Notice and Respond: Quick Guide

Levels of Distress
Use this guide to help notice the signs of distress and respond effectively. If you’re not sure who to call, consult the resources on this card.

**Concern**

Visible distress, crying, irritability, anger, fights/arguments, anxiety, personal loss or traumatic life event, decline in academic performance, social withdrawal, an increase in alcohol and/or drug use

**What to Do:** Talk with the person directly, consult/use campus resources or BCCAL who can follow through and coordinate university services. One way to start a conversation with a student you’re concerned about is by stating what you’ve noticed, followed by a question, e.g., “I’ve noticed you’ve seemed down recently. Is there anything you’d like to talk about?”

- **BCCAL:** 512-232-5050 or online report at safety.utexas.edu/bccal
- **CMHC:** 512-471-3515 (Monday-Friday, 8 a.m.-5 p.m.)

**Urgent Situation**

Expressions of hopelessness; talk of suicide or harm to others; being out of touch with reality

**If Someone Displays Warning Signs of Suicide:** Ask, “Are you thinking about killing yourself?” If the answer is “yes,” stay calm, express your care and concern and connect them to a resource. Show your support by stating, “This is really brave of you to share, and I want you to know I’m here for you. I do need to connect you with someone on campus who can help you through this.”

**What to Do:** Get immediate assistance.

- **BCCAL:** 512-232-5050 (available 24/7)
- **CMHC Crisis Line:** 512-471-2255 (available 24/7)
- **National Suicide Prevention Lifeline:** 988

Walk the student to the Counseling and Mental Health Center on the 5th floor of the Student Services Building. Monday-Friday, 8 a.m.-5 p.m.

**Emergency**

Immediate threat of harm to self or others

**What to Do:** Get immediate assistance. Call 911.

**More information:**

cmhc.utexas.edu/crisis

BCCAL is designed to help the individual you are concerned about, not to punish them. All reports are treated with discretion and with a reasonable expectation of confidentiality.

SCAN OR GO TO:
safety.utexas.edu/bccal
Resources

*Denotes confidential resources

On-Campus Services/Offices

Behavior Concerns and COVID-19 Advice Line (BCCAL) (24/7) 512-232-5050
Counseling and Mental Health Center* (CMHC) 512-471-3515
Counselors in Academic Residence* (CARE) cmhc.utexas.edu/care
CMHC Crisis Line* (24/7) 512-471-2255
UT Police Department (24/7) 512-471-4441 or 911 (on-campus)
Student and Staff Ombuds 512-471-3825
Faculty Ombuds facombu@austin.utexas.edu
Employee Assistance Program 512-471-3366
University Health Services (UHS) 512-471-4955
UHS Nurse Advice Line 512-475-6877
Office of the Dean of Students 512-471-5017
Office for Inclusion and Equity 512-471-1849
SHIFT 512-475-8437
Student Emergency Services 512-471-5017
Title IX Office 512-471-0419

Additional Campus Support Resources

Longhorn Wellness Center (LWC) 512-475-8252
Center for Students in Recovery (CSR) 512-475-6778
Sanger Learning Center 512-471-3614
University Writing Center 512-471-6222
Disability and Access 512-471-6259
Division of Diversity and Community Engagement (DDCE) 512-471-3212
Multicultural Engagement Center (MEC) 512-232-2958
Gender and Sexuality Center (GSC) 512-232-1831
Veteran and Military Affiliated Services 512-232-2835

Off-Campus Resources

My SSP 24/7* (Real-Time Virtual Counseling) myssp.app/us/home
National Suicide Prevention Lifeline 988
Integral Care 24/7 Crisis Helpline 512-472-HELP (4357)
Trevor Project 1-866-488-7386
Austin Police Department 911