

HELP IS HERE

Cuyahoga Community College

EMPLOYEE RESOURCE GUIDE

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/ (English)

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

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

Lorain: 1-800-888-6161

www.nordcenter.org

Medina: 330-725-9195

www.alternativepaths.org

Summit: 330-434-9144

www.admboard.org

Crisis Text Line

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

Online Chat:

connect.crisistextline.org/chat

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

www.crisistextline.org

Cleveland Rape Crisis Center

Call OR Text: 216-619-6192 or

440-423-2020

www.clevelandrapecrisis.org

Online Chat: clevelandrapecrisis.org/chat

Journey Center for Safety and Healing

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

Online Chat: www.journeyneo.org/text-to-chat

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

Human Trafficking Hotline

1-888-373-7888

Text: 233733

TTY: 711

Online Chat:

www.humantraffickinghotline.org/en/chat

www.humantraffickinghotline.org

National Runaway Safeline

1-800-786-2929

Online Chat: 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

www.rainn.org

The Trevor Project Lifeline: LGBTQ+ Youth

1-866-488-7386

Text: 678678

Online Chat:

www.thetrevorproject.org/get-help/

www.thetrevorproject.org

Transgender Lifeline

1-877-565-8860 (español +2)

www.translifeline.org

Veterans Crisis Line

Call OR Text: 988, then press 1

www.veteranscrisisline.net

CAMPUS RESOURCES

Counseling and Psychological Services

216-987-5200

www.tri-c.edu/counseling

Campus Police and Security Services

Emergency: 216-987-4911

Non-emergency: 216-987-4325

www.tri-c.edu/campuspolice

Campus Food Banks/Pantries

www.tri-c.edu/foodbank

Office of Student Affairs

www.tri-c.edu/studentaffairs

Student Accessibility Services

www.tri-c.edu/SAS

Title IX/Sexual Harassment

216-987-3949

www.tri-c.edu/titleix

TRIO Services

www.tri-c.edu/trio-programs

Veteran and Military Connected Services

www.tri-c.edu/veterans

LOCAL AND NATIONAL RESOURCES

Alcoholics Anonymous

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

www.aacle.org

The Centers

216-721-4010

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

Eating Disorders

Text: NEDA to 741741

1-888-375-7767

www.nationaleatingdisorders.org

Elder Abuse Hotline

216-420-6700 OR 855-644-6277

www.aps.jfs.ohio.gov

Greater Cleveland Food Bank

216-738-2067

www.greaterclevelandfoodbank.org

LGBT Community Center of Greater Cleveland

216-651-5428

www.lgbtcleveland.org

Narcotics Anonymous

1-888-438-4673

www.na.org

National Alliance on Mental Illness (NAMI)

216-875-7776

www.namigreatercleveland.org

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

search term: help is here



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
(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

Student Concerns Reporting Form (BIT)

www.tri-c.edu/concernreport