

FROM CARING COMES COURAGE.

UCF CARES IS A COLLABORATION OF STUDENT SUPPORT DEPARTMENTS
WORKING TOGETHER TO ENSURE THE WELL-BEING OF STUDENTS.



HOW TO ASSIST A STUDENT IN DISTRESS

Faculty and staff members may come into contact with a student in a state of distress.
Learn to identify signs of distress and how to interact with and assist students.



SIGNS OF A DISTRESSED STUDENT

- Expresses stressful events have occurred in their lives
- Displays decreased quality of work
- Has increased absences
- Makes repeated requests for special considerations
- Displays anxiety
- Is unable to provide for their basic living needs

Take Action: Talk 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.

STUDENT CARE SERVICES

Phone: **407-823-5607**
Email: **caremanager@ucf.edu**
File report: **scs.sdes.ucf.edu**

SIGNS OF A DISTURBING OR DISRUPTIVE STUDENT

- Has incongruent emotional responses
- Displays bizarre behavior
- Describes suspicious thoughts
- Demonstrates irritable behavior
- Reports sexual or physical assault
- Has emotional or anger outbursts
- Disrupts class

Take Action: Safety is not an immediate concern. The student may require disciplinary action. Contact Student Care Services or the Office of Student Conduct, or submit a Student of Concern Report.

REPORT STUDENT OF CONCERN

Phone: **407-823-5607**
File report: **scs.sdes.ucf.edu**

OFFICE OF STUDENT CONDUCT

Phone: **407-823-4638**
File report: **osc.sdes.ucf.edu**

SIGNS OF A DANGEROUS STUDENT

- Expresses suicidal thoughts or gestures
- Makes threats to others
- Displays self-mutilating behavior
- Carries weapons
- Demonstrates intimidating behaviors

Take Action: Safety is an immediate concern. Contact the UCF Police Department and an officer will respond, assess and assist.

UCF POLICE DEPARTMENT

Phone: Emergency **911** or Nonemergency **407-823-5555**

HOW TO DEAL WITH SUICIDAL IDEATION

When dealing with a suicidal student, try to find out:

- Is there a suicide plan? If so, what is the plan?
- Where/when will the attempt be made?
- Have they attempted suicide before?
- Have family or close friends attempted suicide?

Take Action: Safety is an immediate concern. Contact the UCF Police Department and Counseling and Psychological Services.

UCF POLICE DEPARTMENT

Phone: Emergency **911** or Nonemergency **407-823-5555**

COUNSELING AND PSYCHOLOGICAL SERVICES

Phone: **407-823-2811**
Website: **caps.sdes.ucf.edu**

UCF CARES RESOURCES

Getting Enough to Eat

Knights Helping Knights Pantry provides food and toiletries to students in need. The pantry is located in Ferrell Commons near All Knight Study II. Call **407-823-3663**.

Finding Stable Housing

If a student is living on a friend's couch or in a car, **Student Care Services** can assist with temporary housing, financial support and academic resources. Call **407-823-5607**.

Staying Safe on Campus

Safe Escort Patrol Services is a free service that is available anywhere on campus, seven days a week from 7 p.m. to 1 a.m. by calling **407-823-2424**. After 1 a.m. or on weekends, contact the UCF Police Department at **407-823-5555**.

Dealing with an Immediate Crisis

Counseling and Psychological Services provides crisis intervention services by appointment or walk-in. Call **407-823-2811**. For after-hours services call **407-823-2811** and press 5 to be connected to a licensed therapist.

Responding to a Hate or Bias Incident

The **Just Knights Response Team** provides assistance in the unfortunate event that you have experienced or witnessed a hate- or bias-related incident. Call **407-823-1535** or visit **jkrt.sdes.ucf.edu**.

Class Absence Notifications

Notices are sent to a student's professors to alert them to absence in class due to an injury, illness, family emergency, etc. These notices do not excuse the student from completing missed work or exams/quizzes. Call the Office of Student Rights and Responsibilities at **407-823-6960**.

Deceased Student Notifications

When a student of the university passes away, there is a method to notify appropriate departments. A courtesy email memo is sent to the college of their major. Call Student Care Services at **407-823-5607**.

Dealing with Alcohol and Other Drug-Related Issues

If you know a student who is struggling with an addiction or just wants to talk about their use habits, encourage them to call to make an appointment. All voluntary intervention services are provided free of charge to students. For appointments, call **407-823-2924**.

Reporting Hazing Incidents

Hazing is an abuse of power and relationships by students or student groups, clubs or organizations. The university will investigate all allegations of hazing to the fullest extent possible. If you know someone who is a victim of hazing or need more information on the subject, call **407-823-4518** or visit **antihazing.sdes.ucf.edu**.

Victims' Rights and Options

If you know a student who has been harmed or impacted directly or indirectly by dating violence, domestic violence, threats, harassment, sexual violence, stalking or any other type of crime, violence or abuse, contact a victim advocate who can inform the student of all their rights and options. Call the 24/7 Advocacy and Support Hotline at **407-823-1200** or visit **victimservices.ucf.edu**.

Staying Healthy

Wellness and Health Promotion Services offers appointments for tobacco cessation, the Healthy Lifestyle changes program, HIV testing and risk reduction counseling, massage therapy and relaxation training. Call **407-823-5841** or visit **whps.sdes.ucf.edu**.