

HELP IS HERE

This sheet will assist you in determining how to respond to distressed, disruptive or at-risk individuals. On this side, you will find campus and community resources as well as 24/7 talk/text helplines to assist with a variety of needs. On the reverse side is the Cuyahoga Community College Resource Guide, which is divided into three categories: situations requiring immediate assistance, situations requiring some assistance and situations you can address on your own. You will also find signs and symptoms, examples and action steps for each of these categories. Thank you for making a difference!

CAMPUS RESOURCES

Campus Police and Security Services

Emergency:
216-987-4911 (x4911 on campus)
Non-emergency:
216-987-4325 (x4325 on campus)
www.tri-c.edu/administrative-departments/campus-police

Counseling and Psychological Services

216-987-6000, Option #4
(specify campus when you call)
www.tri-c.edu/counseling

ACCESS – Students with Disabilities

www.tri-c.edu/access

Title IX/Sexual Harassment

216-987-0204
www.tri-c.edu/titleix

Veteran Services and Programs

216-987-3193 (x3193 on campus)
www.tri-c.edu/veterans
Information, support groups, helplines and more

COMMUNITY RESOURCES

Alcoholics Anonymous

216-241-7387
www.aacleve.org

Child Abuse Hotline

216-696-KIDS (5437)
www.cfs.cuyahogacounty.us

Circle Health Services

216-721-4010
www.circlehealthservices.org
Free medical, dental, mental health services upon qualification

Elder Abuse Hotline

216-420-6700
www.dsas.cuyahogacounty.us

LGBT Community Center of Greater Cleveland

216-651-5428
www.lgbtcleveland.org

National Alliance on Mental Illness (NAMI)

800-950-6264
www.nami.org

FACULTY AND STAFF RESOURCES

Human Resources

216-987-4830
www.tri-c.edu/administrative-departments/human-resources

IMPACT Employee Assistance and Work/Life Program

800-227-6007 (Available 24/7)
www.myimpactsolution.com
(Username is ccc; no password needed)

Office of Student Affairs

www.tri-c.edu/student-life/student-affairs

Concerns About a Student's Writing:

<https://caps.umich.edu/article/concerns-about-students-writing>

Concerns About Social Media Postings:

- **Facebook:** www.facebook.com/help/suicideprevention
- **Instagram:** Click the 'three dots' button at the bottom right corner of the post, report the image as inappropriate and choose the reason why

24/7 RESOURCES

Cuyahoga County Crisis Hotline

216-623-6888
www.frontlineservice.org

Crisis Text Line

Text "4HOPE" to 741741 (Ohio only)
Text "GO" to 741741 (Nationwide)
www.crisistextline.org/textline

Cleveland Rape Crisis Center

Call OR Text: 216-619-6192 or 440-423-2020
Online Chat: clevelandrapecrisis.org/chat

Cutting/Self Injury

800-366-8288 (DONTCUT)
www.selfinjury.com

Domestic Violence Center

216-391-HELP (4357)
www.dvcac.org

First Call for Help

216-436-2000 or dial 2-1-1
www.211oh.org
United Way of Greater Cleveland's A-Z guide to community resources

Human Trafficking Hotline

888-373-7888 or
Text "HELP" or "INFO" to 233733
www.humantrafficking.org

Narcotics Anonymous

www.na.org • 888-438-4673

Runaway Safeline

800-786-2929 or Text "SAFE" and your current location to 69866
www.1800runaway.org

Sexual Assault Hotline

800-656-HOPE (4673)
<https://hotline.rainn.org>
Online chat: online.rainn.org

Suicide Lifelines

800-273-TALK (8255)
suicidepreventionlifeline.org
Online Chat: chat.suicidepreventionlifeline.org/gethelp/lifelinechat
• Spanish Speaking: 888-628-9454
• Deaf/Hard of Hearing/Speech Impaired: 800-799-4889

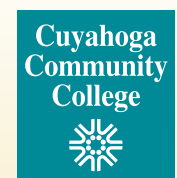
The Trevor Lifeline:

Preventing Suicide Among LGBTQ Youth
Text "Trevor" to 202-304-1200
(check website for hours)
Online chat 7 days/week 3 p.m. - 9 p.m.
866-488-7386 • www.thetrevorproject.org

Veterans Crisis Line

800-273-8255 (Press 1) • Text: 838255
www.veteranscrisisline.net

**This document was modified by a college-wide team of Cuyahoga Community College counseling faculty, with permission from Kent State University, and may not be used without permission from Cuyahoga Community College.*



tri-c.edu/helpshere

Situations You Can Address

Minimal risk to self or others

Signs and symptoms:

- Individual does not express or indicate issues of risk to self or others.
- Only a few indicators of distress are evident (e.g., difficulty focusing, trouble sleeping).
- Disrespectful or inappropriate language.
- Visible distress, academic difficulties, sleep or eating problems, emotional outbursts, social withdrawal.
- Issue typically impacts only one area of the individual's life (e.g., family, academic or social).

Examples:

- Individual reports being depressed or anxious but denies suicidal or homicidal thoughts.
- Individual sends an email with profanity demanding an immediate response.
- Individual appears to have distorted body image and frequently references a desire to lose weight.
- Student will not put away a laptop when requested by an instructor.
- Student raises voice at the office receptionist and demands assistance.
- Individual is stressed about an upcoming exam and discloses history of test anxiety

What you can do:

Offer information and resources

- Share your concerns and offer campus and/or community resources that may help with the individual's issue. Consult the other side of this card for specific resources.
- Consult with the Counseling and Psychological Services Office on your campus during business hours, or Campus Police and Security Services after hours to determine appropriate course of action for disruptive behavior.
- Consider following up with the individual to express concern and see if any help is needed getting connected to campus resources

Situations Requiring Assistance

Possible risk to self or others

Signs and symptoms:

- Individual may express or indicate issues of risk to self or others.
- Several indicators of distress are evident (e.g., difficulty focusing, decreased appetite, poor class attendance, trouble sleeping).
- Expressions of hopelessness.
- Emotional reaction out of proportion to situation.
- Issue is impacting more than one area of the individual's life (e.g., family, academic, social).

Examples:

- Individual exhibits behavior that seems disorganized or paranoid. Individual may not be in touch with reality.
- Individual reports a history of self-injurious behavior (e.g., cutting or burning self) and reports the urge to engage in this behavior again.
- Student has not followed an employee's repeated requests to stop the disruptive behavior and is ignoring the employee's request that the student leave the office.
- Individual is experiencing a sudden and distressing event (e.g., death of loved one, breakup, divorce) and seems inconsolable.

What you can do:

Consult with a resource about your concerns

- Inform the distressed individual that you would like to call a mental health resource or walk them to Counseling and Psychological Services to obtain guidance about how to best help.
- Review the Faculty/Staff 411 Guide on *my Tri-C space* ➔ Work Tools tab for guidance.
- Call the Counseling and Psychological Services Office on your campus during business hours, or Campus Police and Security Services after hours.
- Contact your campus' dean of students for support and Care Team consultation

Urgent Situations Requiring Immediate Assistance

Imminent risk to self or others

Signs and symptoms:

- Situation presents an immediate threat of harm to self or others (e.g., individual has a weapon, verbal threats are being made).
- Individual discloses intent to harm others or take their own life.
- Multiple indicators of distress are evident (e.g., difficulty focusing, decreased appetite or weight loss, poor class attendance, trouble sleeping).
- Issue is impacting multiple areas of the individual's life (e.g., family, academic, social).

Examples:

- Individual attempts or threatens to cause physical harm to others.
- Individual states that if a situation is not resolved appropriately "you will pay for it."
- Individual threatens immediate danger to self (e.g., threatens to shoot self, take pills, jump off a building).
- Student in the classroom is yelling, does not respond to the instructor's attempts to de-escalate the situation and begins to throw a chair.
- Individual is unconscious, unresponsive or tells you that pills were ingested.

What you can do:

Contact an emergency resource

- Call x4911 if an individual poses an immediate danger to self or others on campus.
- Share documentation with your supervisor or chair/director per department protocol.
- Debrief with your supervisor and Impact Solutions, if desired



[tri-c.edu/
helpishere](https://tri-c.edu/helpishere)