SUPPORTING STUDENTS IN DISTRESS

CARE TEAM
The CARE Team provides private, proactive and supportive Consultation, Assessment, Response, and Education regarding students who may be in distress or at risk. The CARE team strives to offer a “sole designation” model for support. This approach allows faculty, staff, parents and students the ability to contact all support services for students in one location. The goal is to create a user-friendly experience for our community while providing student support from the appropriate campus experts.

SAFECCAMPUS
The University of Washington’s violence-prevention and response program supporting students, staff, and faculty. 206-685-7233 Available M-F 8am-5pm, excluding holidays uw.edu/safecampus IN URGENT SITUATIONS, CALL 911

RESOURCES
Counseling Center 425-352-3183 uwbcc@uw.edu
Health & Wellness Resource Center (HaWRC) 425-352-5190 hawrc@uw.edu
Violence Prevention Advocate 425-352-3851 uwbvae@uw.edu

SOURCES OF DISTRESS
Distress can stem from a variety of sources:

- Violence & Harassment
- Food/housing insecurity
- Finances
- Mental & emotional health

UW Bothell has a number of entities dedicated to helping students manage stressors from these areas:

**Violence Prevention & Advocacy** works to prevent and respond to sex- and gender-based violence and harassment on campus. Students can meet with an advocate in a private space on campus or via Zoom.

**Emergency Funds** are available for UW Bothell students who are at risk of dropping out of school because they can no longer afford to attend. With a $1,000 per quarter limit, these funds can be used to help pay for textbooks, utility bills, phone/internet bills, medical bills, predatory loans or high interest credit cards (16%+), car loans/insurance payments.

For 24/7 crisis services, students can contact Telus Health Student Support by calling: 1-866-743-7732 or downloading their app to chat and access additional resources: https://myssp.app/ca/home

**REFFERALS**
Students in distress often display behaviors that may interfere with their success. UWB community members are strongly encouraged to contact the CARE Team if they are concerned for a student’s—or the community’s—well-being and/or safety.

For emergencies, university community members are encouraged to activate the appropriate response entities by contacting Campus Safety or, in emergency situations by calling 911.

**After the referral has been made...**
Student privacy is highly valued at UWB. In most cases, the CARE Team will not share additional details regarding a student’s situation. The CARE Team will occasionally consult with the individual making the referral about actions that could possibly be taken. If there is a risk of harm or violence, affected individuals and/or the campus community will be notified.

**Questions about the CARE Team or referral process?**
Contact the Dean of Student Affairs at 425-352-3183 or tlw34@uw.edu.

**AND WHAT ABOUT PRIVACY?**
The Family Educational Rights and Privacy Act (FERPA) permits the following:

UW Faculty and staff may disclose personally 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.

Observations of a student’s conduct or statements made by a student are not FERPA protected educational records. Such information should be shared with University personnel when there is a specific need to know with appropriate consideration for student privacy.
### SEE SOMETHING? Indicators of Distress  (Look for groupings, duration, and severity)

#### ACADEMIC
- Sudden decline in quality of work/grades
- Repeated absences
- Multiple requests for extensions
- Overly demanding of faculty and staff time/attention
- Bizarre content in writings or presentations
- Focus of office hours/meetings is more personal matters rather than academic issues

#### PHYSICAL
- Marked changes in physical appearance including decline in grooming, hygiene, or weight
- Excessive fatigue/sleep disturbance
- Intoxication, hangovers, or smelling of alcohol
- Disoriented
- Incoherent speech
- Out of context behavior

#### PSYCHOLOGICAL
- Self-disclosure of personal distress such as family problems, financial stress, grief or contemplation of self harm including suicide
- Unusual or disproportionate emotional response to events
- Excessive tearfulness/panic reactions
- Delusions and/or paranoia
- Irritability/unusual apathy
- Expressions of concern from peers

#### SAFETY RISK
- Implying or making a direct threat to harm self or others
- Unprovoked anger/hostility
- Physical violence (e.g., shoving, grabbing, assault, use of weapons)
- Academic assignments dominated by themes of hopelessness, rage, worthlessness, isolation, suicidal ideations/violent behavior
- Stalking/harassing behaviors
- Articulating written or verbal threats

Based on the UW Tacoma Purple Sheet

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### Tips

#### Safety First
The welfare of the campus community is our top priority. Call 911 and/or Campus Safety if there is an imminent danger to the student, you, or anyone else.

#### Be Proactive
Engage students early on, setting expectations for appropriate behavior.
- Ask the student what they need or are hopeful for.
- Ask about current resources they are connected with or are considering.
- Ask what steps they have taken to manage what they are dealing with.
- Ask about supportive people in their life.

#### Take Care of Yourself
Remember your own boundaries, self-care, and support needs.
- Seek support from colleagues, supervisors, and/or the employee assistance program as needed.

#### Be Direct
Ask students directly if they are having thoughts of suicide or harming themselves or others.
- If you suspect the student may be under the influence of drugs or alcohol, directly ask them if they have taken anything or had anything to drink.
- Say: Are you thinking of hurting yourself or ending your life? Are you thinking of hurting someone else? By asking these questions you are not instilling thoughts.

#### Listen Sensitive & Carefully
Give full attention and eye contact. Use a non-confrontational approach and a calm voice. Say: “I am concerned and want to support you.” Restate what the student says to make sure you understand their needs and concerns. Avoid threatening, humiliating, and intimidating responses.

#### Follow Through
Ensure that the student gets connected to support. Make a specific plan to follow up to express ongoing care.
- Say: Let’s meet at this time next week to make sure you are getting the support you need.

#### Consultation & Documentation
Remember you are not alone.
- Say: I am going to reach out to my colleague to make sure we are exploring all possible options or available resources for you.
- Consult with a nearby colleague, another campus office, a CARE team member, or supervisor.
- If helpful, another person could join you in the discussion with the student.
- Always document your interactions with students experiencing distress and consult with your department chair or supervisor after any incident.

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### DO SOMETHING?

#### Filing a Navigate Academic Alert
For Academic related concerns such as excessive absences or missing coursework, submitting an online Navigate Academic Alert is the fastest way to connect struggling students to the resources and services they need. Navigate Academic Alerts are monitored during normal business hours, excluding University holidays. Navigate Academic Alerts can be submitted by faculty and staff online at: uwb.campus.eab.com Click ‘Issue an Alert’ in the righthand column.

#### Filing a CARE Report
Submitting an online CARE Report is the best way to connect students in distress to the services they need. CARE reports are responded to within one business day and can be designated to the UWB Student Emergency Fund, the Bias Support Team, the CARE Team, the Student Conduct Office, and/or the Violence Prevention Advocate.

For emergencies call 911, contact Campus Safety, and then file a CARE report to follow up. Please do not only submit a CARE report for emergencies, as the system is not monitored 24/7.

CARE Reports can be submitted online at www.uwb.edu/studentaffairs/care-team

#### Unsure what to do?
If you are unsure whether to submit a Navigate Academic Alert or a CARE Report, use the CARE Team option and the Case Manager will notify the appropriate team.

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