CAPS Virtual Walk Over Procedures

Here are the steps to refer a student to an on-call clinician immediately:

Step One
- Identify student that is in need of CAPS services.
- Speak with student and make sure they know you are referring them to CAPS.
- Make sure student has time right then to speak with CAPS therapist.

Step Two
- Call CAPS Front Desk
  - (657) 278-3040 (9AM-4PM, Monday through Friday)
  - Say you need to “Walk Student Over”

Step Three
- CAPS Front Desk will send you CAPS Virtual Walk Over referral form to your email.
- Form will be completed through Adobe Sign.

Step Four
- Contact the student later to make sure they spoke with CAPS.

*For any additional questions, please call CAPS front desk (657)278-3040

Please see Decision Tree on Second Page
Levels of Urgency: A Guide to Emergency Assistance and CAPS Referrals

1. Call UPD (x2515) or 911
   YES
   Is the student in immediate danger?
   (Ex: Student has a gun in their hand, is standing on bridge ready to jump, has a bottle of pills and wants to take them, has a rope in preparation to hang self, etc.)
   NO

2. Call CAPS (x3040) and complete the Walk-Over Form
   YES
   Is the student having thoughts of suicide, self-harm, or harm to another person?
   NO
   Within the last month, has the student experienced an assault, a disaster, a trauma, or a serious accident?
   YES
   NO
   Is the student reporting that they are seeing or hearing things that they don’t typically see and hear?
   YES
   NO

3. In your opinion, is the student in such severe distress that waiting a few days for a scheduled appointment would be detrimental to their mental or physical health?
   YES
   NO
   (Ex: Unable to calm down, panic attacks that aren’t subsiding, severe problems at home, serious concerns related to safety, etc.)

4. 1. Have the student call CAPS (657-278-3040) and request an Initial Consultation appointment
   2. Direct the student to YOU.Fullerton.edu for a wide variety of self-help tips and mental health resources