



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, Emergency Grants
Basic Needs Center	Gator Mart, Financial Literacy, Transportation & Housing
Student Counseling Services	Counseling

Submit a Care Form to refer a student for support

www.uhd.edu/gatorcare