



## **Suicide Prevention and Awareness Crisis Response**

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This is only a guide: The UCR School of Medicine Suicide Awareness and Prevention Crisis Response Plan is designed to assist UCR SOM faculty and staff during an emergency involving suicidal ideation, planning or completion. The plan is not all-inclusive but is intended to provide for a systematic approach to responding to psychological emergencies and students' imminent needs. The plan is intended to be a reference. Nothing in this plan shall supersede the judgment of UCR SOM faculty and staff in addressing the complexities and specific facts that exist during each unique actual emergency. This plan recognizes the need for ongoing crisis and emergency planning and will be reviewed and revised on an annual basis.



**UCR School of Medicine**

**Suicide Prevention and Awareness Crisis Response Team**

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**Director of Medical Student Support & Wellness**

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**Naveena Rai, AMFT & APCC**

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**Director of Counseling and Psychological Services (CAPS)**

## Role of Team Members

The role of the Suicide Prevention and Awareness Crisis Response Team members is to provide consultation and assistance during acute issues as outlined in this document.

**Crisis Team members are not on call members. Emergency services (911), Campus Police, or Protocol 24/7 consultation services through the CAPS line (951) 827-5531, (select option 1) will be used as first steps.** When an imminent risk crisis is identified the first member of the team to become aware will notify team members. Crisis Team will use the subject line or first line **"SOM Crisis Team"** for team members to respond to determine necessary follow up steps per outlined protocol in this document.

## Staff Development

### **Suicide Prevention Training**

Various forms of training are available to UCR faculty and staff through online modules via CAPS website <https://counseling.ucr.edu/mental-health-workshopstrainings#suicide> awareness learn how to recognize and respond available for virtual groups.


- **Living Works**- <https://connect.livingworks.net/groups/signup?portal=rsbcihi> . The registration code is **University of California - Riverside**. To login, **use your UCR email** address and create a password. The email address that is used to register and login for the first time to START should be used each time you log on.

Staff development will include research and information related to the following:

- The higher risk of suicide among medical students, residents, and physicians
- The higher risk of suicide among certain groups of students, including, but not limited to, students who are bereaved by suicide; students who are experiencing academic difficulty; students with disabilities, mental illness, or substance use disorders; students who are experiencing homelessness; students with financial hardships and students who are lesbian, gay, bisexual, transgender, or questioning youth, student with a history of trauma or adverse childhood experiences.
- Individual risk factors such as previous suicide attempt(s) or self-harm, history of depression or mental illness, family history of suicide or violence, feelings of isolation, interpersonal conflicts, a recent severe stressor or loss, family instability, impulsivity, and other factors
- **Warning signs** that may indicate depression, anxiety, emotional distress, or suicidal intentions, such as **changes in student's personality or behavior and verbalizations of hopelessness or suicidal intent**.
- Protective factors that may help to decrease a person's suicide risk, such as resiliency, problem-solving ability, access to mental health care, and positive connections to family, peers, school, and community.
- UCR resources and services, including resources and services that meet the specific needs of high-risk groups.
- Procedures for intervening when a student attempts, threatens, or discloses the desire to die by suicide.

### **Preparation and Early Warning for Overall Crisis Management**

- Staff will undergo training through LMS trainings to recognize sexual violence and sexual harassment issues and when to refer related concerns to the Title IX Office.

- Staff will provide an emergency contact card for students to always attach to their badges. The contact card will contain cell phone numbers for deans and university offices equipped to handle crises. 
- Registrar will update phone registry for all enrolled students should at minimum annually should need arise to establish contact with them to verify their wellbeing during an emergency.
- **During appointments, students will confirm their telephone number and physical address where appointment take place prior to individual appointments with staff and faculty to ensure student can be located should a concern arise.**
- Registrar will update each student's local address, cell phone information, and emergency contact information of nearest relative or friend, on a bi-annual basis.
- Staff will ask students, in advance, if their emergency contact/family member has limited English proficiency.
- Staff will have access to current student contact information both electronically and in print, as a back-up in case computer access is not available during a crisis.
- Select staff will have contact information for relevant local authorities, campus offices, UCR counsel, and Dean, UCR School of Medicine.

## Imminent Risk of Self-Harm

There is immediate danger to the student's self or others (for example, possible presence of a weapon or other means the student intends to use to harm self or others).

There is a suicide attempt in progress (for example, the student has taken a drug or medication overdose).

The following process should be followed when a staff member becomes aware that a student is experiencing a crisis that may involve risk of harm to self or others:

### **The SOM staff/faculty member who suspects or has knowledge of imminent risk will do the following:**

Call 911 or have a co-worker call 911 immediately. Call Campus Police 911 (Emergency on or off campus) 951.827.5222 (Urgent/Non-Emergency). Be mindful that in the presence of a weapon or danger to others, emergency medical personnel will need the scene secured by law enforcement personnel before they can intervene. After ensuring the safety of the student and/or others involved then:

- Notify the Executive Associate Dean of Student Affairs via phone call and secure email for notification of incident for follow up to be provided.
- The Executive Associate Dean of Student Affairs will inform the SOM Prevention and Awareness Crisis Response Team via secure email for follow up purposes. Provide continuous supervision of the student at risk until an emergency responder arrives, keeping personal safety in mind. Evaluate the environment for safety and remove access to methods or lethal means.
- Exec. Associate Dean of Student Affairs to notify Dean of the UCR School of Medicine
- In cases of interactions occurring remotely staff will maintain continuous remote contact with the student, to assess and continue to monitor safety until an emergency responder arrives.
- CSI Team (Critical Student Incident) should be notified for any student of concern/student death. Contact the Chair of the CSI Team, Laurie Lee. Faculty and Staff can submit a public report form [https://ucr-advocate.symplicity.com/care\\_report/](https://ucr-advocate.symplicity.com/care_report/) at website or email Chair of CSI Team directly.

**Depending on the situation, the administrator or designee will:**

- Even with no danger to others, if a suicide attempt is imminent or in progress, other students need to be removed quickly and calmly from the vicinity.
  - If the suicide attempt is taking place in the SOM Education Building other students should be moved to Orbach Library.
  - If the suicide attempt is taking place in Orbach, the SOM Research Building, Boyce Hall, Webber Hall, or the Modular Unit, students should be moved to the SOM Education building
  - Executive Associate Dean or Associate Dean of Student Affairs will notify the student's emergency contact and document the time and content of the conversation.



### At Risk for Possible Self-Harm

- The student identifies thoughts of death and may or may not have a plan, intent to die or suicidal behavior.
- **The student is experiencing some personal or academic stressors.**
- The student has a history of depression, anxiety, or other psychological conditions.

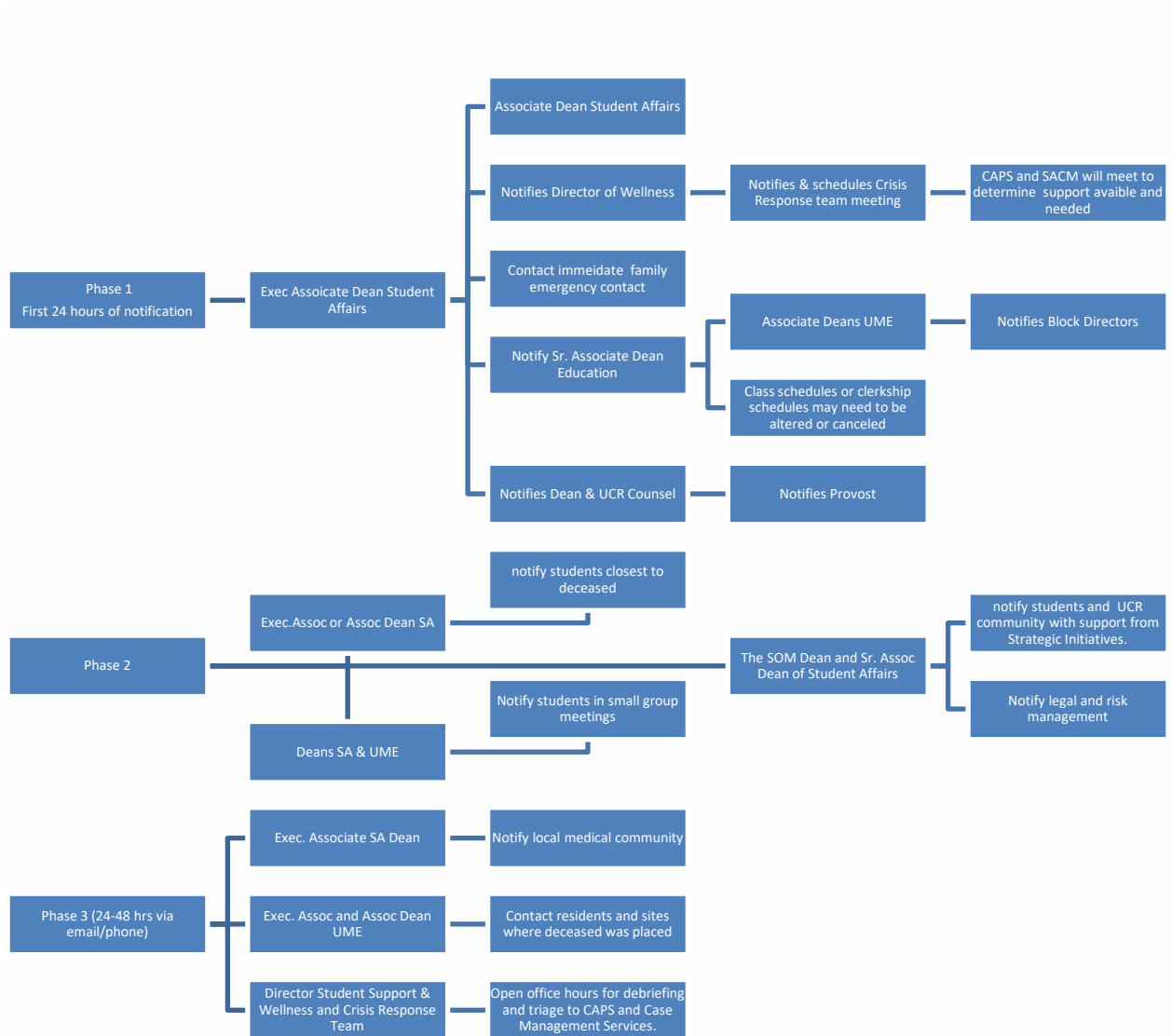
The following process should be followed when a staff member becomes aware that a student is experiencing signs and symptoms of distress that may lead to self-harm in the future:

**The staff member who has knowledge of the student at risk will do the following. Connecting student to CAPS services and alert Support & Wellness Office of referral-**

- During business hours contact CAPS for consultation (951) 827-5531, option 2 to be connected with the CAPS operator. Staff member can request to speak to a clinician for a consultation on next steps; they may facilitate a student to schedule a same day virtual consultation with CAPS; they may facilitate a student to schedule an appointment with CAPS; or they may be encouraged to walk a student over to the CAPS office for an in-person consultation.
- Initial SOM staff member will provide student with number of UCR CAPS services 951-827-5531 to make an appointment.
- **Staff will notify Director of Support & Wellness student has been directed to CAPS or mental health provider services via email (Cc student on the email) for follow up.** Director of Support & Wellness will notify Executive Associate Dean Student Affairs as needed.
- Office of Support & Wellness will follow up with student to ensure the student is connected to necessary resources for care (medical/clinical provider).
- The student will be referred to any other resources needed to address the symptoms or underlying causes of distress (financial aid, learning skills, etc.) Office of Student Support and Wellness will set up regular check ins with student to bridge support while student is establishing with ongoing mental health providers. Main campus Case Management to assist as needed with support and community resources.

- After hours or during office closures for lunch or in-service, call CAPS main line 951-827-5531, option 1, 24/7, **if student identifies thoughts or suicidal behavior and/or depression, anxiety, and other psychological conditions and cannot wait to speak to a CAPS clinician.**
- Initial staff member will also provide student with crisis response contact information/resources –[988 Suicide & Crisis Lifeline](#) (formerly the National Suicide and Crisis Lifeline)  
Call 24/7: 988 or (800) 273-TALK (8255) or (877) 727-4747  
TTY: (800) 799-4TTY (4889)  
[Chat online](#)  
Confidential and free hotline for people thinking about suicide or experiencing a crisis.  
  
[Crisis Text Line](#)  
Crisis Text Line is free, 24/7 support for those in crisis. Text HOME to 741741 from anywhere in the US to text with a trained Crisis Counselor. Crisis Text Line trains volunteers to support people in crisis. With over 54 million messages processed to date, we're growing quickly, but so is the need.  
  
[Trans 24/7 Lifeline](#) : Call 1-877-565-8860. Trans Lifeline is a trans-led organization that connects trans people to the community, support, and resources they need to survive and thrive.  
  
[The Trevor Project](#) 24/7 phone, text and chat: Trevor Lifeline: 1-866-488-7386. Trevor Chat: Available through [website](#) and <https://www.thetrevorproject.org/get-help-now/>. Trevor Text: **Text START to 678678**. Confidential and secure resource that provides live help for LGBTQ youth with a trained specialist, over text messages.
- Add the student to the Student Success Tracker to ensure the Student Affairs team is aware of the support being offered.

## First 48 hours Student Death Protocol



## Student Death Protocol

Upon receiving news of a student's death, including an unconfirmed rumor, a staff member must immediately contact the Sr. Associate Dean of Student Affairs, and/or designee.

Contact must be made whether this is during or outside of regular business hours.

The UCR SOM recognizes that the death of a medical student, whether by suicide or other means, is a crisis that affects the entire school and community. In the event of a student's death, it is critical that the school's response be swift, consistent, and intended to protect the student body and community. In the case of a death by suicide, other concerns such as the prevention of suicide contagion will be considered.

### **Immediate Staff/ Faculty Notification**

#### **Phase 1. In-Person or by Phone**

- In the event of a student death Executive Associate Dean Student Affairs Dean will be notified immediately.
- Executive Associate Dean Student Affairs will notify SOM Dean.
- The SOM Dean and UCR counsel will notify the Provost and other personnel as they deem necessary.
- Exec. Associate Dean of Student Affairs will notify Sr. Associate Dean of Medical Education. At that time deans will determine the timing of notification of staff and faculty.
- Exec. Associate Dean of Student Affairs will make every immediate attempt to contact the student's family and or emergency contact persons.
- CSI Team (Critical Student Incident) should be notified for any student of concern/student death. Contact the Chair of the CSI Team, Laurie Lee. Faculty and Staff can submit a public report form [https://ucr-advocate.symlicity.com/care\\_report/](https://ucr-advocate.symlicity.com/care_report/) at website or email Chair of CSI Team directly.
- SOM Prevention and Awareness Crisis Response Team will be notified and hold a meeting to determine the immediate plan for providing support to medical students and dissemination of information.
- Class schedules or clerkship schedules may need to be altered or canceled depending on the situation and the Crisis Response Team will work closely with the Education Team should this be necessary.
- Director of Support & Wellness will notify Director of Counseling and Psychological Services (CAPS) and Case Management (CM). Based on the student, the manner of death, and other important factors etc. CAPS/CM services and other associated mental health professionals may be scheduled to meet with students at the SOM.
- If Biomed student, Dean of the Graduate School, graduate school student affairs officers, research mentors, will be notified by Crisis Response Team or designee.

### **Phase 2. In-Person or by Phone:**

- The SOM Dean and Exec. Assoc Dean of Student Affairs will decide when and how to notify the students and university community with support from Strategic Initiatives.
- Medical students will be notified by Exec. Associate Dean of Student Affairs and Sr. Associate Dean Medical Education.

#### **Exec. Associate Dean / Associate Dean of Student Affairs will contact the following:**

- Notify students who were close to the deceased, and any significant others or close friends (they should be notified first, separate from the class)
- Leadership within the local UME community
- Human Resources
- Legal/Risk Management
- Communication/Public Relations office

### **Phase 3. Via email:**

- Office of Support and Wellness along with Prevention and Awareness Crisis Response Team members will hold office hours and sessions for continued support and debriefing of students.

#### **Executive/Associate Dean of Student Affairs will notify the following:**

- Medical school mentors/advisors /Faculty
- Residents working directly with the deceased medical student
- Leadership at local medical schools

#### **NOTE:**

No information surrounding the details of a student death may be released to any student, staff, or faculty member prior to contacting the student's family and obtaining permission about what to share. All media calls inquiring about the student death will be handled by the Dean and Strategic Affairs or their designee. All staff members will be instructed not to take media inquiries or share private, detailed information. Strategic Affairs will provide a press release, if necessary and permitted by the family.

**SOM Registrar will ensure student's records are updated and that class rosters are updated to no longer contain the student's name.** Student Affairs and Education will notify all parties involved in the education of the student (clerkship sites, LACE sites, community partners, etc.) of the student death.

## General guidelines check list with weekly breakdown

### Week 1

- Prevention and Awareness Crisis Response Team will check in daily with class representatives and other student leaders — they will be on the frontline and may know who is struggling **(Director of Student Support and Wellness to assign roles)**
- Attend to faculty and staff well-being by promoting access to one-on-one counseling through the Faculty and Staff Assistance Program (FSAP) <https://hr.ucr.edu/employee-resources/faculty-and-staff-assistance-program> and coordinating a larger group meeting(s) facilitated by an expert, to debrief on the loss and its impact **(Deans & Strategic Initiatives)**
- Encourage informal gatherings **(Student Affairs)**
- Announcement of return to regularly scheduled activities and classes **(Exec. Associate Dean SA & Sr. Associate Dean UME)**
- Crisis Response Team continues to meet for debrief, monitoring of community, and carry out of communication next steps ( **Exec. Assoc Dean SA & Director of Student Support & Wellness**)

### Week 2

- Draft and disseminate a communication statement that this is still early in grieving process, reinforce continued availability of mental health services, caring for each other, school leadership and faculty members who are available to speak with students, etc. **(Exec. Associate Dean SA, SOM Dean, & Strategic Initiatives)**
- Check in with family regarding any school-related issues (returning of electronic devices, etc.) and Memorial Service. **(Student Affairs Deans)**
- Let medical students, staff and faculty know about funeral arrangements and address for condolence cards/social media site according to family's preference. **(Strategic Initiatives and Student Affairs Deans)**
- Plan Memorial Service - The memorial response is customized according to the wishes of the student's family, and/or the members of the UCR communities closely involved with the student. (The Chancellor or VCSA usually speaks at any on-campus memorial service or vigil.) **(Strategic Initiatives and Student Affairs)**
  - Examples of memorial response:
    - Candlelight vigil – the HUB Scheduling Office has electric candles for this purpose.
    - Gathering in at the Bell Tower
- Ask faculty advisors or mentors to check in with advisees or mentees, plan group dinners, etc. **(Student Affairs)**
- Debrief with the Crisis Response Team. **(Director of Student Support & Wellness)**
- Continue to provide suicide loss resources to the medical community/appropriate individuals (provide Health and Psychological Services (HAPSS) handout). **(Office of support & wellness and CAPS)**

### **Weeks 3-4**

- Consider another all-student open session to debrief & provide resources for medical students **(Student Affairs & UME)**.
- Continue checking with the class reps about how to support students and who may need additional help **(Student Affairs)**
- Consider brief monthly process groups facilitated by CAPS providers. **(CAPS Director & Director of Student Support & Wellness to coordinate)**
- Debrief with the Crisis Response Team **(Ex Associate Dean SA)**
- Hold memorial service if not done already **(Strategic Initiatives & SA Deans)**

## **SAMPLE CAMPUS COMMUNICATION EMAILS (adapted from main campus policy)**

### ***Option A:***

Dear Colleagues or SOM UCR Campus Community,

It is with deep sadness that I bring you news that \_\_\_\_\_, a student in the \_\_\_\_\_ major/department has passed away. It is never easy to lose one of our own and the loss is felt deeply throughout our community. Our hearts go out to those who were closest to \_\_\_\_\_, especially to ***their/his/her*** friends, colleagues, and mentors in \_\_\_\_\_ .

Our campus stands ready to support one another in this loss. We encourage all of you who are affected by \_\_\_\_\_ 's passing and in need of emotional support to contact campus resources. Mental health therapists are available for crisis counseling and support at Counseling and Psychological Services (951-827-5531) 24 hours daily. Case Managers (951-827-5000) can help make connections to university resources in difficult times. The Executive Associate Dean of Student Affairs Emma.Simmons@medsch.ucr.edu is always here to help in addition to Director of Support and Wellness Amanda.Smith@medsch.ucr.edu.

I also want to acknowledge that this is hard on faculty and staff and would remind you to take the time for some appropriate self-care. I am sharing the link to the [Faculty Staff Assistance Program](#), a free resource for you and your colleagues. (**or** In addition, for faculty and staff support, we would like to remind you of this free resource - [Faculty Staff Assistance Program](#).)

### ***Option B:***

Dear Colleagues,

I am writing to share the sad news of the death of (Student name, ID), on (date) at ***their/his/her*** home in \_\_\_\_\_. Student was \_\_\_year student enrolled in (college) as a (major) major.

Please know that help and support to students, faculty and staff who are impacted by (Student's) death is available through Counseling and Psychological Services (CAPS) and Case Management. Mental health therapists are available for crisis counseling and support at Counseling and Psychological Services (951-827-5531), 24 hours daily. Case Managers can help make connections to resources and navigating the university in difficult times. The UCR SOM Student Affairs Office is always here to help.



***Option C:***

Subject: Condolences

Dear UCR Faculty,

It is with deep sadness that I bring you news of the death of a student, , a \_\_ year *Grad/Undergrad* student enrolled at the *School of \_\_\_\_ in the \_\_\_\_\_ Program*. It is never easy to lose one of our own and their loss is deeply felt throughout our community. Our hearts go out to those who were closest to \_\_\_\_, especially to ***their/her/his*** friends, colleagues, and mentors in \_\_\_\_\_ department.

Our campus stands ready to support one another in this loss. We encourage all of you who are especially affected by \_\_\_\_'s passing, and in need of emotional support to contact campus resources. Mental health therapists are available for crisis counseling and support at Counseling and Psychological Services (951-827-5531), 24 hours daily. Case Managers can help make connections to resources and navigating the university in difficult times. The Student Affairs Office is always here to help.

Sincerely,



## Common Reactions to Grief and Loss

### Impact of Loss: The Grieving Process

*When a loved one or classmate dies, it is normal to experience grief. The grieving process takes time and is different for all. Below are some common reactions that may be experienced over time. The key is patience with yourself and others, as the grieving process is a slow and emotionally painful one.*

- It may be difficult to accept the death of a loved one/classmate. It may feel impossible, or unreal. Some people may feel numb, unable to cry, or cut off from emotions.
- Some may feel angry at what seems to be the unfairness of the death and may want some sort of explanation or logical answers as to "Why did this loss happen?"; "Who is to blame?"; "Why is this so unfair."
- Some people may feel guilty over what they did or believe they could have done prior to the death.
- People may feel depression or sadness because of the loss. For some this may include crying, while others may feel any range of emotions, or may have a desire to be isolated or withdrawn.
- Loss can make people feel lonely or even afraid of losing others in your life and may trigger past experiences of loss.

### Be Sure to Get Support

The single most important factor in healing from loss is having the support of other people. Even if you are not comfortable talking about your feelings under normal circumstances, it is important to express them when you are grieving. Sharing your loss makes the burden of grief easier to carry. Wherever the support comes from, accept it, and **do not grieve alone**. Connecting to others will help you heal.

### Some Ways of Finding Support After a Loss

- **Turn to friends and family members** – Now is the time to lean on the people who care about you, even if you take pride in being strong and self-sufficient. Draw loved ones close, rather than avoiding them, and accept the assistance that is offered.
- **Draw comfort from your faith** – If you follow a religious tradition, embrace the comfort its mourning rituals can provide. Spiritual activities that are meaningful to you—such as praying, meditating, or going to church—can offer solace.
- **Join a support group** – Grief can feel very lonely, even when you have loved ones around. Sharing your sorrow with others who have experienced similar losses can help. To find a bereavement support group in your area, contact local hospitals, hospices, funeral homes, and counseling centers.
- **Talk to a therapist or grief counselor** – If your grief feels like too much to bear, call a mental health professional ([call CAPS](#)) with experience in grief counseling. An experienced therapist can help you work through intense emotions and overcome obstacles to your grieving. On campus counseling is available at 951-UCR TALK.

## Take Care of Yourself

When you are grieving, it is more important than ever to take care of yourself. The stress of a major loss can quickly deplete your energy and emotional reserves. Looking after your physical and emotional needs will help you get through this difficult time.

### Some Ways of Taking Care of Yourself

- **Face your feelings.** You can try to suppress your grief, but you cannot avoid it forever. To heal, you must acknowledge the pain. Trying to avoid feelings of sadness and loss only prolongs the grieving process. Unresolved grief can also lead to complications such as depression, anxiety, substance abuse, and health problems.
- **Express your feelings in a tangible or creative way.** Write about your loss in a journal. If you have lost a loved one, write a letter saying the things you never got to say; make a scrapbook or photo album celebrating the person's life; or get involved in a cause or organization that was important to him or her.
- **Look after your physical health.** The mind and body are connected. When you feel good physically, you will also feel better emotionally. Combat stress and fatigue by getting enough sleep, eating right, and exercising. Do not use alcohol or drugs to numb the pain of grief or lift your mood artificially.
- **Do not let anyone tell you how to feel, and do not tell yourself how to feel either.** Your grief is your own, and no one else can tell you when it is time to "move on" or "get over it." Let yourself feel whatever you feel without embarrassment or judgment. It is okay to be angry, to yell at the heavens, to cry or not to cry. It is also okay to laugh, to find moments of joy, and to let go when you are ready.
- **Plan for grief "triggers."** Anniversaries, holidays, and milestones can reawaken memories and feelings. Be prepared for an emotional wallop and know that it is completely normal. If you are sharing a holiday or lifecycle event with other relatives, talk to them ahead of time about their expectations and agree on strategies to honor the person you loved.

### Using social media for Support

Memorial pages on Facebook and other social media sites have become popular ways to inform a wide audience of a loved one's passing and to reach out for support. As well as allowing you to impart practical information, such as funeral plans, these pages allow friends and loved ones to post their own tributes or condolences. Reading such messages can often provide some comfort for those grieving the loss. To gain some protection, you can opt to create a closed group on Facebook rather than a public page.

### Some Ways of Supporting Your Bereaved Friend or Loved One

- Be supportive and listen, but do not attempt to give advice or "cheer the person up" when the person is in the depressed stage of grief. It will not be helpful at that time.
- Talk openly and honestly about the situation unless the person does not want to.

- Use an appropriate, caring, conversational tone of voice.
- Show that you care. Listen attentively and show interest in what the grieving person has to say about his/her feelings and beliefs. Share your feelings and talk about any similar experience you may have had. Avoid using the phrase, "I know just how you feel."
- If symptoms of depression are severe or long-lasting, and/or the grieving person is not coping well with day-to-day activities, encourage the person to get professional help.

**Help! Where to find it:**

- **UCR Counseling and Psychological Services (CAPS)** / ph.: 951. 827.5531 [Student Health and Counseling Center \(SHCC\), 2nd Floor](#) web: [counseling.ucr.edu](http://counseling.ucr.edu)/ Call for virtual or in person walk-in/same day consultations and 24 hours by phone)
- **Executive Associate Dean Student Affairs Dean** - Daniel Teraguchi, EdD  
[Daniel.Teraguchi@medsch.ucr.edu](mailto:Daniel.Teraguchi@medsch.ucr.edu)
- **Director of Support & Wellness** / ph.: 951.827.7342 [/Amanda.Smith@medsch.ucr.edu](mailto:Amanda.Smith@medsch.ucr.edu)
- **Main Campus Case Manager** / ph.: 951.827.5000 / web: [casemanagement.ucr.edu](http://casemanagement.ucr.edu)
- **Faculty & Staff Assistance Program**/ ph.: 951.781.0510 or (800)266-0510 / web: <https://hr.ucr.edu/employee-resources/faculty-and-staff-assistance-program>
- Also, seek support from your local clergy/spiritual leaders.
- **Books:** Good Grief: A Constructive Approach to the Problem of Loss, by Granger E. Westberg.  
As You Grieve: Consoling Words from Around the World, Editor: Aaron Zerah (poems and sayings from diverse religions and spiritual traditions).

*Information is adapted from the work of Elizabeth Kubler Ross and Authors: Melinda Smith, M.A., and Jeanne Segal, Ph. D (July 2016). HAPSS handout adapted from main campus Death of Student Policy.*

## **Campus Safety, Health and Wellness Resources**

### **Campus Safety Offices**

**Police Department** 951-827-5222

[Police resources page](#)

**Environmental Health & Safety** – including reporting of environmental hazards.

Main Campus Case Management <https://casemanagement.ucr.edu/>

**Escort Service** – call 951-827-3772 or use any red phone on campus with a “Campus Safety Escort Service” label and you will be connected to dispatch or look for the staff in yellow shirts. The Campus Safety Escort Service operates from dark to 11:30 p.m., Sunday through Thursday. After 11:30 p.m., call UCR Police at (951) 827-5222.

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### **On-Campus Mental Health Services**

The [UCR Counseling and Psychological Services \(CAPS\)](#) office offers a variety of counseling and specialized professional services both virtually and in-person, to assist students in their career, personal and social development. These services include:

- Individual and group counseling.
- Workshops on suicide awareness, working with distressed students, stress management strategies, gender issues, diversity awareness, and goal setting.
- Psychological assessment.

If additional psychiatric evaluation is warranted, CAPS will refer students to [Student Health Services](#) and/or one or more local psychiatrists who normally take Graduate Student Health Insurance Plan (GSHIP) **AND** are not faculty members appointed in the UCR School of Medicine. CAPS is located in the [Student Health and Counseling Center \(SHCC\), 2nd Floor](#) and is open from 8 a.m. to 5 p.m., with in person and virtual walk ins between 8:30 and 4:30 pm. For more information, call (951) 827-5531. Crisis consultations with licensed mental health providers are available 24/7 by calling CAPS main line and selecting Option 1.

**For after-hours emergencies (imminent risk of harm to self or others), call 911.**

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Student Health Services <https://studenthealth.ucr.edu>

The [UCR Student Health Services](#) offers Psychiatric services in addition to a variety of services including primary care, dental, laboratory, and pharmacy. Student Health Services is located in the [Student Health and Counseling Center](#) and is open from 8 a.m. to 4:30 p.m. on Monday, Tuesday, Wednesday, and Friday and 9 a.m. to 4:30 p.m. on Thursdays. Appointments may be made by calling (951) 827-3031 or by visiting <https://studenthealth.ucr.edu>.

[UCR Wellness Center](#) “The Well” – programs and training

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### Off-Campus Counseling

Ronald Offenstein, M.D.  
Riverside Psychiatric Medical Group  
5887 Brockton Avenue  
Riverside, CA 92506  
Phone: (951) 275-8500  
Hours: Monday – Thursday  
7:45 a.m. – 8:30 p.m.  
Friday – Saturday: By appointment

The UC Riverside School of Medicine has contracted with Dr. Ronald Offenstein, M.D. of the Riverside Psychiatric Medical Group to provide outpatient counseling services to medical students. Students may receive a direct referral from the Counseling Center or can self-refer, either to Dr. Offenstein or the psychiatrist of their choice.

Dr. Offenstein has **no clinical affiliation** with the UCR School of Medicine, creating optimal separation between the mental health services and the medical education program administrative functions. All counseling meetings are confidential, and the information disclosed during sessions is not disclosed at any time to ANYONE outside of the Riverside Psychiatric Medical Groups. Students are encouraged to seek counseling with the intent of maintaining good mental health and/or for help in addressing general life issues.

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## After-Hours Health Care

### Urgent Care

Students with UCR insurance may use [the Riverside Medical Clinic's Urgent Care Center](#) at 7117 Brockton Ave. in Riverside. The Urgent Care service is open from 8 a.m. to 9 p.m. weekdays and 9 a.m. to 9 p.m. on weekends. Call (951) 683-6370 for more information.

### Emergency Care

[Riverside Community Hospital](#) at 4445 Magnolia Ave. in Riverside is the emergency center nearest to the UC Riverside campus. Call (951) 788-3000 for more information. If you are suffering a medical emergency, call 911.

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## Emergency Resources

- The Riverside Community Crisis Intervention Crisis Hotline can be reached 24-hours-a-day at (951) 686-4357.
- For emergencies on campus, students can reach the UCR Police Department from any campus telephone at 911.
- For all after-hours off-campus emergencies, students should call 911.

## More UCR Student Resources

Visit [Health Well-Being and Safety \(HWS\)](#) website for holistic care options

[R' Pantry](#) for basic needs

[UCR CARE Program](#) for survivors of sexual assault

[UCR Early Childhood Services](#)

[Diversity, Equity, and Inclusion Office](#) – including equity advisors by school

[Chief Compliance Office](#) – including ethics reporting

[UCR Women's Resource Center](#) – including support groups and referrals

[Student Disability Resource Center](#) – evaluation and accommodation support

UCR [Title IX Office](#) – including reporting and protections

[LGBT Resource Center](#) – including community support and referrals

[Native American Student Programs](#) – including community support and referrals

[Chicago Student Programs](#) – including community support and referrals

[African Student Programs](#) – including community support and referrals.

[UCR First Generation Students](#) – more resources and links

[UCR Campus Recreation Center](#)

### **References:**

Dyrbye L, Moutier C, Wolanskyj-Spinner A, Zisook S. After a Suicide: A Toolkit for Medical Schools. American Foundation for Suicide Prevention. <https://www.afsp.org/physician>. 2018.

Lassen County Board of Education. Suicide Awareness and Prevention Plan. <http://www.lcoe.org/documents/Resources%20and%20Links/2017%20Suicide%20Awareness%20and%20Prevention%20Final%20Plan%206-28-17.pdf>