

Office of the Vice Chancellor for Student Affairs

Dear Faculty Colleagues,

The COVID-19 pandemic is one of many major events within our nation and world that has presented us all with a new set of challenges and expectations. We'd like to thank you for your work and dedication in ensuring that our students continue to receive a world class education here at UCLA. You've worked tirelessly to reimagine courses and shift our educational efforts online, all while managing disruption in your own lives.

As we rapidly approach the end of the fall quarter, we'd also like to acknowledge how this disruption has impacted our students. We've been listening as they share stories of balancing schedule adjustments, preparing for exams, navigating virtual communities, and overcoming other personal challenges that come with the rhythms of a remote learning environment.

Due to your regular interaction with students, colleagues, and staff, you are in a pivotal position to help those who may be struggling emotionally or academically by directing them to the appropriate on-campus resources.

We encourage you to look for these possible warning signs of student distress:

- Change in performance or behavior
- Excessive absence or tardiness
- Undue aggressiveness or abrasive behavior
- Exaggerated emotional response that is obviously inappropriate to the situation
- Depressed or lethargic mood
- Behavior indicating loss of contact with reality
- Hyperactivity or very rapid speech
- Isolation from friends, family, or classmates
- Indecisiveness, confusion, or dependency
- Agitation, irritability, or nervousness
- Bizarre, alarming, or dangerous behavior
- Verbal or written references to suicide, homicide, or assault
- Feelings of helplessness or hopelessness
- Marked change in personal hygiene
- Giving away prized possessions
- Dramatic weight gain or loss

If you observe or are told about any of the signs listed above, please do the following:

- Speak with the student privately
- Express your concern in behavioral, non-judgmental terms
- Listen carefully
- Explore options
- Validate experiences and acknowledge concerns
- Refer to applicable resources and make referrals to the appropriate campus department(s)
- Maintain clear/consistent boundaries
- Document the interaction or incident

When talking with students in distress, we ask that you please:

- Do not promise confidentiality
- Do not judge or criticize
- Do not involve yourself beyond the limits of your time and skill
- Do not ignore the unusual behavior
- Do not make this problem your own

Listed below are University resources that can help you address the needs of students who may be experiencing academic or emotional distress.

[Ashe Student Health and Wellness Center](#)

310-825-4073

310-206-6217 - Ashe COVID-19 Hotline (available seven days a week)

Monday – Thursday, 8 a.m. – 1 p.m., 2 – 4:30 p.m.

Friday, 9 a.m. – 1 p.m., 2 – 4:30 p.m.

Weekends (online only): 8 a.m. – 1 p.m., 2 – 4:30 p.m.

Provides primary care, specialty care, and pharmacy services to students. Currently, all care at Ashe is by appointment only and will start with a telehealth visit. If needed, telehealth visits will be followed by in-person care. Students can schedule an appointment through the patient portal.

[Campus Assault Resources & Education \(CARE\)](#)

310-206-2465

888-200-6665 (Crisis counseling is available 24/7)

Monday – Friday, 8:30 a.m. – 5:30 p.m.

CARE is a safe place for survivors of sexual assault, dating violence, and stalking to get consultation, counseling, and 24-hour support. CARE offers comprehensive prevention education, individual support and advocacy, and holistic healing programs for all members of the UCLA community.

[Case Management Services](#) and the [Consultation & Response Team \(CRT\)](#)

310-825-6941

Monday – Friday, 9:00 a.m. – 5:00 p.m.

Case Management Services supports students in distress and advises faculty, staff and students on how to support students in periods of crisis. Case managers work with the Consultation and Response Team (CRT) to coordinate an institutional response to supporting students in high levels of distress. The CRT includes the following departments that collaboratively work together: Counseling and Psychological Services (CAPS), Office of Student Conduct, Ashe Center, Residential Life, College Academic Counseling (CAC), Graduate Division, Behavioral Health Services (BHS), Campus Legal Counsel, UCLA Police Department, and the Behavioral Intervention Team (BIT). If you are concerned about a student’s health or safety, you may refer them to a case manager using the online [Student of Concern Report](#) or call to speak with a case manager.

[Counseling and Psychological Services \(CAPS\)](#)

310-825-0768 (available 24/7)

CAPS offers individual and group counseling, psychiatric evaluation and treatment, crisis and organizational consultation, psychological and well-being education, and more. Counselors are available by phone 24 hours a day. Currently all services are being offered via telehealth.

[Dean of Students Office](#)

310-825-3871

Monday – Friday, 9 a.m. – 5 p.m.

The Dean-on-Call is available to advise students, faculty, and administrators with student-related concerns, including student conduct. The Office of Student Conduct also provides support for students whose behavior may pose an immediate threat to the health or safety of themselves or others.

[Red Folder](#)

The [Red Folder](#) is a quick reference guide to resources at UCLA to help you support students in distress. It includes information on how to identify common signs of distress, tips for providing support during times of crisis, and actions to take in the event of an emergency.

[UCLA Police Department \(UCPD\)](#)

310-825-1491

The UCLA Police Department is always available at (310) 825-1491. UCPD can directly contact on-call staff from CAPS, Student Affairs, and Residential Life as necessary. For emergencies and crimes in progress, students should dial 9-1-1.

Thank you again for your partnership in supporting the success of our students. Please do not hesitate to reach out to us if you have any questions.

Sincerely,

Monroe Gorden, Jr., J.D.

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