UNIVERSITY of WASHINGTON | BOTHELL

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. Call to anonymously discuss safety and well-being concerns for yourself or others.

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

Confidential Advocate (Violence Prevention and Advocacy)
425-352-3851
uwbvpa@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:

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

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 $750 per quarter limit and a maximum of $1,500 per academic year, these funds can be used to help pay for textbooks and course materials, utility bills, medical bills, and other emergency expenses on a case-by-case basis.

Basic Needs Resource Navigation provides resource connection to on-campus and community partners, public benefits enrollment (e.g., food assistance, rent assistance), and health education outreach. Basic Needs Navigators are available to meet with students on-campus or via Zoom to provide referrals.

Violence Prevention & Advocacy (VPA) works to prevent and respond to sex- and gender-based violence and harassment on campus. Students can meet with a confidential advocate in a private space on campus or via Zoom. The confidential advocate is a safe starting point for students impacted by relationship violence, domestic violence, sexual assault, harassment or stalking to receive support and learn about their options.

For 24/7 crisis services, students can contact Husky Helpline by calling: (206) 616-7777 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. UW Bothell community members are encouraged to contact CARE Team if they are concerned for a student's – or the community's – wellbeing or safety.

In emergency situations, call 911 immediately or Campus Safety.

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, impacted individuals will be notified.

Questions about the CARE Team or referral process?
Contact the CARE Team at 425-352-3183 or uwb-careteam@uw.edu.

AND WHAT ABOUT PRIVACY?

The **Family Educational Rights and Privacy Act (FERPA)** permits:

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.

UNIVERSITY of WASHINGTON | BOTHELL

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 support needs and boundaries.
Seek support from colleagues, supervisors and the employee assistance program.

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
Giving your full attention, 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 Navigate360 Academic Support Notifications

For Academic concerns (e.g. excessive absences, missing coursework, etc.), an Academic Support Notification can be submitted via EAB Navigate. Academic Support Notifications are the fastest way to connect struggling students to support resources. Support Notifications can be submitted by faculty and staff online at uwb.campus.eab.com.

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 1-3 business days. Reports are designated to the Emergency Fund, CARE Team, and/or the Confidential Survivor Advocate.

If you and/or those around you are in imminent danger, call 911 immediately and/or Campus Safety BEFORE submitting a CARE report. The CARE reporting form is not monitored 24/7 and is not used for emergency response.

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.