

# Assisting Students in Distress

*see something? say something. do something!*



## *see* something?

- As faculty or staff, you may be the first person to **SEE** something distressing in a student.
- Graduate and professional students may feel alone, isolated, and even hopeless when faced with academic and life challenges. These feelings can disrupt academic performance and may lead to dysfunctional behaviors.

## *say* something.

- 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 and friends. **DO**ing something, like expressing concern and/or informing a student of services available to them, may be a critical factor in getting them to seek help.
- The Family Education Right and Privacy Act (FERPA) permits communication about a student of concern in connection with a health and safety issue.

### > *academic indicators*

- Sudden decline in quality of work and grades
- Repeated absences
- Bizarre content in writings or presentations
- Student seeking 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, hung over, or smelling of alcohol
- Disoriented or "out of it"

### > *psychological indicators*

- Self-disclosure of personal distress: family problems, financial difficulties, contemplating suicide, grief
- Excessive tearfulness, panic reactions, irritability, or unusual apathy
- Verbal abuse
- Expressions of concern about the student by his/her peers

### > *safety risk indicators*

- Unprovoked anger or hostility
- Implying or making a direct threat to harm self or others
- Communicating threats via email, correspondence, texting, or phone calls
- Academic assignments dominated by themes of extreme hopelessness, rage, worthlessness... a "cry for help"

With support from:



University of California  
San Francisco

# If concerned, call...

medical and/or  
UC police emergency<sup>1</sup>

campus phone  
**9-911**  
non-campus phone  
**415-476-6911**

1. To request assistance if you are in the middle of a medical or safety emergency. For example, you find a student impaired, actively threatening suicide or intimidating others.

**New!**

request wellness  
check for safety<sup>2</sup>

UCSF Hotline  
**415-476-4325 (HEAL)**

2. To request a wellness check for safety when you are concerned that a student is at high risk for a serious problem, and/or you haven't been able to reach a student when they should be available. A dispatcher will answer the line and determine next steps for safety and wellbeing.

## Other UCSF Campus Resources

Student Health & Counseling Services (SHCS)	(415) 476-1281
SHCS Mental Health Consult Line	(415) 476-1281x2
CARE Advocate (Sexual Assault/Domestic Violence)	(415) 502-8802
Student Disability Services	(415) 502-2768
Office of Career & Professional Development	(415) 476-4986
Student Financial Aid	(415) 476-4181
Students of Concern	(415) 502-3302
International Students & Scholars Office	(415) 476-1773
Lesbian, Gay, Bisexual & Transgender Resource Center	(415) 476-7700
Office of the Ombuds	(415) 502-9600
Multicultural Resource Center	(415) 502-1911
Learning Resource Services	(415) 502-0319
Office of the Ombuds	(415) 502-9600
<b>success.ucsf.edu for more resources...</b>	