We’re building a culture of caring — one Knight at a time — by doing our part to connect students with programs and resources that can help. If you know of a student in distress, direct them to the appropriate UCF Cares resource.
**SIGNS:** DISORIENTATION, INDICATIONS OF DRUG OR ALCOHOL ABUSE

**ACTION:**
If safety is not an immediate concern, confer directly with the student (if you feel comfortable) and inform them about available resources. Call Student Care Services or submit a Student of Concern Report.

Contact: Student Care Services
Phone: **407-823-5607**
Email: caremanager@ucf.edu
Website to file report: [scs.sdes.ucf.edu](http://scs.sdes.ucf.edu)

**MORE:**
Alcohol and Other Drug Use Intervention Services with UCF Health Services
407-823-2924 or hs.ucf.edu
**SIGNS:** IRRITABLE OR AGGRESSIVE BEHAVIOR

**ACTION:**
If you do not feel safe interacting with the student or the student has expressed threatening behavior or intimidating behaviors, seek assistance immediately.

Contact: UCF Police Department
Phone: EMERGENCY 911
or Nonemergency 407-823-5555

**MORE:**
Student Care Services
407-823-5607, scs.sdes.ucf.edu
or caremanager@ucf.edu
SIGNs: SADNESS OR CRYING, THE INABILITY TO COMMUNICATE CLEARLY, INTENSE EMOTION

ACTION:
Listen carefully to what the student is troubled about and see if there is any support you can provide. Offer to walk the student to Counseling and Psychological Services (CAPS). Offer to call the CAPS with the student and ask for the Counselor on Duty. Follow up with the student later in the week to see how they are doing.

Contact: Counseling and Psychological Services
Phone: 407-823-2811
After-hours Crisis Hotline: 407-823-2811 (press 5)
Website: caps.sdes.ucf.edu
Email: councntr@ucf.edu

MORE:
UCF Health Services
407-823-2701 or hs.ucf.edu
**SIGNS:** NERVOUSNESS, AGITATION, DISJOINTED THOUGHTS, ANXIETY AND PANIC

**ACTION:**
Listen carefully to what the student is troubled about and see if there is any support you can provide. Offer to walk the student to Counseling and Psychological Services (CAPS). Offer to call the CAPS with the student and ask for the Counselor on Duty. Follow up with the student later in the week to see how they are doing.

Contact: Counseling and Psychological Services
Phone: 407-823-2811
After-hours Crisis Hotline: 407-823-2811 (press 5)
Website: caps.sdes.ucf.edu
Email: councntr@ucf.edu

**MORE:** Student Care Services
407-823-5607, scs.sdes.ucf.edu
or caremanager@ucf.edu
**SIGNS:** DROWSINESS, LETHARGY, CHANGE IN PERSONAL HYGIENE, INTENSE EMOTIONS

**ACTION:**
Speak directly to student when you sense that they are in academic or personal distress. Openly acknowledge that you are aware of their distress, that you are sincerely concerned about their welfare and that you are willing to help them explore their options.

Contact: Student Care Services
Phone: 407-823-5607
Email: caremanager@ucf.edu
Website to file report: scs.sdes.ucf.edu

**MORE:**
UCF Health Services
407-823-2701 or hs.ucf.edu
SIGNS: STRANGE BEHAVIOR, EXAGGERATED MOVEMENTS, IMPAIRED SPEECH, DISCONNECTED THOUGHTS

ACTION:
If you feel comfortable addressing the concerns with the student, please follow up with the student directly. If you have observed these behaviors and are unable to follow up, please file a report with Student Care Services.

Contact: Student Care Services
Phone: 407-823-5607
Email: caremanager@ucf.edu
Website to file report: scs.sdes.ucf.edu

EMERGENCY CONTACT:
UCF Police Department
Emergency 911 or
Nonemergency 407-823-5555