li>✓ Expressions of concern about the student by his/her peers</li> </ul>

# MENTAL HEALTH QUICK RESOURCE REFERENCE

## REFERRAL, RESOURCES & INTERVENTION

**ASST. VICE CHANCELLOR & DEAN OF STUDENTS**  
HUB 381 - Dean of Students Office  
ph: 951.827.6095 web: deanofstudents.ucr.edu

- Faculty or staff who need assistance setting boundaries/clarifying expectations.
- Faculty, staff or students needing assistance with student logistical challenges.

**ASST. VICE CHANCELLOR, HEALTH & WELLNESS**  
ph: 951.827.4641 web: studentwellness.ucr.edu

- Leads, manages, develops and assesses student health and wellness services.
- Oversees and coordinates the Critical Student Incident Team, supports distressed or distressing students.

### STUDENT AFFAIRS CASE MANAGER

ph: 951.827.5000 web: studentwellness.ucr.edu  
or 951.827.9354 After hours and holidays: 951.827.8255  
and ask to speak with a Case Manager.

- For guidance or advice regarding a student of concern, or students who are distressed or distressing to others.
- If a student needs assistance in identifying resources to meet basic student needs including housing, food, health care, and/or essential educational expenses.

### OFFICE OF THE OMBUDS

349 B Surge Building  
ph: 951.827.3213 web: ombuds.ucr.edu

- A safe, confidential, impartial and informal place to discuss a concern or complaint.
- To identify issues, generate options and/or resolve conflicts.
- For questions regarding applicable policies, procedures, or regulations.

### CARE ADVOCATE - Campus Advocacy, Resource & Education

ph: 951.827.6225 web: advocacy.ucr.edu

- Anticipates and responds to the needs of students impacted by sexual assault, dating/domestic violence and stalking.
- Provides immediate, confidential and supportive crisis intervention and advocacy for ALL survivors.
- 24 hours/7 days per week of campus support: Riverside Area Rape Crisis Center Hotline: 951-686-RAPE (7273)

## HEALTH & WELLNESS

### UCR STUDENT HEALTH SERVICES

Veitch Student Center  
ph: 951.827.3031 web: studenthealth.ucr.edu

- Student is facing medical or behavioral health challenges that would benefit from medical care including on-campus primary care and psychiatric services and referral to off-campus specialists, programs and resources.

### COUNSELING AND PSYCHOLOGICAL SERVICES

Veitch Student Center North Wing  
ph: 951.827.5531 web: counseling.ucr.edu

- Student is interested in help in the form of on-going confidential therapy (individual, group and couples therapy available).
- Student, staff, faculty would like to consult with a counselor via phone or drop-in basis, weekdays from 8am-5pm.
- Students may participate in a stress management program.
- 24 hour a day crisis counselor available via phone at 951-827-TALK (8255).

### STUDENT SPECIAL SERVICES

Costo 125  
ph: 951.827.3861 web: specialservices.ucr.edu

- Student is facing challenges associated with a physical, learning or psychological disability.
- Student is facing challenges associated with veteran status.
- Student wants to explore possibility of academic accommodations due to a disability.

### THE WELL - Wellness, Empowerment, Life & Learning HUB 248

ph: 951.827.9355 web: well.ucr.edu

- Student would benefit from a peer mentor or educator.
- Student wants information on resources for health and wellness.
- Student wants information on community services or getting involved in wellness projects on campus.

## POLICY & LAW ENFORCEMENT

### UC POLICE DEPARTMENT

3500 Canyon Crest Drive  
ph: 951.827.5222 web: police.ucr.edu

- Student presents a serious threat or imminent risk to self or others.
- File a police report about a crime that occurred on campus.

### STUDENT CONDUCT & ACADEMIC INTEGRITY

Costo 104  
ph: 951.827.4208 web: conduct.ucr.edu

- Student's conduct (both academic or social) represents a violation of university policy and faculty or staff wish to take steps to hold student accountable and learn from mistakes.
- Faculty or staff need consultation as to whether student behavior constitutes a violation of University policy.
- Staff, faculty, or student want clarification regarding University policy as it pertains to students or student organizations.

### TITLE IX - SEXUAL HARASSMENT OFFICE

349 Surge Building  
ph: 951.827.1012 web: titleix.ucr.edu

- Student wishes to file a complaint of sexual harassment or sexual assault.
- There are questions or concerns about sex discrimination or sexual harassment.
- Clarification is needed regarding policies on sexual assault and procedures for reporting it.



## CULTURAL RESOURCES

### ETHNIC AND GENDER PROGRAMS

Costo Hall  
web: www.ucr.edu/students/ethnic\_gender

- Student is facing challenges associated with racial, ethnic or cultural background, gender or sexual orientation.
- Offices include African Student Programs (ASP), Asian Pacific Student Programs (APSP), Chicano Student Programs (CSP), Lesbian, Gay, Bisexual, Transgender Resource Center (LGBT), Native American Student Programs (NASP), Middle Eastern Student Center (MESOC), Undocumented Student Programs Office (USP) and the Women's Resource Center (WRC).
- Student is seeking support, peer mentoring, advocacy, and help with community-building.

### INTERNATIONAL STUDENT RESOURCE CENTER

University Village, Suite 204  
ph: 951.827.4113 web: internationalcenter.ucr.edu

- Student is facing challenges associated with cultural background/international student status.
- International student struggling with adjustment to UCR and the United States.
- Student wants to study abroad.

