

SUPPORTIVE MEASURES, RESTRAINING ORDERS AND RESOURCES *for members of the UCR Community who may have experienced discrimination or harassment*

This handout has information about how UCR can help Complainants by taking supportive measures. It provides information on how to request a restraining order. And starting on page 2, there is a listing of campus offices and community resources that may be helpful to UCR community members who have experienced discrimination or harassment. This document is part of a series of resources for UCR students, all available the Office of Civil Rights' website.

Supportive Measures. UCR's Office of Civil Rights (OCR) can help arrange or coordinate supportive measures for Complainants. Supportive measures that may be available, upon request and depending on the circumstances, include:

- Academic assistance, such as speaking with faculty to seek flexibility in due dates or changing advisors;
- Changes to dining arrangements, housing, or work environment;
- Provision of campus services, such as counseling, disability services, mental health services, and other services listed beginning on page 2 of this document;
- No-contact orders—a UCR order requiring that someone not contact, in any way, someone else, or that prohibits people from contacting each other.
- Placing the Respondent on some form of leave or suspension.

Supportive measures may be temporary or may become permanent, and may be modified.

Protective and Restraining Orders. In California, people may request a restraining order from a court. There are civil harassment restraining orders and domestic violence restraining orders. Restraining orders can order the restrained person not to contact you or go near you, to stay away from your home, work or school, and/or to not have a gun. Civil restraining orders are issued by courts and enforced by law enforcement officers throughout California, including by UCRPD. The California Courts website provides helpful information about the different types of [civil harassment restraining orders](#) and [domestic violence restraining orders](#) and how to obtain them. If you are a UCR employee and there is a threat of workplace violence, UCR itself may be able to seek a workplace violence restraining order from a court. OCR can help determine whether this is a possibility.

RESOURCES

Confidential Campus Resources

The following offices do **not** need to share information that they receive from you with the Office of Civil Rights. (Many **UCR employees** are required to let OCR know, when they receive a report or information about discrimination or harassment.):

- *(for students)* **Counseling and Psychological Services (CAPS)** offers FREE, confidential crisis support and short-term individual, group and couples counseling for all registered UCR students in CA. Services are provided by California licensed mental health providers who are trained to offer both in-person and virtual therapy. To start services, ask questions, consult about concerns for yourself or others, call 951-827-5531 or 951-UCR-TALK. Crisis consultation is available 24 hours per day, just call and select Option 1 to be connected immediately to a crisis counselor. For all other appointments, select option 2 to speak to the receptionists. The CAPS office is located in the Student Health and Counseling Center. For more information, self-help, resources and referrals visit counseling.ucr.edu.
- *(for employees)* **Faculty and Staff Assistance Program** UCR has partnered with ComPsych® to provide GuidanceResources® services whose benefits will provide UCR faculty and staff and the r household family members confidential support, resources and information for personal and work-life issues. These services are provided at no charge and include confidential counseling, work-life solutions, legal GuidanceResources® Online. Support services are available 24/7 at (866) 615-3047 or guidanceresources.com.
- **The Ombuds** provides a safe and comfortable environment to discuss complaints, concerns or problems on a confidential basis. The Ombuds acts as an independent and impartial resource. The Ombuds does not serve as an office of notice or record for the University. The Ombuds does not conduct formal investigations nor does it maintain or keep records. They can help individuals understand their options, and provide information about relevant campus resources and processes. Connect with the Ombuds at (951) 827- 3213 or ombuds@ucr.edu.

The remaining offices may be required to share information they receive with OCR, if that information is a report or complaint of discrimination or harassment:

- **University of California, Riverside Police Department** provides criminal investigations and support for individuals impacted by discrimination or harassment that rises to the level of a crime. UCPD officers help connect Complainants with support and conduct criminal investigations. Connect with an officer at the UCPD station at 3500 Canyon Crest Drive, Emergency: 911, Non-emergency (951) 827-5222, 24 hours daily, 365 days a year.

NON-CONFIDENTIAL RESOURCES, CONT.

- [UCR Ethnic and Gender Equity Centers](#) are holistically dedicated to supporting the campus community and upholding diversity, equity, and inclusivity through education, events, programs, and more.

For Students:

- [Student Affairs Case Management](#) will provide support by helping you brainstorm, problem solve, and ultimately connect you to the right resources on or off campus for all issues whether psychological, social, relational, financial or academic. Connect with a Case Manager at (951) 827-5000 or go to our website to complete an Appointment Request Form to make an appointment: casemanager@ucr.edu.
- [Student Health Services](#) Veitch Student Center, (951) 827-3031, 24-hours daily nurse line: (877) 351-3457.
- [International Affairs](#) provides support to international students, including guidance regarding visa and immigration issues. Email: internationalstudents@ucr.edu. Office phone: (951) 827-4113, After-hours emergency phone: (951) 206-8810.
- [Student Disability Resource Center](#) is the unit designated to receive requests for accommodations, approve services, and coordinate support for students with disabilities to ensure access to the university's educational programs. 1228 Student Services Building, (951) 827-3861, sdrc@ucr.edu.
- [Veteran's Resource Center](#) is a place created by and for UC Riverside veteran and military-connected students. It's where you'll find (and give) support, camaraderie, and understanding. 125 Costo Hall.

For Employees:

- [Employee and Labor Relations](#), part of the Human Resources Office, provides consultation and advice to employees regarding HR issues and manages certain complaint processes, and Workplace Health & Wellness, which includes
- [UCR'S Academic Personnel Office](#) (APO) provides consultation and advice to employees regarding conflict management and coordinates certain grievances for non-Senate academic personnel.
- UCR's [Disability Management Office](#) is the unit designated to receive requests for accommodations for faculty, staff and other employees with disabilities as needed to support their ability to perform their jobs and enjoy campus programs and benefits.