

Assisting Students in Distress

See Something. Say Something. Do Something.

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 (CalMHSA), requests that you act with compassion in your dealings with such students.

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.

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.



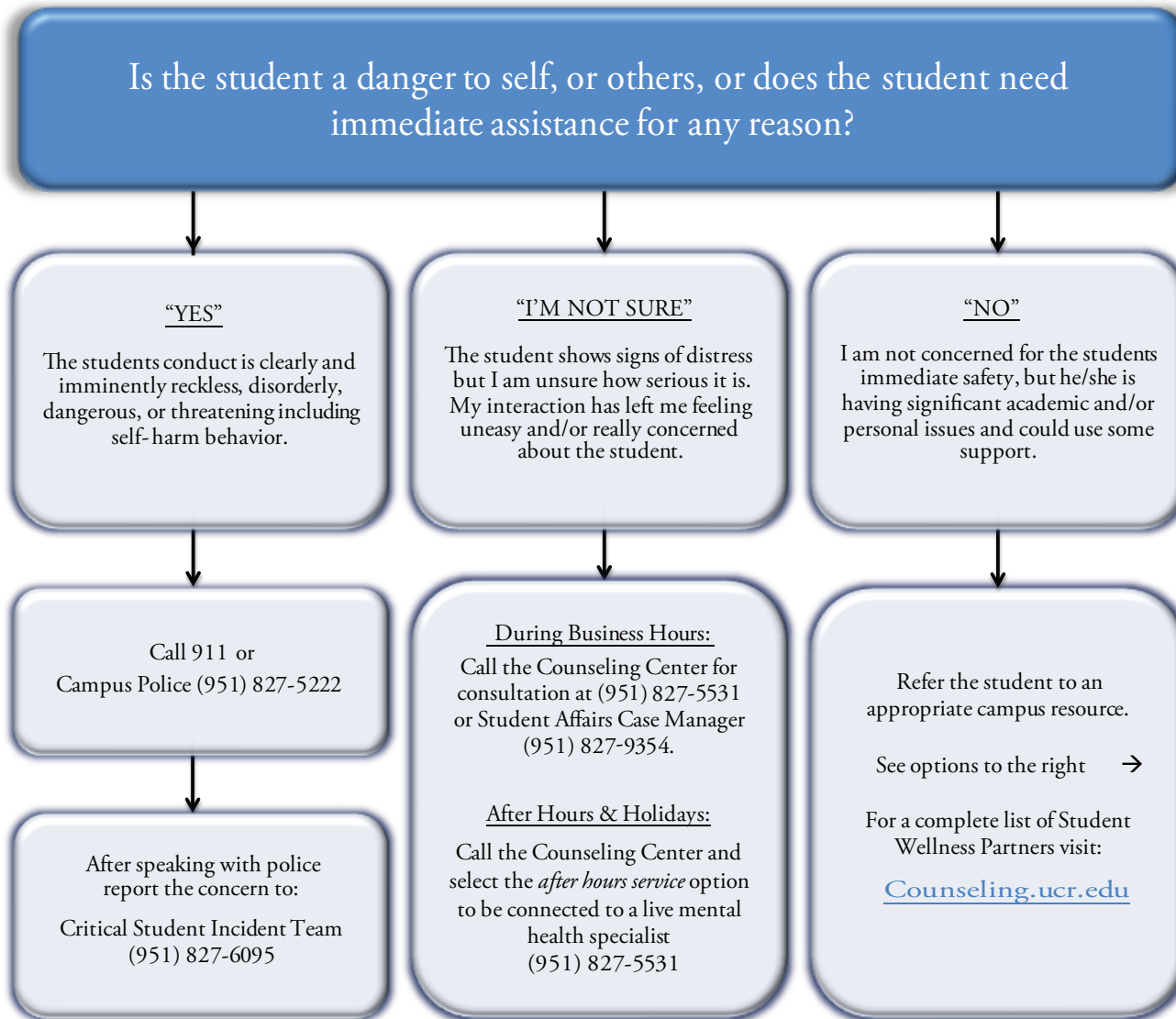
WELLNESS • RECOVERY • RESILIENCE

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

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Response Protocol: Follow the chart to determine who to contact when faced with a distressed or distressing student.



On Campus

Assistant Vice Chancellor/Dean of Students	951-827-6095
Student Affairs Case Manager	951-827-9354
Campus Health Center	951-827-3031
Student Conduct & Academic Integrity Programs	951-827-4208
Counseling Center	951-827-5531
Employee Assistance Program (EAP)	951-781-0510
Women's Resource Center	951-827-3337
Title IX/ Sexual Harassment Office	951-827-7070
Student Special Services	951-827-4538
Office of the Ombudsman	951-827-3213
Campus Housing	951-827-6500
The Well	951-827-9355
International Education Center	951-827-4113
Graduate Division	951-827-4302

In the Community

UCRiverside Police Department	951-827-5222
National Suicide Prevention Lifeline	800-273-8255
Riverside Helpline (24hrs)	951-686-4357
Riverside Community Hospital	951-788-3000
Riverside County Medical Center	951-486-4000
Riverside Area Rape Crisis Center	951-686-7273

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

UCR Counseling Center (951) 827-5531
 Student Affairs Case Manager (951) 827-9354
 And/or EAP (951) 781-0510