

Need Help?
Start Here



CoogsCARE

UH.edu/Coogs-Care

Recognize. Respond. Refer.

A quick reference guide for recognizing, responding to
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 EOS Title IX Coordinator)

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:** Review the previous sections inside the folder to determine how and where to report and/or obtain consultation.

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. EOS, UHPD).
 - 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 a student exhibits behavior that you feel indicates immediate danger to self or others, contact the university police department (UHPD)

Call: 911 or UHPD direct: 713-743-3333

Need Support Now?

If you are assisting a student who is struggling or in crisis, help is available.

Call CAPS crisis support 24/7 at 713-743-5454, or for the National Suicide and Crisis Lifeline call or text 988.

For URGENT situations during drop-in hours, please accompany the student to CAPS (Health 2, room 2005), 10 a.m. to 4 p.m. Monday - Friday

→ Concern & Referral

Refer a Student for Support

The Dean of Students office reviews reports to determine appropriate action. The Care Team, led by the Dean of Students, may be involved to assess reported concerns and develop a comprehensive plan to help guide and support students and the UH community. Depending on the amount of information disclosed, the University's ability to investigate and respond to the report may be limited.

- 832-842-6183 | dos@uh.edu

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

Equal Opportunity Services (EOS)

- 713-743-8835 | eos@uh.edu
- Services and Consultation Available for Students, Staff and Faculty
- Mandatory Reporting: uh.edu/eos-forms
 - Title IX Coordinator

Fraud & Non-compliance Hotline Reporting

- 866-843-4379
- uh.edu/compliance/compliance-hotline
- Preventing, Detecting, and Correcting Violations of the Law, Regulations, and University Policy.

→ Consultation

Consultation Resources

Mental Health & General Consultation
Counseling and Psychological Services (CAPS)*
713-743-5454 | caps@uh.edu
Counseling Services

Student Health Center*
713-743-5151 | uh.edu/healthcenter
Medical, Labs, Pharmacy, and Psychiatry

A.D. Bruce Religion Center*
713-743-5050 | adbrc@uh.edu
Religious and Spiritual Activities

Sexual Misconduct Support Services*
832-842-9472 | wgrc@uh.edu
Confidential Support Services for Sexual Misconduct

Graduate Student Support
Graduate School Ombudsperson
gradombuds@uh.edu

Employee Behavior
Human Resources (HR)
713-743-3988 | uh.edu/human-resources
Benefits, Compensation, and Compliance

University Ombudsperson
ombudsperson@uh.edu
Workplace Questions and Concerns

The campus resources marked with () above provide **Confidential Resource Employees** who receive information under circumstances that are confidential or privileged by law. Students and employees may ask to speak with a **Confidential Resource Employee** for confidential advising, counseling, healthcare or pastoral services.*

→ **Submit an incident report to refer a student for support:**

UH.EDU/CARE-REPORT



→ **More Support**

Who Can Help

How They Can Help

Justin Dart, Jr. Student Accessibility Center
713-743-5400 | JDCenter@central.uh.edu

Accommodations for disabilities

LAUNCH
713-743-5411 | launch@uh.edu

Tutoring & academic workshops

Center for Advocacy & Community
713-743-5558 | csac@cougarnet.uh.edu

Food pantry & community building

Center for Student Empowerment
713-743-6032 | uhlcse@central.uh.edu

Case management & mentoring

Center for Student Involvement
832-842-6245 | csi@uh.edu

Student groups & student leadership

Undergraduate Academic Affairs
713-743-9110 | uaa@central.uh.edu

Academic issues & emergency withdrawals

Student Housing & Residential Life
713-743-6000 | housing@uh.edu

Residential student support & wellbeing

Wellness Center
713-743-5430 | wellness@central.uh.edu

Wholistic health education

International Student & Scholar Services Office
713-743-5065 | issshlp@central.uh.edu

International student support

Scholarships & Financial Aid Office
713-743-1010 x 5 | sfa@central.uh.edu

Financial Aid options

Veteran Services
832-842-5490 | vets@uh.edu

Support services for veterans