



8550 Balboa Boulevard, Suite 150 Northridge, CA 91325 (818) 739-5182 Phone (818) 739-5522 Fax

## **Emergency Directory**



Supporting Children

Strengthening Families

**Empowering** Communities Changing Lives

www.childguidance.org

Page 1 Reviewed 03/2013

The **Child and Family Guidance Center** is a LA County Department of Mental Health (DMH) contractor that provides Specialized Prevention and Early Intervention (PEI) services to children, transition age youth, and adults utilizing evidence based treatment interventions (EBPs) that are consistent with LAC/DMH Mental Health services Act (MHSA).

The Center also provides families with access to a comprehensive continuum of services depending on the needs of the family ranging from once a week, time limited mental services (PEI) to intensive in-home services that are delivered several times a week with 24-7 availability for crises.

The **Community Resource Services** is a division dedicated to improving the quality of life for special needs children and their families by helping them to locate, access and effectively use essential community health and social services.

#### **Call for Services**

San Fernando Valley Antelope Valley 818-739-5250 661-265-8627

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#### **Medical Emergency**

Olive View-UCLA Medical Center - Hospital -

14445 Olive View Drive

**Sylmar, CA 91342** 

(818) 364-1555 Main number

(818) 364-4340 Psychiatric

(818) 364-4324 Medical Emergencies

(818) 364-4324 Nurse's Station

(818) 364-4206 Fax

www.uclasfvp.org

Provides comprehensive range of services, including: inpatient, outpatient, and surgical, 24-hour emergency medical, pediatric and psychiatric. Accepts Medi-Cal, Medicare, and fees are based on ability to pay. Serves San Fernando and Santa Clarita Valleys.

#### Olive View-UCLA Medical Center - Clinic -**Room 2B101**

This is a medical walk-in clinic open to the public from Monday – Friday from 8:00am - 9:00pm, and Saturday from 8:00am - 4:30pm. It is available to urgent care patients or others seeking medical care. It has programs that can provide coverage for uninsured adults and children. You can show up as early as 6:00am in order to register and be aware that the wait time may be long. Patients will be seen by a doctor and can be provided necessary tests as well as medications if needed. If someone requires follow-up visits they will be assigned a primary care physician and will be able to continue receiving care.

#### Psychiatric Crisis Evaluation for Children, Adolescents, and Adults

Valley Coordinated Children's Services (VCCS)

Victory-Tampa Medical Square

19231 Victory Boulevard, Suite #110

Reseda, CA 91335

(818) 708-4500 (8:00 am to 5:00 pm)

www.valleyccc.org

This is a County Department of Mental Health facility that is responsible for crisis intervention for any youth in the San Fernando Valley that is experiencing an acute psychiatric emergency and needs to be assessed for possible hospitalization. They provide telephone triage and phone crisis intervention. To refer a child, contact the on-duty staff to review the case history and establish a crisis plan.

Psychiatric Mobile Response Teams (PMRT) (818) 832-24 10 (8:00 a.m. to 5:00 p.m.) (800) 854-7771 (after 5:00 p.m.) Access Line http://losangeles.networkofcare.org

County Department of Mental Health can be contacted to discuss a psychiatric emergency for an adult or child that requires an assessment in the community. When an adult or child needs an emergency psychiatric assessment but is unable to go to a crisis center, a psychiatric emergency team can be sent into the community if the individual is a threat to themselves or to others, or gravely disabled. These teams are also available when the local mental health centers are closed.

#### **Psychiatric Hospitals For Children and Adolescents**

**Northridge Hospital UCLA Neuropsychiatric Hospital** 18300 Roscoe Boulevard 300 Medical Plaza Northridge, CA 91328 Los Angeles, CA 90095 (818) 885-8500 Main # (310) 825-9989 (818) 885-5484 Intake Mental Health www.mpi.ucla.edu www.northridgehospital.org Accepts ages 3-18. Accepts Medi-Cal. Accepts ages 13-17 only. Does not accept Medi-Cal.

Must have private insurance. **Kedren Community Mental Health Acute Psychiatric** 

Hospital **4211 South Avalon Boulevard** 

Los Angeles, CA 90011 (323) 233-0425

www.kedrenmentalhealth.com

Accepts ages 5-12 only. No adolescents. Accepts Medi-

Las Encinas Hospital 2900 East Del Mar Boulevard Pasadena, CA 91107 (626) 795-9901 www.lasencinashospital.com

Accepts ages 8-18. Accepts Medi-Cal.

Gateways Hospital and Mental Health Center	BHC Alhambra Hospital
1891 Effie Street	4619 North Rosemead Boulevard
Los Angeles, CA 90026	Rosemead, CA 91770
(323) 644-2000	(626) 286-1191
www.gatewayshospital.org	www.bhcalhambra.com
Accepts ages 13-17 1/2. Accepts Medi-Cal.	Accepts ages 4-18. Accepts Medi-Cal.
Los Angeles County	
USC Medical Center	
1200 North State Street	
Los Angeles, CA 90033	
(323) 226-5581	
www.lacusc.org	
Accepts ages 3-18. Accepts Medi-Cal.	
Ages 14 and under: (323) 226-3601.	
Ages 15 and up: (323) 226-6707.	

Adults experiencing a psychiatric emergency can walk into any of the following Adult Mental Health Centers without an appointment. These centers serve clients based on geographic area.

(800) 854-7771  (818) 832-2400  www.dmhlacounty.org  Serves Sylmar, San Fernando, Mission Hills, Granad Hills, Panorama City, Sepulveda, and North Hills.	1
Center For Family Living Santa Clarita Mental Health Center	
14545 Sherman Circle 25050 Peachland Avenue, Suite H203	
Van Nuys, CA 91405 Newhall, CA 91321	
(818) 901-4854 (661) 222-2800	
www.sfvcmhc.org  Serves Santa Clarita, Newhall, Valencia, Saugus, Va	
Serves Encino, Sherman Oaks, and Van Nuys.  Verde, Canyon Country, Castaic, Agua Dulce, Sulph	er
Springs, and Bouquet Canyon.	
Hillview Mental Health  Verdugo Mental Health Center	
12450 Van Nuys Blvd. Suite 200 1540 East Colorado Street	
Pacoima, CA 91331 Glendale, CA 91205	
(818) 896-1161 (818) 244-7257	
www.lahsa.org Sww.Nhc.org	1.
Serves Arleta, Pacoima, Lakeview Terrace, Sunland,  Serves Burbank (East of Buena Vista Street), Glenda	ie,
Sun Valley and Tujunga, Kagel Canyon.  La Cresenta and La Canada/Flintridge, Montrose,	
Eaglerock (90041only), Verdugo City.	
MacDonald Carey East Valley Mental Health Center  West Valley Mental Health Center  11(21 Vistary Payley and Spite #202	
11631 Victory Boulevard, Suite #203 North Hollywood, CA 91606  7621 Canoga Avenue Canoga Park, CA 91304	
(818) 908-3855 (818) 598-6900	
www.sfvcmhc.org www.valleyccc.org	
Serves North Hollywood, Studio City and Burbank  Serves Westlake Village, West Hills, Chatsworth, Po	rter
(91505 area only-West of Buena Vista), Toluca Lake,  (Ranch, Canoga Park, Northridge, Winnetka, Woodla	
and Universal City.  Hills, Tarzana, Calabasas, Reseda, Hidden Hills and	1.4
Agoura.	

#### **Reporting Child or Elder Abuse**

**Department of Children and Family Services (DCFS)** 

Child Abuse Hotline (800) 540-4000

San Fernando Office 20151 Nordhoff Street Chatsworth, CA 91311 (818) 717-4000

A 24-hour hotline for reporting suspected child abuse or neglect or to consult with a DCFS staff member about a possible report.

**Adult Protective Services Elder Abuse Hotline** 

(800) 992-1660 or (877) 477-3646

This is a 24-hour hotline for reporting abuse of an elder adult (age 65 or older) or a dependent adult (a physically or mentally impaired 18-64 year old).

#### **Police Departments**

Non-Emergency Car Dispatch (877) 275-5273 or (877)-ASK-LAPD Terrorist Threats (877) 284-7328 or (877)-A-THREAT Spanish Line (213) 928-8222

www.lapdonline.org

**Los Angeles Police Department** 

S.M.A.R.T. Team

(213) 485-3300 (6am-2am)
The Los Angeles Police Department and the Department of Mental Health work cooperatively to handle psychiatric emergencies that have the potential for

violence. A licensed mental health professional and a police officer will complete the psychiatric assessment in the community when a child or an adult is a threat to

themselves or others. **Devonshire Division** 

10250 Etiwanda Avenue

Northridge, CA 91325

(818) 832-0633

Juvenile Detectives (818) 832-0609

Youth Services Officer (818) 756-8270

Serves: Canoga Park, Chatsworth, Granada Hills, Northridge, Porter Ranch, West Hills, and Winnetka.

**Foothill Area Community Police Station** 

12760 Osborne Street Pacoima, CA 91331

(818) 756-8861

**Juvenile Detectives (818) 834-3115** 

Youth Services Officer (818) 756-7793

Serves: Arleta, La Tuna Canyon, Lake View Terrace, Pacoima, Shadow Hills, Sun Valley, Sunland, and

Tujunga.

**Mission Community Police Station** 

11121 Sepulveda Boulevard

Mission Hills, CA 91345

(818) 838-9800

**Juvenile Detectives (818) 838-9810** 

Youth Services Officer (818) 838-9860

Serves: Granada Hills, Knollwood, Mission Hills, North

Hills, Panorama City, and Sylmar.

North Hollywood Police Station

11640 Burbank Boulevard

North Hollywood, CA 91601

(818) 623-4016 24-hour Office (For Emergency)

Juvenile Detectives (818) 623-4045

Youth Services Officer (818) 623-4001

Serves: Cahuenga Pass, North Hollywood, Studio City, Sun Valley, Toluca Lake, Toluca Woods, University City, Valley Glen, Valley Village, and West Toluca.

6240 Sylmar Avenue

Van Nuys, CA 91401

Van Nuys Police Station

(818) 374- 9500

Juvenile Detectives (818) 374-0040

Youth Services Officer (818) 374-9404

Serves: Blythe Street, Lake Balboa, Sepulveda, Sherman Oaks, Valley Glen, Van Nuys, and Ventura Business

District

West Valley Police Station

19020 Vanowen Street

Reseda, CA 91335

(818) 374-7611

Juvenile Detectives (818) 374-7730

Youth Services Officer (818) 374-7690

Serves: Canoga Park, Encino, Mandeville Canyon,

Northridge, Reseda, Tarzana, Warner Center, West Hills,

and Woodland Hills.



#### **Sexual Assault Services**

Children's Assault Treatment Services (CATS)

Northridge Hospital Medical Center

14531 Gault Street

Van Nuys, CA 91405

(818) 908-8632

(818) 908-8630 (after hours)

www.abuse-assaultservices.org

Offers 24-hour emergency medical treatment along with forensic investigation for those children and adults who have been sexually abused.

Sexual Assault Response Team (SART) 14850 Roscoe Boulevard

Panorama City, CA 91402

(818) 908-8632

www.abuse-assaultservices.org

SART Hospitals are staffed with nurses and physicians who have been specifically trained and certified to perform rape examinations using specialized equipment and forensic evidence gathering techniques. The information collected as a result of the exams at SART Hospitals has a higher degree of integrity, is conclusive and is used as evidence in prosecuting rape cases. There are seven hospitals located in the Los Angeles County.

Valley Trauma Center

7116 Sophia Street

Van Nuys, CA 91406

(818) 908-8630 Sexual Assault Team

(818) 886-0453 24-hour Hotline

(661) 253-0258 Santa Clarita Valley

Free crisis intervention and counseling for sexual assault

Rape, Abuse, Incest National Hotline (RAIN) (800) 656-4673

This 24-hour hotline connects caller to nearest services.



Rape Crisis Line Domestic Violence Staking

(626) 793-3385

This is a 24-hour crisis line for sexual assault support and referral for battered women and children.

#### **Delinquency Services**

## LAUSD Pupil Services (213) 241-3844

Parents and community members can call if a child is repeatedly truant. LAUSD will send a Pupil Service and Attendance Counselor (PSA) representative to the home.



C.A.R.E. Project (Client Assessment,

Recommendation and Evaluation Project) L.A. County Public Defender / Juvenile Division 210 West Temple Street, 19 Floor Los Angeles, CA 90012

(213) 974-2811

The CARE Project has 13 psychiatric social workers, 4 paralegals, and 3 mental health and educational specialist attorneys in the 10 juvenile branch offices in Los Angeles. Those professionals intervene in a child's life at the pre-trial stage, and they are able to provide the court with an assessment of the child's needs, to suggest reasonable recommendations for conditions of probation, and to identity community resources.

Juvenile Court Mental Health Unit (323) 526-6362 Administrator (323) 526-6384 Psychiatric Nurse

This is the Mental Health Unit at the Juvenile Court. They are responsible for screening all juveniles that are wards of the court and have been arrested. They are responsible for gathering all mental health history so that the court can make a decision about the most appropriate placement.

Los Angeles County Department of Probation 14540 Hayne Street Van Nuys, CA 91411 (818) 373-8172

The Informal Probation program allows parents to place their children on probation if they are at risk for delinquent behavior. Children must be between the ages 9-17 years and be willing to sign a contract. For more information parents should contact the probation office and ask for the juvenile officer on duty.

#### **Substance Abuse**

# California Access to Recovery Effort (CARE Program) (866) 350-8773

CARE is a program for youth ages 12-20 who need help overcoming problems with alcohol and other drug abuse. This program focuses on increasing access to alcohol and other drug services for youth by providing treatment and recovery support services through a voucher program. To enroll in the CARE program, youth must be referred to a state approved assessment provider. Eligible youth will receive vouchers to pay for needed treatment services:

- Assessment
- Residential treatment
- Outpatient treatment
- Individual and group counseling
- Family therapy
- Support services such as employment and education services, mentoring, spiritual coaching, transportation, and child care.

Tarzana Treatment Center 18646 Oxnard Street Tarzana, CA 91356 (818) 996-1051 (800) 996-1051 Help Line

http://www.tarzanatc.org/

Offers substance abuse treatment for adults and teenagers.

Al-Anon/Alateen Family group Al-Anon Central Office 4936 Lankershim Boulevard North Hollywood, CA 91601 (818) 760-7122

(562) 948-2190 Spanish Line

www.al-anon.alateen.org

Mutual support group for family and friends of alcoholics; it is for anyone whose life has been affected by someone else's drinking.

National Council on Alcoholism & Drugs 6640 Van Nuys Boulevard, Suite C Van Nuys, CA 91405 (818) 997-0414

http://www.ncadd-sfv.org/

This is a community-based prevention and recovery program, which provides prevention, education, and referral services regarding alcoholism and other drug addiction. Offers programs to both teens and adults. Has a 10-week program, "Teenage Alcohol Program" (TAP), with half of the meetings devoted to Educational Groups, and the other half to discussion groups. Sliding scale is available, services will not be denied due to inability to pay.

Phoenix House / Phoenix Academy 11600 Eldridge Avenue Lake View Terrace, CA 91342 (818) 686-3000

This is a residential treatment for adolescents ages 12-17 (they can stay until 19) with drugs and alcohol issues. They provide a 12-18 month program, behavioral modification treatment, plus one year free after care.

**I-ADARP** 

6740 Kester Avenue, Suite #200 Van Nuys, CA 91405 (818) 994-7454

www.idarp.org

Provides referrals and treatment for teenagers with substance abuse problems. They will provide urinalysis testing.

#### **HIV/AIDS**

AIDS Project Los Angeles 611 South Kingsley Drive Los Angeles, CA 90005 (213)-201-1600

www.hivla.com

HIV Testing sites are located throughout the San Fernando Valley. To locate the closest clinic, please search by service or zip code on their website.

Valley Community Clinic 6801 Coldwater Canyon Avenue, Suite #1B North Hollywood, CA 91605 (818) 763-8836

HIV testing. Must be at least 12 years old. Spanish speaking staff available.

#### **Domestic Violence**

## Los Angeles County Domestic Violence Hotline (800) 978-3600



Domestic Violence Hotline Haven Hills, Inc. P.O. Box 260 Canoga Park, CA 91305 (818) 887-7481

www.havenhills.org

Haven Hill Emergency Services.

This is a 24-hour hotline with bilingual staff to assist victims of domestic violence with support and referrals to emergency shelters.

National Domestic Violence Hotline (800) 799-7233 TDD (800) 787-3224

This is a 24-hour hotline with bilingual staff that assists victims of domestic violence with crisis intervention and referrals.

Family Violence Project of Jewish Family Services 13949 Ventura Boulevard, Suite #320 Sherman Oaks, CA 91412 (818) 505-0900 24-hour Hotline www.jfsla.org

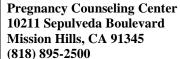
This program offers 24-hour crisis assistance and a 30-day shelter for battered women and their children, 16-years-old and younger. They also have six month transitional housing. Individual and group counseling are available on an outpatient basis. Services are free. Contact crisis line for referrals. Spanish speaking staff available.

#### **Pregnant Teens**

### Safely Surrendered Baby Program (877) 222-9723 1.877.BABY.SAFE

#### www.babysafela.org

Safe Haven 24-hour hotline for nearest locations, which allow parents to safely surrender their newborn babies at any hospital or fire station without fear of legal prosecution. The Safely Surrendered Baby Law allows an individual to safely give up an unwanted infant with no fear of arrest or prosecution for abandonment as long as the baby has not been abused or neglected. Parents are permitted to bring a baby within 3 days of birth to any designated hospital staff or designated fire station in the County of Los Angeles. The baby will be placed in a pre-adoptive home while the adoption process gets underway.



#### info@pregnanthelp4u.org

Non-profit licensed medical clinic serving the San Fernando Valley. Free and confidential services: free pregnancy testing, obstetrical ultrasounds, counselors to offer support, guidance and information, and referrals. Open Monday through Saturday.

Valley Teen Clinic (Valley Community Clinic) 6801 Coldwater Canyon Avenue North Hollywood, CA 91605 (888) 763-4070

http://www.teen411.com E-Mail: mail@teen411.com or questions@teen411.com

They provide a safe, comfortable health clinic for teens 12-19, designed by teens for teens, and run by a trained and certified staff of peers and licensed medical



#### Planning, Access, Care, Treatment Family PACT (800) 942-1054 Referral Services

#### www.familypact.org

Family PACT is a program that provides no-cost family planning services to low-income men and women, including teens. The Pact program allows clients to go to private doctors for free family planning. Please call to obtain the name and number of providers near you or visit their website.

## Planned Parenthood (800) 576-5544

#### www.plannedparenthood.org/los-angeles/

This agency provides health care and sexual health services to women, men and teens (without parent consent) in Los Angeles County. They provide information, counseling, basic birth control supplies, pregnancy testing, confidential testing for AIDS/HIV and other sexually transmitted diseases. All services are strictly confidential and their locations have bilingual

professionals. At this clinic they provide ANY teenager, male or female, of any age with information, counseling, basic birth control supplies, pregnancy testing, confidential testing for AIDS/HIV and other sexually transmitted diseases.

staff available (English/Spanish). Services are provided in different locations:

- Burbank

916 W Burbank Boulevard, Suite #M Burbank, CA 91502

- Canoga Park

21001 Sherman Way, Suite #9

Canoga Park, CA 91303

- Van Nuys

7100 Van Nuys Boulevard, Suite #108

**Van Nuys, CA 91405** 

## American Preganancy Associacion (800) 672-2296

#### http://www.americanpregnancy.org/hotline.htm

If you have questions related to pregnancy and reproductive health, we are here to help. A reproductive and pregnancy educator is standing by waiting to receive your call.

The service is free, confidential and professional. From making choices about contraception to labor options, our reproductive and pregnancy educators are able to guide you through the maze of decisions.

American Pregnancy Helpline (866) 942-6466

http://www.thehelpline.org/

This site is primarily geared towards teenagers and young adults. For pregnancy information, we recommend the American Pregnancy Association. For those trying to conceive, you will find information on ovulation, natural family planning, pregnancy symptoms, and an ovulation calendar.

For women who are already pregnant, you will be able to learn more about prenatal vitamins, midwives, and birth centers, and Prenatal Massage.

#### **Missing Children**

National Center For Missing and Exploited Children	Missing Children Clearinghouse- California
http://www.missingkids.com	http://www.ag.ca.gov
(800) 843-5678	(800) 222-3463

#### **Hotlines**

National Runaway Switchboard (800) 621-4000 or (800) 786-2929 www.1800runaway.org This is a 24-hour hotline for runaway and homeless youth and their families, providing crisis intervention, information and referrals. Spanish speaking staff available.	Suicide Prevention Crisis Hotline (310) 391-1253 This is a suicide and crisis hotline. They provide crisis intervention and referrals.
California Youth Crisis Line (800) 843-5200 This 24-hour crisis line provides intervention, counseling, and phone connection to service providers and information and referrals to youth in crisis. Spanish speaking staff available.	National Suicide Prevention Lifeline (800) 273-TALK (8225) (888) 628-9454 (Spanish Line)  www.suicidepreventionlifeline.org 24-hour suicide prevention service available to anyone in a suicidal crisis. If you need help, please call and you will be routed to the closest possible crisis center in your area. Call for yourself, or someone you care about. The call is free and confidential.
Trevor Project (800) 850-8078 www.thetrevorhelpline.org 24-hour suicide and crisis prevention helpline for LGBT youth (lesbian, gay, bisexual, and transgender /transsexual people.)	211 L.A. County Dial 2-1-1 or 1(800) 339-6993  www.healthycity.org L.A. County 211 is a free 24-hour hotline providing information and referrals to numerous social service agencies in Los Angeles County.