

Faculty and staff are in a unique position to demonstrate care and compassion for students in distress. The purpose of this folder is to help you recognize potential symptoms of distress and identify appropriate campus resources to refer students to.

Message to Faculty and Staff

When faced with academic and life challenges, students may feel alone, isolated, and even hopeless. These feelings can easily disrupt academic performance and may lead to dysfunctional coping and other serious consequences.

As a result of your frequent and prolonged contact, you may be the first person to notice a student in distress. As fellow members of the UC Berkeley community, it is important that we act with compassion.

Keep in mind that students exhibiting concerning behaviors may be having difficulties in other areas of their lives. Students sometimes feel that they can't share their struggles with family and friends but may be comfortable doing so with faculty or staff. By expressing concern, you may help save a student's academic career or even their life.

Indicators of Distress

Academic

• Sudden decline in quality work and grades

- Repeated absences
- Disorganized performance
- Multiple requests for
- extensions
- Overly demanding of
- faculty's or staff's time and attention
- Bizarre content in writings or presentations

 You find yourself providing more personal than academ support



Trust your instincts. If a student leaves you feeling worried, alarmed, or threatened, consult with someone.

Use the following chart to help you identify a student in distress. Look for groupings, frequency, duration, and severity.

	Physical	Psychological	Sa
of e	 Marked changes in physical appearance (e.g., grooming or hygiene deterioration, weight loss/gain) Housing and food insecuirty Excessive fatigue or sleep disturbance Intoxication, hangovers, or smelling of alcohol Disoriented or "out of it" Garbled, tangential, disconnected, or slurred speech Behavior is out of context or bizarre 	 Self-disclosure of personal distress (e.g., family or financial problems, grief, suicidal thoughts) Unusual/disproportionate emotional response to events Excessive tearfulness or panic reactions Irritability or unusual apathy Verbal abuse (e.g., taunting, badgering, intimidation) Concern from peers Delusions and paranoia 	 Ur hos Pr sho use In thre Ac don extr don extr wor des idea St Co

For more information about student mental health in the UC System, please review the Mental Health Handbook: https://bit.ly/2oUyBSV.



fety Risk

nprovoked anger or tility hysical violence (e.g., oving, grabbing, assault, of weapons) mplying or making direct eat to harm self or others cademic assignments minated by themes of reme hopelessness, rage, rthlessness, isolation, spair, acting out, suicidal ations/violent behaviors talking or harassing ommunicating threats

Center for Support and Intervention

Students may be referred to the Center for Support and Intervention (CSI) when they exhibit or share concerns related to their personal, physical, and emotional well-being. Select cases are brought to the Students of Concern Committee when appropriate.

CSI does not take place of other services or reporting requirements of other departments.

Students of Concern Committee

The Students of Concern Committee (SOCC) provides a centralized place for various campus departments to come together and communicate relevant information, coordinate institutional response, and consult about students of concern.

The SOCC is made up of the following team members:

- Basic Needs Center
- Berkeley International Office
- Center for Student Conduct
- Center for Support and Intervention
- College of Letters and Science
- Disabled Students' Program • Financial Aid & Scholarships
- Graduate Division
- Office of the AVC/Dean of Students
- PATH to Care Center
- Residential Life

The SOCC also consults with other advisors, faculty, and staff as necessary.

Counseling and Psychological Services

• UC Police Department: Threat Management Unit



CSI and SOCC Responsibilities

• To provide a centralized structure for campus departments and offices that need help supporting students displaying concerning, disruptive, and/or distressed behavior • To develop a strategic plan to ensure the safety of the student and the campus community

• To ensure that information is shared among relevant partners concerned about student welfare and success

CSI/SOCC Response Process

The concerned party believes that an incident or circumstance has reached a level of concern.

The concerned party submits a report through the following portal: berkeley-advocate.symplicity.com/care_report

Within 3 business days, a report is reviewed and assessed. A CSI staff member may contact the concerned party to gather more information as needed.

CSI, in consultation with the SOCC, will evaluate the situation and determine what further steps are required.

Someone from CSI may be in contact with the reporting party to share the coordinated plan of action as needed.

For more information or to submit a Care Report, visit here: https://csi.berkeley.edu/process/







Tips

Safety First

The welfare of the campus community is our top priority. When a student displays threatening or potentially violent behavior, do not hesitate to call for help.

Listen Sensitively & Carefully

Use a non-confrontational approach and a calm voice. Avoid threatening, humiliating, and intimidating responses.

Be Proactive

Engage students early on, setting expectations for appropriate behavior.

Be Direct

Ask students directly if they are under the influence of drugs or alcohol, feeling confused, or having thoughts of harming themselves or others.

Demostrate Empathy

Disclosing hardship is tough and requires vunerability. Express thanks to the student sharing infomration with you. Even if you do not understand their prespective, it can be helpful to validate their feelings about the situation.

Follow Through

Ensure that the student gets connected to support, and follow up to express ongoing care.

What about privacy?

The Family Educational Rights and Privacy Act (FERPA) and other student privacy regulations generally allow university faculty and staff to share observations about the behavior of students, statements made by students, and concerns about students with UC personnel, parents, law enforcement, and anyone else whose knowledge of the information is necessary to protect the health and safety of the student or other individuals.

Appropriate consideration for student privacy should be given before information is shared with people other than those suggested in this document, and questions about when such disclosure is appropriate can be answered by the campus Office of Legal Affairs.

Basic Needs Center

* Confidential Resources

Resources marked with an asterisk are confidential. The university offers a number of confidential resources for individuals who are unsure whether to report prohibited conduct and/or who are seeking counseling or other emotional support in addition to or without making a report. Confidential resources are great first points of contact to help in making informed decisions and retaining your autonomy in the next steps.

Community Resources

Berkeley Police Department (Non-Emergency) (510)981-5900 Call for off-campus concerns about safety and well-being. **Alameda County 24 Hour Crisis Hotline** (800) 309-2131Call for immediate, confidential crisis support and intervention. **National Suicide Prevention Lifeline** 988 Call for immediate, confidential crisis support and intervention. (510)204-4444**Alta Bates Summit Medical Center** The closest hospital/ER to campus, located just east of Telegraph Ave at 2504 Ashby Ave.

Campus Resources

Counseling and Psychological Services*

CAPS supports the emotional, psychological, educational, social, and cultural development of all UC Berkeley students through a wide range of multiculturally based counseling, psychiatric, career, consultation, training, and educational services. **After-Hours Assistance Line***

(855)817-5667 Call for consultation with a counselor and provide as a crisis resource to students outside of CAPS business hours.

(510)642-1988; 24/7 Care Line: (510)643-2005 **PATH to Care Center*** Call for affirming, empowering, and confidential support for those that have experienced gendered violence, including sexual harassment, dating and intimate partner violence, sexual assault, stalking, and sexual exploitation.

The Basic Needs Center serves as a resource hub for basic needs resources and services. **Office for the Prevention of Harassment and Discrimination** (510)643-7985OPHD takes reports alleging discrimination and harassment on the basis of categories including race, color, national origin, gender, age, and sexual orientation/identity, which includes allegations of sexual harassment and sexual violence. **UC Police Department** Emergency 911; (510)642-3333

Call when concerned about students who may pose an immediate danger to self or others. **Employee Assistance Program*** (510)643-7754

Call when concerned about a colleague and for referrals to counseling. Manager, Employee Relations, Human Resources

Call for assessment of threatening or potentially violent faculty/staff behavior. **UC Police Department (Non-Emergency)**

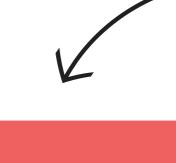
(510)642-6760Call for assessment of threatening or potentially violent faculty/staff behavior.

Click here to view a list of additional campus resources

(510)642-9494

basicneeds.berkeley.edu

(510)642-7163



YES

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

Call 911 for immediate response or UCPD dispatch at (510)642-3333.

Report the concern to CSI and **Counseling and Psychological Services** (CAPS).

Provide Care and Support

 Appreciate student for seeking support • If responsible employee, explain confidentiality limitations • Offer the NORO Quick Guide for Students by cliciking here • Allow student to make their own choices

To connect with urgent support, call the 24/7 Care Line at (510)643-2005. To consult with an Advocate or to schedule an appointment, contact the PATH to Care Center at (510)642-1988.



Does the Student Need Immediate Assistance?

NOT SURE

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

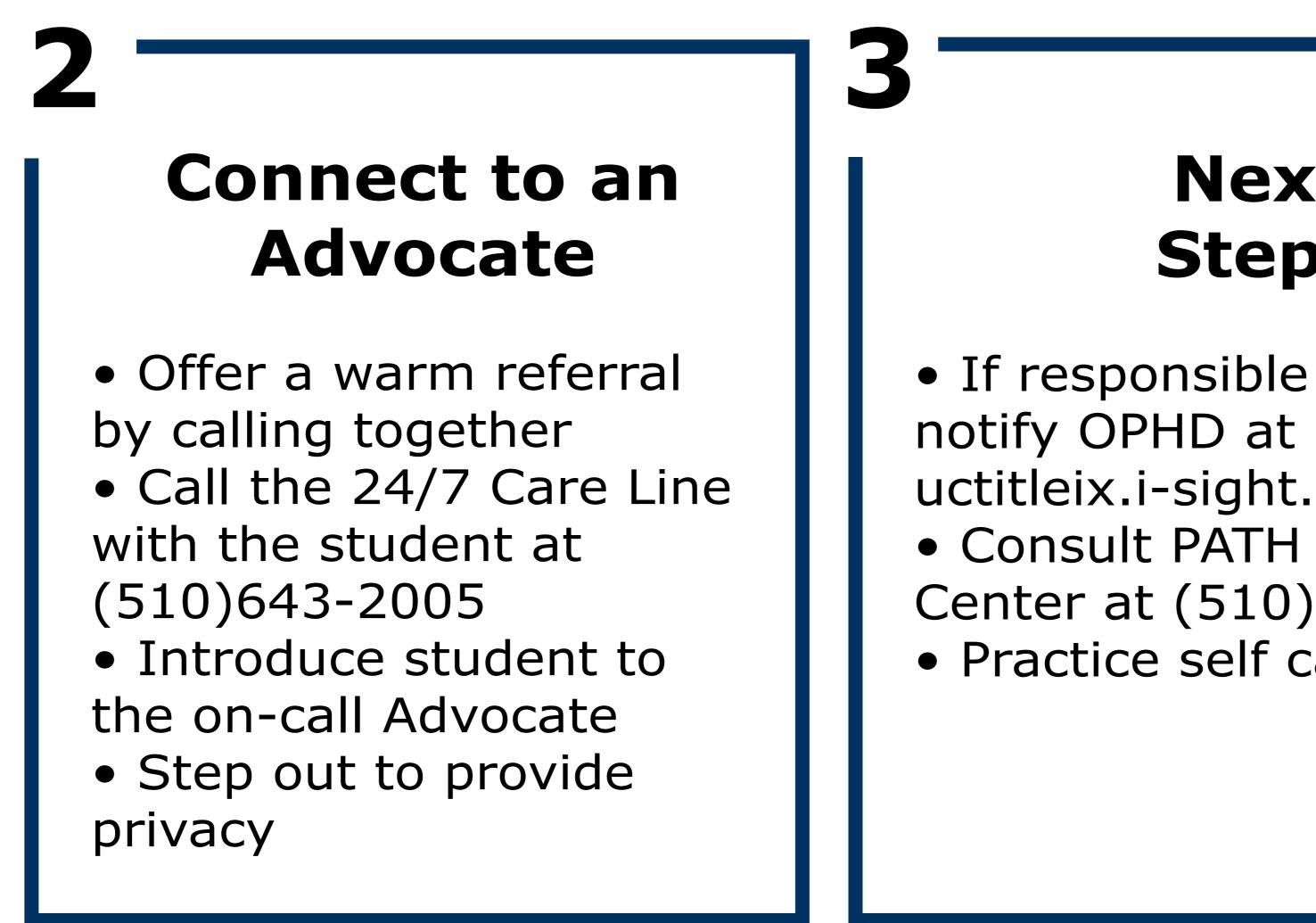
To speak with someone for consultation, call CAPS at (510)642-9494 during business hours, and call the After Hours Assistance Line at

(855)817-5667 after hours and holidays.

or

For coordinated campus response, please submit a report to the Center for Support and Intervention at takeaction.berkeley.edu

Responding to Disclosures of Sexual Violence and Sexual Harassment



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

Refer to appropriate campus resource using the detailed list above.

Next Steps

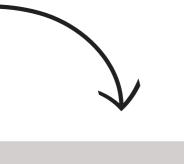
• If responsible employee, uctitleix.i-sight.com/portal Consult PATH to Care Center at (510)642-1988 • Practice self care

PATH to Care Center

The PATH to Care Center leads UC Berkeley's prevention, advocacy, training, and healing efforts related to sexual violence and harassment. The Center is committed to transform culture to prevent violence and advocates for anyone impacted by these forms of harm - students, staff, faculty, and campus visitors.

Confidential Advocate Role and Services

Survivors can speak confidentially with an Advocate to explore their options and connect with resources for emotional support, medical attention, reporting options, academic accommodations, changes in housing, financial support, and healing initiatives. All people impacted by sexual violence have the right to be treated with respect and care, and survivors can receive support whether they decide to report or not.



NO