

ASSISTING YOUR UC SANTA CRUZ STUDENT

Responding to students of concern:

- **Safety first:** The welfare of the student and the campus community is the top priority when a student displays threatening or potentially violent behavior. The most effective means of preventing suicide and violence is providing coordinated professional help and follow-up care.
- **Trust your instincts:** If you experience any sense of unease about your student, it is important to pay attention to those inner signals and your intuition. Seek immediate consultation from CPS and/or the Colleges.
- **Listen sensitively and carefully:** Distressed students need to be seen, heard, and helped. Many students will have trouble articulating their real differences and feelings. Don't be afraid to ask your student directly if they are under the influence of drugs or alcohol, feel confused, or have thoughts of harming themselves or others.
- **Be proactive:** Engage your student early on, setting limits on disruptive or self-destructive behavior. Talk open and "matter of factly" with your student. Be willing to listen. Allow for the expression of feelings. Accept the feelings.
- **Avoid escalation:** Distressed students can be sensitive and easily provoked. Avoid threatening, humiliating, and intimidating responses. Use a non-confrontative approach. Help them connect with the necessary university resources for assistance.
- **No excuses:** Disabilities are not considered legitimate excuses for disruptive behavior on a university campus.
- **Help them get help:** Be available. Show interest and offer support. Refer the students to CPS or the College. Refer them to professionals who have the expertise to help them. Use one of the Telephone Numbers at a Glance on the front of this folder.
- **Work as a team:** Share information and consult with the appropriate university officials to coordinate care for your student, including when to reach out to parents. Safeguard a student's privacy rights. Serious or persistent inappropriate behavior should always be reported.

What about Privacy Laws and Confidentiality?

The Family Educational Rights and Privacy Act (FERPA) permits communication about a student of concern under the following circumstances:

- UCSC may disclose personal identifiable information from an "educational record" to appropriate individuals in connection with a health and safety emergency. Information may be released to parents, police, or others. If knowledge of the information is necessary to protect the health and safety of the student or other individuals.
- Information can be released to university personnel when there is a specific need to know and should be limited to the essentials of university business.
- Observations of a student's conduct or statements made by a student are not "educational records" or FERPA protected. Such information should be shared with appropriate consideration for the student's privacy.

BANANA SLUGS C.A.R.E.

The Office of Campus Life and Dean of Students has developed this informational guide to assist faculty, staff, students, parents and the university community in recognizing and assisting students in distress.

**UC AND UCSC POLICIES (831) 459-1738**  
 The "Handbook" outlines UCSC policies for student discipline and disruptive behavior on campus and within university facilities, including classrooms. The "Handbook" is administered by the Office of Student Judicial Affairs and is available at:  
<http://www2.ucsc.edu/judicial/outlines.shtml>  
**UNIVERSITY INTERFAITH COUNCIL**  
 The University Interfaith Council (UIC) strengthens the rich spiritual life at UCSC and is open to all religious groups. UIC seeks to integrate spirituality with academic life and promote tolerance, peace, and understanding toward all faiths and spiritual traditions. UIC staff are available to provide counseling and referrals to interested students, faculty, staff and parents.  
[http://campuslife.ucsc.edu/programs\\_services/uic.php](http://campuslife.ucsc.edu/programs_services/uic.php)

**AFTER HOURS CRISIS SERVICE (831) 459-2628**  
 The After Hours Crisis Service is available for psychological crisis assessment, consultation and intervention. UCSC students, faculty, staff and parents may also call the After Hours Crisis Service for information and consultation about a student in crisis. The After Hours Crisis Service is available Monday-Friday from 5:00 p.m.-8:00 a.m. and 24 hours on weekends and holidays.  
**COUNSELING AND PSYCHOLOGICAL SERVICES (CPS) (831) 459-2628**  
 CPS offers a variety of counseling services including crisis counseling, personal or group counseling, couples and family counseling and stress reductions services.  
<http://www2.ucsc.edu/counsel/services.htm>

**GETTING HELP**  
 If you are concerned for the health and safety of your student CALL THE UNIVERSITY POLICE at (831) 459-2231 or call CPS during regular business hours or the After Hours Crisis Service during evenings, weekends and holidays at (831) 459-2628.  
**Then contact:**  
 The Colleges (CAOs/ACAOs/CRES)  
 Dean of Students Office  
**Consultation and Referrals Call**  
 CPS, SHS, DRC, STARS  
**Policy, Procedures, Housing and Judicial Call**  
 CAO or ACAO, SJA, Title IX/SHO,  
 Dean of Students  
**Academic Status Call and Consult**  
 Academic preceptor or adviser

ASSISTING STUDENTS IN DISTRESS

Concerned about what you have witnessed your student's behavior or classwork? Call for immediate assistance or a consultation.

TELEPHONE NUMBERS AT A GLANCE (all numbers are 831 area code)	
<b>Emergency-Life Threatening situation:</b> Dial 911	University Police; from a cell phone or for non-emergency-----459-2231
<b>Counseling and Psychological Services:</b>	Counseling and Psychological Services (CPS)-----459-2628 Psychiatry Services-----459-2214 After-Hours Crisis Services-----459-2628 Available Monday-Friday from 5:00 p.m.-8:00 a.m. and 24 hours on weekends and holidays.
<b>Student Health Services (SHS):</b>	Student Health Center (SHC)-----459-2211 For medical appointments-----459-2500 Rape Prevention Education-----459-2721 Student Health Outreach and Promotion (SHOP)-----459-3772
<b>College CAOs' (College Administrative Officers):</b>	College Eight-----459-2922 College Nine-----459-3122 College Ten-----459-3122 Student Judicial Affairs (SJA)-----459-1738 Dean of Students-----459-4446 <b>COLLEGE CAO</b> Campus Resources and Consultation: Women's Center-----459-2072 Division of Graduate Studies-----459-4108
<b>Campus Resources and Consultation:</b>	Dean of Students-----459-4446 Student Judicial Affairs (SJA)-----459-1738 Disability Resource Center (DRC)-----459-2089 Student Organization, Advising and Resources (SOAR)-----459-2934 Ethnic Resource Centers-----459-2427 Lionel Cantu Gay, Lesbian, Bi, Trans, Intersex Resource Center-----459-2468 Title IX/Sexual Harassment Officer-----459-2462 Services for Transfer and Re-Entry Students (STARS)-----459-2552 and Veterans Education Team Support (VETS)-----459-2072

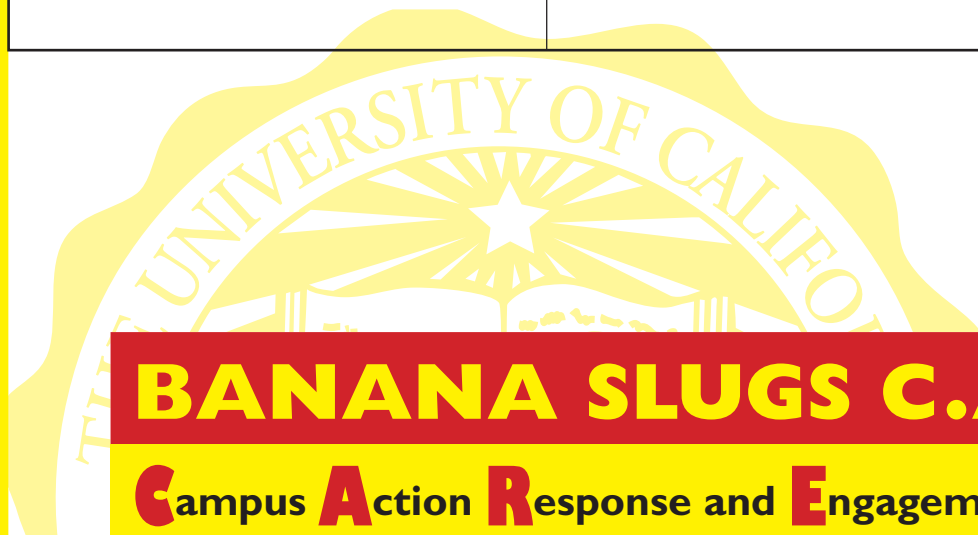
**ASSISTING YOUR STUDENT**

**BE ALERT TO WARNING SIGNS OF A STUDENT IN CRISIS**

Students exhibiting troubling behaviors may have difficulties in various settings including the classroom, with roommates or in social settings. You as the parent may be the first person who is in a position to help your student in need. Being aware of distress signals, ways to intervene, and resources to help your student may assist you in responding effectively to such an event. If you find yourself feeling worried, alarmed, or threatened, "SAY SOMETHING AND DO SOMETHING!" Take signs of distress seriously. Help your student by calling for assistance and reporting your concerns to Counseling and Psychological Services (CPS). You may be the one saving your student's life by being available and making the appropriate referral at the right time.

**INDICATORS OF DISTRESS (what to look for)**  
Look for groupings, frequency, duration and severity — not just isolated symptoms

ACADEMIC INDICATORS may include:	PHYSICAL INDICATORS may include:	PSYCHOLOGICAL INDICATORS may include:	SAFETY RISK INDICATORS may include:
<ul style="list-style-type: none"> <li>Decline in quality of work and grades.</li> <li>Repeated absences.</li> <li>Disorganized performance.</li> <li>Multiple requests for extensions.</li> <li>Overly demanding of faculty and staff time and attention.</li> <li>Conduct that interferes with classroom or activity engagement.</li> <li>Bizarre content in writings or presentations.</li> </ul>	<ul style="list-style-type: none"> <li>Marked changes in physical appearance including deterioration in grooming, hygiene, weight loss/gain.</li> <li>Excessive fatigue, listlessness.</li> <li>Sleep disturbances.</li> <li>Intoxication, hang over, smelling of alcohol.</li> <li>Disoriented or "out of it."</li> <li>Garbled, rambling, tangential, disconnected, or slurred speech.</li> <li>Behavior out of context or bizarre.</li> <li>Loss of contact with reality.</li> <li>Delusions and paranoia.</li> </ul>	<ul style="list-style-type: none"> <li>Self-disclosure of personal distress, family problems, financial difficulties, contemplating suicide, losses.</li> <li>Exaggerated personality traits (e.g., withdrawn or agitated, mutters under breath, slow response time to questions).</li> <li>Unusual/disproportional emotional response to events.</li> <li>Excessive tearfulness, panic reactions, irritability or apathy, antagonism, and impulsiveness.</li> <li>Verbal abuse (e.g., taunting, badgering, intimidation).</li> <li>Expression of concern about the student by his/her roommates and peers.</li> </ul>	<ul style="list-style-type: none"> <li>Unprovoked anger or hostility.</li> <li>Physical violence (e.g., shoving, grabbing, assault, use of weapon).</li> <li>Implying or making a direct threat to harm self or others.</li> <li>Academic assignments dominated by themes of extreme hopelessness, rage, worthlessness, isolation, despair; acting out suicidal ideations/violent behaviors—a "cry for help."</li> <li>Stalking or harassing.</li> <li>Communicating threats via email, correspondence, texting, and phone calls.</li> </ul>



**SEE SAY DO SOMETHING**

**BANANA SLUGS C.A.R.E.**

**Campus Action Response and Engagement for Students in Distress (what to do)**

**WHAT CAN PARENTS DO?**

<ul style="list-style-type: none"> <li>Keep the lines of communication open: Don't be afraid to talk to your student if you think something is wrong. You may be in the best position to notice and address any difficulties that your student is having. Be persistent!</li> <li>Know the signs and symptoms of emotional disorders as well as the warning signs for suicide. It is common for mental health problems to appear for the first time during the college years, so you may want to familiarize yourself with their signs and symptoms.</li> <li>Encourage your student to go to Counseling and Psychological Services (CPS), if one or both of you think it is necessary. Sometimes students can be reluctant to seek help because they are afraid that someone will find out. Reassure your student that counseling services are provided confidentially and that you support them as they reach out for assistance.</li> </ul>	<ul style="list-style-type: none"> <li>Find out whom to contact at UCSC if you're concerned about your student's emotional and mental health. The first point of contact is Counseling and Psychological Services.</li> <li>Understand the circumstances under which UCSC staff may notify you regarding your student's mental health. Become familiar with FERPA (Family Educational Rights and Privacy Act) and HIPAA (Health Insurance Portability and Accountability Act).</li> <li>Find out what mental health services are covered when making decisions about your student's health insurance. You may decide to keep your student's existing health insurance or you may choose to purchase a health insurance plan offered by UCSC. When making this decision, consider the questions below:                     <ul style="list-style-type: none"> <li>Will your student's existing insurance cover providers who are not contracted with your insurance plan?</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Will she/he be able to fill out-of-state prescriptions?</li> <li>What outpatient and inpatient mental health services, emergency care, and prescriptions are covered under each health insurance plan?</li> <li>What mental health services are covered by student health fees (e.g., number of sessions, psychiatric care, medication)?</li> </ul> <p>For further information on UCSC student health insurance please contact the Student Insurance Department at (831) 459-2389 or insure@ucsc.edu.</p> <ul style="list-style-type: none"> <li>Identify whether your student is eligible to register with the Disability Resource Center (DRC). If your student has a diagnosed mental illness, she/he may be eligible to register with DRC to receive reasonable accommodations. This may include academic advising, counseling or other services.</li> </ul>
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Suggestions or Comments? [deanofstudents@ucsc.edu](mailto:deanofstudents@ucsc.edu)