

# 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.

## SAFECAMPUS

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](http://uw.edu/safecampus)

**IN URGENT SITUATIONS, CALL 911**

## RESOURCES

**Counseling Center**

425-352-3183

[uwbcc@uw.edu](mailto:uwbcc@uw.edu)

**Health & Wellness Resource Center (HaWRC)**

425-352-5190

[hawrc@uw.edu](mailto:hawrc@uw.edu)

**Violence Prevention Advocate**

425-352-3851

[uwbvae@uw.edu](mailto:uwbvae@uw.edu)

## SOURCES OF DISTRESS

**Distress can stem from a variety of sources:**



Violence & Harrassment



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 harrasment 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.

**Health & Wellness Resource Center (HaWRC)** is a one-stop hub providing resource connections (on-campus and community), financial coaching, and public benefits enrollment (e.g., rent assistance, food assistance).

**Counseling Center** provides mental health counseling services to registered UW Bothell students. The Counseling Center offers in-person, phone, or Zoom video-counseling sessions. They also have crisis walk-in hours for urgent concerns Monday-Thursday from 1pm-3pm.

**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>**

## REFERRALS

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](mailto: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.

# SUPPORTING STUDENTS IN DISTRESS



## 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

## 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 having any thoughts of hurting yourself or ending your life? Are you thinking of hurting someone else?  
By asking these questions you are not instilling thoughts.

### Listen Sensitively & 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.

## 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](http://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 UW 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/student-affairs/care-team](http://www.uwb.edu/student-affairs/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.