Assisting Students in Distress

See Something. Say Something. Do Something.

See Something.

UCI faculty/staff and graduate teaching/research assistants are in a unique position to demonstrate compassion for UCI 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.

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!

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.

Campus Emergency Notifications

zotALERT – UCIPD will send out emergency text message notifications in the event of a known threat to the campus.
Sign up for zotALERT here: www.oit.uci.edu/zotalert/
zotALERTs may advise you of actions to take to keep safe such as:
Secure in place: Go to the nearest room or office and close and lock the door. Turn off lights and close blinds. If outside, get inside the nearest building.
Evacuate: Evacuate to your designated Assembly Area, unless you are directed otherwise.

CalMHSA
California Mental Health Services Authority
Compassion. Action. Change.

MENTAL HEALTH SERVICES ACT · PROPOSITION 63 · CALIFORNIA
WELLNESS • RECOVERY • RESILIENCE

Am I Allowed to Share the Information I Have about this Student of Concern?

According to the Federal Educational Rights and Privacy ACT (FERPA), University faculty and staff are permitted to disclose information about a student with appropriate university officials when there is an urgent health and/or safety concern.

Academic Indicators

- Sudden decline in quality of work and grades
- Repeated absences
- Bizarre content in writings or presentations
- Multiple requests for extensions
- You find yourself doing more personal rather than academic counseling during office hours
- Overly demanding of faculty/staff attention

Physical Indicators

- 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
- Multiple requests for extensions
- 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 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

UCI Wellness, Health & Counseling Services

Do Something.

Disruptive or Distressed? Use this information to determine.

Distressed Student

A student with persistent behaviors such as

- unduly anxious
- sad
- irritable
- withdrawn
- confused
- lacks motivation and/or concentration
- seeks constant attention
- demonstrates bizarre or erratic behavior
- expresses suicidal thoughts

Disruptive Student

A student whose conduct is clearly and imminently reckless, disorderly, dangerous, or threatening, including self-harmful behavior.

Safety concern

- **If you are concerned for your or others' safety due to a student's disruptive and/or threatening behavior call 911 or the UCI Police Department.**

Refer students to

Support Services Resources

- Counseling Center
- Student Health Center
- CARE
- Office of Campus Social Work

Administrative/Student Conduct

- School Academic Advisor
- Division of Undergraduate Education
- Graduate Advisor
- Graduate Division
- University Registrar
- Office of the Ombuds

If a student is causing a disruption but does not pose a threat

- Ensure your safety in the environment.
- Use a calm, non-confrontational approach to defuse/de-escalate the situation.
- Set limits by explaining how the behavior is inappropriate.
- If behavior continues, ask the student to stop and warn them that official action may be taken.
- If the disruptive behavior persists, notify the student that disciplinary action may be taken. Ask the student to leave. Inform them that refusal to leave may be a separate violation subject to discipline.
- **Immediately report the incident to the Office of Academic Integrity and Student Conduct.**

For illness or injury

Non-urgent:
Student Health Center
949.824.5301

Medical Emergency: 911

Still unsure? For consultation or emergency counseling call the Counseling Center.

Campus Resources for Students	
Office of Academic Integrity & Student Conduct	949.824.1479
Campus Assault Resources & Education (CARE)	949.824.7273
Office of Campus Social Work	949.824.0101
Counseling Center	949.824.6457
Dean of Students	949.824.5590
Disability Services Center (DSC)	949.824.7494
Office of Equal Opportunity and Diversity (OEOD)	949.824.5594
International Center	949.824.7249
LGBT Resource Center	949.824.3277
Office of the Ombuds	949.824.7256
UCI Police Department	949.824.5223
Respondent Services	949.824.0177
Student Health Center	949.824.5301
Campus Resources for Faculty & Staff	
Campus Consultation Team	949.824.4642
ComPsych Guidance Resources/EAP	844.824.3273
Office of Equal Opportunity and Diversity (OEOD)	949.824.5594
Faculty & Staff Support Services	949.824.5208
Respondent Services	949.824.0177
Worklife & Wellness	949.824.5429
Workplace Violence Prevention (UCIPD)	949.824.5223
Resources in the Community	
2-1-1 Local Resources	211
Hoag Memorial Hospital (Newport Beach)	949.764.4624
Irvine City Police Department	949.724.7000
National Suicide Prevention Hotline	800.273.8255
Orange County Global Medical Center (Santa Ana)	714.953.3500
UC Irvine Medical Center	714.456.7890

See Something.

Response Protocol

Follow the chart to determine what to do when faced with a distressed or disruptive student.

Is the student a danger to self, or others, or does the student need emergency assistance?

"Yes"

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

Call 911 or
Campus Police 949.824.5223

After speaking with police report the concern to: Campus Consultation Team by contacting the Associate Vice Chancellor 949.824.4642

"I'm not sure"

The student shows signs of distress, but I am not sure how serious it is. My interaction has left me feeling uneasy and/or concerned about the student.

Call the Counseling Center for consultation 949.824.6457
After Hours & Holidays: select the after hours service option to be connected to a live mental health specialist

"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 or additional resources.

Refer student to an appropriate campus resource. See back panel for options.

For a complete list visit:
www.whcs.uci.edu/csw

UCI Wellness, Health & Counseling Services

How to Reach Out and Refer

Use these tips to help you refer a student in need of assistance.

Preparing to reach out to the student

Know the available campus resources and the referral process.

Seek suggestions from experienced colleagues and the department chair.

If in need of additional consultation, contact the Counseling Center to explore the issues involved and course of intervention.

Allow sufficient time to thoroughly address the issues of concern.

Review your physical environment and make provisions for your safety and that of others. If necessary, notify colleagues in close proximity of your intended intervention.

Remain calm and know whom to call for help in case of need.

If you decide not to have direct contact with the student, refer incident to the proper resources, including the Campus Consultation Team if appropriate.

Connecting with the student

- Listen supportively. Repeat the student's statement to clarify and to demonstrate an understanding of the student's perspective.
- Do not challenge or become argumentative with the student.
- Do not try to minimize the student's distress.
- If safe, meet and talk in private to minimize embarrassment and defensiveness.
- Clearly express your concerns focusing on the behavior in non-disparaging terms.
- Ask if the student wants to hurt themselves. Asking does not plant ideas in the student's mind.
- If a student expresses a direct threat to self or others, or acts in a bizarre, highly irrational and disruptive way, contact UCIPD.
- Offer supportive alternatives, resources and referrals.
- Respect the student's privacy without making false promises of confidentiality.
- Explore the student's support system(s).
- Emphasize the importance of professional help for the student.
- Document all incidents and attempts to resolve the situation. Be factual and objective.

Making the referral

Recommend services and provide student with realistic expectations. Note that some campus resources can offer confidential support while others are required by mandates to respond or report.

Reassure the student that students often seek help over the course of their college career to effectively achieve their goals.

Direct the student to a preferred assistance source.

Be frank with the student about your limits (time, expertise, student's reluctance to talk).

Frame any decision to seek and accept help as an intelligent and wise choice.

Make sure the student understands what actions are necessary.

Encourage and assist the student to make and keep an appointment.

If necessary, find someone to stay with the student while calls to the appropriate resources are made, and offer to escort the student.

Set a follow-up appointment with the student.

Find more helpful referral information online: www.counseling.uci.edu/#staff

Personal support for faculty and staff after working with a distressed or disruptive student:
UC Irvine EAP administered by ComPsych Guidance Resources 844.824.3723

Say Something.

UCIrvine | University of California

Wellness, Health & Counseling Services
949-824-4642

UCI CONSULTATION TEAM

PURPOSE

The purpose of the Consultation Team is to bring the collective wisdom, professional perspectives, campus management and agency responsibilities to bear on a crisis that, because of its reach, complexity, or potential for risk, demands the involvement of multiple campus departments. The UCI Consultation Team meets to discuss crisis management issues, to review hypothetical and actual cases, and to update campus protocols for responding to these crises. Members adhere to legal, ethical, professional laws and guidelines while working together.

The UCI Consultation Team was established in the early 1990s in response to a UCI staff member who requested a consultation concerning a threat of violence. Since its inception, the team continues to address crises that demand a sense of urgency and require the involvement of various department heads both during and after these emergent situations concerning students and university personnel.

STRUCTURE

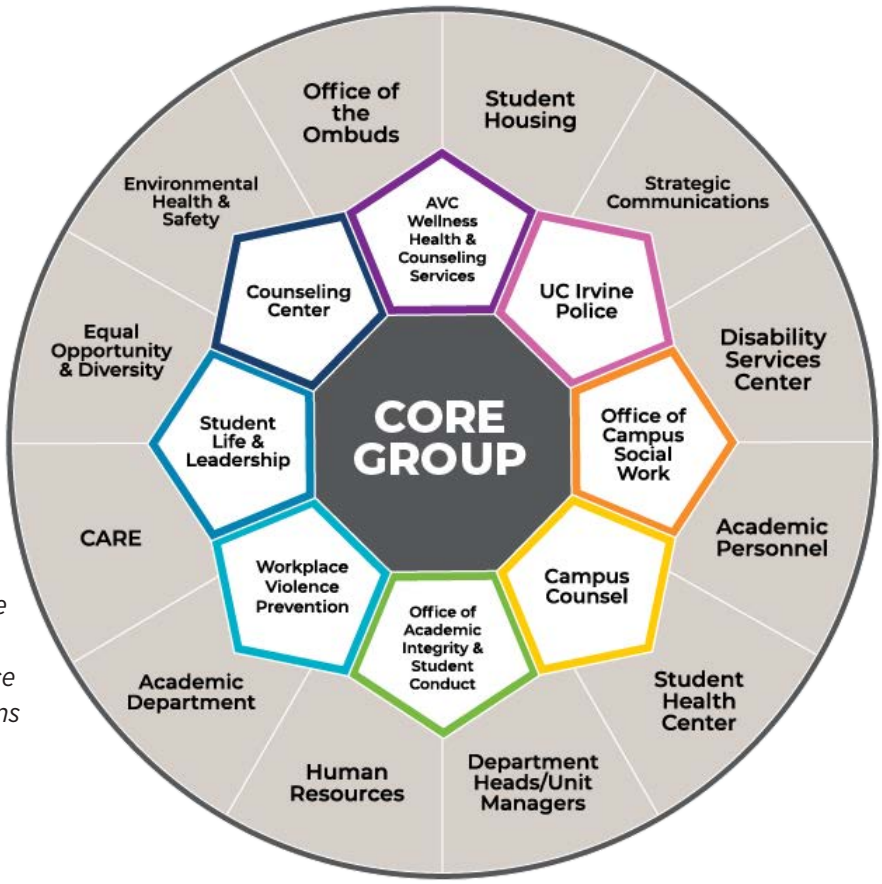
CORE GROUP

The Core Group collaborates to create a plan to address the situation.

ACTIVATED MEMBERS

Those departments not included in the Core are activated as needed or on a need-to-know basis. Activation of the Consultation Team typically begins by a *Point of Contact* where the critical incident or issue begins.

**The role of the Office of the Ombuds is to observe the discussion and bring up areas which should be considered. Due to impartiality, however, the Office of the Ombuds does not participate in any decisions made during the meetings.*



Student Affairs

UCIrvine | University of California

Wellness, Health & Counseling Services
949-824-4642

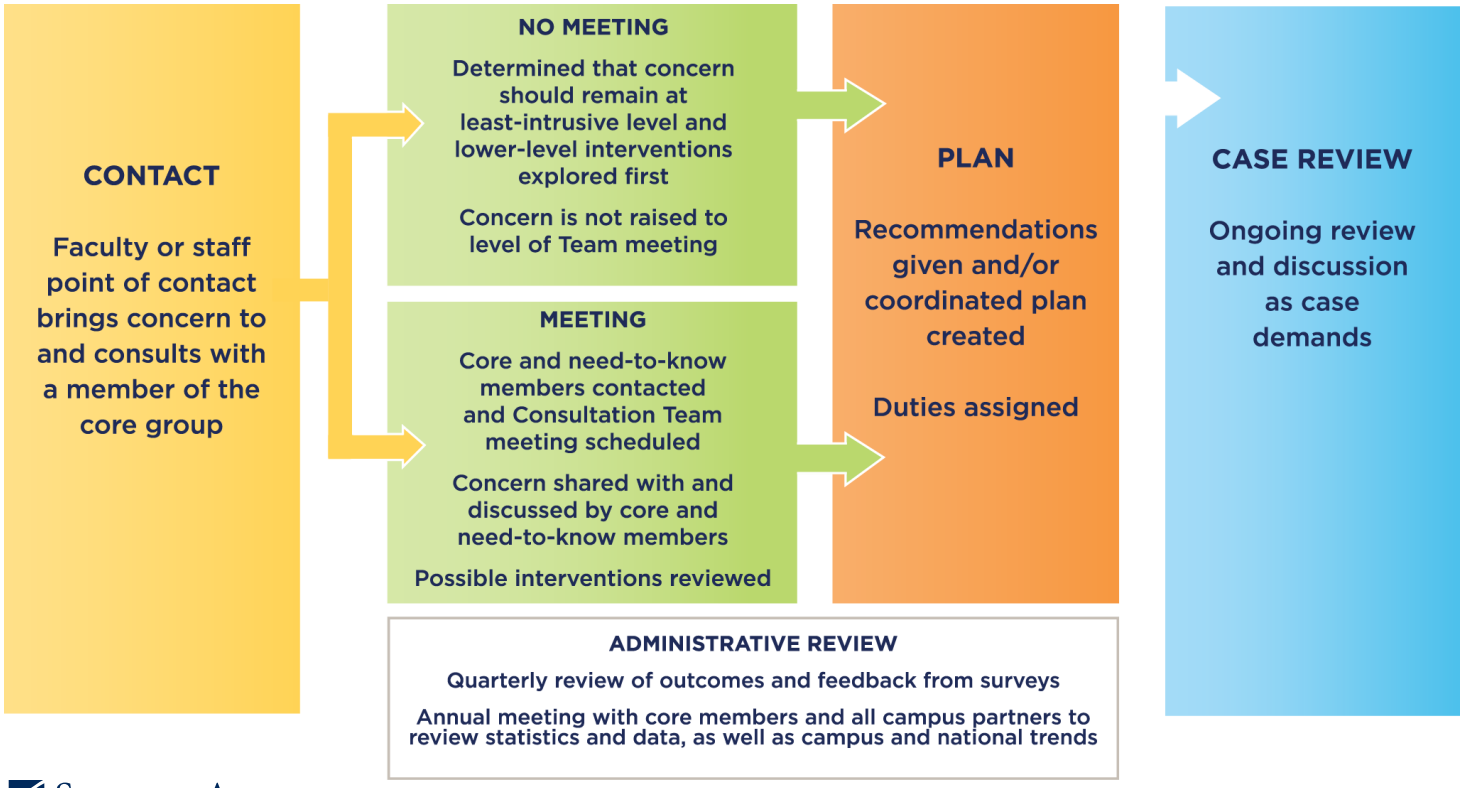
UCI CONSULTATION TEAM ACTIVATION

When a student or personnel issue rises and poses the potential for risk or harm to others, and where University liability is a possibility, the Consultation Team coordinates multiple units and services in an effort to take a proactive stance in preventing and managing the issue.

TO ACTIVATE THE CONSULTATION TEAM

CRITICAL INCIDENT & CIRCUMSTANCE

1. A faculty or staff member – Point of Contact – believes that a critical incident or circumstance has reached a high level of concern.
2. Point of Contact consults a member of the UCI Consultation Team Core Group.
3. The Core Group may activate some (or all) members of the UCI Consultation Team, including those areas determined to have a need to know and/or are relevant for the planning of interventions.
4. Point of Contact personnel receive coordinated plans of action for various critical scenarios, with duties and responsibilities assigned to the appropriate unit.



Student Affairs

UC Irvine Faculty & Staff Mental Health Care

BEHAVIORAL HEALTH RESOURCES

Because mental health and physical health go hand in hand, UC Irvine provides resources for faculty and staff including benefits for mental health services and substance abuse treatment. Faculty and staff can use these behavioral health benefits for a personal consultation or to discuss a concern about an employee or colleague. Sessions with counselors, psychologists and/or psychiatrists are available to address a wide range of issues. This guide provides a summary of the resources available to assist you.

Faculty/Staff Mental Health Care Coordinator

On-site services and support are available to address behavioral health issues, help with crisis intervention and to facilitate and coordinate resources for time-limited therapy and case management for employees. The coordinator also helps develop and implement instructional training and materials to promote mental well-being for faculty and staff.

Support is offered for a wide range of issues including:

- Work-related stress
- Relationship/couples issues
- Family problems
- Depression, anxiety and other emotional issues
- Grief and loss
- Alcohol, drug and other addictions
- Consultations and training services for faculty and staff management

Contact: Negar Shekarabi, Psy.D.
(949) 824-5208 or **nshekara@uci.edu**
whcs.uci.edu/faculty-staff-mental-health-care

UCI Wellness, Health & Counseling Services

Employee Assistance Program (EAP)

Separate from your medical plan behavioral health benefits, EAP is a free confidential benefit that helps with problem identification, assessment and referral to treatment providers and community resources. The first three sessions are free. EAP Benefits are available 24/7 to you and your dependents.

(844) 824-3273
guidanceresources.com (UCI ID: UCIEAP3)

Behavioral Health Benefits with Medical Coverage

Depending on your medical plan, faculty and staff have access to behavioral health providers in the community through Anthem Blue Cross, Optum Behavioral Health, HealthNet MHN and Kaiser Permanente.

ucnet.universityofcalifornia.edu/compensation-and-benefits/health-plans/behavioral-health/index.html

Human Resoures Wellness Programs

The university wellness program, UC Living Well, provides activities and resources to help faculty, staff and retirees reach their wellness goals. UCI's wellness program works to build a healthy workplace culture and offers on-site activities, health education, local programs and challenges and more to help you lead a healthy life.

wellness.uci.edu

What Resource is Right for Me?

Where do I start to get support for my own mental health?

- Contact the Faculty/Staff Mental Health CareCoordinator for a free and confidential consultation at **(949) 824-5208** or **nshekara@uci.edu**

Where do I go to inquire about a specific mental health treatment?

- Call the Employee Assistance Program (EAP) at **(844) 824-3273** or find a provider through your medical plan.
- Contact the Faculty/Staff Mental Health Care Coordinator **(949) 824-5208** or **nshekara@uci.edu** for a referral list of providers who take your insurance.

How can I help a fellow colleague?

- Consult with the Faculty/Staff Mental Health Care Coordinator at **(949) 824-5208** or **nshekara@uci.edu**
- For immediate safety concerns call Campus Police. **(949) 824-5223 or 911**

What can I do to stay mentally healthy?

- Check out the wellness programs available through UCI and UC Living Well Resources include online wellness videos, perks and discounts, FitSquad online fitness and wellness webinars.
  wellness.uci.edu

What resources are available to help understand my UC plan coverage or to resolve an issue with my provider and medical plan?

- Contact the Health Care Facilitator for confidential assistance with resolving health plan issues related to coverage, patient rights and coordination of benefits at **(949) 824-9065.**

What can I do to help after an incident that impacts people in my department?

- Contact the Employee Assistance Program at **(844) 824-3273** to schedule a department session.
- Consult with the Faculty/Staff Mental Health Care Coordinator at **(949) 824-5208** or **nshekara@uci.edu** to develop a crisis response plan.

What can I do to help myself or someone else who has been impacted by sexual assault, relationship abuse, family violence, and/or stalking?

- Contact the UCI CARE office for free and confidential support services at **(949) 824-7273.**
- For those designated as a Responsible Employee, you are required to promptly notify the Title IX Officer if you know about sexual violence, sexual harassment or other prohibited behavior.
  oeod.uci.edu

How can I get help with off-campus resources?

- Contact your medical plan for available resources.
- Visit the Campus Assist List for off-campus resources.
  help.uci.edu

How do I manage taking time off work to address mental health concerns?

- Consult with Disability Management Services in Human Resources at **(949) 824-5210**
  accessibility.uci.edu/accomodations

Other On-Campus Resources for Faculty/Staff

UCI CARE OFFICE

UCI CARE provides free and confidential support services to UCI community members impacted by sexual assault, relationship abuse,family violence, and/or stalking. Faculty and staff can access advocacy services for questions, referrals, resources, and to clarify information about rights and reporting options, accompaniment in legal, Title IX, or medical meetings, safety planning, housing and employment support.
(949) 824-7273
care.uci.edu

DISABILITY MANAGEMENT SERVICES

Information on UCI disability plans (short-term, supplemental and UCRP) and procedures, used in conjunction with state-mandated Workers' Compensation and Social Security plans help protect employees from loss of wages over the course of their disability period.
(949) 824-5210
accessibility.uci.edu

CAMPUS ASSIST LIST

Campus Assist List offers campus and community resources for lowcost community services, including basic needs, medical and local mental health and counseling providers.
help.uci.edu

HEALTH CARE FACILITATOR

UCI's Health Care Facilitator (HCF) helps faculty, staff, retirees, survivors and their eligible family members, to better understand and obtain the full benefits and services available from the UC-sponsored health plans. A Health Care Facilitator can provide confidential assistance to help resolve health plan issues.
(949) 824-9065
hr.uci.edu/partnership/health-care