

HELP IS HERE

Cuyahoga Community College

EMPLOYEE RESOURCE GUIDE

CAMPUS RESOURCES

Counseling and Psychological Services

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

Campus Police and Security Services

Emergency:
216-987-4911

Non-emergency:
216-987-4325

www.tri-c.edu/campuspolice

Student Accessibility Services

www.tri-c.edu/SAS

Campus Food Banks/Pantries

www.tri-c.edu/foodbank

Office of Student Affairs

www.tri-c.edu/studentaffairs

Title IX/Sexual Harassment

216-987-3949
www.tri-c.edu/titleix

TRIO Services

www.tri-c.edu/trio-programs

Veteran Services and Programs

www.tri-c.edu/veterans

LOCAL AND NATIONAL RESOURCES

Alcoholics Anonymous

216-241-7387
www.aacle.org

Child Abuse Hotline

216-696-KIDS (5437)
<https://hhs.cuyahogacounty.us/divisions/detail/children-and-family-services>

Circle Health Services

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

Cutting/Self-Injury

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

Eating Disorders

Text NEDA to 741741
www.nationaleatingdisorders.org

Elder Abuse Hotline

216-420-6700
<https://hhs.cuyahogacounty.us/programs/detail/adult-protective-services>

First Call for Help

216-436-2000 or dial 211
www.211oh.org
Referrals for emergency housing, food, health, social and government resources

Greater Cleveland Food Bank

216-738-2265
www.greaterclevelandfoodbank.org

LGBT Community Center of Greater Cleveland

216-651-5428
www.lgbtcleveland.org

National Alliance on Mental Illness (NAMI)

216-875-7776
www.namigreatercleveland.org

24/7 HELPLINES AND RESOURCES

Mental Health Emergencies

Cuyahoga County: [216-623-6888](tel:216-623-6888)
(also for emergency shelter/housing)
www.frontlineservice.org
Medina County: [330-725-9195](tel:330-725-9195)
www.alternativepaths.org
Lorain County: [1-800-888-6161](tel:1-800-888-6161)
Summit County: [330-434-9144](tel:330-434-9144)

Suicide Prevention

Call [800-273-TALK \(8255\)](tel:800-273-TALK)
www.suicidepreventionlifeline.org

Online Chat

suicidepreventionlifeline.org/chat
• Spanish Speaking: 888-628-9454
• Deaf/Hard of Hearing/Speech Impaired:
800-799-4889

Crisis Textline

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

Cleveland Rape Crisis Center

Call OR Text: [216-619-6192](tel:216-619-6192) or
[440-423-2020](tel:440-423-2020)
Online Chat: clevelandrapecrisis.org/chat

Domestic Violence Center

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

Human Trafficking Hotline

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

Narcotics Anonymous

888-438-4673
www.na.org

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

The Trevor Lifeline: Preventing Suicide Among LGBTQ+ Youth

866-488-7386
Text "Start" to 678678
Online Chat: 7 days/week: 3-9 p.m.
www.thetrevorproject.org

Transgender Lifeline

877-565-8860
www.translifeline.org

Veterans Crisis Line

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

REPORTING SOCIAL MEDIA CONCERNS:

www.tri-c.edu/helpishere



Student Resources



Social Media Concerns

Reaching out can be difficult. But with the Tri-C Help Is Here app, caring and effective help is just a tap away.

search term: help is here



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



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

Help Is Here for Employees!

IMPACT Solutions

800-227-6007 (Available 24/7)
www.myimpactsolution.com
(Go to member login; Username = ccc)

Concerned About a Student's Writing?
www.tri-c.edu/concernedwriting

Student Concerns Reporting Form (BIT)
www.tri-c.edu/concernreport