



**FOR UC SANTA CRUZ STUDENTS**

# **CRISIS RESOURCES**

**On the Margins does not offer crisis assistance. If you are a UCSC student who is experiencing an immediate crisis situation (see above), phone CAPS at (831) 459-2628 and indicate the reason you need a same-day crisis appointment.**

## When CAPS Is Open

During business hours (Mon–Fri, 8 a.m.–5 p.m.), if you are a UCSC student who is experiencing an immediate crisis situation, phone CAPS at (831) 459-2628 and indicate the reason you need a same-day crisis appointment.

## When CAPS Is Closed

After business hours, during weekends, and on holidays, telephone crisis assessment, safety planning, and referrals for UCSC students are available by calling the CAPS main number, (831) 459-2628, and selecting option “3” (talk to a counselor) on the automated menu. You will be connected to a crisis counselor who can provide immediate consultation and support by phone regarding a variety of crisis issues and can facilitate contact with CAPS staff the next business day if needed. Family, friends, staff, and faculty with concerns about a UCSC student in crisis can also call this number to consult with a crisis counselor.

## What is a Crisis?

If you are experiencing emotional or psychological distress and are unsure if your distress warrants immediate crisis assistance, please reference the examples below. Whether UCSC CAPS is open or closed, help is available to you 24 hours a day.

Concerned about someone else? Staff, faculty, friends, and family can call CAPS for consultation or assistance regarding a UCSC student in distress. For faculty and staff who wish to identify and intervene with students who are in distress, please see the resources on responding to distressed students in the "For Staff & Faculty" section at the bottom of CAPS's [home page](#). Family and other loved ones can serve as critical resources to students

in distress. If you are concerned about a UCSC student, please read the CAPS [Frequently Asked Questions for Parents/Family](#) page for tips and information on resources.

Examples of immediate crisis situations:

- You are having thoughts of physically harming yourself or someone else.
- You are having odd or disturbing experiences, such as hearing voices or seeing things that others do not see or hear.
- You experienced a physical or sexual assault within the last few days.
- You or someone you care about is being physically hurt or abused, or someone is threatening to hurt you or someone else.
- You are having difficulties coping with the death of someone who died recently.
- You believe you are having an adverse reaction to a psychological medication prescribed by CAPS (although if your health or life is in imminent danger, call 911 or visit an urgent care facility or emergency room).
- You are having a crisis related to your drug or alcohol use (although if your health or life is in imminent danger, call 911 or visit an urgent care facility or emergency room).
- In the past few days, due to a serious mental health issue, you have lost the ability to take care of your basic needs (e.g., feeding yourself).
- A UCSC student you know is experiencing one of the situations listed here and you aren't sure what to do about it (although if the student's health or life is in imminent danger, call 911).

## **Emergency and Crisis Resources (U.S. and International)**

The following resources are also available on evenings, weekends, and holidays when the CAPS office is closed:

### **UNITED STATES**

- **Crisis Text Line:** Texts answered by trained, supervised volunteer counselors within a few minutes of your texting; free for AT&T, T-Mobile, Sprint, and Verizon customers; text HOME to 741741 from anywhere in the USA, any time, about any type of crisis.

## CRISIS RESOURCES FOR UC SANTA CRUZ STUDENTS

- [Steve Fund](#): Are you a young person of color? Feeling down, stressed or overwhelmed? Text STEVE to 741741 and a live, trained Crisis Counselor will respond.
- Emergency (police, fire, medical): 911
- [ImAlive](#): (800) 784-2433/(800) 442-4673 (HOPE)
- [Monarch Services](#) (sexual assault and domestic violence services): (888) 900-4232
- [National Domestic Violence Hotline](#): (800) 799-7233 ([800] 799-SAFE); (800) 787-3224 (TTY)
- [National Suicide Prevention Lifeline](#): (800) 273-8255 ([800] 273-TALK)
- [Rape, Abuse & Incest National Network \(RAINN\)](#): (800) 656-4673 (800-656-HOPE)
- [Santa Cruz County Crisis Stabilization Program](#) (crisis stabilization and inpatient care): (831) 600-2800
- [Suicide Prevention Service of the Central Coast](#): (877) 663-5433 or (877) ONE-LIFE
- [The Trevor Project](#) (crisis resources for LGBTQI youth and young adults): (866) 488-7386 ([866] 4-U-Trevor)
- [UC Santa Cruz Police Department](#): (831) 459-2505
- [Veterans Crisis Line](#): (800) 273-8255 and press "1"

## CANADA

- [Crisis Services Canada](#): Call 1-833-456-4566 toll-free (In QC: 1-866-277-3553)
- Mental Health Mobile Crisis Telephone Line: Call 902-429-8167
- [Canadian Association for Suicide Prevention](#): Get links to local services and suicide hotlines

## CHINA

- [Beijing Suicide Research and Prevention Center](#): Call 800-810-1117
- [China Lifeline](#): Free, confidential, and anonymous support services from 10 AM – 10 PM, 365 days a year. Call 400 821 1215.
- Police:
  - Phone: 110
  - Text Message: 12110

- [Community Centre Counseling Service](#) (Shanghai):  
Email [counseling@communityccenter.cn](mailto:counseling@communityccenter.cn)
- [Shanghai International Mental Health Association \(SIMHA\)](#):  
Email [info@s-imha.com](mailto:info@s-imha.com)
- Shanghai Mental Health Centre: Call 021-64387250

## EUROPE

European Emergency Number: 112

## GERMANY

Telefonseelsorge Deutschland (National). Crisis support line 6pm to 12am daily.

- German-speaking: Call 0800 -111 0 222
- English-speaking: Call 030-44 01 06 07

## JAPAN

- [Befrienders International, Tokyo](#): Call +81 (0) 3 5286 9090
- [BI Suicide Prevention Centre, Osaka](#): Call +81 (0) 6 4395 4343
- [TellJP](#): Resource for mental health needs for international people in Japan
  - Lifeline: 03-5774-0992
  - Counselling: 03 5774 0992
  - Face-to-Face: 03 3498 0231
- Tokyo English Lifeline: Call 107-0062

## TAIWAN

[Taiwan Lifeline International](#): Suicide Call (02) 27189595.