

Gold Folder

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.

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

Indicators of Distress

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

Academic	Physical	Psychological	Safety Risk
<ul style="list-style-type: none"> • Sudden decline in quality of 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 academic support 	<ul style="list-style-type: none"> • Marked changes in physical appearance (e.g., grooming or hygiene deterioration, weight loss/gain) • Housing and food insecurity • 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 	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Unprovoked anger or hostility • Physical violence (e.g., shoving, grabbing, assault, use of weapons) • Implying or making direct threat to harm self or others • Academic assignments dominated by themes of extreme hopelessness, rage, worthlessness, isolation, despair, acting out, suicidal ideations/violent behaviors • Stalking or harassing • Communicating threats

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

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
- Counseling and Psychological Services
- Disabled Students' Program
- Financial Aid & Scholarships
- Graduate Division
- Office of the AVC/Dean of Students
- PATH to Care Center
- Residential Life
- UC Police Department: Threat Management Unit

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

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.symplcity.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.

Demonstrate Empathy

Disclosing hardship is tough and requires vulnerability. Express thanks to the student sharing information with you. Even if you do not understand their perspective, 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.

Campus Resources

Counseling and Psychological Services* (510)642-9494

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.

PATH to Care Center* (510)642-1988; 24/7 Care Line: (510)643-2005

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.

Basic Needs Center basicneeds.berkeley.edu

The Basic Needs Center serves as a resource hub for basic needs resources and services.

Office for the Prevention of Harassment and Discrimination (510)643-7985

OPHD 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 (510)642-7163

Call for assessment of threatening or potentially violent faculty/staff behavior.

UC Police Department (Non-Emergency) (510)642-6760

Call for assessment of threatening or potentially violent faculty/staff behavior.

[Click here to view a list of additional campus resources](#)

* 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) 309-2131

Call for immediate, confidential crisis support and intervention.

National Suicide Prevention Lifeline 988

Call for immediate, confidential crisis support and intervention.

Alta Bates Summit Medical Center (510)204-4444

The closest hospital/ER to campus, located just east of Telegraph Ave at 2504 Ashby Ave.

Does the Student Need Immediate Assistance?

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).

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

NO

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.

Responding to Disclosures of Sexual Violence and Sexual Harassment

1

Provide Care and Support

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

2

Connect to an Advocate

- Offer a warm referral by calling together
- Call the 24/7 Care Line with the student at (510)643-2005
- Introduce student to the on-call Advocate
- Step out to provide privacy

3

Next Steps

- If responsible employee, notify OPHD at 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.

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.