

# **Assisting Students in Distress:** **A Faculty and Staff Guide for Risk** **Indicators, Behavioral Response Protocol** **and Mental Health, Emergency and** **Community Referrals**



# Dear Colleague,

This quick reference guide has been provided to you by Student Health and Psychological Services with funding from the CALMHSA foundation for California Community Colleges Campus Based Grant. It is our hope that this guide will serve as a useful tool for you to provide students with the afterhours and off campus recourses that they may need.

In this guide you will find emergency contacts and protocols, after hours off campus counseling referrals, and helpful community and program referrals.

**If you feel like a student is in immediate danger to themselves or others please call 911 or campus police at (951) 222-8171.**

If you would like training on how to recognize signs of mental health distress in students and how to effectively handle classroom problems please go to the link below and use the enrollment key provided to access training.

[www.kognitocampus.com/faculty/ccc](http://www.kognitocampus.com/faculty/ccc)  
Enrollment Key: ccc8752

For more information about services provided or mental health training opportunities please contact Student Health and Psychological Services at (951) 222-8151.

## **Student Health and Psychological Services**

Student Health and Psychological Services hours are as follows:  
Fall, Spring, and Winter: Monday – Thursday, 8:00 am-4:30 pm  
Friday: 8:00 am-12:00 pm  
Summer: Monday – Thursday, 8:00 am-4:30 pm  
Friday: Closed

# Table of Contents

Risk Factors and Indicators Table . . . . . 2

Mental Health & Behavioral Response Protocol FlowChart . . . . . 3

Emergency Contacts . . . . . 4

Abuse Services . . . . . 5

Addiction Recovery and Support . . . . . 6

Counseling Referrals – Off Campus. . . . . 7

Crisis and Suicide Hotlines . . . . . 9

Domestic Violence. . . . . 10

Eating Disorder Help. . . . . 11

Food Banks . . . . . 12-14

Grief Resources . . . . . 15

Shelters . . . . . 16

Family Planning Services . . . . . 17

Sexual Assault Services . . . . . 18


Veterans Resources . . . . . 19



# Risk Indicators

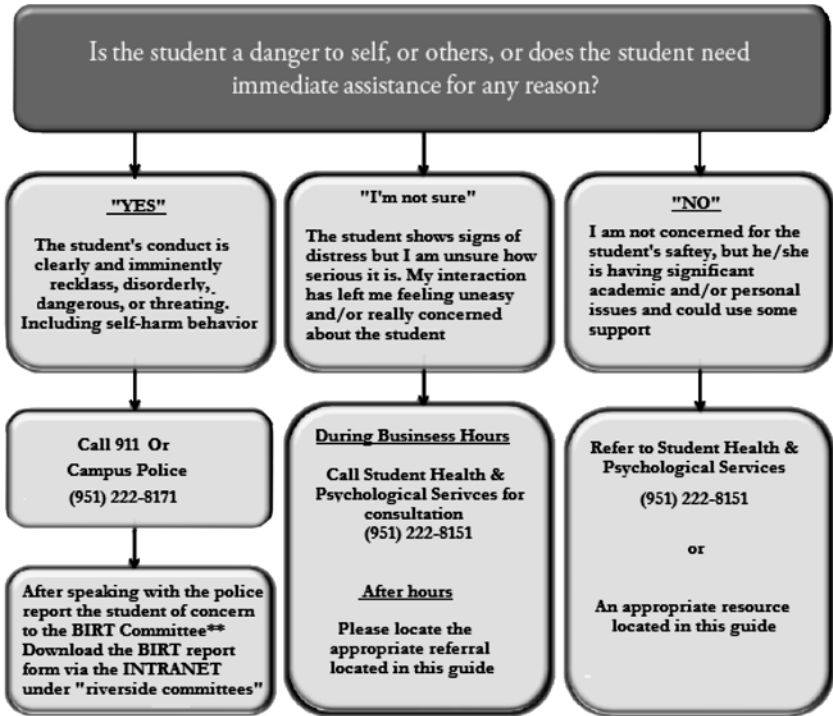
The following chart lists major risk factors that can help you make a decision about making the appropriate referral for you student.

\*

Academic Indicators	Physical Indicators	Safety Risk Indicators	Psychological Indicators
<ul style="list-style-type: none"> <li>• Sudden decline in quality of work and grades</li> <li>• Repeated absences</li> <li>• Bizarre content in writings or presentations</li> <li>• You find yourself doing more personal rather than academic counseling during office hours</li> </ul> 	<ul style="list-style-type: none"> <li>• Marked changes in physical appearance including deterioration in grooming, hygiene, or weight loss/gain</li> <li>• Excessive fatigue/sleep disturbance</li> <li>• Intoxication, hang over, or smelling of alcohol</li> <li>• Disoriented or “out of it”</li> </ul>	<ul style="list-style-type: none"> <li>• Unprovoked anger or hostility</li> <li>• Implying or making a direct threat to harm self or others</li> <li>• Academic assignments dominated by themes of extreme hopelessness, rage, worthlessness, isolation, despair, acting out, suicidal ideations/ violent behaviors—a “cry for help”</li> <li>• Communicating threats via email correspondence, texting, or phone calls</li> </ul>	<ul style="list-style-type: none"> <li>• Self-disclosure of personal distress - family problems, financial difficulties, contemplating suicide, grief</li> <li>• Excessive tearfulness, panic reactions, irritability or unusual apathy</li> <li>• Verbal abuse (e.g., taunting, badgering, intimidation)</li> <li>• Expressions of concern about the student by his/her peers</li> </ul>

# Student Mental Health and Behavioral Intervention and Response Protocol

**Response Protocol:** Follow the chart to determine who to contact when faced with a distressed or distressing student. \*



\*\* Please contact Student & Psychological Services at (951) 222-8151 for BIRT information or see the RCCD intranet under "Riverside Committees."

\* Table of risk factors and protocol flow chart developed and donated by UCR.

# Emergency Contacts

## 911

**Campus Police** ..... (951) 222-8171

**National Poison Control Hotline** ..... 1-800-222-1222

**Crisis & Suicide Hotlines:** ..... Please see table of contents

**Student Health & Psychological Services** ..... (951) 222-8151

Normal business hours:

Monday – Thursday 8:00am – 4:30pm

Fridays 8:00am – 12:00pm

**Emergency Mental Health Treatment** ..... (951) 358-4700

**Riverside Department of Mental Health**

9990 County Farm Rd, Ste 1

Riverside, CA 92503

**Riverside Community Hospital** ..... (951) 788-3000

4445 Magnolia Ave

Riverside, CA 92521

**Moreno Valley Community Hospital: Psychiatric Unit** (951) 243-0811

27300 Iris Ave.

Moreno Valley, CA 92555

# Abuse Services

**Riverside County Child Protective Services Hotline** . . . (800) 442-4918

**Riverside County Adult Protective Services Hotline** . . . (800) 491-7123

**Riverside Rape Crisis Hotline** . . . . . (951) 686-7273

**Child Abuse National Hotline** . . . . . (800) 4-A-CHILD  
24-hour service provides referrals for counseling; abuse reporting

**Child Abuse Reporting Hot Line San Bernardino County**  
. . . . . (909) 384-9233

**Rape, Abuse, Incest Hotline (National Sexual Assault Hotline)**  
24-hour service/counseling . . . . . (800) 656-4673  
[www.silentnomore.org/about\\_us/default.asp](http://www.silentnomore.org/about_us/default.asp)



# Addiction/Recovery

**National Drug/Alcohol Treatment** . . . . . (800) 662-HELP  
Provides referrals to drug/alcohol treatment programs and support groups in your area M–F, 8-4:30

**Riverside County Drug Abuse Program** . . . . . (951) 955-2105  
Sober living home, AA meetings, referrals, youth program for ages 13 and up

**San Bernardino County Drug/Alcohol Treatment** . . . . . (909) 421-9465  
Women’s outpatient, non-residential services, co-occurring disorders, prenatal program

**Alcoholics Anonymous** . . . . . (909) 825-4700  
Inland Empire central office will refer to local meetings and times  
[www.inlandempireaa.org/index.html](http://www.inlandempireaa.org/index.html)

**AL-ANON** . . . . . (909) 824-1516  
Help-line for families of alcoholics  
[www.ca-inlandempire-aa.org/](http://www.ca-inlandempire-aa.org/)

**Narcotics Anonymous** . . . . . (909) 795-0464  
. . . . . Spanish (888) 622-4672  
[www.iefoothillsna.org/](http://www.iefoothillsna.org/)

**Cocaine Anonymous – Inland Empire**. . . . . (951) 359-3895  
[www.inlandempireareaca.org/](http://www.inlandempireareaca.org/)

**National Problem Gambling Helpline** . . . . . (800) 522-4700

## **Celebrate Recovery**

Christ centered 12-Step recovery program; support groups for all types of problems and addictions, including food, sex, or relationship addictions, co-dependency, and chemical dependency  
[www.bthf.org/Celebrate\\_Recovery\\_List.html](http://www.bthf.org/Celebrate_Recovery_List.html)

**My Family, Inc. Recovery Center** . . . . . (951) 341-025  
4295 Brockton Ave.  
Riverside, CA 925012



# Counseling Referrals-Off Campus

## Family Service Association

[www.familyservicerivaca.org](http://www.familyservicerivaca.org)

- La Sierra Clinic . . . . . (951) 509-8733  
Services offered: individual, couples, and family counseling and anger management and parenting classes  
11290 Pierce St.  
Riverside, CA 92505
- Moreno Valley Clinic . . . . . (951) 369-8036  
Services offered: individual, couples, and family counseling and anger management and parenting classes  
21250 Box Springs Rd., Suite 106  
Moreno Valley, CA 92557

**Olive Branch Counseling Center.** . . . . . (951) 369-8534  
4041 Brockton Ave.  
Riverside, CA 92501

## Riverside County Department of Mental Health

- No insurance - County Farm Road Clinic. . . . . (951) 358-4700  
9990 County Farm Rd., Ste 1  
Riverside, CA 92503
- Insurance - Blaine Clinic. . . . . (951) 358-4705  
769 Blaine St., Ste. B  
Riverside, CA 92507

## Community Counseling Center at California Baptist University

. . . . . (951) 689-1120  
8432 Magnolia Ave.  
Riverside, CA 92504

# Counseling Referrals-Off Campus

## Catholic Charities-Counseling Services

[www.ccsbriv.org/home.html](http://www.ccsbriv.org/home.html)

San Bernardino and Riverside Counties

1441 North "D" St.

San Bernardino, CA 92405

- San Bernardino . . . . . (909) 763-4970
- Riverside . . . . . (951) 801-5282
- Coachella Valley. . . . . (760) 449-7877
- High Desert Phone . . . . . (760) 989-4090

## The Community Counseling Center at California State University, San Bernardino. . . . . (909) 537-5569

Answering machine will pick up. Please leave a message.

*Note: Non operational during the summer.*

Services offered: low-cost counseling service to individuals from the community.

## Loma Linda Counseling and Family Sciences Clinic . . . (909) 558-9500

1686 Barton Rd.

Redlands, CA 92373



# Crisis hotlines and Suicide Hotlines

## 911

Dial **2-1-1**: A 24-hour information and referral line for Riverside County

**Campus Police** . . . . . (951) 222-8171

**Riverside Police Department** . . . . . (951) 826-5700  
4102 Orange St.  
Riverside, CA 92501

**Riverside County Regional Medical Center Emergency Treatment Services (ETS)**. . . . . (951) 358-4700  
9990 County Farm Rd., Ste. 4  
Riverside, CA 92503

**Riverside County Department of Mental Health:  
Blaine Street Mental Health Clinic** . . . . . (951) 358-4705  
769 Blaine St., Ste. B  
Riverside, CA 92507

**Moreno Valley Community Hospital:  
Psychiatric Unit** . . . . . (951) 243-0811  
27300 Iris Ave.  
Moreno Valley, CA 92555

**Riverside County Department of Mental Health:  
Perris Mental Health Services** . . . . . (951) 443-2200  
1688 N. Perris Blvd., Ste. L7-L11  
Perris, CA 92571

**Crisis and Suicide Hotline** . . . . . (951) 686-4357  
Referrals for shelter, clothing, counseling

**National Suicide Hotline** . . . . . (800) SUICIDE  
[www.suicidepreventionlifeline.org/](http://www.suicidepreventionlifeline.org/)

# Domestic Violence

**Riverside Crisis Line** . . . . . (951) 683-0829  
24 hour domestic violence help; protective order assistance; counseling;  
outreach; shelter

**National Domestic Violence Hotline** . . . . . (800) 799-7233

**House of Ruth Hotline** . . . . . (909) 988-5559  
24 hour hotline; individual/group counseling; phone support; legal  
advocate; shelter for women and children; DV counseling; food;  
English/Spanish  
<http://houseofruthinc.org/>

**Option House** . . . . . (909) 381-3471  
24 hour hotline; temporary DV women’s shelters; support/outreach; free  
support groups, crisis education and self defense; assistance with  
protective order paperwork; English/Spanish



# Eating Disorder Help

**Loma Linda Eating Disorder Clinic** . . . . . (800) 752-5999  
..... (909) 558-9275

**Overeaters Anonymous** . . . . . (909) 887-7972  
Offers a 12-step recovery program for compulsive over-eating

**Eating Disorders Hotline** . . . . . (800) 841-1515  
Provides referrals to programs and services in your area

**Eating Disorder Referral and Information Center**  
[www.edreferral.com](http://www.edreferral.com)

**Eating Disorder Anonymous**  
[www.eatingdisordersanonymous.org](http://www.eatingdisordersanonymous.org)

**Advanced Center for Eating Disorders** . . . . . (951) 285-7988  
Offers: outpatient treatment center for anorexia, bulimia, binge-eating, compulsive over-eating, exercise addiction, and confidential; most insurance accepted  
[www.whitesidemanor.com/](http://www.whitesidemanor.com/)



# Food Banks

**Food Assistance Network** . . . . . (800) 455-4942

**Second Harvest Food Bank serving Riverside & San Bernardino Counties** . . . . . (951) 359-4757  
2950 - B Jefferson St.  
Riverside CA 92504

**Arlington Seventh Day Adventist Community Services**  
. . . . . (909) 688-6630  
8878 Magnolia Ave.  
Riverside, CA 92503

**Arlington Temporary Assistance** . . . . . (951) 689-5620  
900 Arlington Ave., Ste. 112,  
Riverside, CA 92503

**Magnolia Center Church of Christ** . . . . . (951) 686-4343  
6160 Riverside Ave.  
Riverside, CA 92506

**Casa Blanca Home of Neighborly Service** . . . . . (951) 688-3043  
7680 Casa Blanca St.  
Riverside, CA 92504

**Community Settlement Association** . . . . . (951) 686-6266  
4366 Bermuda Ave.  
Riverside CA, 92507

**Sacred Heart Church** . . . . . (951) 685-5058  
9935 Mission Blvd.  
Riverside, CA 92509

# Food Banks

**Salvation Army** . . . . . (951) 784-3571 ext: 105, ask for Veronica  
3695 First St.  
Riverside, CA 92501

**Vine Life Christian Fellowship Community Services** . . . (951) 789-8514  
17421 Van Buren Blvd.  
Riverside, CA 92504

**Catholic Charities** . . . . . (951) 485-7792  
21250 Box Springs Rd., Ste. 206  
Moreno Valley 92553

**First Baptist Church of Perris** . . . . . (951) 657-3767  
277 E. 5th St.  
Perris, CA 92570

**God's Helping Hand** . . . . . (951) 657-3041  
1040 Tepee Ln.  
Perris, CA 92570

**Mountain View Family Development** . . . . . (909) 357-9377  
8833 Palmetto Ave.  
Fontana, CA 92335

**Veronicas Home of Mercy** . . . . . (909) 888-9064  
1476 W. 6th St.  
San Bernardino, CA 92411

**San Bernardino Food Bank CAPSBC** . . . . . (909) 723-1583  
678 S. Tippecanoe Ave.  
San Bernardino, CA 92415-0610

# Food Banks

**Central City Lutheran Mission** . . . . . (909) 381-6921  
1354 N. G St.  
San Bernardino, CA 92405

**Catholic Charities.** . . . . . (909) 880-3625  
1800 Western Ave.  
San Bernardino, CA 92411

**Gap Food Bank Ministries.** . . . . . (909) 945-1020  
8768 Helms St., Ste. A  
Rancho Cucamonga, CA 91730

**Menifee Valley Community Cupboard.** . . . . . (951) 301-4414  
26808 Cherry Hills Blvd.  
Sun City, CA 92586





# Grief Resources

**Loma Linda University Medical Center Bereavement Resources:**  
[www.llu.edu/llumc/services/bereavement/comsupport.html](http://www.llu.edu/llumc/services/bereavement/comsupport.html)

**For parents who have lost a baby:** . . . . . (909) 558-7261  
Always in my Heart RTS support group  
<http://lomalindahealth.org/medical-center/our-services/bereavement/index.html>

**For parents who have lost a child** . . . . . (951) 637-7916  
The Compassionate Friends

**Groups for adults.** . . . . . (909) 558-4367  
Grief Recovery Group

**Adult Bereavement Support Group** . . . . . (951) 274-0710



# Housing & Homeless Shelters

**Housing Authority** . . . . . (760) 863-2828  
44-199 Monroe St., Ste. B  
Indio, CA 92201

**I Care Shelter Home - Riverside** . . . . . (951) 354-2273

**Path of Life Ministries Family Shelter** . . . . . (951) 275-8755  
2530 Third St.  
Riverside, CA 92507

**Year Round Riverside Emergency Homeless Shelter** . . (951) 683-4101  
2800 Hulen Pl.  
Riverside, CA 92507

**Circle of Hope Family Shelter**. . . . . (951) 278-2215  
420 W. Harrison St.  
Corona, CA 92880

**San Bernardino Community Service Center Inc** . . . . . (909) 885-1992  
560 North Arrowhead Ave.  
San Bernardino, CA 92401

**Time for Change Foundation for Homeless Women and Children**  
. . . . . (909) 886-2994  
1255 E. Highland Ave.  
San Bernardino, CA 92404

**Valley Restart Center** . . . . . (951) 766-7476  
200 E. Menlo Ave.  
Hemet, CA 92543

# Family Planning Services

**Planned Parenthood, Riverside & Moreno Valley. . . . .** (888) 743-7526

**Planned Parenthood, San Bernardino . . . . .** (909) 890-5511

**Planned Parenthood, Upland . . . . .** (909) 985-0065



# Sexual Assault Services

**Riverside Rape Crisis Center** ..... (951) 686-7273  
1845 Chicago Avenue  
Riverside, CA 92507  
24 hour hotline; English and Spanish

**Sexual Assault Services** ..... (909) 885-8884  
24 hour crisis line

**Rape Crisis Center** ..... (909) 335-8777  
30 Cajon Street  
Redlands, CA

**Center Against Sexual Assault of Southern Riverside County**  
..... (951) 652-8300  
640 North San Jacinto St.  
Hemet, CA 92543  
[www.swcasa.org/](http://www.swcasa.org/)

# Veterans Resources

**Riverside City College Veterans Resource Center . . . .** (951) 222-8607

**Loma Linda VA . . . . .** (909) 825-7084

**US Department of Veterans Affairs . . . . .** (800) 952-5626  
California department of Veterans Affairs

**Corona Vet Center . . . . .** (951) 734-0525

**San Bernardino Vet Center . . . . .** (909) 801-5762  
[www.vetcenter.va.gov/](http://www.vetcenter.va.gov/)

# Notes

# Notes



WELLNESS • RECOVERY • RESILIENCE

**The California Mental Health Services Authority (CalMHSA)** is an organization of county governments working to improve mental health outcomes for individuals, families and communities. Prevention and Early Intervention programs implemented by CalMHSA are funded through the voter-approved Mental Health Services Act (Prop 63). Prop. 63 provides the funding and framework needed to expand mental health services to previously underserved populations and all of California's diverse communities.

Guide designed by Riverside City College CalMHSA Grant Team. For questions please contact Student Health & Psychological Services at (951) 222-8151.