

UC San Diego Skaggs School of Pharmacy and Pharmaceutical Sciences
Faculty Information for a Student in Distress

Steps to take if you are concerned about a student's well-being:

1. **Privacy- offer** to meet with the student privately
2. **Listen** – determine the source(s) of distress
3. **Acknowledge** – make sure they know you are listening and understand
4. **Show your concern** – show empathy toward their concerns
5. **Offer to help** – “I can help with obtaining resources or other support that you need”
6. **If the student wants assistance** – “Is it ok if I talk with Student Affairs or CAPs to get help for you?”

SSPPS Student Affairs Office Contacts:

- Associate Dean for Student Affairs: Candis Morello 858-822-5586, cell: 760-579-8349
- Director of Student Affairs: Kim Ciero 858-822-5581, cell: 619-871-1993

CAPs (Counseling and Psychological Services) on campus:

- Hours: 8:00a.m.-4:30p.m. 858-534-3755, Galbraith Hall Room 190 located near Revelle Plaza.
- CAPS Website: <http://caps.ucsd.edu/emergency.html>
- Important: Tell CAPs the student is a health science student from the school of pharmacy.

San Diego Access and Crisis Hotline:

- (888) 724-7240 (7 days a week/24 hrs a day)

UCSD Health Outpatient Psychiatric Services – La Jolla:

- *New Patients:* 858-534-7792
- *Clinic Location:* 8950 Villa La Jolla Dr, Suite C101, La Jolla, CA

Online Chat: www.optumhealthsandiego.com (Mon-Fri, 4-10 pm)

- *Counselors available to talk to free of charge; completely confidential*

However, if a student mentions or is observed to have one or more of the following:

- **Frequent thoughts of death or thoughts of harming themselves or others (with or without a specific plan)**
- **Inability for themselves (eat, sleep, grooming/self-care)**
- **Failure to fulfill obligations at school, work, or within personal relationships**
- **Shows signs of acute intoxication from a substance resulting in potential harm to themselves or others**

THIS IS A PSYCHIATRIC EMERGENCY and a CRISIS and they need immediate help!

- Call 911 if you feel there is an immediate threat to a student's wellbeing.
- If not an immediate threat but still urgent, have student call a CAPS Urgent Care Counselor 858-534-3755 (either with you in the room or on their own). The student will identify as an SSPPS student and describe the situation. The Urgent Care Counselor will set up an appointment either immediately or as they feel is appropriate based on their conversation with the student. The policy is that the student call first prior to walking over to CAPS Urgent Care. However, the walk over is still being honored.
- After business hours (4:30pm-8:00am weekdays, and weekends): call CAPS Crisis Line 858-534-3755. Follow instructions for contacting emergency assistance.
- Contact Associate Dean or Director for Student Affairs to inform them of the situation.
 - Candis Morello 760-579-8349 or Kim Ciero 619-871-1993