



What if my student is in crisis?

****All UCF registered students are eligible for crisis services****

What should I do if I am worried about my student?

Encourage your student to seek out CAPS services. Our diverse clinical staff offers in person crisis intervention services during regular office hours (walk-ins, same day appointments). We also have crisis line phone availability for afterhours. Call our number 407-823-2811 and push #5 to be connected to a live clinician. As a follow-up to our after-hours phone calls, each morning during normal business hours/days, we receive a report of any calls that came into the center. One of our clinicians will call the caller back and check in about the nature of the call and determine the action steps to attend to the situation.

What does it mean if my student tells me that they are in an emotional crisis? What is considered a crisis?

A mental health crisis is when a student's ability to cope with stress or a problem is drastically reduced and a student is not able to function the way he/she normally would and can feel emotionally overwhelmed with negative thoughts and feelings. If a student comes to CAPS, it is important that a student identify that they are in crisis, and what kind of crisis they are in. A CAPS therapist will do an assessment to determine if the crisis poses imminent danger to the student or others or if this is a crisis that can be managed within our Center.

If I tell my student to go to CAPS, how will CAPS handle this?

If harm does not appear to be imminent, there are a few ways to assist your student if you fear they are in crisis. Contact our office and speak to one of our clinicians, and they will typically recommend that you have your student come to CAPS for an assessment. If your student is 18 and older, it is not legal or ethical for CAPS to provide parents with information about their student due to Florida confidentiality law. Once they become student-clients at CAPS, CAPS is unable to confirm or deny their identity to anyone without their written permission, but parents are always welcome to call CAPS and provide us with information or share concerns about their student. For more information regarding this issue, visit our [confidentiality](#) page.

What does it mean to be in imminent harm to self or others and what will happen if my student meets criteria?

Sometimes a student's ability to cope is so diminished that a mental health professional may be concerned that your student could be in imminent danger to hurt or harm themselves (e.g., suicidal, psychotic, manic, delusional or other bizarre behaviors that would reduce a person's ability to keep themselves safe) or imminent danger to others (e.g, uncontrollable anger, violence, threats made to harm others). If you suspect that your student is in imminent harm or threat to themselves or others, call 911 immediately so a police officer can attempt to make contact with your student and take the necessary action to ensure safety for your student.

In the event that your student presents with a level of crisis that warrants the decision to initiate an involuntary hospitalization or Baker Act (See the State of Florida's Mental Health Act),

http://www.leg.state.fl.us/statutes/index.cfm?App_mode=Display_Statute&Search_String=&URL=0300-0399/0394/0394PARTICContentsIndex.html steps will be initiated to make arrangements for campus police to transport the

student to the identified receiving facility. For more information about this process, refer to (hyperlink: *What if my student is sent to the hospital?*)

Why can't CAPS tell me about how my student is doing, since I am the parent?

If your child is a minor (17 or younger), parents need to consent to ongoing treatment beforehand, and confidentiality allows parents to be informed of their student's treatment and progress if a parents choose to be informed. A students 17 years or younger can be seen on a limited basis without parental consent if they are in crisis.

If your student is 18 years of age or older, your student's privacy is protected by confidentiality laws in Florida. Mental Health Professionals are not allowed to break confidentiality unless there is imminent threat to harm to self or other, and there are limits to who may be contacted. These are the limits to confidentiality where a therapist is obligated to break confidentiality to the appropriate people:

- **Abuse/Neglect of a Child of Elder-** Counselors who know or reasonably suspect that a child under the age of 18 or elder is being abused or neglected are legally obligated to report this information to appropriate state agencies. Therapist will call Department of Child and Families to report the abuse or neglect.
- **Harm to Self-** If there is evidence that a student poses clear and imminent danger of harming themselves and they are unwilling or unable to follow treatment recommendations, a counselor may seek their involuntary admission to a hospital and notify a family member who may be able to help them. The therapist is obligated to call the identified victim and police to warn that there is a threat.
- **Harm to Others-** If a counselor has reason to believe that a student is threatening physical violence against another, they may be required to take action to insure that the other person is protected. Such action may include contacting the police, notifying the intended victim, and seeking involuntary hospitalization of the student. The therapist is obligated to share information to police, receiving facility and possibly a parent or family member if that is in the best interest of the client.
- **Court Subpoena-** A court-ordered subpoena can require our staff to release information contained in records or to testify in a court hearing.
- **Legal Case-** that is brought up against a CAPS therapist.

As a student's parent, can CAPS release a student to me so they are not hospitalized?

Unfortunately, no. If a therapist determines that there is enough evidence that an involuntary examination or Baker Act is needed, CAPS is legally obligated to follow through with the Baker Act.

CAPS staff are always working in the best interest of your student-client to protect he/she from harm. Typically, we try to use the least restrictive treatment, but due to the level of risk, it may be best that a student have 24 hour observation to make sure they do not harm themselves.

What if my student-client wants to call their parent?

A student-client can always call their parent whenever they want. There is no need to ask permission or have a release signed. But if a student-client would like a therapist to speak with a student-client's parents, then a release would need to be signed. CAPS would support this 100%. We would have the student-client fill out a release of information and we would be happy to speak with a student-client's parents about what is happening and what the decision is for intervention.

There are times when a student refuses to provide staff with authorization to contact family members, or he/she refuses to comply with a safety plan. When this is the case, CAPS may determine a higher level of oversight and care is needed to ensure a student-client's safety and CAPS may determine a Baker Act is needed. If you have any questions about CAPS procedures, please call and speak to one of CAPS administrators.

What if my student is sent to the hospital on a Baker Act or an involuntary Examination?

CAPS staff are legally obligated to take steps to ensure our student-client's safety when it is determined they are or could be at imminent risk of danger to self or others without intensive intervention or inpatient treatment (as defined below):

- **Harm to Self-** If there is evidence that a student poses clear and imminent danger of harming themselves and they are unwilling or unable to follow treatment recommendations, a counselor may seek their involuntary admission to a hospital and notify a family member who may be able to help them.
- **Harm to Others-** If a counselor has reason to believe that a student is threatening physical violence against another, they may be required to take action to insure that the other person is protected. Such action may include contacting the police, notifying the intended victim, and seeking involuntary hospitalization of the student.

This is called a Baker Act in Florida or Involuntary Examination. CAPS staff are professionals who are trained in conducting risk assessments to determine a student-client's risk to harm self or others and know how to intervene appropriately. If imminent risk is a concern, CAPS staff will need to send a student for an involuntary examination.

What happens if a Baker Act is initiated with my student?

When a Baker Act is initiated by a CAPS licensed professional staff member, it does not necessarily mean that the client is being officially admitted into a hospital. It simply means that the licensed CAPS mental health professional has determined that further evaluation is needed to ensure a client's safety, and this second assessment is conducted at a designated hospital or receiving facility commonly referred to as a central receiving center. This assessment can be conducted within the first 24 hours but must happen within 72 hours of arrival to the receiving facility. If your student is Baker Acted, they will be sent to one of the following places:

- **University Behavioral Center** | 2500 Discovery Drive, Orlando, FL 32826 | Phone: (407) 281-7000 | Fax: (407) 282-7012
- **Lake Side Behavioral (Central Receiving Facility)** | 434 W. Kennedy Blvd- Orlando, FL 32810 | (407) 875-3700

What if Baker Act criteria is not met, but my child is still in crisis?

If Baker Act criteria is not met, but your student still presents with some risk, CAPS staff have been trained to take steps to reduce risk by involving family members (if appropriate) and other support systems in a student's life through developing a plan for safety that includes: a student's willingness to follow a plan to stay safe; identified protective factors that help students commit to being safe; names of individuals (family, friends, UCF staff, off campus providers) who the student is willing to reach out to and assist in their plan for safety.

What happens when my child is released after a Baker Act?

All students returning to UCF after a Baker Act must complete a Mandated Assessment by a licensed mental health professional. This can be completed at no additional cost with CAPS or Health Services at UCF or a student can see their off-campus provider. A returning student must meet with a care manager in the Office of Student Rights and Responsibilities and can obtain the assessment form during that meeting. Please encourage your student to check their Knights e-mail account. The Office of Student Rights and Responsibilities will be e-mailing them appointment information and requirements. This meeting should also be scheduled by the discharge planner at either University Behavioral Center or Lake Side Behavioral, so your student will have this information prior to leaving the hospital. During a meeting with the case manager, the student will be given additional referrals to services and resources on and off-campus that can help the student with difficulties they have experienced. Please review the remainder of this packet to learn more about what it means to complete a Mandated Assessment for UCF.

If you wish to take your student home or to another treatment facility for the remainder of the semester, please contact Student Rights and Responsibilities. The care managers can assist with any medical or academic withdrawal questions you may have at this time.

Care Manager Contact: 407-823-5607 or caremanager@ucf.edu