

Unwanted Contact

Harassment, unwanted pursuit, or stalking can be emotionally consuming, psychologically exhausting and may lead to violence. Unwanted contact may be in violation of the Student Conduct Code and/or illegal. For assistance, contact the Consultation & Response Team [(310) 825-0628], or call UCPD [(310) 825-1491] if you feel unsafe.

Safety Strategies

Responding

- If the offender is known, cease all contact.
- If the offender is known, consider obtaining a protection order. Contact UCPD for assistance with this process.
- If the offender is a student, consider obtaining a Campus Avoidance of Contact order from the Dean of Students Office.
- If the offender is unknown, do not respond to any attempts by the offender to make contact.

Documentation

- Maintain a record of all incidents/events.
- Keep all correspondence (notes, letters, emails, voicemails, text messages, etc.)

Making Reports

- Immediately report incidents to the Consultation & Response Team.
- Keep the Consultation and Response Team informed of new “events”.

Retain Support

- Inform family, friends, co-workers, etc.
- Do not run or walk alone. Use the CSO evening escort services or travel in a group.
- Utilize all available resources (Consultation & Response, Team Counseling and Psychological Services, RAs, TAs, etc.).

Change Behaviors and Routines

- Make an extra effort to remain alert and aware of your surroundings.
- Vary your daily routine (e.g., alter your route to and from home, work, school, etc.)
- Carry a cell phone with speed or voice dialing.
- Consider carrying pepper spray.
- Have your keys in hand and check inside the car before entering.

Protect Your Privacy

- Consider placing caller I.D. on your phone.
- Secure your residence – replace locks. Install window and sliding door locks, and install a large peephole in your door.

ASSISTING STUDENTS OF CONCERN

Recognize Typical Stalking Behaviors

- Repeated phone calls to home or work, including hang-ups
- Unsolicited letters or email messages
- Unsolicited contact through any social media sites (e.g., Facebook)
- Unsolicited sending or leaving of gifts
- Notes on your car or at your residence
- Surveillance behaviors, both on foot and by car
- Driving past your residence (keeping you under surveillance)
- Unexpected appearances at places you frequent (e.g., stores, classrooms)
- Contacting your friends, family or co-workers without your consent or knowledge
- Searching public and private records to gain personal information
- Vandalism (residence, car, personal possessions)
- Entering your residence to move things or steal personal items

UCLA POLICE DEPARTMENT

- ▶ **Emergency** **911 or (310) 825-1491**
- ▶ **General Information** **(310) 825-1491**
- ▶ **CSO Escort Service** **(310) 794-9255**
or (310) 794-WALK
- ▶ **Crime Prevention** **(310) 825-6111**

LEGAL ASSISTANCE

- Peace Over Violence** **(310) 392-8281**
24-hr Hotline
- L.A. County Stalking Hotline** **(877) 622-0044**
- L.A. County Domestic Violence Hotline** **(800) 978-3600**
- UCLA Student Legal Services** **(310) 825-9894**

***If in doubt, call the UCLA Police Department
(310) 825-1491***

EMERGENCY – Life Threatening Situations

- From Campus Phones Dial 911
- From Cell Phones call UCPD (310) 825-1491

If a student is causing a disruption but does not pose a threat:

- Ensure your safety in the environment. Use a calm, non-confrontational approach.
- Set limits by explaining how the behavior is inappropriate.
- If disruptive behavior persists, inform the student that disciplinary action may occur.
- If the behavior escalates and you believe there is a safety risk, contact campus police (310) 825-1491 and report the incident to the Consultation & Response Team for a coordinated campus response (310) 825-0628.

What is the Consultation & Response Team?

UCLA's Consultation & Response Team is an interdisciplinary group of professionals from the College, Student Affairs and UCPD. The Team meets weekly to collaboratively address the needs of students of concern, direct students to campus and community resources, and consult with departments or individuals impacted by a student's behavior. www.StudentInCrisis.ucla.edu.

ADDITIONAL RESOURCES

Counseling and Psychological Services	(310) 825-0768
Consultation & Response Team	(310) 825-0628
Ashe Student Health & Wellness Center	(310) 825-4073
Dean of Students Office	(310) 825-3871
Office for Students with Disabilities	(310) 825-1501
Economic Crisis Response Team	(310) 206-1189
CARE at CAPS for Sexual Assault	(310) 825-0768
LGBT Campus Resource Center	(310) 206-3628
International Students & Scholars	(310) 825-1681
Student Legal Services	(310) 825-9894
Office of Residential Life	(310) 825-3401
Graduate Student Resource Center	(310) 267-4805
Bruin Resource Center	(310) 825-3945

ASSISTING STUDENTS IN DISTRESS

DISTRESSED STUDENTS

may be irritable, sad, unduly anxious, withdrawn, confused, lacking motivation or concentration, seeing constant attention, or demonstrating bizarre, erratic or concerning behaviors including references to self-

Consultation & Referrals

Counseling and Psychological Services
(310) 825-0768
www.caps.ucla.edu

Consultation & Response Team
(310) 825-0628
www.StudentInCrisis.ucla.edu

Office for Students with Disabilities
(310) 825-1501
www.osd.ucla.edu

Student Conduct

Dean of Students
(310) 825-3871
www.deanofstudents.ucla.edu

Academic Status

Academic Counseling
(310) 825-3382
Department Student Affairs Officers
Department Graduate Advisors

FOR ILLNESS OR INJURY

Emergency Medical Situations 911
Ashe Student Health & Wellness Center
(310) 825-4073

DISRUPTIVE STUDENTS

interfere in UCLA's learning environment with behavior that is reckless, disorderly, paranoid, aggressive, defiant, destructive, threatening, dangerous to self or dangerous to others

Report or Seek Consultation

Consultation & Response Team
Student Care Manager
(310) 825-0628
www.StudentInCrisis.ucla.edu

Undergraduate Students and Graduate Students

Dean of Students (310) 825-3871
Department Student Affairs Officers
Graduate Division Deans

Professional School Students

Professional School Deans
Professional School Student Affairs

Report Hostile Climate Incidents

www.reportincidents.ucla.edu

IF YOU FEEL UNSAFE

CALL 911 OR (310) 825-1491
FOR IMMEDIATE UCPD RESPONSE

If in doubt, call the UCLA Police Department (310) 825-1491

Sexual Assault

- *[For students:]* If you live in the residence halls, contact your RA or RD for immediate support and assistance.
- Preserve evidence until you have considered whether or not to file a report with UCPD. Document all that you can recall about the assault.
- Santa Monica – UCLA Rape Treatment Center **(310) 319-4000** or the UCLA Emergency Room **(310) 825-2111** can provide immediate assistance. Request an evidence collection (also known as a “rape exam”), emergency contraception, tests for STDs and pregnancy. It is important to receive the exam even if you do not plan to make a police report.
- If you suspect that you may have been drugged, ask for a urine test when you receive your medical care.
- If you want to report the assault, notify UCPD **(310) 825-1491**. Even if you are unsure about making a formal report, UCPD will assist with transportation to the Santa Monica-UCLA Rape Treatment Center if necessary. UCPD can also advise you on how to file a restraining order.
- *[For Students]* Contact UCLA Counseling and Psychological Services (CAPS) **(310) 825-0768** for supportive services. The CAPS CARE Team has special expertise in assisting students who have been impacted by sexual assault. Crisis counselors are available by phone 24 hours a day, 7 days a week.

Options and Resources

FOR STUDENTS ONLY:

- ▶ To file a campus complaint against an alleged assailant who is a UCLA student, contact the Dean of Students Office **(310) 825-3871**
- ▶ To discuss academic accommodations that may be needed, contact Academic Counseling. **(310) 825-3382**
- ▶ To discuss possible legal options, contact Student Legal Services. **(310) 825-9894**
- ▶ For help in accessing services, speak with a CAPS CARE Team crisis counselor 24-7 **(310) 825-0768** or call the Consultation & Response Team Student Care Manager **(310) 825-0628**

CAMPUS CONTACTS

Resources for the UCLA Community

- **Santa Monica – UCLA Rape Treatment Center** **(310) 319-4000**
1250 Sixteenth Street, Santa Monica, CA 90404
www.rapetreatmentcenter.org **24-Hours**
- **UCLA Medical Center Emergency Room** **(310) 825-2111**
757 Westwood Plaza 24-Hours
- **RAINN (Rape, Abuse & Incest National Network)** **1 (800) 656-HOPE**
www.rainn.org **24-Hours**
- **UCLA Counseling and Psychological Services** **(310) 825-0768**
John Wooden Center West **24-Hour crisis line**
www.counseling.ucla.edu
- **UCLA Police Department** **(310) 825-1491**
601 Westwood Plaza **24-Hours**
www.ucpd.ucla.edu
- **UCLA Dean of Students Office** **(310) 825-3871**
1206 Murphy Hall
www.deanofstudents.ucla.edu
- **UCLA Student Legal Services** **(310) 825-9894**
A239 Murphy Hall
www.studentlegal.ucla.edu

The Staff and Faculty Counseling Center (310) 794-0245

provides support and services for UCLA employees, weekdays 8:00 to 5:00.
10920 Wilshire Boulevard, Suite 380
<http://map.ais.ucla.edu/go/employee-counseling>

Guidelines for Responding to Students of Concern

Safety First: The welfare of the student and the campus community is our top priority when a student displays threatening or potentially violent behavior. Coordinated professional help and follow-up care are our most effective means of preventing suicide and violence.

Trust your instincts: If you experience significant unease about a student, seek consultation from your department chair, supervisor, the Consultation & Response Team or Counseling and Psychological Services. Promptly report safety concerns and student conduct code violations.

Listen sensitively and carefully: Vulnerable students need to be seen, heard and helped. Many students will have difficulty clearly articulating their distress. Don't be afraid to ask students directly if they feel their functioning is impaired, or have thoughts of harming themselves or others.

Be proactive: Engage students early on, setting limits on disruptive or self-destructive behavior. You can remind students verbally or in writing (e.g., in the class syllabus) of standards and expectations for campus/class conduct, and of possible consequences for disruptive behavior. Refer to the Student Conduct Code's True Bruin values of integrity, excellence, accountability, respect and service (<http://www.deanofstudents.ucla.edu/conduct.html>). Emphasize respect and care in supporting a campus of inclusion.

De-escalate and support: Distressed students can be sensitive and easily provoked, so avoid threatening, humiliating or intimidating statements. Help students connect with the University resources needed to achieve stabilization. Both the UCLA Consultation and Response Team (www.StudentInCrisis.ucla.edu) and Counseling and Psychological Services (www.caps.ucla.edu) provide individual consultations regarding de-escalation, support and referral for student services.

Participate in a Coordinated and Timely Response: Share information and consult with appropriate University personnel to coordinate care for the student. Safeguard the student's privacy rights. Always report serious or persistent inappropriate behavior to the Dean of Students (www.deanofstudents.ucla.edu) or the Consultation & Response Team (www.StudentInCrisis.ucla.edu) as soon as possible. Misconduct may be formally addressed through the Student Conduct process, and additional campus resources may be necessary to help reduce or eliminate the student's disruptive behaviors.

What about Privacy Laws and Confidentiality?

The Family Educational Rights and Privacy Act (FERPA) permits communication about a student of concern under the following circumstances:

- UCLA may disclose personal 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.
- Information can be shared with University personnel when there is a specific need to know and should be limited to the essentials of University business.
- Observations of a student's conduct or statements made by a student are not "educational records" and are therefore not protected by FERPA. Such information should be shared with appropriate consideration for student privacy.

IF IN DOUBT, REACH OUT

Dean of Students Office (310) 825-3871
Consultation & Response Team (310) 825-0628
Counseling and Psychological Services (310) 825-0768

UCLA Student Conduct Code

The Student Conduct Code is the policy that governs student behavior. It explains students' rights and responsibilities and the processes that will be followed by the Dean of Students when misconduct is alleged. Examples of behavior prohibited by the Code include:

- Conduct that threatens the health or safety of any person (including oneself), including:
 - Physical assault, sexual assault, sexual misconduct, or domestic violence
 - Threats that cause a person reasonably to be in sustained fear for one's own safety or the safety of his/her immediate family
 - Intoxication or impairment through the use of alcohol or controlled substances to the point where one is unable to exercise care for one's safety
- Obstruction or disruption of teaching, research, administration, disciplinary procedures, or other University activities
- Use, display, storage, or manufacture of a weapon or destructive device
- Sexual harassment
- Racial, ethnic, religious, sexual orientation, disability, and other forms of harassment
- Stalking, hazing, and disorderly behavior

Complete details can be found at www.deanofstudents.ucla.edu
To report misconduct call (310) 825-3871 or e-mail dean@saonet.ucla.edu