AS Food Bank Daily Procedure

This is the operating manual for the AS Food Bank during days of distribution and office hours for student staff. For the overall protocol of the AS Food Bank, please refer to the AS Food Bank Protocol including emergency procedures and roles and responsibilities of staff members in the AS Food Bank.

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Opening Procedure

1. Open the door to UCEN 3167 and keep it open.
2. Open the door to the AS Food Bank and keep it open.
3. Turn on all pantry and lobby lights.
4. Start the first pot of coffee.
5. Turn on the computer.
6. Check the voicemail on the phone
    a. Pick up the phone and dial 8800
    b. Password: 2276
    c. If there are messages, take the message and let the correct person know if you cannot resolve the message
    d. Erase all messages after you have heard them.
7. Check foodbank@as.ucsb.edu email.
    a. Search mail in the finder.
    b. Make sure the internet is on. If it is not, log on with your personal UCSB wireless log-on information.
    c. Open mail and check mail.
    d. Respond to any mail if you can. If not, forward mail to tuyenn@as.ucsb.edu.
8. Make sure the lobby is tidy and clean.
9. Make sure there are enough forms.
10. Make sure the pantry is clean and stocked for your shift.

****IF YOU ARE OPENING FOR THURSDAY COMPLETE AND ACTUAL COUNT FROM THE DAY BEFORE AND RECONCILE THE INVENTORY. AN INITIAL ACTUAL COUNT MAY ALSO BE COMPLETED THURSDAY NIGHT IF NECESSARY.*****

Customer Service

In order to uphold the mission of the AS Food Bank to provide confidential, friendly, and comfortable service and environment for students, the AS Food Bank staff need to have and provide exemplary customer service. These are the following steps and expectation of customer service.

1) Always greet clients in a friendly and welcoming manner.
2) Explain the service to the client the service to the client in a clear and succinct way.
3) Let the individual know that you are open to answering any of his/her questions. This open up the line of communication between you and the client to assure the person you are there to assist him/her.
4) When a client asks a question, ensure that you answer the question and if you are unable to answer the question, let the client know that you will ask someone else and get back to him/her.
5) It is ok to say you don't know and then follow up with the individual. Do not give false or incorrect information to clients.
6) Make sure you take down the client's name, phone, and email to follow up with the answer.
7) Say goodbye or whatever exit greeting that is comfortable for you such as "Have a nice day". Being genuine is important.
8) Be mindful of inclusive language. Ex. - Use "you all" instead of "guys" when addressing groups that include female students. You do not have to necessarily change your language, but be aware of the diversity of the students you are addressing.

Building a relationship with a client:

It is important that we build relationships with clients so that if they need further assistance such as resource referral and are dealing with a distress situation that you can be a support system. It is good to build a relationship, but be careful about getting too close to a client unless you want to build a personal relationship with someone outside of the workspace. Over sharing can lead to clients crossing a boundary that you might not be comfortable with so take your time and gauge the person before sharing too much information about yourself.

Steps to creating a relationship with clients:

1) **Ask the individual how he/she is doing-** This opens up the conversation and you can learn about the client and share things about yourself as well.
2) **Ask the individual how his/her classes are**- Everyone who accesses the pantry is a student. This question is not too personal and will help to open up dialogue with the client.
3) **Ask or share something about one of the items that has gotten from the pantry during this visit.** This opens up the dialogue and you can give someone resources while sharing some knowledge of a common practice in a casual way. You want to keep a casual but professional tone with the client.
4) **If you are familiar with the client, ask a follow up question about something that you have discussed during a past visit.** This helps to acknowledge that you were listening the last time you both spoke and this open up the conversation and strengthen your relationship.
5) **Be careful about what you are asking of a client in a public space that someone else has access to**. You can move from building a relationship to putting someone in an uncomfortable situation around people they are unfamiliar with.
6) **It is NOT part of your job responsibility to trouble shoot other people's problem beyond your expertise as it relates to the AS Food Bank or your comfort level. Always refer clients to other resources. You risk putting yourself in an uncomfortable and potentially legal situation when you give other people advice beyond the scope of your knowledge.**

How to handle complaints

A comment that someone makes about the service is not personally directed toward you. Someone who is stressed often comes in with other issues that they are dealing with. Thus, it is important to listen to the client first before addressing their concern or answer their questions.

How to listen:

1) Give the client your full attention and make eye contact. Stop with everything else you are doing or ask them to wait until you can give them your full attention. Close out everything you are doing in a timely manner, do not let the client wait too long (no more than 5 minutes wait time).
2) Acknowledge what they are saying to assure them that you are listening.
3) Let them know that you understand the concern. Even if you feel it is not your fault, acknowledge that you understand, but do not become defensive.
4) Refer the student to on campus resources if your input is welcomed.
5) Address the concern or complaint if you are able or are comfortable to do so.
6) If not, take down the complaint and let the client know that you will get the answer or will work with your supervisor to address the concern.
7) Make sure to document the incident and send the message to your supervisor or whoever is appropriate to address the issue.

How to handle a disgruntled client:

If someone comes in with an elevated or angry tone in their voice:

1) Ask the person how you can assist him/her in friendly tone.
2) Listen to what the individual has to say.
3) Acknowledge that you understand what they are saying and will look at ways to resolve the issue if you can.
4) If you don't know the answer, get their contact information and tell them you will give the information to someone who can resolve it.
5) Contact your supervisor if present, if not, let the person know you will pass on the message.
6) Remain calm and then ask the person if you can help him/her with anything else.
7) If not, then say thank you for coming in and their feedback and say goodbye. Proceed to document the incident and let your supervisor

know.

8) If you fear for your safety, call 911 if not, follow the procedure above or contact your supervisor immediately.

Distribution

When a student comes into the Food Bank:

1. Greet him/her and introduce the Food Bank.
2. Ask him/her if this is the first time they are coming into the Food Bank.
    a. **Returning students:** have him/her sign the sign in sheet after showing you their access card.
    b. **First timers:** Explain the AS Food Bank to him/her. *Make sure that new students DO NOT sign the sign in sheet, ONLY the self declaration of income and survey form.*

    Script:

    There are two requirements for utilizing the AS Food Bank. The first is verifying that you are a registered student. Do you have your Access card on you?

    c. Check their Access Card.

    Script:

    We will need you to bring this in every time you come in and if you do not have your Access Card, we will have you sign into Gold and click to your schedule.

    d. He/she doesn't have their access card? Have him/her access their school schedule on the computer by logging into Gold. Once he/she is done have him/her log out. We do not want to be liable for anyone's personal information.

    e. Once you have verified that the person is a registered student, have him/her sign a self-declaration form and survey. Explain the form.

    Script:

    The other requirement for utilizing the space is this top portion here (point to the self declaration of income). This declares that you make under $14,484 a year and it is only your personal income and does not *include your family income, financial aid, or loans. If a student is a Graduate Student, it does not include their financial package/TA position/internship as guaranteed by the University. The second portion of this sheet is a survey. It is not mandatory, but it is helpful for us to use for reporting and advocacy purposes. None of your personal information will be attached to the survey.*

3. Explain to him/her about the set up of the pantry.
    a. Everything is set up in categories: canned vegetables, fruits, beans, soups, instant noodles, pasta/starch, sauce, miscellaneous, breakfast, toiletries, baby food, and feminine products.
    b. Each category has a suggested maximum and an individual can take as many categories as there are in the pantry as long as it complies with the maximum.
    c. Baby Food: please let folks know to use their discretion, they can take as much as they need.
    d. Students may take office items as they need them.
    e. If you have time, take a tour of the pantry to see how things are organized and inventoried. Ensure that you mark the items under the right category and that every shelf is stocked.
4. Once a student is done shopping, use the shopping checklist to check the student out.
    a. Record the number of items on the shopping list.
    b. Date and initial the shopping checklist when it is done.
    c. File the checklist in the folder underneath the desk by your feet.
5. Let students know that we are open three days a week on Mondays, Wednesdays, and Thursday from 9 AM- 6 PM.
    a. Students may come in all three days if necessary.
    b. Let students know that they can access our website to get information about other food pantries in the area including Isla Vista that provide perishable foods such as fresh fruits and vegetables.
    c. Let students know about the Money Matter Guide
    d. Want to Volunteer? Take down students' name and information. File it

under the desk.

e. Any other questions? Call or email Tuyen at 510-316-1411 or tuyenn@as.ucsb.edu

All items on the shelf that have not been opened but are placed on the shelf have been inventoried. If the shelf inventory in a specific category is low, then please open up boxes of that item and put the items on the proper shelves. Recycle all boxes in the appropriate bins.*

Food Categories:

Toiletries: 1 toilet paper. 2 toiletries total. Diapers and baby wipes count as toiletries, but do not count toward the toiletries total.

Breakfast: 2 items Max.

Canned Fruits: 2 Item Max.

Canned Vegetable: 2 Items Max.

Beans: 2 Item Max.

Soups: 1 canned soup (that is not Chicken Noodle/Chicken Broth)

Chicken Noodle Soup/Chicken Broth: 1 item Max.

Instant Noodles: 2 Items Max.

Canned Meat: 2 Items Max. (2 vienna sausage or 1 sausage + 1 other)

Pasta/Starch: 1 Item Max.

Sauces: 1 Item Max.

Feminine Product: As much needed, but do not exceed 5

Baby food: As many as needed, but do not exceed 5

Miscellaneous: 1 Item Max.

Have extra time and need something to do?

1. Enter the surveys into the database. Refer to the Inputting Demographic Data section for directions.
2. Once you have entered the demographic information, file it under the inventory and survey binder in the lower right drawer.
3. Check the pantry and reorganize the shelf.

4. Inventory the items that have been picked up or are in the donation bin outside the lobby door.
5. Research possible community and campus resources like job openings and Food Banks.
6. Organize the office and lobby area.
7. Research and call to verify expiration dates for items that do not have expiration dates. They are placed on the shelf behind you. Refer to page 11.
8. Complete ongoing assignments.
9. Ask your supervisor for more tasks.

Close out procedure

1. Add up all of the shopping lists of the items checked out if time permits. If not, be sure to bundle and clip them together neatly and put them back in their folder.
2. Inventory the items on the shelf at the end of the day. **Perform an Actual Count on Wednesday nights weekly and Thursday nights only if asked to by your supervisor.**
3. Count and record the number of people serviced.
4. Shut down the computer.
5. Leave any notes on the whiteboard that will be needed by the person that opens in the morning.
6. Clean up the desk and prepare for the next day.
7. Empty the coffee grounds into the compost bins and empty the trash.
8. Give your supervisor a call if purchases are needed for the next day.
9. Turn off all lights and close the Food Bank Door and the AS office door
    - **a.** Ensure that both the main Food Bank door and the entrance to the lobby are closed and all areas are clean before you leave.

Tuesday Office Day Schedule (Please refer to the following pages for the methodology of each task)

1. Inventory twice for an ACTUAL COUNT.
2. Count the inventory out sheets.
3. Input all data and compute the total over/under for each category. (A single person will be responsible for data input and reconciliation. Leave the data sheets in a known place for this person to enter.)
4. Call designated sites for donation pickup.
5. If needed, schedule and complete donation pick up.
6. Inventory the items that have been picked up or are in the donation bin outside the lobby door.
7. Copy all necessary forms for distribution. Make enough to last into the next week.
8. Prepare the office for opening the next day. Refer to page 14.
9. Dispose of expired food.
   a. Bring the bin of expired food down to the 1st floor of the UCEN and walk it to the back loading dock.
   b. Dump the food into the trash compactor.
   c. If you have the key, insert the key into the key hole and turn it to compact the trash.

12. Check the signage to the AS Food Bank and the front Sandwich Board, redo the signs if needed.

Friday Office Day Schedule

1. Complete two separate actual counts and reconcile them.
2. Count the inventory out sheets.
3. Leave all the completed inventory data in a designated place for the person who will be entering them.
4. Unload the car. When it is empty, move the car out of the unloading zone and into an appropriate temporary parking space. Leave the keys for your

supervisor.

5. Inventory in all items and record them on the inventory in sheet. Be sure to properly head the sheet for every separate group of donation picks ups and purchases.
6. Put all boxes in the pantry and leave some on the shelves to be opened on Monday morning. Be sure not to leave any items in the lobby for any reason.
7. Restock if time permits.

Donation Pick Ups

1. Call the weekly donation sites for donation pick-ups
2. Take note of the location that needs to be picked up and when we said we would pick it up.
3. If you are unable to do the pick up that day, let your team members know.
4. Split up the inventory pick-up if needed. Do not pick-up the donation by yourself if it is too heavy. Ask for help.
5. Always be prepared with extra bins and signs to redo damaged signs.

Safety Tips

1) Always lift with your legs and not shoulders.
2) If a bin is too heavy to lift, bring smaller boxes and split up the bins into smaller trips.
3) If you are doing a donation pick up by cars, always bring multiple bins and varying sized bins.
4) Always use a dolly or rolling bins to move loads more efficiently

Inventory In

Loose Items

1. Once items come into the AS Food Bank, verify the expiration date of every item.
2. If an item is expired or has no expiration date:
    - Place the expired item in the expired items bin for disposal later.
    - Place the item without an expiration date in the "to be verified" box so we can verify it later. Refer to verifying expiration date for information on how to verify expiration dates.
3. Organize the non-expired items into categories on an open table.
4. Count the amount of items and record it on the Inventory in sheet. Date, time, and initial the record. This document can be found in the inventory folder under the inventory in sheets tab.
5. Stock the items on the shelf or floor.
6. Record the number of inventory in on the computer under the inventory file. If someone is assigned to input the inventory for the team leave the sheet in the designated place and leave the person a message to input the data. The inventory file can be found under Documents →Data→ Food Bank Inventory (Quarter, Year).
7. First, enter the date along with "P" for purchased or a "DP" for donation pick-up and then proceed to enter the correct amount in per category.

*****If you do not have time to inventory in certain items, please place them in a bin inside the pantry and label it as "Still Needs to be Inventoried" and leave a message for the team to inventory the items in.*****

Verifying the Expiration Dates:

1. All items without expiration dates are located behind the desk.
2. Open the Documents → Data → Manufacturer Date & Contacts.
3. Use the item and/or internet to research the manufacture's contact information.
4. Record the contact information and the company's information on the file.
5. If time permits, call the contact information and verify the expiration date.
6. You will be asked for some of the codes on the items.
7. Ask the person on the phone on how to interpret the code and record it.
8. Once verified, enter the date verified and record it in the inventory on both on paper and on the computer.

Actual Count and Inventory

Actual Count

1. Use the actual count template in the blue binder for the actual count.
2. Communicate with the other person doing the actual count with you to understand how you each label the shelves on the sheet.
3. Record the shelf number or name to better reference it later on when you reconcile the count.
4. Do a count by shelves so it is easier to check your mistakes later on and record all boxed items in multiples so it's easier to reconcile them later. Ex. 4(12) boxes of egg noodles.
5. Once you have completed your count, total the amount by category and record it above the category name.
6. Check each category of the actual count with the other person.
7. Check, recount, and reconcile any differences between your totals and the other person's.
8. Once all the numbers match from both actual counts, one person records the numbers on the computer. Open Documents →Data →Food Bank Inventory (Quarter) 2012-2013.

Inventory Out

1. While one person is entering the actual data or beginning another task, the other person should add up the shopping lists to get the total amount out.
2. Tips: Count category by category or group them into smaller piles to reduce mistakes. If you would like, remove the blank sheets so it will be easier to make the count the second time.
3. Once this is complete, enter these numbers in the computer.

Reconciling Inventory

1. Once the inventory is recorded, use the SUM key to add up each individual category of in (DP/P) items and outs for the week. Add these totals across and then subtract the outs total from the total number in of each category. This number should be very

close to the categorical total obtained from the actual count.

2. If it is not, double check the shopping list count and all of the inventory in. Record your finding in the "comments" section.
3. Check the individual category's overall total to see if there are any discrepancies and discuss it with your team to help reduce errors.
4. Check individual categories by creating a "Discrepancies" column after the most recent actual count. Start with the first category of the previous actual count and add/subtract the in's and out's across the category until you get to the most recent actual count. This should give you the theoretical total for that category that should have been obtained by the actual count. Compare this number to the number recorded from the actual count. Record the difference in the "Discrepancies" column.
5. Once the "Discrepancies" column is completed, check the inventory in and out sheets for the week to ensure everything was entered correctly. Consult your student coordinator or supervisor for help locating and resolving the error(s).

Creation of Shopping Lists

1. Look at the inventory out section in the inventory document and the number of individuals serviced. Make a projection for the amount needed for the next week plus one day.
2. Create shopping list per category.
3. For Breakfast, soup, and vegetable category, make sure we have a good variety of items.
4. Make sure that you create a list with a projection of 10 more people each day to help create a surplus. We do not want to have less food than is needed.
5. Email shopping list to Tuyen at tuyenn@as.ucsb.edu or to the person shopping & any excess of an item should be placed in the back.

Stocking of Items in the Pantry

1. Once an item has been inventoried in, stock the item on the shelf in accordance to the category.
2. Make sure the labels are facing out towards the client.
3. Spread items out to create the illusion of a full shelf.
4. Make sure that if a category has different types of food, that each type of food is visible to the client, like in a grocery store.
   a. For example: Vegetable has corn, beans, peas, beets, and spinach
   b. You want all of the selection of the food to be visible to the person shopping & any excess of an item should be placed in the back.
   c. Please refer to the picture below for more information.
5. Make sure the pantry is neat and organized and is clean.
6. For prepackaged items, place them on the top shelf or on the floor in accordance to category. Please make sure that items in similar category are stock close together so there are less confusion when conducting an actual count.
7. If you do not have time to stock an item, stock it in a box and place it in a place that will not obstruct walk ways or create a hazard.
8. Please leave a note or information for the next person or the team to know that the item needs to be stock or inventory.

Preparation for Opening

1. Perform and reconcile the actual count from the previous night if necessary.
2. Take out the trash.
3. Vacuum the office.
4. Clean up and tidy the lobby and office.
5. Make the first pot of coffee.
6. Restock the shelves.
7. Make sure there are enough office documents for the next day.
   a. Make copies of the necessary documents as needed
   b. Documents can be found under distribution Forms tab in Tuyen's Workspace.

Inputting Demographic Data

1. All "self-declaration of income and survey" forms completed by new students need to be inputted into the computer.
2. If you are inputting the data during distribution hours please remember to keep people's information confidential by keeping them out of sight or turning them over.
3. Open Documents→Data→ Demographic Data 2012-2013.
4. Input data as demonstrated by the previous entries.
5. For age and race/ethnicity please fill out as written by the individual.
6. Remember to enter the date when the survey was filled out.
7. If the individual did not enter any data, please indicate decline to state so we know the individual exists but declined to state information.
8. Once the data is entered, file it into the black binder in the lower right drawer.
9. Only file the surveys if they have been entered.

Inputting Number of People Serviced

1. To Access the files go to Documents → Data → Food Bank # of people serviced.
2. Count the number of surveys. This will be entered as the # of new people.
3. Count the number of people on the sign in sheet and enter # of returning people.
4. Add the # of new people and returning people to get the number of total visits.
5. Total the numbers for the quarter and then the numbers to date, which is documented in previous data entries.

*******IF ALL ELSE FAILS ASK YOUR SUPERVISOR OR YOUR COWORKERS********

Other AS Food Bank Tasks and Information

Other Tasks

Phone Etiquette

1) **When you pick up the phone say***:*

Script: *Associated Students Food Bank, this is___________. How can I help you?*

a. If there is a question that you cannot answer, take a message. Ensure to include the person's name, contact number, and what the message is regarding.

b. Place the message in a secure and visible location. If it needs immediate attention, call your supervisor or send an email.

c. Follow up on the message once you have given it on to someone and make sure it was taken care of.

2) **Checking Voicemail:**

a. Pick up the phone and dial 8800

b. Password: 2276

c. If there are messages, take the message and let the correct person know if you cannot resolve the message

d. Erase all messages after you have heard them.

Water delivery

1. Every other Tuesday at 9am, water will be delivered to the office.
2. Return any empty bottles to the delivery person.
3. Find the delivery confirmation sheet on the wall of Tuyen's work station.
4. Record how many bottles were returned and how many were delivered.
5. Sign the paper and have the delivery person sign as well.
6. There should always be 7 five-gallon bottles in the office. Please notify your supervisor if there are any missing.

Donation Walks

***Donation walks are events put on by the AS Food Bank Committee, AS Food Bank Staff assist with picking up the donations and unloading donations in the AS Food Bank**

1) Arrive 30 minutes early to pick up the vehicle that is being used for the donation walk.
2) Drive to the AS Food Bank to pick up the following items.
    a. Bins (at least two)
    b. A hand truck or rollers
    c. Waivers of Liability (can be found in the operations binder)
    d. Script, if needed (can be found in the operations binder)
    e. AS Food Bank T-shirt
3) Call the leader for the donation walk to let them know you are on your way.
4) Drive to the meeting location to meet volunteers and the organizers.
5) Assist the organizers with whatever the need for the duration of the walk.
        b) Pick up donations when bins are full or heavy from volunteers.
        c) If there are not enough volunteers, assist with the walk.
        d) If there are any IV donation locations, schedule a donation pick up at this time.
6) Once the donation walk is completed, drive the donations back to the UCEN and unload them to the AS Food Bank Pantry.
7) If time permit, inventory the items in and record it as Donation Walk in.
8) If not, keep the donations in labeled bins and store them in the pantry in an organized way.
9) Make sure the office is locked.
10) Return the car.
    a. If it is an electronic vehicle, make sure it is plugged in and charged. Leave the keys in the desk drawer so the first person who comes

in the next day can return it.

b. If it is a university vehicle, drop off the keys in the return box.

Access & Security

Finger Printing & Background Check

As an employee of the AS Food Bank, you will be asked to undergo fingerprinting and a background check with the University of California Police. You will not be able to distribute food alone until you have completed a background check.

1) Upon your employment, you will be given a finger printing form from your supervisor.
2) Make sure that the form is signed by your supervisor.
3) Take the form and make an appointment with the UC Police Department on campus at Building 300.
4) Call 805-893-5076 for an appointment.
5) Once your background check results come back then you are able to distribute food by yourself.

Electronic Key Access- To access the AS Food Bank lobby and pantry, you will need to get your access card keyed. Below are the steps to getting your access card keyed.

1) Fill out the third floor access form with your information and have it signed by your supervisor.
2) Your supervisor will sign the form and submit it to the Assistant Director of Business Services for approval.
3) Once it is approved, Claudia Alphin will send the names to Julie Marvin and she will key your access card.
4) After two weeks, check your access card to see if it works, if not let your supervisor know.
5) If you lose your access card, let your supervisor know.
6) By gaining access to the AS Food Bank pantry, you are responsible for securing the space and are accountable for the inventory in the pantry.

Incident Reports

Please report to your supervisors immediately about any issues that come up regarding customers utilizing the service as well as anything out of the ordinary that arises during your shift. After notifying your supervisors, fill out an incident report (and put it in the Incident Report tab in the binder) so we can maintain a record of these problems for future reference. There is also an Incident Report document on the computer.

When you have an incident to report, please follow these guidelines:

- ☐ Who are you?
- ☐ What happened?
- ☐ Where did "it" happen?
- ☐ When did the incident occur?
- ☐ How did you handle the incident? (Who did you call? What did they do? Who ultimately handled the situation? Next steps?)

Example:

- ☐ Who: Kelly Bayer
- ☐ What: I walked outside of the office and saw a huge swarm of bees.
- ☐ Where: Eucalyptus Grove
- ☐ When: Wednesday, May 12, 2011 around 11:30 am
- ☐ How: I called the AS main office and reported the incident to a staff person. They contacted the AS Environmental Safety officer who sent someone out to assess the situation/locate the beehive. They will handle the beehive this weekend.

In the event of an emergency, notify your supervisor ASAP and if your supervisor is not available, follow the chain of communication. If you are in immediate danger call the campus police at 911 or 9-911 from the landline.

Distressed Students Protocol

Students who utilize the AS Food Bank service come in for different reasons and often times are under tremendous stress. Thus, it is essential that we create a safe, friendly, and comfortable environment for them to feel welcomed in the space. Although, most students we service are not considered distressed students, we need to be prepared and understand how to handle these situations when they present themselves.

Below are some identifiers for students or staff who might need to assistance or be referred to other services.

REFERRAL IDENTIFIERS: Student distress may manifest in behavior or in the reaction the behavior elicits in others. If you notice any of the following behaviors, the Distressed Student Protocol will assist you in responding to the student and providing appropriate referrals.

Student Behaviors

- Behavioral or emotional change
- Withdrawal
- Change in hygiene or appearance
- Decline in academic performance
- Excessive or inappropriate anger
- Alcohol or drug abuse
- Bizarre thoughts or behavior

Staff / Faculty Reactions to Student's Behavior

- Feeling uncomfortable about a student's comments or behavior
- Concern about a student's ability to function
- Feeling alarmed or frightened

Once you have identify behavior of a distress person, ask yourself if the person is a danger to his/herself or others.

If yes or the student needs immediate attention,

1) Call 911

2) After speaking with police: Call Student Mental Health Coordination Services 805-893-3030

No or not sure, but I am concerned,

1) Call Student Mental Health Coordination Services 805-893-3030 or Campus Social Work Services, Student Health 805-893-3087

2) Call UCSB After-Hours Phone Counseling weekend, evening, and holidays at 805-893-4411

No, but the student is having academic or personal issues refer student to appropriate campus support services:

- Alcohol and Drug Program, 805-893-5013
- Campus Learning Assistance Services, 805-893-3269
- Campus Social Work Services, 805-893-3087
- College of Creative Studies, 805-893-2364
- College of Engineering, 805-893-2809
- College of Letters & Science, 805-893-2038
- Counseling Services, 805-893-4411
- Disabled Students Program, 805-893-2668
- Educational Opportunity Program, 805-893-4758
- Graduate Division, 805-893-2277
- Office of International Students & Scholars, 805-893-2929
- Office of the Ombuds, 805-893-3285
- Office of Student Life, 805-893-4550
- Resource Center for Sexual & Gender Diversity, 805-893-5847
- Student Health Services, 805-893-3371
- Women's Center, 805-893-3778

For a complete list of resources visit: www.sa.ucsb.edu/distressedstudentsguide

Emergency Protocol

Emergency Contacts- If you are in immediate danger call 9-911, otherwise call your supervisor and follow the chain of communication. You are required to read the emergency chart on the wall and familiarize yourself with the different protocol for different emergency situations from natural disasters to active shooter.

Evacuation Routes – Lagoon Lawn and Storke Lawn- refer to the emergency chart located on the wall for more information.