

Assisting Students in Distress

UCLA

SEE

Awareness

Personal and academic challenges may lead to distress in undergraduate and graduate students. You are in a unique position to identify students who may be in need of help.

SAY

Communication

Sharing your concern directly with the student or reaching out to campus and community partners can be an important first step in helping a student access help and services. Our campus partners can help ensure the safety of the student and our campus and provide a coordinated response.

DO

Engagement

Students may not know that help is available, or where to find it. Reach out to a student who you believe to be in distress, using the guidelines provided below.

Privacy Laws and Confidentiality

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 reporting parties.

Preparing to Reach Out

- Know the available campus resources and the referral process.
- If safe, meet privately and always allow sufficient time to meet.
- Ensure your safety.
- If you decide not to have direct contact with the student, refer the incident to the Consultation & Response Team.
- Contact UCPD if a student expresses a direct threat to self or others or acts in a bizarre, highly irrational and disruptive way.

Distressed Students

May be irritable, sad, unduly anxious, withdrawn, disoriented, angry or hostile; may show a decline in quality of work, bizarre content in writings or presentations, marked changes in appearance; or may make implied or direct threats of self harm

Consultation and Referrals:

Consultation & Response Team:

(310) 825-7291
www.studentincrisis.ucla.edu

UCLA Counseling and Psychological Services:

(310) 825-0768
www.counseling.ucla.edu

Issues of Student Conduct:

Office of Student Conduct:

(310) 825-3871
www.deanofstudents.ucla.edu

Academic Status and Accommodations:

Academic Advising:

(310) 825-3382
www.cac.ucla.edu

Center for Accessible Education:

(310) 825-1501
www.cae.ucla.edu

Graduate Division Academic Services

(310) 825-3819

Departmental Student Affairs Officers

Departmental Graduate Advisors

Connecting with the Student

- Clearly express your concerns focusing on the behavior in non-disparaging terms.
- Do not challenge or become argumentative with the student.
- Ask directly if student wants to hurt themselves or others.
- Respect the student's privacy without making false promises of confidentiality.
- Document all incidents and attempts to resolve the situation.

Disruptive Students

May interfere with UCLA's learning environment with behavior that is reckless, disorderly, paranoid, aggressive, defiant, destructive, threatening, dangerous to self or dangerous to others; may taunt, badger or intimidate others; or may communicate threats via email, correspondence, text or phone calls

For Consultation and Reporting:

Consultation & Response Team:

(310) 825-7291
www.studentincrisis.ucla.edu

Undergraduate and Graduate Students:

Dean of Students:

(310) 825-3871
www.deanofstudents.ucla.edu

Graduate Division Deans and Case Manager

(310) 206-1158

Departmental Student Affairs Officers

Professional School Students:

Professional School Deans

Professional School Student Affairs Officers

EMERGENCY ASSISTANCE

In an emergency, dial 911

Making the Referral

- Recommend services and provide direct referrals. Assist student in contacting resources.
- Frame any decision to seek and accept help as an intelligent choice.
- Make sure the student understands what actions are necessary.
- Be frank with the student about your limits (e.g. time, expertise).
- Encourage and assist student to make and keep an appointment and set a follow-up meeting with the student.



UCLA CARE program is a safe place for victims or survivors of sexual assault, interpersonal violence, stalking and sexual harassment to get support, advocacy and consultation services.

Location: A 223 Murphy Hall
Phone: (310) 206-2465

www.careprogram.ucla.edu
24-hour support (310) 825-0768

CARE offers:

Advocacy

CARE Advocates are confidential, not “responsible employees,” and work with UCLA students, staff and faculty.

CARE Advocates provide support with the following:

- Crisis intervention, immediate and ongoing emotional support
- Resources, referrals and options
- Addressing academic, housing and employment concerns.
- Filing a complaint with the Title IX office.
- Filing a criminal report with the police.
- Obtaining a No-Contact order from the Dean of Students.
- Obtaining a restraining order.
- Accompaniment to interviews and/or meetings with police and Title IX.
- Safety planning options.

CARE Advocates can be reached at advocate@careprogram.ucla.edu and **(310) 206-2465**. Or, you can submit an online CARE Advocate Request form at: www.careprogram.ucla.edu/request-an-appointment.

Alternative Healing Programs

CARE offers a variety of alternative healing programs for survivors of Sexual Violence and Sexual Harassment. Healing programs offer survivors a multitude of ways to connect with their own healing process, which empowers individuals and increases resilience.

For more information visit: www.careprogram.ucla.edu/healing-programs

Prevention Education

CARE Provides comprehensive outreach and prevention education to the campus community on sexual assault, dating and domestic violence, stalking, and sexual harassment. CARE programs are available to students, staff, faculty, and UCLA departments.

You can request a program at: www.careprogram.ucla.edu/request-a-program

Faculty, Staff, and the Campus Community

CARE Advocates can provide most of the services listed above to staff, faculty, and the UCLA community that identify as survivors. Additionally, CARE Advocates are available for consultation if a student, staff, or faculty member discloses sexual violence or sexual harassment to you.

The Staff and Faculty Counseling Center can also provide support to staff and faculty survivors: (310) 794-0245.

Any member of the University community may report conduct that may constitute sexual harassment or sexual violence to any supervisor, manager or the Title IX Coordinator. Supervisors, managers and other designated employees are responsible for promptly forwarding such reports to the Title IX Coordinator. The Title IX Coordinator can be reached at (310) 206-3417 or titleix@conet.ucla.edu.

CONFIDENTIAL RESOURCES

CARE Advocate

Advocacy Office for Sexual and Gender-Based Violence and Misconduct
Murphy Hall, Suite A223
(310) 206-2465 advocate@careprogram.ucla.edu

Counseling and Psychological Services (CAPS)

CAPS counselors are available to assist students who have been impacted by any form of sexual violence or sexual harassment. Crisis counselors are available by phone 24/7.

John Wooden Center West M–Th 8am–6pm (by appointment only after 4pm), Friday 8am–5pm (by appointment only after 3pm)
(310) 825-0768

The Rape Treatment Center at Santa Monica – UCLA Medical Center

Medical and counseling services for sexual assault available 24/7.
1250 Sixteenth Street, Santa Monica, California 90404
(424) 259-7208 www.therapefoundation.org

Student Legal Services for assistance exploring legal options for students

A239 Murphy Hall
(310) 825-9894 www.studentlegal.ucla.edu

REPORTING OPTIONS

UC Police Department (UCPD)

In an Emergency, dial 911 Non-Emergency dial (310) 825-1491 police.ucla.edu

UCLA Title IX/Sexual Harassment Prevention Office

This office takes reports and provides information and consultation about campus policies and procedures regarding sexual harassment, sexual violence, dating and domestic violence and stalking.

2255 Murphy Hall
(310) 206-3417 titleix@conet.ucla.edu
Visit www.sexualharassment.ucla.edu

For more information, visit www.sexualviolence.ucla.edu

ADDITIONAL CAMPUS AND COMMUNITY RESOURCES

Please visit: www.careprogram.ucla.edu/resources

NATIONAL HOTLINES AND REFERRAL SERVICES

These hotlines can provide immediate crisis support and referrals.

LA County Domestic Violence Hotline
(800) 978-3600

RAINN (Rape, Abuse, & Incest National Network)
(800) 656-HOPE (4673)

What is Sexual Harassment?

Sexual harassment includes unwelcome sexual advances, requests for sexual favors or other conduct of a sexual nature, including verbal, nonverbal or physical conduct that creates an environment that affects or interferes with a person’s employment, work, education and/or educational performance, and which a reasonable person would find to be intimidating, hostile or offensive. Sexual harassment can occur in all types of relationships: hierarchical, between peers or between individuals of the same sex or opposite sex.

What is Sexual Violence?

Sexual Violence is conduct of a sexual nature engaged in without the consent of the other person or when the other person is unable to consent. Sexual violence includes any of the following: sexual assault, sexual battery, interpersonal violence and stalking.

Sexual Assault

IN THE MOMENT

- If you are in immediate danger, try to find a safe place and call 911.
- Seek immediate medical attention to receive treatment for physical injury, post-exposure prophylaxis, emergency contraception, and/or tests for STIs and pregnancy.
- Call the Counseling Center (CAPS): (310) 825-0768, or the CARE Program: (310) 206-2465.
- Call the Rape Treatment Center: (424) 259-7208. Counselors are available by phone 24/7. RTC can arrange transportation if needed.

GATHERING FORENSIC EVIDENCE

- Seeking help within the first 120 hours (or 5 days) allows the best outcome for trauma-informed forensic evidence collection and the prevention of HIV, STIs, and pregnancy.
- Showering, bathing, douching, or brushing your teeth before a forensic exam can impact evidence.
- Write down as much as you can remember about the circumstances of the assault, including a description of the assailant.
- Preserve all physical evidence of the assault until you have considered whether or not to file a report. If the assault took place in your home, do not rearrange or clean up anything.
- Try to save all the clothing you were wearing at the time of the assault in a paper bag. Avoid plastic bags.

What is Interpersonal Violence?

Interpersonal violence is also known as domestic violence, dating violence, intimate partner violence, and relationship abuse.

Interpersonal violence is a pattern of harmful language and/or behaviors that fall on the spectrum of violence used with the intent to maintain control and exert power over others.

Victims of interpersonal violence include people in intimate relationships, past & present sexual partners, and members of your family or household, including children.

Dating and Domestic Violence Safety Measures

PLEASE KNOW THAT LEAVING THE ABUSIVE RELATIONSHIP IS OFTEN TIMES THE MOST DANGEROUS TIME FOR SURVIVORS. By connecting to CARE we can support and work with a survivor to create a safety plan.

IN THE MOMENT

- If you are in immediate danger, call 911.
- Avoid speaking to the abuser. If it is unavoidable, meet in a public place during the middle of the day with people around.
- No matter where you go, ensure that there is a plan for how to leave safely in case of an emergency.

DAILY ROUTINES

- Travel in groups as much as possible.
- Avoid traveling to isolated places.
- Change the privacy settings and passwords of social media accounts to restrict access.

IN A RELATIONSHIP

- Create a safety plan to reduce the risk or severity of violence.
- Memorize phone numbers you can call during an incident — family, friend, or hotline.
- Pre-designate a friend or family member with whom you can stay during emergencies.
- Create easy and secure access to keys, money, and important documents.

LEAVING A RELATIONSHIP

Leaving is often the most dangerous part of an abusive relationship. Keep in mind some people choose to return to the abusers and non-judgmental support is available at all times. Your safety always comes first.

- Enlist an advocate who can help create a safety plan unique to the circumstances for exiting the relationship.
- Consider obtaining a restraining order or No-Contact Order on campus against the abuser.
- Keep a copy of the restraining order on you at all times so you can show it to the police if it is violated.

What is Stalking?

Stalking is repeated conduct directed at a specific person of a sexual or romantic nature or motivation that would cause a reasonable person to fear for their safety or the safety of others or to suffer substantial emotional distress.

There are many forms of stalking.

BEING FOLLOWED

- Someone is following you or watching you wherever you are.
- Someone drives by or hangs out at your home, school, or work.
- Someone hires an investigator to follow you.
- Someone gets in contact with your friends, family, neighbors, or co-workers.

USING TECHNOLOGY

- Someone is monitoring your phone calls or computer use.
- Someone is using technology, like hidden cameras or GPS, to track you.
- Someone gathers information about you by using public records or online search services to use with malicious intent.

USING OBJECTS

- You are receiving unwanted gifts, letters, cards, or e-mails.
- Someone is going through your trash.
- Someone damages your home, car, or other property.

THREATS

- Someone is threatening to hurt you, your family, your friends, or your pets.
- Someone is posting information or spreading rumors about you on the Internet, in a public place, or by word-of-mouth.
- Someone is trying to control, track, or frighten you by other means.

Stalking Safety Measures

IN THE MOMENT

- If you feel you are in imminent danger, call 911.
- If you do not feel safe, leave the situation and notify law enforcement immediately.
- Do not interact with the person stalking or harassing you.

GOOD DOCUMENTATION

- Treat all threats from a stalker, both direct and indirect, as serious.
- Keep a journal or log of all the stalking incidents.
- Consider obtaining a No-Contact Order from the Dean of Students office or a restraining order from a criminal or civil court.

SECURE COMMUNICATION

- If possible, get a new unlisted phone number and have it nearby at all times.
- Memorize emergency numbers and make sure that 911 and helpful family or friends are on speed dial.
- Keep your existing phone number active and connect it to an answering machine or voicemail.

DAILY ADJUSTMENTS

- If possible, change up your routine every day.
- As much as possible, travel in groups, stay in public places, and trust your instincts.

When in Doubt, Reach Out!

UCLA's Consultation & Response Team is composed of representatives from key campus departments.

The team meets weekly to identify students in crisis, then works quickly and collaboratively to assess distressed students' needs, direct them to campus and community resources and consult with the UCLA offices impacted by the crisis. www.studentincrisis.ucla.edu

TrueBruins
Help Students in Crisis

Does the Student Need Immediate Assistance?

YES

The student's conduct is clearly reckless, disorderly, dangerous or threatening and is suggestive of immediate harm to self or others in the community.

Dial 911 for EMERGENCY ASSISTANCE

Report the concern to the Consultation & Response Team and the Counseling and Psychological Services (CAPS)

NOT SURE

Indicators of distress are observed but severity is unclear. The interaction has left you feeling uneasy or concerned about the student.

Call for consultation: the Consultation & Response Team or Counseling and Psychological Services (CAPS)

NO

I'm not concerned for the student's immediate safety, but s/he is having significant academic and/or personal issues.

Refer to appropriate campus resource

CAMPUS RESOURCES

Emergency	911
Consultation & Response Team	(310) 825-7291
Counseling and Psychological Services (CAPS)	(310) 825-0768
Ashe Student Health & Wellness Center	(310) 825-4073
Office of the Dean of Students	(310) 825-3894
Center for Accessible Education	(310) 825-1501
Economic Crisis Response Team	(310) 206-1189
Campus Assault Resources & Education (CARE)	(310) 206-2465
LGBT Campus Resource Center	(310) 206-3628
Office of Student Conduct	(310) 825-3871
Student Legal Services	(310) 825-9894
Graduate Student Resource Center	(310) 267-4805
Bruin Resource Center	(310) 825-3945
Title IX Office	(310) 206-3417
Dashew Center for International Students & Scholars	(310) 825-1681
UC Police Department (UCPD)	(310) 825-1491
Graduate Division	(310) 206-1158
UCLA Resilience Center (RISE)	RISE@CAPS.ucla.edu

UCLA Student Conduct Code

Examples of behavior prohibited by the Code include:

- Conduct that threatens the health or safety of any person (self or others) including:
 - Physical assault, sexual assault, sexual misconduct or domestic violence
 - Threats that cause a person to reasonably be in sustained fear for one's own safety or the safety of his/her immediate family
 - Intoxication or impairment through the use of alcohol or controlled substances to the point where one is unable to exercise care for one's safety
- Obstruction or disruption of teaching, research, administration, disciplinary procedures or other University activities
- Use, display, storage or manufacture of weapons or destructive devices
- Sexual harassment
- Racial, ethnic, religious, sexual orientation, disability and other forms of harassment.
- Stalking, hazing and disorderly behavior

Complete details can be found at www.deanofstudents.ucla.edu
To report misconduct call (310) 825-3871 or email dean@saonet.ucla.edu

What if a student is DISRUPTIVE, but does not pose a threat?

- Ensure your safety in the environment. Use a calm, non-confrontational approach.
- Set limits by explaining how the behavior is inappropriate.
- If disruptive behavior persists, inform the student that disciplinary action may occur.
- If the behavior escalates and you believe there is a safety risk, call 911 or contact UCPD at (310) 825-1491 and report the incident to the Consultation & Response Team for a coordinated response.

Faculty and Staff Members in Distress

If a person is an immediate threat to you, someone else or others, call 911. For concerns about a faculty or staff member in distress or exhibiting behaviors of concern please contact the Behavioral Intervention Team (BIT) Coordinator by calling (310) 794-0422 or UCLABIT@CHR.UCLA.EDU. Behavior does not need to be illegal to be of concern.