

## How should I respond when a student is in crisis or if I am concerned about their mental health?

An instructor's demonstrated concern for a student's well-being can be valuable and impactful for an individual facing a mental health challenge. An instructor's obvious concern for students as individuals, independent of academic status, acknowledges that their identity is multifaceted, that they are more than just a student. It also clearly signals that their health and well-being are important. There are multiple resources available at Moorpark College to assist our students. The instructor's interaction with students can be the bridge to many of these resources.

There are different levels of distress (mild, moderate and severe). For student that present with a **mild or moderate concerns** and are not in a current crisis, the following steps are recommend:

1. If conducting a class virtually, contact the student via e-mail by using the provided template (see below) expressing concern and provide crisis resources and/or the Community Providers for Individual Therapy list.
2. Encourage the student to seek services at the Student Health Center by calling (805) 378-1413 or by reaching out to the other additional provider list.
3. Faculty can also make referrals to mental health services via Starfish Connect. Please see the Starfish Website for Faculty for more information. <https://www.moorparkcollege.edu/starfish-faculty>
4. If you are with the student on campus, talk with them after class or during a break if you are able to do so. Recommend they seek out services if needed and provide the referral lists either in person or via email.

When a student presents or reports mild to moderate distress, the instructor's primary responsibilities are: express concern for the student, connect the student with the support and resources available to them, and discuss with the student to resolve any uncertainty regarding the course or program expectations.

### Sample E-mail Template (Mild to Moderate):

*Dear [STUDENT NAME],*

*Over the last few weeks, I've noticed a change in \_\_\_\_\_ (note your concern about participation, mood, behavior, work quality, etc). You appear [distracted/distant/disengaged/withdrawn] lately. I wanted to check-in to see how you are doing. You can stop by my office next week during office hours so we can discuss how to get you back on track. In addition, I have attached a list of resources that are available if you would like additional support.*

*Respectfully,*

*[YOUR NAME]*

In the event of a student crisis where there are **severe concerns** the following steps are recommended:

1. If conducting a class virtually, contact the student via e-mail by using the provided template (see below) expressing concern and provide crisis resources. Once you reach out directly you may also forward the information and concerns to the Student Health Center for additional follow-up and/or file a BIT report.
2. Encourage the student to seek services at the Student Health Center by calling (805) 378-1413 or by reaching out to the other crisis hotlines.
3. If you are with the student on campus, encourage the student to walk with you to the Student Health Center in the Administration Building, Room 111. **If you feel the student is in immediate danger to themselves or others call the campus police for assistance.**

When a student presents or reports severe distress, the instructor's primary responsibility is to assist the student in maintaining safety and connecting them with crisis support.

**Sample E-mail Template (Severe):**

*Dear [STUDENT NAME],*

*Today during class I noticed that you \_\_\_\_\_ (note your concern in detail about why you feel they may be in severe distress). I wanted to follow-up to see how you are doing. I have attached a list of crisis resources that I recommend you use if needed. I have also sent this email to the Student Health Center so they can provide follow-up support as well.*

*Please reply and let me know that you received this,*

*[YOUR NAME]*

# MENTAL HEALTH RESOURCES FOR A STUDENT IN CRISIS

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## Crisis Resources

### **The National Suicide Prevention Lifeline (NSPL) 1-(800)273-8255**

- You can utilize this resource 24/7/365 for free anytime you are experiencing a mental health crisis, suicidal thoughts, or are in mental health distress.
- Also please be aware that if you prefer, there's an online chat option instead of calling the hotline number <https://suicidepreventionlifeline.org/chat/>

### **The Crisis Text Line at 741741**

- You just need to text HOME to 741741 on your cell phone and a crisis counselor will respond and help.
- <https://www.crisistextline.org>

### **LA County DMH Suicide Prevention Center Survivor Hotline 1 (877) 727-4747**

- Caller must be inside Los Angeles County 24 hours/7 days
- <https://dmh.lacounty.gov/>

### **Ventura County Crisis Team 1-866-998-2243**

- Available 24/7 if experiencing a mental health crisis and within Ventura County.
- <https://vcbh.org/en/get-help/mobile-crisis-response-team>

**You can call 911 or walk into any emergency room if you are in need of emergency psychiatric care, or if you feel that you are unable to maintain your physical safety due to experiencing suicidal thoughts.**

## Student Health Center at Moorpark College

**Hours:** M/Th 8-5 pm, T/W 8-6 pm, F 8-12 noon.      **E-mail:** [MCSHC@vcccd.edu](mailto:MCSHC@vcccd.edu)  
**Phone:** (805) 378-1413

**Services offered:** Mental Health Counseling and crisis services available for students through Telehealth via Phone, HIPAA Compliant Zoom, or in person.

\*Appointments are required and available by calling the Student Health Center



## Community Providers for Individual Therapy

updated 4/20/2021

### MOORPARK COLLEGE

The following list of providers are out-of-pocket and do not take private insurance. However, since you are a student at Moorpark College, they are willing to provide treatment on a "sliding scale," which often means they take your financial standing into consideration prior to setting a fee for treatment. Sessions at certain centers could be as low as \$5 and are decided on an individual basis. Call any of the below providers for a consultation to find out which would work best for you.

As an additional note, most centers are still providing tele-health services due to the COVID-19 pandemic, however call to ensure that services will be entirely remote.

#### Los Angeles County (San Fernando Valley)

Name: **Pepperdine Encino Community Counseling Center** Phone: **(818) 501-1600**  
Address: 16830 Ventura Boulevard Suite 200 Encino, CA 91436  
Website: <https://gsep.pepperdine.edu/about/clinics/encino/>  
Notes: Individual therapy; Couples Counseling; Child and Teen Therapy; Family Therapy; Group Therapy  
Therapy is provided by trainees and languages available depend on trainees present at any given time

Name: **Counseling West** Phone: **(818) 990-9898**  
Address: 4419 Van Nuys Blvd. Suite 310 Sherman Oaks, CA 91403  
Website: <http://www.counselingwest.com>  
Notes: Individual therapy; Couples Counseling; Family Counseling

Name: **San Fernando Mental Health Center** Phone: **(818) 832-2400**  
Address: 10605 Balboa Blvd. Suite #100 Granada Hills, CA 91342  
Website: <http://www.counselingwest.com>  
Notes: Short-term Therapy (6-8 sessions); Medication Support; Targeted Case Management  
Also accepts Medi-Cal  
Languages available: English, Spanish, Armenian, Farsi

Name: **San Fernando Valley Counseling Center** Phone: **(818) 341-1111 Ext. 388**  
Address: 7247 Hayvenhurst Ave. Van Nuys, CA 91406  
Website: <https://www.sfvcc.org/>  
Notes: Individual therapy; Couples Counseling; Family therapy; Parent skills class  
Languages available: English, Spanish, Farsi

Name: **Mitchell Family Counseling Clinic** Phone: **(818) 677-2568**  
Address: 18111 Nordhoff Street Northridge, CA 91330  
Website: <https://www.csun.edu/teaching-learning-counseling-consortium/mitchell-family-counseling-clinic>  
Email: [mitchellfamilyclinic@csun.edu](mailto:mitchellfamilyclinic@csun.edu)  
Notes: Individual therapy; Couples therapy; Family therapy

Name: **West Valley Counseling Center** Phone: **(818) 758-9450**  
Address: 18226 Ventura Blvd. Suite 202 Tarzana, CA 91356  
Website: <https://westvalleycounseling.org/>  
Email: [info@westvalleycounseling.org](mailto:info@westvalleycounseling.org)  
Notes: Individual therapy; Couples Counseling; Family Counseling; Workshops  
Can be considered an out-of-network provider and provide a superbill for insurance if requested  
May receive treatment from either licensed or unlicensed providers who are receiving supervision

## Ventura County

Name: **California Lutheran University Community Counseling Services (CCS)** Phone: **(805) 493-3390**  
**(Westlake)** **(805) 493-3059 (Oxnard)**

Address: 31416 Agoura Road #115 Westlake Village, CA 91361  
2200 Outlet Center Drive, Suite #470 Oxnard, CA 93030

Website: <https://www.clucounseling.org/>

Notes: Individual therapy; Couples Counseling; Family Counseling; Group therapy  
Currently have a grant to provide free treatment for individuals impacted by COVID-19, Victims of the Woolsey/Camp/Hill fires, Low-income residents of Thousand Oaks, and Victims of Borderline  
Languages available: English, Spanish

Name: **Free Clinic of Simi Valley** Phone: **(805) 522-3733**

Address: 2003 Royal Ave. Simi Valley, CA 93065

Website: [freeclinicsv.com](http://freeclinicsv.com)

Notes: Individual therapy; Couples Counseling; Family Counseling; Group therapy; Play Therapy  
Sliding scale fee of \$30

## Crisis Resources

Name: **The National Suicide Prevention Lifeline (NSPL)** Phone: **(800) 273-8255**

Chat Link: <https://suicidepreventionlifeline.org/chat/>

Notes: You can utilize this resource 24/7/365 for free anytime you are experiencing a mental health crisis, suicidal thoughts, or are in mental health distress. Also please be aware that if you prefer, there's an online chat option instead of calling the hotline number. Lastly, please know that all NSPL services are free of charge.

Name: **Crisis Text Line** Phone: **741741**

Website: <https://www.crisistextline.org>

Notes: All of the services Crisis Text Line provides are free of service. You just need to text HOME to 741741 on your cell phone and a crisis counselor will respond and help.

Name: **LA County DMH Suicide Prevention Center Survivor Hotline** Phone: **(877) 727-4747**

Website: <https://dmh.lacounty.gov/>

Notes: Caller must be inside Los Angeles County 24 hours/7 days

\* You can call 911 or walk into any emergency room if you are in need of emergency psychiatric care, or if you feel that you are unable to maintain your physical safety due to experiencing suicidal thoughts. If you are currently experiencing suicidal thoughts, go to your nearest emergency room immediately.