



Need Help?  
**Start Here**

**Gators Care**

**Recognize. Respond. Refer.**

A quick reference guide for recognizing, responding,  
and referring students in distress.





## Recognize Concerns

- Disheveled student appearance
- Tardiness or excessive absences
- Repetitive excuses
- Classroom disruptions
- Recurrence of addressed concerns
- Sudden or extreme changes in behavior
- Disclosure of suicidal/homicidal thoughts\*
- Disclosure of sexual assault, harassment, dating violence, domestic violence, or stalking (Must be reported to the Title IX Coordinator)\*

\* Denotes a crisis. Please refer to emergency situation

### What To Do

- Act: Talk to the student in private and allow plenty of time, and communicate care for the student's well-being.
- Report/consult: Please see references on the next page for immediate support, referrals, and consultation resources.

### Start The Conversation

- "I've noticed\_\_\_\_\_. Tell me about how things are going."
- After a trauma disclosure: "That sounds very difficult. Are you safe? At school? At home?"
  - If not, connect with safety support resources (i.e., UHDPD).
  - Connect with counseling or medical support.

### Close The Conversation

- Show You Care.
- "Thank you so much for sharing this with me, I am going to connect you with the right office(s) to get you help."
- "Do you feel like you know your next steps and who to contact?"



## ➔ Immediate Support

### Emergency Situations

If you feel an immediate threat or a student exhibits behavior that reflects imminent danger to self or others, please call 9-1-1 or the University of Houston Downtown Police Department through the Safe Zone app or by telephone.

**UHD PD On-Campus  
Emergency: 713-221-8911**



 Safe Zone

### Need Support Now?

If you are assisting a student who is in crisis, and it is during business hours, please accompany the student to the Student Counseling Center; help is available..

For after-hours care, the National Suicide and Crisis Life Line is available by calling or texting 9-8-8.

### Your Next Steps

After seeking immediate assistance, complete the Care Form to initiate outreach and case management support for the student.

## ➔ Concern & Referral

### Refer a Student for Support

**The Office of the Dean of Students** receives and reviews all Care Form submissions to determine appropriate action. The Gator Care Team (GCT), led by the AVP/Dean of Students assess reported concerns and develops a comprehensive plan to communicate and respond to help guide and support our students and the UHD community.

- 713-221-8100 | deanofstudents@uhd.edu

**Harassment Based On Protected Class  
& Title IX/Sexual Misconduct**  
(including stalking, dating violence & assault)

### Office of Title IX / Equal Opportunity Services


- 713-221-5771 | titleix@uhd.edu
- Services and Consultation Available for Students, Staff and Faculty
- Mandatory Reporting:
  - Title IX Coordinator

### Fraud & Non-compliance Hotline Reporting

If you encounter a situation you question or you believe violates laws, rules, regulations or policies. You are encouraged to consult with your supervisor or contact UHD's Compliance Officer, Carole Clerie at 713-221-8480. Alternatively, the Fraud & Non-Compliance Hotline provides you with 24 hours a day, 7 days a week anonymous inquiry or reporting option.

- Log on to the Fraud & Non-Compliance Hotline, or
- Call toll-free 1-800-461-9330




 Dean of Students



 Title IX



 Fraud & Non-Compliance

## ➔ Consultation

### Consultation Resources

#### \*Student Counseling Services

713-221-8121 | UHDCounseling@uhd.edu  
Counseling Services, Confidential Support

#### Dean of Students

713-221-8100 | Deanofstudents@uhd.edu

#### \*Student Health Services

713-221-8137 | HealthServices@uhd.edu  
Medical, labs

#### Title IX

713-221-5771 | titleix@uhd.edu

#### Employee Behavior

Office of Human Resources (HR)  
713-221-8060 | hr@uhd.edu

#### Ombudsperson

Staff  
staffombuds@uhd.edu  
Faculty  
ombuds@uhd.edu

The asterisk denotes campus resources that offer confidential services for students protected by law.



➡ **Submit a  
Care Form  
to refer a student  
for support:**

**uhd.edu/gatorcare**



➡ **More Support**

**Who Can Help**

**How They Can Help**

|  |   |
|--|---|
| Accessible Education Center .....        | Accommodations for Disabilities                             |
| Academic Support Center .....            | Tutoring & Academic Workshops                               |
| Student Leadership and Involvement ..... | Student Groups & Leadership                                 |
| Office of the Provost .....              | Academic Concerns   |
| Student Health Services.....             | Non Emergency Medical Needs                                 |
| Scholarships and Financial Aid .....     | Scholarships & Financial Aid                                |
| Veteran Services .....                   | Support for Veterans & Dependents                           |
| Dean of Students .....                   | Student Advocacy, Case Management,<br>Emergency Grants      |
| Basic Needs Center .....                 | Gator Mart, Financial Literacy, Transportation<br>& Housing |
| Student Counseling Services .....        | Counseling  |

**Submit a Care Form to refer a student for support**

**www.uhd.edu/gatorcare**