Assisting Emotionally Distressed Students
Guidelines for Faculty and Staff at
Solano Community College
SOLANO COMMUNITY COLLEGE Procedure for

Immediate Student Emergency

- Active or Planned Violent or Threatening Behavior toward Self or Others

Emotionally Distressed Student

- Perceived Concern

CALL 911 Cell Phone Users Call: 707-421-7090

Expressing suicidal thoughts, without a plan
Excessive demand for assurance or support
Excessive nervous or anxious behavior, sad, crying, or depressed
Provide student with Wellness Counseling Referral or Community Resources Sheet (see attachments at end of packet)
OR
Contact and/or escort student to Counseling Dept.
Please call Staff Hotline before coming over:
707-864-7000 xt. 4577 (hours: M-Th 8:30–6pm/F 8:30–3)

Disruptive Campus Behavior

CALL 911 Cell Phone Users Call: 707-421-7090

Disruptive Classroom Behavior

CLASSROOM INSTRUCTOR Consultation with Early Alert Program Referral (depending on situation)

Option:
*Remove student from that class and the next class.

Written Incident Report
Directed to: Division/Department Chair, Instructional Dean, and VP Student Services

Counselor Referral To appropriate:
- Campus Resource
- Community Resource

If needed student may be referred to Early Alert Program or provided Community Resources Sheet

**VP of Student Services or Designee for Disciplinary Action

*See State of CA Education Code definition for Faulty removal of students from class for “good cause”.
**Disciplinary action may occur through official warning (documentation), written probationary contract, expulsion or suspension
Role of Faculty/Staff
Faculty/Staff are in an excellent position to observe and recognize behaviors and emotions that are troubling students. A student’s behavior, especially if it is changed from previous interactions, may be a subtle or unconscious “cry for help.” The ability to recognize the signs of emotional distress and a willingness to listen and express those concerns to students are important first steps in assisting students in distress. You are only expected to reach out to a student in trouble and direct her/him to a more appropriate referral, be it to a Wellness Counselor, Counseling Services, Early Alert Program, external resources or the Sheriff’s Office.

Crisis Intervention
Crises are personal difficulties or situations that immobilize and prevent people from using their customary methods of problem solving. If the threat is imminent, you should call 707-421-7090.

Contact the Sherriff’s office (cell phone: 707-580-6526) or call 707-421-7090 for the following:
- Direct threat to others - physical assault or witness to an assault or accident
- Direct threat to self - suicidal/homicidal thoughts and impulses
- Physical abuse
- Sexual assault

Referral to Wellness Counseling
Wellness Counseling (mental health therapy consisting of 5-8 sessions) will be provided on Monday – Thursday at the Fairfield Campus by JFK University PsyD or Master’s degree recent grads or current students. They will be supervised by JFK faculty as they accrue hours toward licensure.

What Can Wellness Counselors Help Students With?

<table>
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<th>Test Anxiety</th>
<th>Managing work, family and school responsibilities</th>
<th>Acclimating to College life (e.g. organizational skills, course load management)</th>
<th>Cultural and Familial Issues</th>
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<tbody>
<tr>
<td>Relationship Issues</td>
<td>Life transitions</td>
<td>Conflicts and/or exploration of Identity</td>
<td>Issues relating to LGBTQ identity</td>
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<td>Housing issues/homelessness/unemployment</td>
<td>Substance use (personal or familial)</td>
<td>Trauma/PTSD</td>
<td>Crisis, Self/harm, suicide (not crisis counselors)</td>
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<td>Abuse/DV/IPV</td>
<td>Grief/Loss</td>
<td>Anxiety</td>
<td>Depression</td>
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<td>Academic Underachievement</td>
<td>Classroom behavioral issues</td>
<td>Acting out behaviors</td>
<td>Social interaction issues</td>
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<td>Family crisis</td>
<td>Low self-esteem</td>
<td>Divorce/separation</td>
<td>And More!</td>
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</table>

Referral Process
- Direct the student to come (or phone or email) to Counseling Services (students are encouraged to self-refer)
- Students will fill in a referral form which will be given to the JFK Wellness Counselor (also included at end of packet)
- JFK Wellness Counselor will contact the student directly to assess needed services and set up appointments

**Please note, wellness counseling is NOT for immediate crisis situations. If you feel the student is an immediate danger to self or others, please call the Sherriff’s office. **
Referral to Counseling Services
If a student needs immediate attention, please call the staff hot-line to let us know there is a student in need. If you can walk the student over to Counseling Services, please do so. If the student cannot walk to Counseling Services, request Counseling Services staff to meet the student elsewhere.

Location: Building 400
Monday–Thursday: 8:30 am– 6:00 pm; Friday 8:30 am – 3:00 pm (Hours subject to change when classes not in session and during summer)

Staff Hotline: 707-864-7000, ext. 4577 or the front desk 707-864-7101 will assess the situation for appropriate assistance.

Referral to Early Alert Program
The Early Alert program is under the Dean of Academic Support Services. Focus is on Level 1 Concerns (Attendance/Lateness, Late/Missing Assignments, Poor exam/quiz scores, lack of classroom engagement/motivation, or poor study skills/time management/preparation).

Location: Building 400, rm. 435
Faculty may contact the academic support services office at 707-864-7000 ext. 4440 and submit an early alert form (at end of document) to earlyalert@solano.edu.
- Pro-active, coordinated support services for students
- Resource for faculty and staff
- Follow through to get students ‘back on track’

What does the process of Early Alert look like?

<table>
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<th>Step 1 - Starting Point</th>
<th>Step 2 - Referral Process</th>
<th>Step 3 - Admissions Process</th>
<th>Step 4 - Referral to Other Service Department</th>
<th>Step 5 - Closing the Loop</th>
<th>Step 6 - Final Notification &amp; Data Capture</th>
</tr>
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<tbody>
<tr>
<td>● Faculty may phone x 4440 with inquiries, OR ● Submit an Early Alert Referral Form to the Early Alert Academic Success Specialist (EAS)</td>
<td>● EAS notifies student within 24 hours ● Intake meeting with student is scheduled ● Referral Notification to faculty/staff ● Courtesy Notification to other programs of mutual student</td>
<td>● Admissions Questionnaire ● Services and resources are discussed with student ● Early Alert Agreement is created</td>
<td>● EAS notifies relevant student service/program ● Forwards Early Alert Agreement and Services Log to service/program ● Services Log: data tracking of students participation</td>
<td>● Completed Services Log is returned to EAS/TAP ● EAS Closure Meeting with student to: ○ Close gap ○ Revised Early Alert Agreement/Additional services ○ Close gap/New Early Alert Agreement</td>
<td>● Early Alert distributes the finalized documentation to appropriate stakeholders ● Early Alert files students records for data collection ● Early Alert sends final notification to faculty/staff referrer with final summary outcome</td>
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</table>

General Guidelines for Intervention
Acknowledge to students that you are aware of their distress, that you are sincerely concerned about their welfare and that you are willing to help them.
What to Do:
- Request to see the student in private if you are in your classroom. This can help minimize embarrassment and defensiveness.
- Alternatively, meet student in an open space (but with few people around), if you are concerned about personal safety.*
- Briefly acknowledge your observations and perceptions of their situation and express your concerns directly and honestly. Comment directly on what you have observed, not what you think it means.
- Listen carefully to what the student is troubled about and try to understand the issue from their perspective, without necessarily agreeing or disagreeing. Simply listen. Don’t judge or provide opinions.
- If the concern is academic, problem solve as you can and then refer to appropriate academic support resources.
- Record your observations after the meeting.

*Offices and departments are encouraged to develop an “emergency code word” (Ex.: “Let me call my assistant to get the red folder with that info”). “Red folder” would notify the other employee that assistance is needed.

What Not to Do:
- Do not immediately reject the person’s demands. Allow the student to vent.
- Do not challenge, intimidate, or dare the person. Never belittle the person or make her/him feel foolish.
- Don’t do anything that makes you feel uncomfortable.

Some Behaviors that Indicate Distress
- Inability to concentrate
- Missed classes
- Confusion
- Missed assignments
- Persistent worrying
- Procrastination
- Social isolation
- Dangerous behavior
- Increased irritability
- Restlessness
- Bizarre behavior
- Disheveled appearance
- Mood swings
- Indecisiveness
- Depression
- Anger issues
- Abuse issues
- Self-esteem issues
- Eating Disorders
- Test Anxiety

The following are some examples of distress that students experience and how you can respond. The following information is intended to broaden your knowledge only, it is not intended as an in-depth assessment or diagnosis tool.

The Student Who is Depressed
Students who are depressed tend to be quiet and non-disruptive. Symptoms of depression include low self-esteem, withdrawal, difficulties with eating and sleeping, and lack of interest in and energy for daily activities. A student who seems less attentive and involved than he/she has been in previous class sessions may be suffering from depression.

What to Do:
- Be alert to excessive isolation and lethargy in a student, particularly a change from usual behavior.
- Communicate your concern in a private location, provide information on on-campus and off-campus resources.
- Alternatively, refer student to Counseling Services for Counselors to provide referral information or to direct student to Wellness Counseling referral.

What to Avoid:
- Do not give advice statements like “Don’t worry, everything will be OK” or “Crying won’t help. You’ve just got to pull yourself together.”
- Don’t minimize or discount the significance and intensity of the student’s feelings.
- Never discount a threat of suicide. Again, if you suspect the student may be contemplating suicide, contact the Sheriff’s office.

The Student Who is Anxious
Anxiety is a normal response to a perceived danger or threat to one’s well-being. Regardless of the cause, the resulting symptoms may include rapid heartbeat, chest pain, dizziness, sweating, trembling or shaking, and cold, clammy hands.
The student may also complain of difficulty concentrating, always being “on the edge,” and having difficulty making decisions or being too fearful to take action. In rare cases, a student may experience a panic attack.

What to Do
- Let them discuss their feelings and thoughts. Often this alone relieves a great deal of pressure.
- Provide reassurance
- Remain calm
- Be clear and directive
- Provide a safe and quiet environment until the symptoms subside or someone else can help the student.
- Refer to Wellness Counseling or other community services

What to Avoid:
- Do not minimize the perceived threat to which the student is reacting.
- Do not take responsibility for their emotional state.
- Do not overwhelm them with information or ideas to “fix” their condition.

Campus Disturbances
If a person is violent (has a weapon, fighting) immediately call the Sheriff’s office 707-580-6526 or 707-421-7090.

Disruptions in the Classroom, During Campus Activities or Events, or Elsewhere On Campus
- Person is disruptive
- Behavior is inappropriate
- Person is angry, acting out verbally, threatening and/or potentially violent.

What to Do:
- Talk to person privately, commenting on behavior.
- Set limits on behavior. Example: “You cannot continue in this class if this behavior continues.”
- Begin documentation for your records
- If behavior has changed from the past and continues, show concern and inform the person of assistance that is available, directing the student to Wellness Counseling, community resources, or the Counseling Department.
- Call the Sheriff’s office 707-580-6526
- Inform your Dean and/or the V.P. of Student Services 707-844-7159

The Student Who is Verbally Aggressive
Some students can become verbally aggressive when confronted by situations which they feel are beyond their control. It is important to remember that the student is generally not angry with you personally.

What to Do:
- Acknowledge their anger and frustration, e.g. “I hear how angry you are.”
- Be aware of your personal safety, e.g. leave the door open or talk privately in a public place.
- Suggest the student meet with you after class to talk about what is upsetting her/him while also letting the student know you are not willing to accept his/her verbally abusive behavior. Be directive and firm.
- Allow the student to tell you what is upsetting her/him to the degree to which you are comfortable.
- Attempt to help the person problem-solve and deal with the real issues when they become calmer.
- Refer to Counseling Services for Wellness Counseling referral as appropriate.

What to Avoid:
- Do not get into an argument or shouting match, nor press for an explanation or reasons for behaviors.
- Do not ignore the situation. Be as attentive as you can.
- Do not touch the person.
- Do not enlist others to help “quiet down” the student.
The Student Who is Experiencing Online and/or Phone Harassment

The unwanted communications are often constant, filled with disturbing and inappropriate content, and do not cease despite the sender having been asked to cease contact.

What to Do:
- If the person is receiving death threats or believe that she/he is in immediate danger, call 707-421-7090.
- If the communication or contact is happening from a current student or on-campus contact the Sherriff’s office 707-580-6526 and the V.P. of Student Services 707-844-7159.

What the Person Who is Being Harassed by Phone or Online Can Do:
- The person feeling harassed must clearly tell that person to stop. Simply say something like, “Do not contact me in any way in the future.” Save a copy of the message(s).
- Do not destroy or delete any evidence. SAVE EVERYTHING.
- If the person receives phone calls from the harasser, have the person contact her/his local phone company to obtain assistance to have the phone call traced, if unknown. If known, use the phone settings to block the call.
- If the person is harassed in through any type of social media, chat or other online medium the person should read the terms of service and harassment policies. The person should notify the contact address of the service.
- If the person is harassed by email, the person needs to complain to the sender’s ISP and the email service used to send the messages.

Faculty Removal of Student from Class for “Good Cause”

The California Ed Code (Section 76033) gives general definition of student behavior and offenses which are considered “good cause” for removal from class on the day of the offense (and the next session if warranted).
- Continued disruptive behavior, continued willful disobedience, habitual profanity or vulgarity, or the open and persistent defiance of the authority of, or persistent abuse of, college personnel.
- Assault, battery, or any threat of force or violence upon a student or college personnel.
- Willful misconduct which results in injury or death to a student or college personnel or which results in cutting, defacing, or other injury to any real or personal property owned by the district.
- The use, sale, or possession on campus of, or presence on campus under the influence of, any controlled substance, or any poison.
- Willful or persistent smoking in any area where smoking has been prohibited by law or by regulation of the governing board.
- Persistent, serious misconduct where other means of correction have failed to bring about proper conduct.

Things not considered “good cause” include such things as poor hygiene, strange behavior or bad manners. Faculty may not drop/dis-enroll a student at any time from their class for “bad behavior”. After identifying the basis for removing a student from class, the instructor must inform the student of the reason for the removal. The instructor may then remove the student for the current class and the next class (two class sessions maximum). This action must be reported to the Vice President of Student Services on the day of the removal. The Vice President of Student Services will request a report and documentation of the reason for removal. The Vice President of Student Services will contact the student to meet and seek to resolve the situation and, if possible, return the student to class. It is important to keep written notes of the incidents, meetings and class removals to document the case for disciplinary action.

Additional information about the Code of Conduct and due process can be found in the Solano College Catalog.

Acknowledgement: Content taken from guidelines created by Mission College, West Valley College, and Los Medanos College.
Solano Community College Wellness Counseling Referral Form  
(Please print both pages)

<table>
<thead>
<tr>
<th>Date of Referral:</th>
<th>Student Name (Last, First):</th>
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<tbody>
<tr>
<td>Referred by:</td>
<td>Student ID#</td>
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<td>□ Student(self-referral)</td>
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<td>□ Program (specify):</td>
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<td>□ Instructor (name):</td>
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<td>□ Other (specify):</td>
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<td>If not referred by student, please let student know you are submitting referral</td>
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Bilingual Counselor / Therapist Needed: Yes ___ No ___ Preferred___ (If “Yes” or “Preferred”, Language: ________________)

Reasons for Referral (check all that apply):

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<tr>
<th>Depression</th>
<th>Substance Use/Abuse</th>
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<tbody>
<tr>
<td>Anxiety</td>
<td>Personal Crisis/Trauma (circle one: Past or Present)</td>
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<td>Dealing with Loss/Grief</td>
<td>Behavioral Issues</td>
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<td>Other, specify:</td>
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Description of reason for referral for therapy:

Other agencies / professionals involved with student (if known):

Other relevant information (if any):

Times Available to be seen:

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<tr>
<th>Day/Time</th>
<th>9am</th>
<th>10am</th>
<th>11am</th>
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Please turn in this form to Counseling Services, Front Desk, Bld. 400, Main Campus or email Wellness@solano.edu

Office Use Only:

Therapist Assigned To: _____________________________
Date Assigned: _____________________________
Call Log For Wellness Counselor – Office Use Only

Use this sheet to document the dates/times and messages you left prior to the first session. Generally, counselors should only make three attempts to contact, unless the student has attempted to call back.

If the student has made no attempt to call back, then on the third attempt, please leave the following message:

“My name is _______ from the Wellness Program at _______ (Name of College and Campus). This is the third attempt to contact you for the SCC Wellness Program Services. Please call us back at _______________ (Wellness Program Phone Number).

If we do not hear back from you by (list a date that is no more than a week from the time you called), then we will assume you are no longer interested and take you off of the wait list.

If you wish to be placed back on the wait list at a later date, you may call the number provided earlier, ___________ (number) or stop by the ________________ (location where they can speak to someone who can refer) and let them know you are interested in the Wellness Program.

If you are in crisis, then please call 9-11 or the crisis line, 1-800-833-2900. Take Care.”

<table>
<thead>
<tr>
<th>Wellness Counselor</th>
<th>Date</th>
<th>Time</th>
<th>Notes</th>
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The purpose of this referral form is to allow faculty to refer a student of concern to Academic Support Services for academic support.

**EARLY ALERT REFERRAL FORM**

Early Alert is an intervention program designed to increase retention and improve the success rate of students in the classroom. The program aims to support faculty and staff to identify any issues that may impact student persistence or achievement.

The Early Alert Referral Form allows faculty and staff to notify the Targeted Academic Persistence (TAP) Team with specific information leading to the early intervention and follow-up with any student who is struggling academically.

If you have any concerns about a student who is in your class or has come to your office please fill out the following referral information and email to earlyalert@solano.edu. Although we would like to intervene before the Midterm Assessment Period, please feel free to use this form **at any time** during the academic semester. This form can also be used by students to refer a fellow student to the TAP Team.

This information is confidential and will only be used internally by the TAP Team to assist the specific student. Once a referral is made you will be contacted by the TAP Team with an appropriate update.

**Your Information**

Faculty/Staff/Referrer’s Name: ________________________________

Course Title: ________________________________ Course CRN: ________________________________

Campus Department (if applicable): ________________________________

**Student Information**

Student Name: ________________________________ Student I.D.: ________________________________

Student Phone: ________________________________ Student Email: ________________________________

**Please check appropriate area(s) of concern:**

☐ Attendance / consistent lateness  ☐ Classroom behavior (participation, motivation, disruption)

☐ Late / missing assignments  ☐ Study skills / time management / academic preparation issues

☐ Poor exam or quiz scores  ☐ Food or housing insecurities

☐ Known issues outside the classroom

Please provide any other information you feel is useful for the TAP Team:

Before submitting this referral form, please communicate with the student your intentions to refer to Early Alert.

☐ The student is aware of my referral to Early Alert

**Receipt Confirmation:** This will be an automated confirmation emailed to faculty that have referred a student to Early Alert notifying them that Early Alert has received their referral and will be contacting the student.
Mental Health and Wellness Community Resources

ON-CAMPUS SERVICES
Counseling Services Front Desk (Academic, Career and referrals for personal counseling) – 707-864-7101
Front Desk Hours: Monday-Thursday 8:30 am-6 pm & Friday 8:30 am–3 pm
Wellness Counselor Appointment Referrals (707) 864-7101, email: counseling@ solano.edu or stop by in-person

MENTAL WELLNESS SERVICES
Crisis Text Line-Free 24/7 and Confidential (Text "Courage" to 741741)
Aldea Children & Family Services (707) 427-1845
Solano County Mental Health Access Line (800) 547-0495
Solano County 24 Hour Crisis Line (707) 428-1131
Solano Pride Center (707) 389-4520 (LGBTQ+ community individual and group therapy)
Lifeline National Suicide Hotline: 1-800-273-8255
Napa County Crisis and Stabilization Unit: 707-253-4711
Talkspace.com -Text with a therapist $25 per week

SEXUAL ASSAULT
Bay Area Women Against Rape: (510) 845-7273, Vallejo (707) 644-7273, Fairfield/Vacaville 707-422-7273
SafeQuest Solano: 24 hours hot line (866) 920-2952 or business (707) 422-7345
Solano County Office of Family Violence Prevention: hot line (707) 784-3267

FOOD-CLOTHING-SHELTER  (Also: Call 211 from phone, or www.211bayarea.org)

Solano County:
Christian Help Center Church: Vallejo (707) 553-8192
Emergency Shelter/Bed Hotline: (800) 843-5200
Food Bank of Contra Costa and Solano: (707) 421-9778
Interfaith Council (Solano/CoCo): (925) 933-6030
Mission Solano Rescue Mission: (707) 422-1011
SNAP Supplemental Nutrition Assistance Program: California (877) 847-3663
Solano Community Resource Center: (707) 746-4352
SPCA Haven of Solano County: (707) 448-7722
St. Mark’s Lutheran Church Fairfield: (707) 422-4741
St. Mary’s Catholic Church Food/Groceries: (707) 448-2390

Napa County:
The Hope Center-Abode Services (Napa): (707) 259-8133

Alameda County:
Alameda County 211: 1 (888) 886-9660
Eden Information & Referral (Alameda Cty): (510) 537-2552 or 1(800) 273-6222

San Francisco/Santa Rosa/Marin Counties:
Catholic Charities (Santa Rosa): (707) 528-8712
Huckleberry Youth (up to 21 & 24 yrs): (415) 258-4944 (Marin); (415) 621-2929 (SF)
Jazzie’s (LGBTQ Shelter – SF): (415) 869-7977
MSC (SF – Drop in Shelter): (415) 597-7960

Yolo County:
Yolo Hospice: (800) 491-7711 or (530) 601-5756
DOMESTIC VIOLENCE/CHILD ABUSE/TEEN ABUSE/ELDER ABUSE/SEXUAL ASSAULT
SafeQuest Solano: Crisis Hot Line 24 hours: (866) 920-2952 or business (707) 422-7345
Empower Yolo (Woodland/Davis): Hot line 24 hours (530) 662-1133 or business (530) 661-6336
Fairfield Domestic Violence Response Team: (707) 428-7770
Napa Emergency Women’s Services (NEWS): (707) 252-3687
SAFE (Sanctuary in Abused Family Emergencies): Vallejo (707) 647-0470
Solano County Family Violence Intervention Team (FVIT) Victim Resource Specialist: (707) 784-1316
Solano Women’s Crisis Center: Fairfield (707) 425-3422
Travis Air Force Base Family Advocacy Office: (707) 423-5168
Vacaville Family Investigative Response Services Team (FIRST): (707) 469-6600

SUBSTANCE ABUSE
Solano County substance Abuse: (707) 784-2220
Adolescent Outpatient Treatment: Fairfield Healthy Partnership (707) 425-1799, Vallejo ANKA Behavioral (707) 558-8195

VETERANS/MILITARY
Crisis Line: (800) 273-8255 press 1
Homeless Veterans: 24 hours/7 days (877) 424-3838
Solano County Veterans Services: 707-784-6590 Chat with VCL

More Extensive Listings of Health and Wellness Resources:
• Bay Area Health and Human Services: http://www.211bayarea.org/ (or call: 211)
• Food Resource Directory: https://www.foodbankccs.org/frdcc
• San Francisco Shelter Listing:
• 311 San Francisco Homeless Resources: https://sf311.org/homeless-issues-all-matters