

# HELP IS HERE

## Cuyahoga Community College

### EMPLOYEE RESOURCE GUIDE

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

#### 24/7 HELPLINES AND RESOURCES

##### Suicide and Crisis Lifeline

**Call:** 988 (Veterans +1; español +2)

**Text:** 988 (texto "AYUDA" para español)

##### Online Chat:

[www.988lifeline.org/chat/](http://www.988lifeline.org/chat/) (English)

[www.988lifeline.org/es/home/](http://www.988lifeline.org/es/home/) (español)

**TTY Users:** Dial 711, +988

##### United Way 2-1-1

**Call:** 211 or 216-436-2000

**Online Chat/Website:** [www.211oh.org](http://www.211oh.org)

Referrals for emergency housing, food, health, social and government resources

##### County Mental Health Crisis Lines

**Cuyahoga:** 216-623-6888

(also for emergency shelter/housing)

[www.frontlineservice.org](http://www.frontlineservice.org)

**Lorain:** 1-800-888-6161

[www.nordcenter.org](http://www.nordcenter.org)

**Medina:** 330-725-9195

[www.alternativepaths.org](http://www.alternativepaths.org)

**Summit:** 330-434-9144

[www.admboard.org](http://www.admboard.org)

##### Crisis Text Line

**Text Line:** HOME to 741741 ("AYUDA" para español)

##### Online Chat:

[connect.crisistextline.org/chat](http://connect.crisistextline.org/chat)

Text Line is here for everything: anxiety, depression, suicide, school, substance, eating disorders and more.

[www.crisistextline.org](http://www.crisistextline.org)

##### Cleveland Rape Crisis Center

**Call OR Text:** 216-619-6192 or

440-423-2020

[www.clevelandrapecrisis.org](http://www.clevelandrapecrisis.org)

**Online Chat:** [clevelandrapecrisis.org/chat](http://clevelandrapecrisis.org/chat)

##### Journey Center for Safety and Healing

**Call OR Text:** 216-391-4357 (HELP)

**Online Chat:** [www.journeyneo.org/text-to-chat](http://www.journeyneo.org/text-to-chat)

[www.journeyneo.org](http://www.journeyneo.org)

Support for those impacted by domestic violence and child abuse.

##### National Domestic Violence Hotline

**Call:** 1-800-799-SAFE (7233)

**Text:** "START" to 88788

**TTY:** 1-800-787-3224

[www.thehotline.org](http://www.thehotline.org)

##### Human Trafficking Hotline

1-888-373-7888

**Text:** 233733

**TTY:** 711

##### Online Chat:

[www.humantraffickinghotline.org/en/chat](http://www.humantraffickinghotline.org/en/chat)

[www.humantraffickinghotline.org](http://www.humantraffickinghotline.org)

##### National Runaway Safeline

1-800-786-2929

**Online Chat:** [www.1800runaway.org](http://www.1800runaway.org)

##### Ohio CareLine

Professional support for personal or family crisis

1-800-720-9616

##### Sexual Assault Hotline:

1-800-656-HOPE (4673)

**Online Chat:** [www.hotline.rainn.org/online](http://www.hotline.rainn.org/online)

[www.rainn.org](http://www.rainn.org)

##### The Trevor Project Lifeline: LGBTQ+ Youth

1-866-488-7386

**Text:** 678678

##### Online Chat:

[www.thetrevorproject.org/get-help/](http://www.thetrevorproject.org/get-help/)

[www.thetrevorproject.org](http://www.thetrevorproject.org)

##### Transgender Lifeline

1-877-565-8860 (español +2)

[www.translifeline.org](http://www.translifeline.org)

##### Veterans Crisis Line

**Call OR Text:** 988, then press 1

[www.veteranscrisisline.net](http://www.veteranscrisisline.net)

#### CAMPUS RESOURCES

##### Counseling and Psychological Services

216-987-5200

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

##### Campus Police and Security Services

**Emergency:** 216-987-4911

**Non-emergency:** 216-987-4325

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

##### Campus Food Banks/Pantries

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

##### Office of Student Affairs

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

##### Student Accessibility Services

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

##### Title IX/Sexual Harassment

216-987-3949

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

##### TRIO Services

[www.tri-c.edu/trio-programs](http://www.tri-c.edu/trio-programs)

##### Veteran and Military Connected Services

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

#### LOCAL AND NATIONAL RESOURCES

##### Alcoholics Anonymous

216-241-7387 or 1-800-835-1935

[www.aacle.org](http://www.aacle.org)

##### The Centers

216-721-4010

[www.thecentersohio.org](http://www.thecentersohio.org)

Free medical, dental, and mental health services upon qualification.

##### Child Abuse Hotline

216-696-KIDS (5437)

[hhs.cuyahogacounty.us/programs/detail/report-abuse-or-neglect](http://hhs.cuyahogacounty.us/programs/detail/report-abuse-or-neglect)

##### Eating Disorders

**Text:** NEDA to 741741

1-888-375-7767

[www.nationaleatingdisorders.org](http://www.nationaleatingdisorders.org)

##### Elder Abuse Hotline

216-420-6700 OR 855-644-6277

[www.aps.jfs.ohio.gov](http://www.aps.jfs.ohio.gov)

##### Greater Cleveland Food Bank

216-738-2067

[www.greaterclevelandfoodbank.org](http://www.greaterclevelandfoodbank.org)

##### LGBT Community Center of Greater Cleveland

216-651-5428

[www.lgbtcleveland.org](http://www.lgbtcleveland.org)

##### Narcotics Anonymous

1-888-438-4673

[www.na.org](http://www.na.org)

##### National Alliance on Mental Illness (NAMI)

216-875-7776

[www.namigreatercleveland.org](http://www.namigreatercleveland.org)

Get the free **Help Is Here** app!

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* ➔ Teaching Resources Card ➔ Faculty 411 Guide 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](http://www.myimpactsolution.com)  
(Click "Member Portal" ➔ Log In to the Member Portal ➔ Sign Up ➔ Company code = ccecap)

##### Concerned About a Student's Writing?

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

##### Student Concerns Reporting Form (BIT)

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