

Scenario	What	Contact
You know someone is having a police or medical emergency	UC PD 911	911/415-476-6911
You cannot get in contact with a person* of concern and you need a professional assessment (* student, resident, faculty, post doc, staff)	UCSF PD Hotline (Welfare Check)	415/476-HEAL (4325)
A student needs urgent but not emergent psychiatric care	Student Health and Counseling 24 hour Crisis Line	415/476-1281, opt 2
Anyone needs urgent mental health support	(City of) SF Crisis Line	415/781-0500
Faculty, staff, GME trainee, post doc in need of emotional, psychiatric support (not Students)	FSAP	415/476-8279
Anyone who needs confidential advice regarding interpersonal conflict	Office of the Ombuds	415/502-9600

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

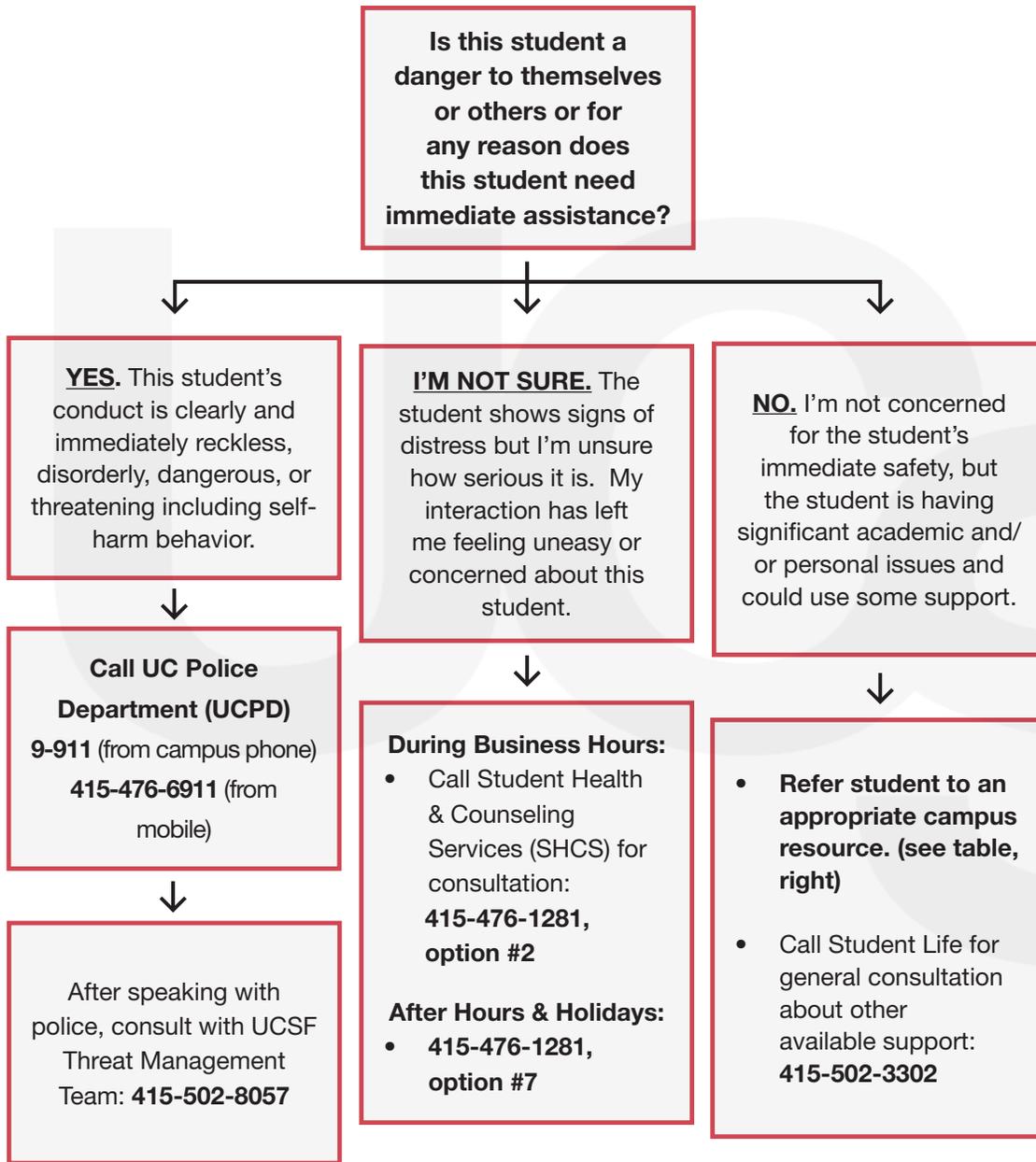
> *safety risk indicators*

- 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:



see something? say something. do something!



UCSF Campus Resources

UC Police Emergency (from campus phone)	9-911
UC Police Emergency (from mobile)	(415) 476-6911
UC Police Non-emergency	(415) 476-1414
Student Health & Counseling Services (SHCS)	(415) 476-1281
SHCS Mental Health After Hours Crisis Line	(415) 476-1281x7
Medical Student Well-Being Program	(415) 476-0468
Student Disability Services	(415) 502-2768
Office of Career & Professional Development	(415) 476-4986
Student Financial Aid	(415) 476-4181
Affirmative Action, Equal Opportunity	(415) 476-7700
Student Life	(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
Learning Resource Services	(415) 502-0319
Multicultural Resource Center	(415) 502-1911
CARE Advocate (Sexual Assault/Domestic Violence)	(415) 502-8802
Office for the Prevention of Harassment and Discrimination	(415) 502-3400

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