

# 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, 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.

After-hours and weekend phone crisis consultation for students, staff and faculty is available at 951-UCR-TALK (951-827-8255), option 1.

**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 **Case Management** (951) 827-5000 or **Counseling and Psychological Services (CAPS)** for consultation (951) 827-5531, option 2.

**After Hours and Holidays**

Crisis Consultation is available 24/7 (including weekends and holidays) by calling CAPS main line 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



### 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.



## SAY



### 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 self harm, BE SURE to ask explicitly if student has thoughts or plans to harm 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.

## DO



### 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-workshoptrainings](https://counseling.ucr.edu/mental-health-workshoptrainings); or email [counseling@ucr.edu](mailto:counseling@ucr.edu) to schedule a training

### SAFETY FIRST!

IF YOU FEEL UNSAFE, CALL UCPD AT (951) 827-5222 FROM YOUR CELL PHONE, OR 911 OR X25222 FROM A CAMPUS LANDLINE.

### 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.

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 support department with the student to assist in making a connection/ appointment. To speak to a crisis counselor 24/7, call (951) 827-5531, option 1 or 951-UCR-TALK (951-827-8255), option 1 or call CAPS to schedule a same-day walk-in consultation during normal business hours.

When appropriate, make plans to follow up with the student on how 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, CSI Team or Dean of Students/Grad Dean, and notify your department leadership.

# 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
- Concerns about themselves or loved ones contracting Covid-19, or other medical issue/hospitalization
- Feeling isolated or lonely
- Financial concerns/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:

#### Case Management

Phone: (951) 827-5000

Email: [casemanager@ucr.edu](mailto:casemanager@ucr.edu)

Website: [casemanagement.ucr.edu](http://casemanagement.ucr.edu)

#### Counseling and Psychological Services (CAPS)

Phone: (951) 827-5531, option 2

Website: [counseling.ucr.edu](http://counseling.ucr.edu)

#### 24/7 Crisis Consultations (including evenings and weekends)

Phone: 951-UCR-TALK (951-827-8255), select option 1, to speak with a mental health professional.

#### 24/7 Crisis Text Line

Text HOME to 741741 to text with a trained crisis counselor.

## 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.

### SAFETY FIRST!

IF YOU FEEL UNSAFE, CALL UCPD AT (951) 827-5222 FROM YOUR CELL PHONE, OR 911 OR X25222 FROM A CAMPUS LANDLINE.

### Consultations and Reporting:

#### Student Conduct and Academic Integrity Program (SCAIP)

Phone: (951) 827-4208

Email: [conduct@ucr.edu](mailto:conduct@ucr.edu)

Website: [conduct.ucr.edu](http://conduct.ucr.edu)

#### Critical Student Incident Team (CSI Team)

Phone: (951) 827-5000

Website: [deanofstudents.ucr.edu](http://deanofstudents.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.

#### ACADEMIC INDICATORS

- ✓ 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

#### PHYSICAL INDICATORS

- ✓ Marked changes in physical appearance including deterioration in grooming, hygiene or weight loss/gain
- ✓ Excessive fatigue/sleep disturbance
- ✓ Intoxication, hangover, or smelling of alcohol
- ✓ Disoriented or "out of it"
- ✓ Garbled, tangential, or slurred speech

#### SAFETY RISK INDICATORS

- ✓ 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, social media postings, or phone calls

#### PSYCHOLOGICAL INDICATORS

- ✓ 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 their peers

# QUICK RESOURCE GUIDE

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

## REFERRAL, RESOURCES & INTERVENTION

### Case Management

Student Health & Counseling Center (SHCC)  
(951) 827-5000 [casemanagement.ucr.edu](mailto:casemanagement.ucr.edu)  
[casemanager@ucr.edu](mailto:casemanager@ucr.edu)

- 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.

### Critical Student Incident Team (CSI)

(951) 827-5000 [deanofstudents.ucr.edu](mailto:deanofstudents.ucr.edu)

- The team provides action and support to address the needs of students who are distressed, while assuring a safe and secure campus.

### Campus Advocacy, Resources & Education (CARE) Advocate

377 HUB [advocate@ucr.edu](mailto:advocate@ucr.edu)  
(951) 827-6225 [care.ucr.edu](mailto:care.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.
- 24/7 off-campus support: Riverside Area Rape Crisis Center Hotline: (951)-686-RAPE (7273)

### Office of the Ombuds

388 & 390 Skye  
(951) 827-3213 [ombuds.ucr.edu](mailto:ombuds.ucr.edu)

- A safe, confidential, impartial and informal place to discuss a concern or complaint.
- For questions regarding applicable policies, procedures or regulations.

### VC Health, Well-Being & Safety

(951) 827-7215 [hws.ucr.edu](mailto:hws.ucr.edu)

- Faculty, staff or students concerned with holistic health and well-being and creating a culture of wellness.

### Associate Dean, Graduate Division

(951) 827-4302 [graduate.ucr.edu](mailto:graduate.ucr.edu)

- Faculty, staff, or students needing assistance with graduate student logistical challenges.

### AVC/Dean of Students

(951) 827-6095 [deanofstudents.ucr.edu](mailto:deanofstudents.ucr.edu)

- Faculty, staff, or students needing assistance with student logistical challenges.

## HEALTH & WELL-BEING

### Counseling and Psychological Services

Student Health & Counseling Center (SHCC)  
(951) 827-5531 [counseling.ucr.edu](mailto:counseling.ucr.edu)

- Students seeking confidential in person or secure virtual therapy.
- Students, staff or faculty seeking consultation or requesting mental health workshops/trainings can call during normal office hours.
- 24/7 crisis consultation call 951-UCR-TALK (951-827-8255), select Option 1.

### The WELL

Wellness, Empowerment, Life & Learning  
248 HUB  
(951) 827-9355 [well.ucr.edu](mailto:well.ucr.edu)

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

### Basic Needs

110 Costo Hall  
(951) 827-3663 [basicneeds.ucr.edu](mailto:basicneeds.ucr.edu)  
[basicneeds@ucr.edu](mailto:basicneeds@ucr.edu)

- Students can receive basic needs resources for support with food, housing, and financial crisis.

### Student Disability Resource Center

1228 Student Services Building  
(951) 827-3861 [sdrc.ucr.edu](mailto:sdrc.ucr.edu)

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

### Student Health Services

Student Health & Counseling Center (SHCC)  
(951) 827-3031 [studenthealth.ucr.edu](mailto:studenthealth.ucr.edu)

- Students seeking primary care, psychiatry, pharmacy services, and referrals to specialty care and resources.

- 24/7 Nurse Line: (877) 351-3457

### National Suicide Prevention Lifeline

- Dial 988 or 1-800-273-TALK (8255)

### Crisis Text Line

- Text HOME to 741741 to text with a trained crisis counselor.

### The Trevor Project

- 24/7 crisis support for LGBTQ+ Youth
- Call 1-866-488-7386 or Text 678-678
- Chat on [thetrevorproject.org](https://thetrevorproject.org)

## POLICY & LAW ENFORCEMENT

### UCR Police & Campus Safety

3500 Canyon Crest Drive  
(951) 827-5222 [police.ucr.edu](mailto: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 Programs (SCAIP)

119 Costo Hall  
(951) 827-4208 [conduct.ucr.edu](mailto: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.

### Office of Title IX, Equal Opportunity & Affirmative Action

365 Skye  
(951) 827-7070 [titleix.ucr.edu](mailto:titleix.ucr.edu)

- Student wishes to file a report of harassment, discrimination, sexual violence, or other prohibited conduct.
- There are questions or concerns about sex discrimination or sexual violence.
- Clarification is needed regarding policies on sexual violence and procedures for reporting it.

## CULTURAL AND SOCIAL RESOURCES

### 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:

- [African Student Programs](#) (ASP)
- [Asian Pacific Student Programs](#) (APSP)
- [Chicano Student Programs](#) (CSP)
- [Lesbian, Gay, Bisexual, Transgender Resource Center](#) (LGBTRC)
- [Middle Eastern Student Center](#) (MESC)
- [Native American Student Programs](#) (NASP)
- [Office of Foster Youth Support Services](#) (OFYSS)
- [Undocumented Student Programs](#) (USP)
- [Veterans Resource Center](#) (VRC)
- [Women's Resource Center](#) (WRC)

### International Affairs

321 Skye  
(951) 827-4113 [international.ucr.edu](mailto:international.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.

### Residential Life

[reslife@ucr.edu](mailto:reslife@ucr.edu)  
[housing.ucr.edu/residential-life](mailto:housing.ucr.edu/residential-life)

- 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.

### Student Life

[studentlife.ucr.edu](mailto:studentlife.ucr.edu)

- Find opportunities for learning, leadership, community building, and creative expression that go way beyond the classroom

### Recreation

[recreation.ucr.edu](mailto:recreation.ucr.edu)

- 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>