

Staff Version

Creating A Culture Of Health For Students

A guide on creating a culture of health in your office/department, identifying signs and symptoms of distress, things to say to counter common myths, and a listing of campus mental health resources.



Staff Recommendations Checklist

In making a strong referral, consider:

- Focusing on the “Person First, Problem Second”
- Summarizing what was said, a distressed student may not remember all the information in the moment
- Responding to distress as natural reactions rather than as problems
- Consider all the various options of mental health resources, not just CAPS
- Connecting someone to mental health resources with a warm handoff
 - Inquire about any barriers in seeking support; decrease stigma by humanizing the situation**
 - Listen to the student rather than listing off resources**
 - Create a plan for follow-up or another check-in (if appropriate)**

If referring to CAPS, consider:

- Asking them if they have considered suicide and have a plan if you felt concerned about their safety
- Educating yourself on the CAPS experience in order to debunk myths (refer to the next page)
- Discussing other mental health modalities other than just individual therapy
 - Informing students about CAPS Therapy Groups**
 - LiveHealth Online or MY SSP (for international students)**
- Informing students about the option of off-campus therapy

Departmentally, consider:

- Establishing a location for mental health and wellness resources in waiting areas or offices
 - Facilitate access to important phone numbers related to support services, such as Counseling and Psychological Services (CAPS), Center for Accessible Education (CAE), Resilience In your Student Experience (RISE), Case Management Services (CMS), 24-hour suicide prevention hotlines**
 - Ensure mental health information is accessible for the students in waiting rooms and offices**
- Highlighting a different campus resource at every staff meeting
- Soliciting and utilizing student feedback; identifying areas where students are struggling
- Developing departmental protocol for situations when you do not feel safe or equipped to help a student
- Training student employees on resources that may be beneficial to them and what to do in crisis situations ; check in with them about the student perspective

In supervising student employees or interns, consider:

- Allowing time to attend trainings on teaching skills and mental health topics
- Asking them about student climate and ways to address common challenges faced by students
- Encouraging student employees and interns to share mental health and wellness resources with students
- Your student employees and interns are students: check in about their mental health

For personal growth in wellness literacy, consider:

- Making time to take care of your own well-being
 - Access resources from the Mindful Awareness Research Center (MARC) such as guided meditations**
 - Try UCLA Recreation’s free FitWell Program for staff & faculty including Fit Zones classes, Fit Breaks, Mind Fit, enroll in Movemail, attend workshops, etc.**
 - Utilize resources from the Staff & Faculty Counseling Center**
- Bookmark, join listservs, follow social media, attend trainings on wellness resources on campus (not just CAPS)
 - Case Management Services, CAE, LiveHealth Online, Therapy Assistance Online (TAO), MY SSP (international students), RISE, Peer Assistance & Wellness Support (PAWS), WAZO Connect, Active Minds, GRIT Coaches, Bruin Resource Center, Campus Assault Resource & Education (CARE) etc.**
 - Trainings on how to best support LGBTQ students, Undocumented Students, Students of Color, Students with Dependents, Veteran Students, Transfer Students, International Students, etc.**

Remote Learning Recommendations

Regularly refresh your knowledge of mental health resources for students

- Talk about mental health and resources in your role
- Ensure you and your teams are trained to address students in distress and are knowledgeable about resources
- Help connect students with resources - warm hand offs

Anticipate student isolation and plan for it

- Encourage students to build community/connection with others in your sphere of influence (e.g. allow more than just passive learning, create time and space for students to interact with each other)
- Envision how your students are experiencing the virtual services and identify potential barriers and challenges

Check-in with students regularly

- Ask about and any other concerns regarding remote teaching and learning
 - Take into account unique challenges: Time Zones for Out-of-State Students and International Students, access to technology, access to private space
 - Remind students about the Center for Accessible Education
- Ask about the student experience with your department (e.g. informal or interactive polls)

Communicate effectively

- We all are being overwhelmed with updates and communication from multiple entities that are in a constant flux, think about how you can streamline your own communication so information does not get lost
- Consolidate frequently asked questions (FAQS) or create an information hub
- Encourage office hours and ensure students know best manner to reach you

Flexibility

- When possible, offer alternatives for students when there are issues
- Ensure materials are accessible and mobile-friendly
- Recognizing the uncertainties of these times and their unique impact on students (e.g. basic needs, financial challenges)

Provide regular information

- Are there new ways to get information out to students?
- Infographics helps students know basic procedures and details about your department

Practice Zoom technology

- Familiarize yourself with Zoom capabilities and security measures

Be kind to yourself and seek assistance

- Moving remote requires balancing a lot of competing needs and expectations
- It won't always be perfect; allow flexibility for yourself
- Allow transparency with students and expect that mistakes and hiccups will happen
- Utilize already existing resources for guidance on how to adjust your course requirements/programs to a remote environment
- Remember to seek support and assistance from your fellow instructors, department and university administrators, university support staff, as well as friends and family when you need it

Stages of Helping

Signs and symptoms of a student in distress

Academic Difficulties

- Quality of academic work markedly inconsistent with previous work
- Repeated requests for special consideration, (i.e. incompletes)
- Infrequent class attendance with little or no work completed
- Pattern of low grades

Physical Signs

- Marked changes in personal hygiene/other forms of self-care
- Disheveled or fatigued appearance / Dramatic change in weight
- Listlessness, lack of energy

Threatening Statements and Behaviors

- Threats to harm self or others
- Threatening or disruptive behaviors

Substance Abuse

- Signs of excessive alcohol or drug use

Strange Behaviors and Impaired Thinking

- Bizarre or strange behaviors that are obviously inappropriate to the situation
- Incoherent speech
- Delusional thinking, incl. beliefs that are outside of reality
- Agitation, noticeable restlessness
- Unusual difficulties making a decision
- Other behaviors not typical of the student

Excessive Emotions

- Intense anxiety, irritability, and/or anger / Depressed mood
- Frequent tearfulness and crying spells

Social Withdrawal

- Withdrawal from peers, friends and family
- Avoidance of social interaction in general

Concerning Behaviors

- Extreme emotionality
- Agitation, intense restlessness, hyperactivity
- Aggressive, threatening or intimidating behavior
- Impaired speech or disjointed, confused thoughts
- Paranoia or suspicious thinking
- Thoughts of suicide or homicidal behavior

Notice



Approach



- Approach with care
- Email or send private chat during Zoom to request a phone call
- Ask for student's current address
- Explain reason for concern (describe what was observed)
- Allow student to explain
- Options during Zoom lecture (i.e. place student in breakout room to briefly talk with them if they are becoming agitated/ emotional)

Engage



- Actively listen
- Take their feelings seriously, without judgement
- Ask open-ended questions
- Be patient and give them enough time to respond
- Avoid advice-giving, but let them know there are options
- Maintain interpersonal boundaries appropriate to your relationship
- Do not promise confidentiality

Refer



**911,
CAPS,
Emergency
Room**

Emergency situations which require an immediate referral:

- Expressions of suicidal thoughts and/or intent
- Expressions of violence toward others
- Severe loss of emotional control
- Bizarre behavior or gross impairment in thinking ability

**CRT, CAPS, RISE,
or other Campus Mental
Health Resource**

Signs that a student may be experiencing more stress than they can handle:

- Serious grade problems or a decline in the quality of work
- Extreme difficulty making decisions (classes to take, work hours, leisure time)
- Depression (e.g. sadness, low motivation, changes in eating/sleeping, hopelessness)
- Excessive worry, agitation, irritability, aggressiveness
- Strange behavior or speech
- Poor hygiene or drastic changes in appearance
- Social isolation/lack of support system, particularly in the context of any of the above concerns

**Peer Mental Health Groups or other
Campus Support Resources**

Examples of student distress that do not necessarily, in and of themselves, suggest a referral to the Counseling Center:

- Discussion of a recent stressful event or situation
- Distress regarding a poor grade, financial aid denial, closed course, or other disappointment/frustration
- Normal distress in reaction to a recent upsetting event or loss
- Tearfulness due to any of the above circumstances

Additional Resources

Common Myth	Correct Information
But CAPS has a long wait...	<ul style="list-style-type: none"> • Students can walk in Mon-Thurs. 9am-4pm, Fri. 9am-3pm and be seen by a Triage Clinician on the same day. The Triage Clinician will assess the student's needs, help stabilize the situation, and determine if they need immediate care at CAPS. Students will also receive information about helpful campus resources. • Encourage students to seriously consider therapy services off campus using their insurance, if they would like an earlier appointment than what is available at CAPS. They can schedule an insurance consult at CAPS to learn how to access their insurance benefits, co-pays, and how to choose a therapist based on their particular clinical needs.
I've tried therapy before but I didn't like it...	<ul style="list-style-type: none"> • An individual's relationship with their therapist is essential. At the same day Triage Appointment, students can request a therapist with specific skills, languages, and qualities. They can also request a change of counselor as needed. • Expectations can affect outcomes. Sometimes students have the misconception that one session will result in immediate change. However, change takes time and so does the relationship. • CAPS offers more than just 1:1 therapy. CAPS also offers Therapy Groups and has online mental health resources.
I don't have the time...	<ul style="list-style-type: none"> • Help students understand that early intervention can result in more effective solutions, less detrimental consequences, and better outcomes. Use this example: If you sprain your ankle while running and you continue to run, you could be causing more damage. • Students can access mental health resources in many ways, including 24/7 mental health resources like CAPS 24/7 Crisis Counseling, Therapy Assistance Online (TAO), MY SSP (for International Students), and LiveHealth Online.
My problem is not as bad as other people's problems...	<ul style="list-style-type: none"> • This is a common and harmful misconception. Discourage students from subjectively ranking problems without context or points of reference. Rather than minimizing, encourage students to be honest with themselves and others about their level of distress. • Share your observations of concerning behavior or expressions of distress as a way to motivate the student to access help.



Counseling and Psychological Services



RISE Center



CARE



Case Management Services / Consultation & Response Team (CRT)



UCLA Red Folder

Urgent and Emergency Resources

- **911:** Life Threatening Emergencies
- **UC Police Department:** 310-825-1491
 - 601 Westwood Plaza, Los Angeles, CA 90095
- **UCLA Counseling And Psychological Services (CAPS) 24/7 Urgent Line:** 310-825-0768
- **UCLA Arthur Ashe Student Health & Wellness Center:** 310-825-4073
 - 24/7 Nurseline: 310-825-4073, Press Option 2
- **Suicide Prevention Lifeline:** 800-273-TALK (8255) www.suicidepreventionlifeline.org
- **LA County's Psychiatric Mobile Response Team:** 800-854-7771
- **Ronald Reagan UCLA Medical Center Emergency department:** 310-825-2111
 - 757 Westwood Plaza, Los Angeles, CA 90095
- **Exodus Recovery's Westside Mental Health Urgent Care Center:** 800-829-3923
 - 11444 W. Washington BLVD., STE D, Los Angeles, CA 90066
- **Rape Treatment Center At Santa Monica – UCLA Medical Center:** 424-259-7208
 - <https://www.uclahealth.org/santa-monica/rape-treatment>
- **National Domestic Abuse Hotline:** 800-799-SAFE (7233)
- **Rape, Abuse, Incest National Network (RAINN):** 800-656-4673
- **The Trevor Project** A national 24-hour, toll free confidential suicide hotline for LGBTQ youth.
 - TrevorLifeline: 1-866-488-7386
 - TrevorText: Text START to 678678.
 - TrevorChat: <https://www.thetrevorproject.org/get-help-now/>



Campus and Mental Health Resource Guide: 2020-2021

Counseling and Psychological Services

All CAPS Services are remote for Fall 2020, Winter 2021, and Spring 2021

All registered UCLA students are eligible for same-day clinical consultation and help with referrals, linkage, treatment recommendations, and coordination of mental health care and support regardless of insurance plan or current residence. Due to state law and [California Board of Psychology](#) and [Board of Behavioral Sciences](#) restrictions, students who are not currently in CAPS care, and are out of the state or the country, are eligible only for clinical coordination and referral to a provider in their local area based on student insurance plans.

Call in for a Triage Assessment Same Day Appointment: (310) 825-0768

- Monday – Thursday: 9am - 4pm
- Friday: 9am - 3pm

CAPS Crisis Line: (310) 825-0768

This line is available 24 hours a day, 7 days a week, including holidays.

Wellness Skills Groups	3-5 Weeks	Open to all UCLA students who have completed a Brief Screen at CAPS
Wellness Skills Groups are designed to help you enhance wellness and develop personal, academic, and social skills. Wellness Skills Groups are offered at various times in the academic quarter, each are typically held as a 3-session series. Topics include: Academic Success groups, Anxiety groups, Interpersonal Process groups, and Mind/Body groups.		
Descriptions of Wellness Skills Groups can be found on the CAPS website or current CAPS Brochure		

Therapy Groups	5-8 Weeks	Only open to students with SHIP, require a clinician referral
Every quarter CAPS offers about 20 different Therapy groups based on a variety of topics. The evaluation period of Therapy Groups happens during weeks 1-3. It is strongly encouraged that you look into Therapy Groups at the beginning of the quarter, since most Therapy Groups close to new enrollment around week 3.		
Descriptions of Therapy Groups can be found on the CAPS website or current CAPS Brochure		

Resilience In Your Student Experience (RISE) Center - Lu Valle Commons, Rm B-01



RISE seeks to build a resilient campus community by cultivating self-care, connection, healing, and well-being. RISE serves as CAPS' holistic wellness hub and is located in Lu Valle Commons, Rm B-01. RISE provides an array of healing programs, trainings, workshops, consultation, Mental Health Leadership Training Certificate Program and self-directed resources to foster and support resilience. The RISE Center is offering a robust virtual programming to support well-being and community upliftment. Please check our [programming calendar](#), Instagram, or Facebook for program information and updates.

- [Video Learning library](#)
- [Guided Meditations \(Audio\)](#)
- [Handouts and Worksheets](#)
- [RISE Themed Playlists \(Spotify\)](#)
- [Grit Peer Coaching \(Virtual\)](#)
- [Sleep 101 Module](#)
- [When Home is Not Safe - Healing Program](#)
- [Mindful Eating](#)
- [Healing Support for Black Bruins](#)
- [Resources for Faculty and Staff](#)
- [Harmony @ Home - Working Through Conflict](#)

Website: <https://www.risecenter.ucla.edu>

Instagram: @RISEcenterUCLA

Facebook: RISE Center UCLA

Twitter: UCLA_RISE

Mental Health Resources (More information available on the CAPS Website)

LiveHealth Online



With LiveHealth Online you have the ability to see a licensed therapist or psychologist through your phone, tablet or computer with internet access. Utilize LiveHealth Online 24 hours a day on weekdays, weekends, and campus holidays. The cost for students with UC SHIP is \$5; no referral for UCSHIP. **Coupons to waive the fee for services rendered are available at the CAPS Front Desk for all UCLA Students** (does not cover late or missed appointment fees).

MYSSP: Internation Student Support Program

A new service to support the emotional health and wellbeing of our international students. If you are feeling overwhelmed with your studies, experiencing uncertainty over recent events, or have something else occupying your thoughts and need to speak with someone, My SSP can help!

- Real-time chat or phone call with a professional (24/7, no appointment needed) In Mandarin, Spanish, French, and English.
- Call to schedule short-term support via phone and video sessions with a professional (can request to be set up with a counselor who speaks a specific language)
- Support is available in multiple languages and from professions who understand the unique challenges students face when studying in a new environment
- Wellbeing assessments, articles, podcasts to support your emotional wellbeing content to help support international students' success
- Sign up for virtual fitness sessions to help you stay active at home!



TAO: Therapy Assistance Online



The TAO self-help platform was built to support student educational and skill development needs in the areas of mental wellness and overall well-being. TAO self-help tools can be used when students need support and education for common issues such as: improving mood, calming anxiety, managing stress, succeeding in relationships, improving communication skills, exploring issues related to alcohol and drug use, and managing anger. Please note that the resources available in the TAO self-help platform are informational and are intended to serve as an aid in understanding the topic areas presented.

These resources are not intended as a substitute for treatment from a qualified mental health professional. TAO is FREE to use for all UCLA students!

Website: <https://us.taoconnect.org/register> (make sure to register with your UCLA email).

Campus Mental Health Resources

<p>UCLA Dual Diagnosis Intensive Outpatient Program</p>	<p>The UCLA Dual Diagnosis Program is an 8-week Intensive Outpatient program consisting of group therapy each weekday, once weekly individual therapy, and medication management. The program uses evidence-based approaches to treat both Addictive Disorders and co-occurring conditions including Depressive Disorders, Anxiety Disorders, and Bipolar Disorder. Addiction and co-occurring disorders are treated simultaneously with emphasis given to the way in which these conditions reinforce one another.</p>
<p>UCLA Psychology Clinic https://www.psych.ucla.edu/centers-programs/clinic</p>	<p>UCLA Psychology clinic provides low-fee individual and group therapy as well as assessment/testing services for adults, children, couples, and families. The Clinic serves as a training and research center for psychotherapy and diagnostics. The staff includes doctoral students in Clinical Psychology working under the supervision of UCLA faculty. Contact Info: (310) 825-2305 or ucla@psychclinic.hush.com</p>
<p>UC-Lend Clinic http://www.uc-lend.org/lend-clinic/</p>	<p>The UC-LEND program has a focus on understanding of the impact of neurodevelopmental disabilities (ND) on individuals and families in order to improve the care and outcomes for these individuals over the lifespan. Our primary care providers offer ADHD, autism, and other neurodevelopmental evaluations in addition to linking our patients with a care team that helps families in meeting mental health needs, educational advocacy, and make linkages to resources. Contact Info: See website</p>
<p>Spanish Speaking Psychosocial Clinic https://www.semel.ucla.edu/psychiatry/service/spanish-speaking-psychosocial-clinic</p>	<p>The Spanish Speaking Psychosocial Clinic (SSPC) provides low-fee individual psychotherapy with focus on the provision of socio-culturally competent, comprehensive mental health services to the rapidly growing and underserved Latino community. (Open Fall, Winter, and Spring Quarters). Contact Info: (310) 825-6501</p>
<p>Mindfulness Awareness Research Center (MARC) https://www.uclahealth.org/marc/default.cfm</p>	<p>The mission of the UCLA Mindfulness Awareness Research Center (MARC) is to foster mindful awareness across the lifespan through education and research to promote well-being and a more compassionate society. MARC was created to bring to a renowned mental health research institution the ancient art of mindful awareness in a scientifically supported and rigorous form. The MARC website provides information about mindfulness classes and events, free programming and resources, and free guided meditations. Contact Info: marcinfo@ucla.edu</p>

Peer/Student Group Mental Health Resources

<p>Active Minds https://swc.ucla.edu/active-minds/</p>	<p>Active Minds is a mental health advocacy group dedicated to changing the conversation about mental health, promote suicide prevention and de-stigmatizing mental illness throughout the UCLA campus and LA area. Active Minds focuses on providing mental health resources, spreading awareness on mental illness, and advocating for better mental health care on campus. Contact Info: activemindsucla@gmail.com</p>
<p>All Brains https://www.uclaallbrains.org/</p>	<p>All Brains is an inclusive space for students with autism, ADHD, or other learning differences. We are proud to be the first program at UCLA to cater to our neurodiverse students through fun social events, peer mentorships, and student/staff training. Contact Info: ucla.allbrains@gmail.com</p>
<p>Dashew Global Siblings https://www.internationalcenter.ucla.edu/programs-events/global-siblings</p>	<p>The Global Siblings program pairs one international student with one domestic student for the academic year. While not a mentoring program, Global Siblings is designed so that domestic and international students can share their unique backgrounds and experiences with each other and their Global Siblings family through participation in organized social activities. Global Siblings is a great resource for both domestic and international students to make new friends at any stage in their transition to life at UCLA. Contact Info: See website</p>
<p>Financial Wellness Peers https://www.financialwellness.ucla.edu/Make-An-Appointment</p>	<p>Financial Wellness Peers offer 1-on-1 peer financial coaching sessions. Their program offers many personal tools students can use to navigate their own economic well-being process such as reviewing topics such as budgeting, frugal living tips, loan borrowing and repayment, credit scores and more! Contact: See website</p>
<p>GRIT Coaches https://www.grit.ucla.edu/</p>	<p>The GRIT Peer Coaching program is committed to the development and well-being of the whole student. In this program, UCLA students receive individualized support from trained peer coaches, with the aims of enhancing overall well-being and improving academic and personal success by utilizing various strategies for empowerment. Topics discussed include: stress management and mindfulness, fostering positive social connections, goal setting, academic skills enrichment and navigating campus resources. GRIT coaches provide students: an empathetic listening space, a process for identifying student needs and next steps, applicable life skills and strategies to meet identified goals, campus resources and referrals. Contact Info: See website</p>
<p>Resident Assistants (RAs)</p>	<p>If the student lives on "The Hill" they have an upper-division student who oversees their floor or community. RAs are responsible for the administration and implementation of the student development program in a residential community. RAs are knowledgeable about campus resources and can connect students to them.</p>
<p>Peer Assistance and Wellness Support (PAWS) http://peerwell.ucla.edu/</p>	<p>PAWS is dedicated to improving the experiences of students at UCLA through peer counseling. PAWS offers confidential and private one-on-one sessions for those seeking a peer who will listen to concerns, help clarify thoughts, and work on overall wellbeing. Counselors range from undergraduates to graduates, across multiple programs, and undergo training as part of their desire to give back to the UCLA student community. Services are open to any current UCLA student, free of charge. Contact Info: See website</p>
<p>Student Health Education & Promotion (SHEP) https://www.healtheducation.ucla.edu/</p>	<p>SHEP works to cultivate a supportive campus community that optimizes the healthiest possible development, fosters academic success, and creates a platform for life-long well-being of the campus community and all its members through broad health promotion strategies as well health education on specific content material such as sexual health education, alcohol harm reduction, communication strategies, and body image education. SHEP also offers Life Skills (CHS 179), a 4-unit course developed to assist students in navigating the developmental and academic challenges of the college years and beyond. Contact Info: See website</p>

<p>WAZO Connect https://www.wazoconnect.com/</p>	<p>Wazo Connect is a program that aims to fight loneliness at UCLA and help students feel connected to the campus life. WAZO mentoring program assigns students, suffering from the stress that comes with college life, to a trained student mentor. It is a 6-week program that includes both one-on-one sessions from 1 to 3 hours a week with a student mentor, as well as biweekly group meetings to develop alternative forms of wellness and self-expression. Contact Info: wazo.contact@gmail.com</p>
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Campus Resources: Academic

<p>Academic Advancement Program (AAP) https://www.aap.ucla.edu/</p>	<p>AAP provides an array of academic services that encourages and promotes academic achievement and excellence among historically underrepresented, low-income, and first generation college-going students. The mission of AAP is to ensure the academic success and graduation of all AAP students; increase the numbers of AAP students entering graduate and professional schools; and to develop the academic, scientific, political, economic, and community leadership necessary to lead and transform our society. Contact Info: See website</p>
<p>Academic Counseling https://www.registrar.ucla.edu/Academics/Academic-Counseling</p>	<p>Academic counseling can help students determine how to fulfill requirements, create degree objectives, or decide on a major. New students should get academic counseling before they enroll in classes. Contact Info: See website</p>
<p>Center for Accessible Education (CAE) https://www.cae.ucla.edu/</p>	<p>CAE provides educational support services and programmatic access to regularly enrolled students with verifiable permanent and temporary disabilities and provides information to the campus community about services to students with disabilities. CAE provides students with disabilities academic support services in accordance with federal and state legal requirements and University policy. To receive services students must register with the Office for Students with Disabilities and submit documentation of their disability. Contact Info: (310) 825-1501</p>
<p>Graduate Student Resource Center (GSRC) https://www.gsrg.ucla.edu/</p>	<p>The UCLA Graduate Student Resource Center (GSRC) is a Graduate Students Association (GSA) initiative that is managed by Student Affairs. The GSRC is a resource, referral and information center for graduate and professionals school students. They offer advice and assistance in dealing with the challenges of graduate school and workshops/programs in collaboration with campus partners. Contact Info: 310-267-4805 or gsrg@saonet.ucla.edu</p>

Campus Resources: Community

<p>Bruins Helping Bruins https://alumni.ucla.edu/alumni-mentor-program</p>	<p>The UCLA Alumni Mentor Program seeks to foster meaningful relationships between UCLA alumni and current UCLA students. The connections made in this program help prepare students for a successful future and leave a lasting impact on the Bruin community. Contact Info: 310-825-2586 or alumni@alumni.ucla.edu</p>
<p>Bruin Resource Center (BRC) https://www.brc.ucla.edu/</p>	<p>The mission of the Bruin Resource Center (BRC) is to support students' development, well-being, and academic success by providing valuable resources, services and learning opportunities and by promoting a supportive and inclusive campus community. The BRC serves all UCLA students, with a particular focus on current and former foster youth, students with dependents, student veterans, transfer students, and undocumented students. The BRC also offers programs that promote holistic development and education of the student and the larger campus community, such as the Intergroup Relations and Student Development and Coaching. Contact Info: 310-825-3945 or brc@saonet.ucla.edu</p>
<p>Collegiate Recovery Program https://www.collegiaterecovery.ucla.edu/</p>	<p>UCLA's Collegiate Recovery Program (CRP) is dedicated to providing academic, wellness, and emotional support to students who are in recovery or who are considering recovery. Through individual support, education, and campus advocacy, their aim is to create an inclusive environment and supportive community to help students thrive at UCLA and beyond. Contact Info: 310.794.1823 or recovery@saonet.ucla.edu</p>
<p>Community Programs Office http://www.uclacommunityprograms.org/</p>	<p>The UCLA Community Programs Office serves as an umbrella department for the Student Initiated Outreach Center, Student Retention Center, and twenty five student-initiated community service projects. CPO strives to increase students from underserved communities' access to higher education, retention in the university, and graduation rates while also serving as a conscious effort in the community, working toward the empowerment of all people. Contact: (310) 825-5969 or support@cpo.ucla.edu</p>
<p>Dashew Center for International Students & Scholars https://www.internationalcenter.ucla.edu/</p>	<p>The Dashew Center for International Students & Scholars serves the international community at UCLA. They are the central hub for contact, resources, support and advocacy for international students and scholars. Contact Info: (310) 825-1681</p>
<p>LGBT Campus Resource Center https://www.lgbt.ucla.edu/</p>	<p>The UCLA Lesbian Gay Bisexual Transgender Campus Resource Center is the crossroads of the LGBTQ community at UCLA, providing a comprehensive range of education and advocacy services supporting intersectional identity development. The LGBT CRC fosters unity, wellness, and an open, safe and inclusive environment for lesbian, gay, bisexual, intersex, transgender, queer, asexual, questioning, and same-gender-loving students, faculty, staff, alumni, their families, and the entire campus community. Contact Info: (310) 206-3628 or lgbt@lgbt.ucla.edu</p>
<p>First To Go https://firsttogo.ucla.edu/</p>	<p>Housed under the First Year Experience, First To Go promotes campus involvement and visibility with a focus on the retention and success of all first-generation college students at UCLA. The office serves as a resource hub to assist current UCLA undergraduate students as they navigate the campus and provide support in building community. Contact Info: (310) 983-3022 or firsttogo@orl.ucla.edu</p>
<p>Student Organizations, Leadership & Engagement (SOLE) https://www.sole.ucla.edu/About-Us</p>	<p>The SOLE office advises over 1200 campus organizations. Students can utilize their website to find a student organization that might best fit their interests. Services include registration of new and continuing organizations, programming assistance, organization & leadership development, fundraising approval and guidelines, funding proposal consultation, and advisement on policies. Contact Info: (310) 825-7041 or uclasole@ucla.edu</p>

Campus Resources: Situational Resource

<p>Basic Needs Committee https://www.basicneeds.ucla.edu/Hungry/Resource-List</p>	<p>The Basic Needs Committee website has a list of student resources off and on-campus regarding food insecurity: including information about 580 Café, ECRT Meal Vouchers, Cal Fresh, Farmer’s Markey Gleaming Program, ORL Grocery Shuttle, Food for Finals, CPO Grocery Bundle, and [Fitted] Eats (food and cooking demos/class). Contact Info: See website</p>
<p>Campus Assault Resources and Education (CARE) https://www.careprogram.ucla.edu/</p>	<p>CARE is committed to the eradication of sexual and gender-based violence through creating and sustaining a safe, healthy, and equitable community for all people. CARE strives to achieve this through provision of comprehensive prevention education, individual support and advocacy, and holistic healing programs for all members of the UCLA community. Contact Info: (310) 206-2465 or advocate@careprogram.ucla.edu</p>
<p>Consultation and Response Team (CRT) https://www.studentincrisis.ucla.edu/</p>	<p>UCLA’s Consultation & Response Team (CRT) is a group of professional staff members charged with responding to reports of students who may be in distress. This team is comprised of representatives from key campus departments, such as The College, Dean of Students, Counseling and Psychological Services, Residential Life, and the UCLA Police Department. Case Managers are available to meet directly with students or advise campus constituents on how to work with students in distress. Contact Info: 310-825-7291 or CRTTeam@ucla.edu</p>
<p>Economic Crisis Response Team (ECRT) https://www.studentincrisis.ucla.edu/Economic-Crisis-Response</p>	<p>The Economic Crisis Response Team (ECRT) provides support and guidance to students who have self-identified, or are identified by UCLA faculty or staff, as experiencing a financial crisis that impacts their academic success at UCLA. Contact Info: 310-206-1189 OR 310-794-4146 or ecr@saonet.ucla.edu</p>
<p>Financial Wellness Program https://www.financialwellness.ucla.edu/</p>	<p>UCLA’s Financial Wellness Program empowers all Bruins to confidently navigate their finances in a way that supports their overall well-being. The program fosters financial literacy skills through workshops, coaching and online educational efforts. The program offers individual financial coaching and personal tools students can use to navigate their own economic well-being process. Contact Info: financialwellness@saonet.ucla.edu</p>
<p>Office of Ombuds Services http://www.ombuds.ucla.edu/</p>	<p>The Office of Ombuds Services is a place where members of the UCLA community—students, faculty, staff and administrators—can go for assistance in resolving conflicts, disputes or complaints on an informal basis. The Office is independent, neutral and confidential. The office works to ensure that all members of the University community receive fair and equitable treatment in matters of concern or complaint. They facilitate communication and assist parties in reaching their own mutually acceptable agreements when conflicts arise. Response is tailored to the dynamics of the situation & the informed consent of the visitor. Contact Info: (310) 825-7627</p>
<p>Rape Treatment Center at UCLA Medical Center, Santa Monica https://www.uclahealth.org/santa-monica/rape-treatment</p>	<p>The Rape Treatment Center provides comprehensive services for sexual assault victims – adults and children – 24 hours a day, including specialized medical care, forensic services, counseling, and information about rights and options. All RTC services are free. UCPD will transport if requested. Contact Info: (424) 259-7208</p>
<p>Scholarship Resource Center http://www.scholarshipcenter.ucla.edu/</p>	<p>The UCLA Scholarship Resource Center (SRC) was established in 1996 to provide scholarship information, resources, and support services to all UCLA students, regardless of financial aid eligibility. They primarily assist UCLA’s undergraduate students, but offer resources for graduate students as well. Contact Info: (310) 206-2875 or src@college.ucla.edu</p>
<p>Student Legal Services http://www.studentlegal.ucla.edu/</p>	<p>The UCLA Student Legal Services provides confidential* legal counseling and assistance regarding a wide range of legal issues to all currently registered and enrolled UCLA students. They are able to help students with a variety of problems, including: Landlord / Tenant Relations, Accident and Injury Problems, Domestic Violence and Harassment, Criminal Matters, Divorces & Other Family Law Matter, Automobile Purchases, Credit, Collections, Financial Issues, Employment Matters, and Health Care & Consumer Problems. Contact Info: (310)-825-9894</p>

Bruin Safe App

Bruins Safe is an essential tool to enhance your safety at UCLA. The app will send you important safety alerts and provide instant access to campus safety resources. Bruins Safe is the official mobile safety app of UCLA.



Bruins Safe benefits include:

- Safety notifications: Receive instant notifications and instructions from campus safety when on-campus emergencies occur.
- Emergency help: contact campus safety staff quickly for help in an emergency.
- Campus safety resources: access all important safety resources in one convenient app.

Urgent and Emergency Resources

- **911:** Life Threatening Emergencies
- **UCLA Counseling And Psychological Services (CAPS) 24/7 Urgent Line:** 310-825-0768
- **UC Police Department:** 310-825-1491
 - 601 Westwood Plaza, Los Angeles, CA 90095
- **UCLA Arthur Ashe Student Health & Wellness Center:** 310-825-4073
 - 24/7 Nurseline: 310-825-4073, Press Option 2
- **Suicide Prevention Lifeline:** 800-273-TALK (8255)
www.suicidepreventionlifeline.org
- **LA County’s Psychiatric Mobile Response Team:** 800-854-7771
- **Ronald Reagan UCLA Medical Center Emergency department:** 310-825-2111
 - 757 Westwood Plaza, Los Angeles, CA 90095
- **Exodus Recovery’s Westside Mental Health Urgent Care Center:** 800-829-3923
 - 11444 W. Washington BLVD., STE D, Los Angeles, CA 90066
- **Rape Treatment Center At Santa Monica – UCLA Medical Center:** 424-259-7208
 - <https://www.uclahealth.org/santa-monica/rape-treatment>
- **National Domestic Abuse Hotline:** 800-799-SAFE (7233)
- **Rape, Abuse, Incest National Network (RAINN):** 800-656-4673
- **The Trevor Project** A national 24-hour, toll free confidential suicide hotline for LGBTQ youth.
 - TrevorLifeline: 1-866-488-7386
 - TrevorText: Text START to 678678.
 - TrevorChat: <https://www.thetrevorproject.org/get-help-now/>