

Red Folder

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

Response Protocol

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

Ask yourself, is the student a danger to self or others?

YES

The student's conduct is clearly and imminently reckless, dangerous, or threatening — including danger to self or others.

Call **911** or Campus Police **(951) 827-5222**.

After speaking with police, report the concern to: Critical Student Incident (CSI) Team **(951) 827-5000**.

I'M NOT SURE

The student shows signs of emotional 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
For urgent confidential consultations: Call **SWIFT** at **(951) UCR-HELP (827-4357)** or *Counseling & Psychological Services (CAPS)* at **(951) 827-5531**.

For non-urgent private consultations: Call Case Management at **(951) 827-5000**.

After Hours and Holidays
24/7 Crisis Consultation: **(951) 827-5531**, option 1 or **951-UCR-TALK (951-827-8255)**, option 1.

NO

I am not concerned for the student's immediate safety, but the individual is having significant academic and/or personal issues and could use some support.

Refer the student to:
Case Managers
(951) 827-5000

Or refer the student to an appropriate campus resource.

See Quick Resource Guide section, for options.

See Something. Say Something. Do Something.

See 

Say 

Do 

Observe

Since you may have frequent and/or prolonged contact with a student, you are in a unique position to see a noticeable change or distress in a student.

Become familiar with symptoms of distress and attend to their occurrence (see adjacent page).

Trust your instincts

If you feel uneasy about a student, consult with your supervisor, department chair, CAPS, Case Management, CSI Team, etc. Early intervention can prevent more serious problems from developing.

Initiate Contact (Be Proactive)

Don't ignore strange, inappropriate, or unusual behavior. Talk to the student privately, indicating concern in a direct, matter-of-fact manner. (If addressing disruptive behavior, please see next page.)

Listen Carefully

Allow the student time and latitude to express their thoughts and feelings. Refrain from expressing negative opinions. Don't minimize their concerns.

Students may struggle to articulate the cause of their distress. Do not be afraid to directly ask if the student is thinking of suicide or taking their life.

Know your limits

Students in distress often require a great deal of time and energy. If you think or feel a student's problems are more than you can handle, trust your feelings. You can connect the student to the large network of campus support that is available to them.

Clarify your role

When supporting a student, be frank with the student about your expertise and role. Frame any decision to seek and accept help as an intelligent and wise choice. Emphasize that asking for help is a sign of strength.

Respect the student's privacy and autonomy without false promises of confidentiality.

Offer support and assistance

Make reflective comments — repeat back to the student what they have said to clarify and demonstrate understanding.

- Meet and talk privately to minimize embarrassment and defensiveness.
- Don't minimize student's distress.
- Don't challenge or argue.
- Don't assume a student's motivation for behavior.
- Do keep your voice low and speak slowly.
- Do convey your concern and your desire for their well-being.
- Clearly express your concerns, focusing on the specific/observable behavior(s), in non-disparaging terms.
- Offer supportive alternatives, resources, and referrals.
- Explore student's support systems (on and off campus).
- If you have ANY concerns about suicide, BE SURE to ask explicitly if student has thoughts or plans to end their life or kill themselves e.g. "Have you been thinking of ending your life?"

For additional/detailed training on suicide prevention, contact CAPS or Case Management.

Prepare

Before you are ever in a situation where you are dealing with a distressed or distressing student:

- Have your resources at hand
- Know who to call for support in the moment
- Know how to make a referral
- Take a suicide awareness training through LMS, online through counseling.ucr.edu/mental-health-workshopstrainings; or email counseling@ucr.edu to schedule a training

De-Escalate

Remain calm and non-threatening (consider tone of voice and posture/body position); people will often mirror your demeanor, minimizing escalation.

Acknowledge student concerns; people in distress need to hear/feel that they are being heard.

In the event student is not de-escalating and you have safety concerns, remove yourself/others and call for the appropriate support.

Refer

For safety concerns, remember to call UCPD first (951) 827-5222.

Recommend services and provide student with realistic expectations.

Encourage positive action by helping the student identify referrals and specific plans for connecting with resources.

Call as support department with the student to assist in making a connection/appointment.

-**CAPS** (during normal business hours): 951-827-5531, option 2

-**Case Management** (during normal business hours): 951-827-5000

-**24/7 Crisis Counselor**: Call 951-827-5531 or 951-UCR-TALK (951-827-8255), option 1

-**SWIFT** (Mon- Fri: 11am - 8pm): 951-UCR-HELP (951-827-4357)

When appropriate, make plans to follow up with the student on how the referral went.

Consult

As part of supporting a student in distress, you may need additional support and guidance.

Either before, during, or after meeting with a student, you can consult with campus support department listed on the resource page, as well as your department leadership and experienced colleagues.

While it is generally recommended you consult openly with the student present, you may want to consult privately if there are any safety concerns. If necessary, find someone to stay with the student while you consult with appropriate resources.

Report

Always report serious or persistent inappropriate behavior to Student Conduct and the CSI Team, and notify your department leadership. Submit a [Public Care Report](#) for students exhibiting behaviors that are of concern in relation to their personal, physical, and/or emotional well-being by clicking the link above or scanning the QR Code:



ASSISTING STUDENTS IN DISTRESS

DISTRESSED?

Distressed students may be irritable, sad, angry, unduly anxious, withdrawn, confused, unable to focus or concentrate, or exhibit bizarre speech or erratic behavior. They may show behaviors such as, but not limited to, a decline in quality of work, bizarre content or nihilistic themes in writings, marked changes in appearance or hygiene, or make implied or direct threats of self-harm.

The student may disclose:

- Depression or anxiety symptoms
- Death of a family member
- Relationship break up
- Family and parent issues
- Identity concerns/conflicts
- Suicidal thoughts
- Feeling isolated or lonely
- Sexual assault, stalking, harassment, and/or intimate partner violence - Refer directly to CARE
- Concerns about themselves or loved ones contracting Covid-19, or other medical issue/hospitalization
- Financial/unemployment concerns
- Distress over racial injustice or safety concerns for themselves or others

Confidentiality and FERPA

While specific student records and information within offices like CAPS, CARE and Ombuds are confidential by law (meaning information cannot be shared without consent or legal exception), we can always receive information and provide support through general consultation.

The Family Educational Rights and Privacy Act (FERPA) is a Federal law that protects the privacy of student education records and DOES allow communication about a student when health and safety are a concern. Please note, observations made about a student’s conduct, or comments and communication made by the students are NOT educational records and thereby do not fall under FERPA. Staff and Faculty are free and encouraged to share any health and safety concerns about a student with an appropriate campus entity.

Consultations and Referrals:

Counseling and Psychological Services (CAPS; M, T, W, F: 8am - 5pm; Th: 9am- 5pm)
Phone: (951) 827-5531, option 2
Website: counseling.ucr.edu

SWIFT (Mon-Fri: 11am - 8pm)
Phone: (951) UCR-HELP (951-827-4357)

24/7 Crisis Consultations (including evenings and weekends)
Phone: (951) UCR-TALK (951-827-8255) or 951-827-5531, select option 1, to speak with a mental health professional.

Case Management (Mon-Fri: 8am - 5pm)
Phone: (951) 827-5000
Email: casemanager@ucr.edu
Website: casemanagement.ucr.edu

DISRUPTIVE?

Disruptive students interfere with the learning environment for themselves and other students. They behave in a manner that is disorderly, distracting, reckless, aggressive, paranoid, defiant, destructive and/or threatening. They may refuse to stop talking in class, continually interrupt class, or use language that is offensive and/or deliberately provocative. They may communicate threats via email, text, or phone calls.

For non-threatening disruptive behaviors in the classroom:

- Take the student aside, or meet with the student at the end of class
- Use a calm, non-confrontational approach
- Identify the inappropriate behavior
- Review the classroom rules and policies
- Inform student of expected or required behavior moving forward
- Inform student of consequences if student’s behavior does not conform to expectations
- Document your expectations in writing to the student in addition to your own notes
- Ask a student to leave as a last resort

Before speaking to the student, you may consider cautioning the whole class/group about a particular behavior, rather than warning a single student.

Consultations and Reporting:

Student Conduct and Academic Integrity Program (SCAIP)
Phone: (951) 827-4208
Email: conduct@ucr.edu
Website: conduct.ucr.edu

Critical Student Incident Team (CSI Team)
Phone: (951) 827-5000
Website: casemanagement.ucr.edu

Concerned for a Student?

To report students of concern, please file a [Public Care Report](#). To report life-threatening or immediate danger situations please call UCPD at (951) 827-5222 or dial 911 or ext. 25222 from any campus phone.

Off-Campus Resources and Referrals

24/7 Inland SoCal Crisis & Suicide Helpline
Call (951) 686-HELP (4357) to speak with a trained crisis counselor.

24/7 National Suicide & Crisis Lifeline
Call or Text 988 for FREE and confidential emotional support.

24/7 Crisis Text Line
Text HOME to 741741 to text with a trained crisis counselor.

Academic Indicators	Physical Indicators	Safety Risk Indicators	Psychological Indicators
<div>✓ Sudden decline in quality of work and grades</div> <div>✓ Repeated absences</div> <div>✓ Bizarre content in writings or presentations</div> <div>✓ You find yourself doing more personal rather than academic counseling during office hours</div>	<div>✓ Marked changes in physical appearance including deterioration in grooming, hygiene or weight loss/gain</div> <div>✓ Excessive fatigue/sleep disturbance</div> <div>✓ Intoxication, hangover, or smelling of alcohol</div> <div>✓ Disoriented or “out of it”</div> <div>✓ Garbled, tangential, or slurred speech</div>	<div>✓ Unprovoked anger or hostility</div> <div>✓ Implying or making a direct threat to harm self or others</div> <div>✓ Academic assignments dominated by themes of extreme hopelessness, rage, worthlessness, isolation, despair, acting out, suicidal ideations/violent behaviors — a “cry for help”</div> <div>✓ Communicating threats via email, correspondence, texting, social media postings, or phone calls</div>	<div>✓ Self-disclosure of personal distress — family problems, financial difficulties, contemplating suicide, grief</div> <div>✓ Excessive tearfulness, panic reactions, irritability, or unusual apathy</div> <div>✓ Verbal abuse (e.g., taunting, badgering, intimidation)</div> <div>✓ Expressions of concern about the student by their peers</div>

QUICK RESOURCE GUIDE

Support services are available through in-person, virtual, or hybrid methods. Check department websites for details.

Referral, Resources & Intervention	Health, Well-Being & Safety	Policy & Campus Safety	Cultural and Social Resources
<p>Critical Student Incident Team (CSI) (951) 827-5000 casemanagement.ucr.edu</p> <ul style="list-style-type: none">• This multidisciplinary behavioral intervention team works to address the needs of students who are distressed, while assuring a safe and secure campus.• Submit a Public Care Report.	<p>Counseling & Psychological Services (CAPS) <i>Student Health & Counseling Center (SHCC)</i> (951) 827-5531 counseling.ucr.edu</p> <ul style="list-style-type: none">• Students seeking FREE confidential mental health therapy; providing mental health workshops, training, and education.• 24/7 Crisis Consultation call 951-UCR-TALK (951-827-8255), select Option 1. <p>Case Management <i>Student Health & Counseling Center (SHCC)</i> (951) 827-5000 casemanagement.ucr.edu</p> <ul style="list-style-type: none">• For non-clinical guidance regarding students of concern, students who are distressed, or students who are distressing to others.• Case managers provide linkage to resources and referrals; support navigating campus processes. <p>Basic Needs <i>BNC: 110 Costo Hall</i> <i>R' Pantry: HUB 346</i> <i>Satellite R' Pantry: SHCC 1303</i> (951) 827-3663 basicneeds.ucr.edu</p> <ul style="list-style-type: none">• Students can receive basic needs resources for support with food, housing, and financial crisis. <p>Student Disability Resource Center <i>1228 Student Services Building</i> (951) 827-3861 sdrc.ucr.edu</p> <ul style="list-style-type: none">• Students that may need accommodations/services for a temporary or permanent disability (including physical, psychological, learning, neurological, chronic health conditions). <p>Student Health Services <i>Student Health & Counseling Center (SHCC)</i> (951) 827-3031 studenthealth.ucr.edu</p> <ul style="list-style-type: none">• Students seeking primary care, psychiatry, pharmacy services, and referrals to specialty care and resources.• 24/7 Nurse Line: (877) 351-3457 <p>SWIFT Mobile Crisis Response <i>Student Health & Counseling Center (SHCC)</i> (951) UCR-HELP (827-4357) swift.ucr.edu</p> <ul style="list-style-type: none">• Students in crisis seeking confidential mobile mental health support.• Faculty and Staff seeking consultation for students in crisis. <p>The WELL <i>Health Promotion & Education Department</i> <i>248 HUB</i> (951) 827-9355 well.ucr.edu</p> <ul style="list-style-type: none">• Students can access mental health education and well-being supplies, as well as receive peer student support.• Students can obtain information about involvement in peer health education and outreach initiatives.	<p>UCR Police & Campus Safety <i>3500 Canyon Crest Drive</i> (951) 827-5222 police.ucr.edu</p> <ul style="list-style-type: none">• Student presents a serious threat or imminent risk to self or others.• File a police report about a crime that occurred on campus. <p>Student Conduct & Academic Integrity Programs (SCAIP) <i>119 Costo Hall</i> (951) 827-4208 conduct.ucr.edu</p> <ul style="list-style-type: none">• SCAIP administers the educational conduct process for alleged violations of University policies by students/student organizations, including academic misconduct.• Contact to consult regarding student behavior or for further information about policies applying to students. <p>*Not an emergency response.</p> <p>Office of Civil Rights (OCR) <i>Hinderaker Hall, Suite 1100</i> (951) 827-7070 titleix.ucr.edu</p> <ul style="list-style-type: none">• Employees who are “responsible employees” are mandated to file a report with OCR if they receive information regarding sexual violence, sexual harassment, or discrimination.• Students, staff and faculty can reach out to OCR if they want to file a report about anti-discrimination, sex discrimination or sexual violence incidents, and/or if they have questions, concerns or need clarification about procedures and reporting options. <p>Threat Assessment and Consultation Team (TACT) (951) 827-1597 studentwellness.ucr.edu/tact</p> <ul style="list-style-type: none">• Responds to community concerns about intimidating, threatening, or potentially violent behavior in support of students, staff and faculty.• Provides consultation and guidance with a focus on threat assessment and early intervention.• Part of UCR’s Workplace Violence Prevention Program.• Make a REPORT for concerns of Potential Threats or Violence at UCR.	<p>Ethnic and Gender Programs Student is seeking connection, support, peer mentoring, advocacy, and help with community-building associated with racial, ethnic or cultural background, gender or sexual orientation. Offices include:</p> <p>African Student Programs (ASP)</p> <p>Asian Pacific Student Programs (APSP)</p> <p>Chicano Student Programs (CSP)</p> <p>Lesbian, Gay, Bisexual, Transgender Resource Center (LGBTRC)</p> <p>Middle Eastern Student Center (MESC)</p> <p>Native American Student Programs (NASP)</p> <p>Office of Foster Youth Support (OFYSS)</p> <p>Riverside Underground Scholars Program (RUSP)</p> <p>Undocumented Student Programs (USP)</p> <p>Veterans Resource Center (VRC)</p> <p>Women’s Resource Center (WRC)</p> <p>International Affairs <i>Student Services Bldg, 2nd Floor</i> (951) 827-4113 international.ucr.edu</p> <ul style="list-style-type: none">• 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. <p>Residential Education reslife@ucr.edu housing.ucr.edu/residential-education</p> <ul style="list-style-type: none">• Student is facing challenges with roommates or community members/ issues while living on-campus or is struggling to adjusting to living on-campus and away from their typical support network.• Responds to on-campus community concerns, incidents and emergencies, 24-hours a day. <p>Student Life studentlife.ucr.edu</p> <ul style="list-style-type: none">• Find opportunities for learning, leadership, community building, and creative expression that go way beyond the classroom. <p>Recreation recreation.ucr.edu</p> <ul style="list-style-type: none">• Cultivate mental, physical, and social development through recreational services, programs, and facilities.

Visit the CAPS Website for Additional Resources: <https://counseling.ucr.edu/resources-support-specialty-care-self-help-and-making-connections>