

# UCSB Distressed Students Response Protocol

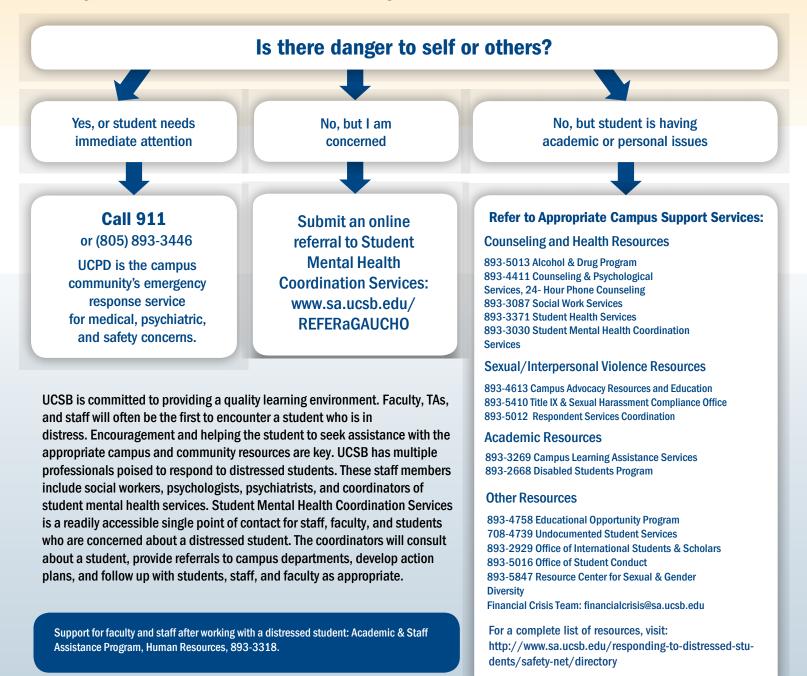
Student distress may manifest in behavior or in the reaction the behavior elicits in others. If you notice any of the following behaviors, the Distressed Student Protocol will assist you in responding to the student and providing appropriate referrals.

#### **STUDENT BEHAVIORS**

- Behavioral or emotional change
- Social withdrawal
- Change in hygiene or appearance
- Alcohol or drug abuse
- Decline in academic performance
- Excessive or inappropriate anger
- Bizarre thoughts or behavior

#### STAFF/FACULTY REACTIONS TO STUDENT'S BEHAVIOR

- Feeling alarmed or frightened
- Feeling uncomfortable about student's comments or behavior
- Concern about student's ability to function





# Responding to Distressed Students

## **REFERRAL TIPS**

- Be clear with the student about the limits of your time, ability, expertise, and/or objectivity.
- Let the student know that you think they should get assistance from another source.
- Assure them that many students seek help over the course of their college career.
- Assist the student in choosing the best resource.
- Try to help the student know what to expect if they follow through on the referral.

### DO

- Speak with the student privately
- Remain calm
- Describe the behaviors that concern you
- Show concern and interest
- In some situations, encourage the student to call for an appointment from your office
- Seek consultation

### DON'T

- Tolerate rudeness
- Assume the role of therapist/counselor
- Remain in a situation that feels unsafe
- Critique the student
- Ignore a feeling that something is not right
- Assume someone else has intervened with the student

## TALKING WITH THE STUDENT ABOUT YOUR CONCERN

- "I'm concerned about your stress level. Do you know about CAPS Counseling & Psychological Services? They are a great resource and have a lot of different ways to assist students. They even have a 24/7 number I'm going to give you."
- "Based on what you're sharing, I'm very concerned. I'd like you to see a campus psychologist/social worker. Let's walk over to CAPS/SHS now to meet with someone."
- "I'm concerned for you, but I'm not the best person to help you. The Student Mental Health Coordinators are experts in connecting students to resources and I will ask them to contact you."
- "If you can't discuss this without yelling then I'll have to ask you to leave my office."
- "I'm very concerned about you. I'm going to call someone who can come out and talk with you right now ... " (call 911)