**URGENT CARE SERVICES PROVIDED BY UNIVERSITY COUNSELING SERVICES**

**REFERRAL TO UNIVERSITY COUNSELING SERVICES (UCS)**

* Walk-in, same day appointments are for urgent matters only.
* UCS urgent walk-in hours are from **8:00 AM to 5:00 PM**. Therefore, if you are sending a student over for same day service due to an urgent concern, make sure they get to UCS by 4:30 PM.

**WHAT CAN YOU DO IF YOU HAVE CONCERNS ABOUT A STUDENT AND FEEL A STUDENT CANNOT WAIT AND UCS IS CLOSED OR IT IS AFTER 5:00 PM?**

* You can call and ask to consult with the on call counselor at UCS. They can provide you with potential referrals and assess how quickly the student may need to be seen
* Dial 911 or (818) 677-2111 (campus police) for potential life threatening situations
* UCS after hours urgent phone service called Protocall:
  + Have a student dial UCS number (818) 677-2366 after hours, and they will be directed to choose an option (3) which allows them to speak to a counselor regarding urgent concerns.
* Provide Students with Hotlines or Helplines
  + - **National Suicide Prevention Lifeline**: (800) 273- TALK (8255);Hours of Operation: (24/7)
    - **New Hope Helpline**: (714) 639-4673: Crisis intervention services and support; Hours of operation 24/7
    - ***CSUN Helpline***: (818) 349-Help (4357): this is a public crisis intervention, support and referral service provided in conjunction with UCS and Associated Students, Inc.

*Hours of operation*: Friday and Saturday: 7:00 PM -10:00 PM

Sunday- Thursday: 6:00 PM- 12:00 AM

* + - **Strength United (Rape Crisis Hotline**): (818) 886-0453 (24 Hours): 24 hour crisis support services for victims of sexual assault and domestic violence
    - **Drug Helpline:** (800)559-9503
    - **Eating Disorders Information and Referral Line:**(800) 931-2237
    - **211**: this number provides information on LA county services, food and shelter assistance, and a variety of other services. (Free, 24 hours/7days a week, multilingual)

**ONLINE RESOURCES FOR FACULTY/STAFF WHEN DEALING WITH STUDENTS IN DISTRESS:**

* University Counseling Services Faculty/Staff Website <https://www.csun.edu/counseling/faculty-and-staff>
* Online manual for dealing with students in distress: <https://www.csun.edu/sites/default/files/assisting-distress-students.pdf>