

# **UCR Counseling and Psychological Services (CAPS) Remote Mental Health Services**

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**Sarah Gohn, M.S. Outreach Coordinator Counseling and Psychological Services**



**951-827-5531 or 951-UCR-TALK**

**<https://counseling.ucr.edu/>**

- **Grief**
  - for the loss of relationships, social gatherings, social support from peers, graduation activities
- **Financial**
  - family members losing jobs or potentially losing jobs, they're concerned about the impact on their ability to continue in school or basic needs.
- **Educational Plans derailed, halted or altered**
  - Navigating distance learning process and resource access
- **Health of self or others**
- **Unhealthy environments**
  - Relational/partner violence
  - typically would have respite from bad family relationships by being at school during the day or by living on campus are now in circumstances where they are in spaces that are not conducive to study or maybe unhealthy for them in general.
- **Some reluctance to support via tele-mental health**
- **Loss of typical coping strategies** (decreased physical activities, social support, routine, etc.)

- **Limit media exposure**
- **Take care of your body**
  - Take deep breaths, stretch, or [meditateexternal icon](#).
  - [Try to eat healthy, well-balanced meals](#).
  - [Exercise regularly, get plenty of sleep](#).
  - [Limit alcohol](#) and substances
- **Make time to unwind- get off the zoom/computer**
- **Create and keep routines**
- **Connect with others.**
- **Continue treatment and coping pre-Covid 19**
- **Call your healthcare provider when-** stress gets in the way of your daily activities for several days in a row.

- ❖ During the Covid-19 pandemic, all CAPS services will be provided via Tele-mental Therapy (phone or secure videoconferencing).
- ❖ Individual and group therapy appointments available for ALL **UCR registered students** in California (it does not matter if they are enrolled in the UCSHIP insurance, but they must currently reside within CA)
- ❖ Schedule appointments for CAPS by calling 951-827-5531, select **option 2** and leave a message. Admin staff will call you back within 30 min or less between 9am and 4 pm (remote business hours).
- ❖ For urgent services, call 951-827-5531 and select **option 1** to speak to a crisis counselor 24/7. Please do not use crisis option to try to schedule appointments.

- ❖ CAPS is **FREE** to ALL registered UCR students (regardless of insurance)
- ❖ Confidential Services provided by Licensed Mental Health Professionals and supervised Interns (generalists)
- ❖ Non-Clinical Group Support - Contact Sarah Gohn to inquire about starting a virtual support group; (e.g. a talking circle/support group that is co-lead by a student and CAPS staff member)
- ❖ Mental Health Trainings at <https://counseling.ucr.edu/mental-health-workshopstrainings>; all trainings will be done in a virtual format

For immediate safety concerns call UCPD @ 951-827-5222 or 911

- For regular/non-urgent consultations, questions, appointment information... call 951-827-5531, select option 2, and we will return the call as soon as possible.
- For urgent (no imminent threat to safety) consultations, call (951) 827- 5531, option 1 to speak to a crisis counselor.
- **Consultations about concerns for the safety or well-being of another student may include:**
  - noticing changes in functioning (Not eating, cannot get out of bed, poor hygiene)
  - Recent traumatic event/loss
  - Verbalizations or writing/posting of concerning material (e.g. suicidal thoughts/comments or talk of harming others or the community)

❖ Contact Sarah Gohn CAPS Outreach Coordinator,  
([sarah.gohn@ucr.edu](mailto:sarah.gohn@ucr.edu)) to inquire about virtual Trainings, which include:

- Campus Connect – Suicide Awareness and Prevention
- Recognizing and Responding to Distressed Students
- Presentation of CAPS services
- Mental health presentations/trainings tailored to specific audiences/populations



# Alternative Resources



# Student Affairs Case Management

## How to get connected

- ❖ SACM office is currently serving students by appointment via phone and Global Meet.
    - Students: Leave a message at (951) 827-5000 or email [casemanager@ucr.edu](mailto:casemanager@ucr.edu) to make an appointment
    - Faculty & Staff: Leave a message at (951) 827-5000 or email [casemanager@ucr.edu](mailto:casemanager@ucr.edu),
- Or leave a message for SACM Interim Director at (951) 827-9359 or [laurie.lee@ucr.edu](mailto:laurie.lee@ucr.edu).

# Other ways to get support

- **National Suicide Prevention Hotline: 24/7 1-800-273-8255**
    - Website/Live Chat: [suicidepreventionlifeline.org](https://suicidepreventionlifeline.org)
  - **Crisis Text Line: 24/7** Text: 741741 from anywhere in the US, at any time, to chat with a trained Crisis Counselor about anything.
    - Website: [crisistextline.org](https://crisistextline.org)
  - **Trevor Lifeline 1-866-488-7386**
    - **Chat** available through Website <https://www.thetrevorproject.org/get-help-now/>
  - **Trevor Text** - confidential and secure resource that provides live help for LGBTQ youth with a trained specialist, over text messages. Text START to 678678
  - **Trans Lifeline: 24/7 1-877-565-8860** <https://translifeline.org>
- Riverside Helpline: 1-800-686-4357**
- **California Peer-Run Warm Line: Available 24/7 1-855-845-7415**

## How to Access Care Across the U.S. and Around the World with UCSHIP

- When you are traveling away from home and/or campus, you have access to care across the country through Anthem's BlueCard® PPO Program. If you're traveling outside the U.S., you have access to care through the Blue Cross Blue Shield Global Core Program. For assistance, please visit Anthem Blue Cross or contact the **Blue Cross Blue Shield Global Core Service Center** at (800) 810-2583 (BLUE).

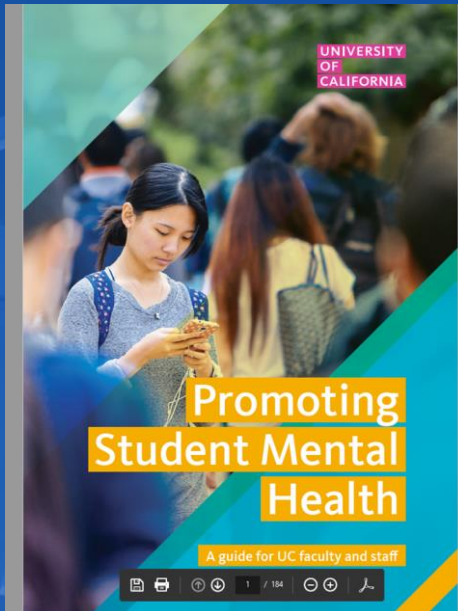
- International Suicide hotlines

<http://suicidehotlines.com/international.html>.

- List of hotlines in various province of China:

<https://mp.weixin.qq.com/s/4w4kh5uOIV-0eypAu9pNZw>

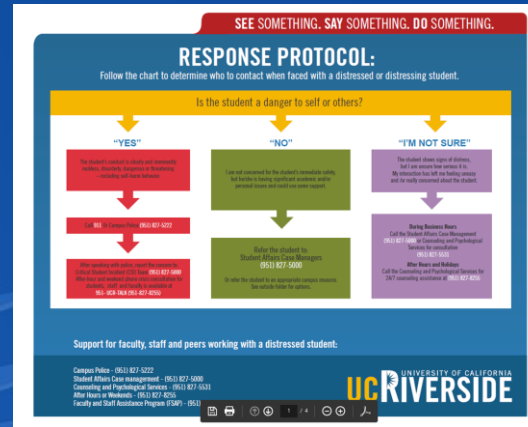
# Additional Resources:



UNIVERSITY OF CALIFORNIA

**Promoting Student Mental Health**

A guide for UC faculty and staff



Confidentiality Bilingual services 24/7 crisis hotline	UNIVERSITY OF CALIFORNIA <b>UCRIVERSIDE</b>
<b>Professional Resources</b> (951) 781-0510 or (800) 266-0510	<b>Faculty &amp; Staff Assistance Program</b>
Alcohol/Drug Related Matters Marital/Family Problems Financial Difficulties Legal Concerns	Professional and confidential assistance for personal concerns  (951) 781-0510 or (800) 266-0510