

# HELPING A STUDENT IN DISTRESS

**WHEN A STUDENT COMES TO YOU FOR HELP, OR YOU'VE IDENTIFIED A STUDENT WHO MAY BE IN DISTRESS, REMEMBER V.I.C.K.S**

**1**

## **VALIDATE**

- Be focused and present in the conversation.
- Show you understand and express empathy.
- "You are going through a lot right now. Thank you for sharing."

## **IDENTIFY**

- Notice out loud and express your concern.
- "I'm noticing these challenges are impacting other parts of your life, like your academics."

**2**

**3**

## **CARE**

- Communicate your care and intentions.
- "I'm here for you and I want to help connect you with appropriate support".

## **KNOWLEDGE**

- Share knowledge of resources.
- "As a student, you have access to the health center. Can we call or walk there together right now?"

**4**

**5**

## **SUPPORT & SELF CARE**

- Provide the resources and phone numbers listed below and assist the student with contacting one of the numbers.
- Take time to reenergize after helping the student. If you are needing support, please reach out to your Employee Assistance Program.

## RESOURCES

- Campus mental health services
- Crisis Text Line- text "hello" to 741-741
- Suicide and Crisis Lifeline- 988
- Riverside HelpLine - 951-686-HELP (4357)
- Cares Line- 1-800-706-7500
- Mental Health Urgent Care (can stay up to 23 hours)  
Riverside- 951-509-2499  
Perris - 951-349-4195
- Take My Hand chat- <https://takemyhand.co/>
- Apps: Virtual Hope Box, My3, COVID Coach