

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/cc
Enrollment Key: ccc8752

For more information about services provided or mental health training opportunities please contact Student Health and Psychological Services at (951) 571-6103.

Student Health and Psychological Services

Student Health and Psychological Services hours are as follows:

Fall, Spring, and Winter: Monday – Thursday, 8 am-4 pm

Friday: 8 am-Noon

Summer: Monday – Thursday, 8 am-4 pm

Friday: Closed

Hours are subject to change, please see website for updates;
www.mvc.edu/services/hs/

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Risk Indicators

The following chart lists major risk factors that can help you in determining the appropriate referral for a student. *

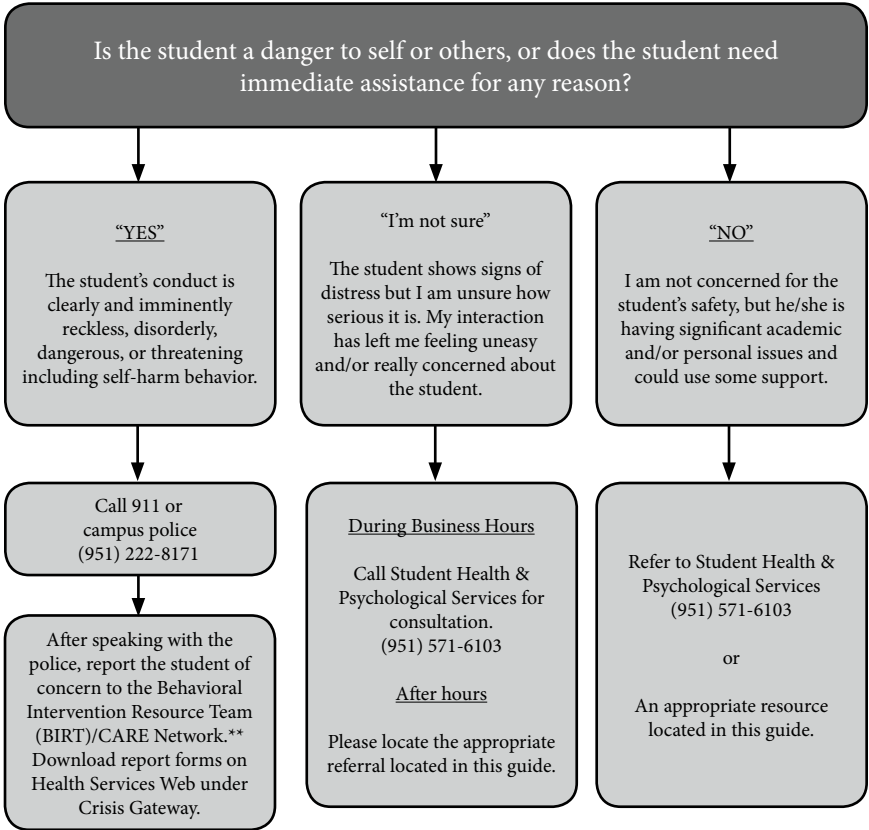
Academic Indicators	Physical Indicators	Safety Risk Indicators	Psychological Indicators
<ul style="list-style-type: none"> • Sudden decline in quality of work and grades • Repeated absences • Bizarre content in writings or presentations • You find yourself doing more personal rather than academic counseling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

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

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.*



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

** Please contact Student & Psychological Services at (951) 571-6103 for more information.

Emergency Contacts

911

Campus Police (951) 222-8171

National Poison Control Hotline (800) 222-1222

Crisis & Suicide Hotlines: Please see table of contents

Student Health & Psychological Services (951) 571-6103

Normal business hours:

Monday – Thursday 8 am – 4 pm

Fridays 8 am – Noon

Emergency Mental Health Treatment (951) 358-4700

Riverside Department of Mental Health

9990 County Farm Road, Suite 1

Riverside, CA 92503

Riverside Community Hospital (951) 788-3000

4445 Magnolia Ave.

Riverside, CA 92501

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 which 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



Addiction/Recovery

National Drug/Alcohol Treatment (800) 662-HELP
Provides referrals to drug/alcohol treatment programs and support groups in your area Monday through Friday, 8 am to 4:30 pm

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

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 meetings
www.inlandempireaa.org/index.html

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

Narcotics Anonymous (909) 795-0464 or (800) 863-2962
. Spanish (888) 622-4672
<https://.iefoothillsna.org/>

Cocaine Anonymous – Inland Empire. (951) 359-3895
www.inlandempireareaca.org/

National Problem Gambling Helpline (800) 522-4700
www.ncpgambling.org/chat

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

My Family, Inc. Recovery Center (951) 341-0252
4295 Brockton Ave.
Riverside, CA 92501

Counseling Referrals - Off Campus

Family Service Association

www.familyservicerivca.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 Road, Suite 1
Riverside, CA 92503
- Insurance - Blaine Clinic. (951) 358-4705
769 Blaine St., Suite 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

<http://ccsbriv.org/counseling-services/>

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

Located at the Loma Linda University Behavioral Health Institute

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., Suite 4
Riverside, CA 92503

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

**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., Suite 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

Moreno Valley Police Department. (951) 486-6700
22850 Calle San Juan De Los Lagos
Moreno Valley, CA 92553

See Moreno Valley College Health Services' mental health link for additional help.

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
www.thehotline.org

House of Ruth Hotline 1 (877) 988-5559
24-hour hotline; individual/group counseling; phone support; legal
advocate; shelter for women and children; domestic violence
counseling; food; English/Spanish
<http://houseofruthinc.org/>

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

Alternatives to Domestic Violence (800) 339-SAFE (7233)
24/7 hotline; shelter, counseling, life skills and job training; child
development services and counseling; legal services and more.
<http://alternativestodv.org/>



Eating Disorder Help

Loma Linda Eating Disorder Clinic (800) 752-5999
1686 Barton Rd., Redlands, CA 92373 (909) 558-9275

Overeaters Anonymous (909) 887-7972
Offers a 12-step recovery program for compulsive overeating
www.oa.org

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

Eating Disorder Referral and Information Center
www.edreferral.com

Eating Disorder Anonymous
www.eatingdisordersanonymous.org

Valenta: Eating Disorder Treatment (909) 771-8023
Offers: outpatient treatment center for anorexia, bulimia, binge-eating, compulsive overeating, exercise addiction, and confidential; most insurance plans accepted
www.valentaonline.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
9000 Arlington Ave., Suite 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) 924-9964
26323 Sunnymead Blvd., Suite E,
Moreno Valley, CA 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 Avenue., Suite A
Rancho Cucamonga, CA 91730

Menifee Valley Community Cupboard (951) 672-3078
26944 Cherry Hills Blvd.
Sun City, CA 92586



Grief Resources

Loma Linda University Medical Center Bereavement Resources:

<https://medical-center.lomalindahealth.org/our-services/bereavement>

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) 265-3820

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., Suite 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
2840 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. #8b
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 Ave., Suite A
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 St.
Redlands, CA

Center Against Sexual Assault of Southern Riverside County
..... (951) 652-8300

640 North San Jacinto St.
Hemet, CA 92543
www.swcasa.org

Veterans Resources

Moreno Valley College Veterans Resource Center . . . (951) 571-6247

Loma Linda VA (909) 825-7084

CA 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

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. Revised by Moreno Valley College Student Health and Psychological Services. For questions please contact Moreno Valley College Student Health & Psychological Services at (951) 571-6103.