

UA Crisis System Information for Faculty/Staff

UAPD/UA Crisis Mobile Team

When to use: If there are *immediate safety concerns* for self or others that require emergency intervention.

How to contact: 911 or 621-8273

Availability: UAPD is available 24-7/365. UACMT is available Monday-Friday 12pm-8pm

What to expect: UAPD dispatch will ask questions about specific statements the student has made about suicide, their access to weapons, history of mental illness or suicidal ideation. This helps them determine whether UACMT should co-respond with UAPD. UAPD will conduct a welfare check at the student's address or last known location to assess safety and provide emergency intervention if needed.

988

When to use: When a welfare check is needed for a student who located outside of Tucson, or as a suicide hotline resource to provide to students

How to contact: 988

Availability: 24-7/365

What to expect: The crisis hotline operator will ask you for the student's location and connect you with the local crisis hotline in that area for further assistance. They will ask questions about specific statements the student has made about suicide, their access to weapons, history of mental illness or suicidal ideation.

CAPS Crisis Services

During Business Hours

When to use: Students experiencing any of the following will be seen same day for a crisis counseling session:

1. Serious thoughts of self-harm or suicide or aren't sure how to keep yourself safe
2. Serious thoughts about harming or killing someone else
3. Recent suicide attempt or psychiatric hospitalization
4. Hallucinations or other serious symptoms of psychosis
5. Being threatened, sexually or physically assaulted, or experiencing other violence in the past few weeks
6. Needing immediate help with resources for food or shelter
7. Experiencing severe disorientation or confusion

How to contact: (520) 621-3334 or drop in to either CAPS location (CAPS at Highland Commons or CAPS at North Rec)

Availability: Monday-Friday 8am-5pm, Wednesdays 9am-5pm. CAPS closes at 4:30pm during summer break.

What to expect: When referring a student for a crisis session at CAPS we encourage you to contact CAPS first to provide us with information about your concerns or accompany the student to the office. The student will be asked to fill out some pre-session paperwork and then meet with a counselor. These sessions generally last an hour and are free of charge.

After Business Hours

When to use: When you have concerns about the mental health of a student that cannot wait until the next business day.

How to contact: (520) 621-3334, dial "1" when prompted by the voicemail message to speak with our contracted after-hours service.

What to expect: CAPS provides after-hours crisis support by phone through Protocall, a national collegiate mental health hotline. The crisis specialist will ask for basic information about you and the student, as well as your concerns. They have limited access to records but will assess the situation and suggest next steps. They have the ability to outreach the student directly or involve emergency services if needed. CAPS reviews all call records the next business day and may follow up with you for more information.

CAPS Call and Consult

When to use: When you are concerned about the mental health of a student and need assistance identifying appropriate resources and next steps.

How to contact: (520) 621-3334

Availability: Telephonic consultation is available 24-7 (after hours and on weekends dial "1" when prompted to speak with the after hours crisis service). In person crisis support is available Monday-Friday 8am-5pm, Wednesdays 9am-5pm.

What to expect: The Clinician of the Day will ask some questions about your concerns to help identify appropriate next steps and provide coaching on how to discuss your concerns with the student. Disclosure of student identity is not required for a Call and Consult, but can be helpful. NOTE: CAPS can only see students on a voluntary basis and cannot reach out directly to a student based on third party concerns unless there is imminent risk.

Dean of Students Care Report

When to use: If a student is experiencing thoughts of suicide and is not open to engaging in mental health services

How to contact: Submit an online Care Report https://arizona-advocate.symplicity.com/care_report/index.php/pid144981?

Availability: Monday-Friday 8am-5pm

What to expect: The DOS Liaison (a CAPS counselor embedded within DOS) will reach out to the student to schedule a mandatory assessment, provide resources and create a safety plan with the student.

Threat Assessment and Management Team (TAMT)

When to use: If you have concerns about

1. Direct or implied threats to harm other people or property
2. Stalking or intrusive behaviors
3. Harassing electronic communications
4. Concerning social media posts
5. Doing or saying things that generally make others feel scared or uncomfortable

How to contact: Submit an online report at <https://tamt.arizona.edu/>

Availability: TAMT reports can be submitted online 24-7/365. NOTE: TAMT is not an emergency service. For immediate concerns about safety call 911.

What to expect: After receiving your report, TAMT determines whether they can assist you. During this process, a representative from TAMT may reach out to you for more information. For more information about the process: <https://youtu.be/je7yPOP2eA0>

Notice Care Help

How to talk to students about mental health concerns

Notice- Learn the warning signs

Sudden, drastic changes or prolonged difficulties or distress in the areas below can indicate that someone's struggling:

- sleep and appetite
- mood, behavior, and energy
- thinking, concentration, problem-solving
appearance (clothing, weight, hygiene)
- attendance
- grades/performance
- substance use
- painful emotions, feeling overwhelmed, feeling helpless or hopeless
- expressing thoughts of hurting themselves or someone else

Signs Immediate Help Is Needed

There are also signs that someone is in immediate need of help. Stay mindful of expressions of despair, hopelessness, suicidal thinking, or self-harm. Those expressions might sound like:

- I can't stand the pressure anymore
- Cutting myself is the only thing that helps
- Everything's pointless
- Is it even worth being here at all?
- I wish I could just go to sleep forever/not exist
- There's no way out
- I have no reason to live
- I'm such a burden
- I just want to die/get hit by a car
- Everyone would be better off without me

Care- Steps for talking about your concerns with the student

Connect: Connect one-on-one when you see warning signs or anytime you're concerned.

Actively Listen: Practice active listening during this conversation.

Respond with Compassion: Respond with patience and understanding. Let your student know you care.

End with a Next Step: Encourage your student to get help and suggest resources. Offer the level of help and support you can.

Help- Offer the Level of Help that You Can

Work together on next steps to get help and stay on track.

Take a collaborative approach as you find room for flexibility and connect the student with supportive resources.

Build a sense of control by giving your student choices, such as flexibility with due dates and options for participating in a class activity.

Build trust and predictability by avoiding surprises and maintain clear and timely lines of communication.

Provide the student with information about the resources that are available to them.

CAPS OFFERS ADDITIONAL TRAINING TO FACULTY AND STAFF ON SUPPORTING STUDENT MENTAL HEALTH:

[HTTPS://CAPS.ARIZONA.EDU/TOGETHER-WE-CARE](https://caps.arizona.edu/together-we-care)

Additional CAPS Resources

FAQs <https://caps.arizona.edu/faq>

Appointment Guide <https://caps.arizona.edu/appointment-guide>

Crisis Services <https://caps.arizona.edu/crisis>

Student Supporter Toolkit <https://caps.arizona.edu/supporter-tools>

Campus and Community Resource Hub <https://caps.arizona.edu/resource-hub>

Self Care Guide <https://caps.arizona.edu/self-care>

Fees and Insurance <https://caps.arizona.edu/fees-insurance>