

# Cleveland State University Resources

This card will assist you in determining how to respond to distressed, disruptive or at-risk individuals. On the reverse side, you will find the Cleveland State University Campus Response Guide, which is divided into three categories: situations requiring immediate assistance, situations requiring some assistance and situations you can address and make referrals. You will also find signs and symptoms, examples and action steps for each of these categories.

# Vikes CARE

EVERYONE IS ONE OF US

The colored symbols below designate resources that can be utilized in the following types of situations:

- : Requires immediate assistance; imminent risk to self or others
- ▲: Requires assistance; possible risk to self or others
- : Address and make referrals; minimal risk to self or others
- ★: Mental health resources

## CAMPUS RESOURCES

### Counseling Center

216.687.2277 ● ▲ ★  
[www.csuohio.edu/counselingcenter](http://www.csuohio.edu/counselingcenter)

### University Police

911 (Emergency) ● ▲  
216-687-2020 (Non-emergency)  
[www.csuohio.edu/police](http://www.csuohio.edu/police)

### Office of Disability Services

216-687-2015 ▲ ●  
[www.csuohio.edu/disability](http://www.csuohio.edu/disability)

### Health and Wellness Services

216-687-3649 ▲ ●  
[www.csuohio.edu/health](http://www.csuohio.edu/health)

### Office for Institutional Equity

Title IX/Sexual Misconduct  
216-687-2223 ▲ ●  
<http://www.csuohio.edu/institutional-equity>

### Judicial Affairs (Student Conduct)

216-687-2048 ▲ ●  
[www.csuohio.edu/studentlife/judicial-affairs](http://www.csuohio.edu/studentlife/judicial-affairs)

### University Ombudsperson

216-687-3993 ▲ ●  
[www.csuohio.edu/provost/ombudsperson](http://www.csuohio.edu/provost/ombudsperson)

### Veteran Student Success Program

216-875-9996 ▲ ●  
[www.csuohio.edu/vikingvets](http://www.csuohio.edu/vikingvets)

### CSU Care Manager

216-687-2048 ▲ ●  
[www.csuohio.edu/care/csu-care-manager](http://www.csuohio.edu/care/csu-care-manager)

### Marejoyce Green Women's Center

216-687-4674 ▲ ●  
[www.csuohio.edu/womenscenter](http://www.csuohio.edu/womenscenter)

## FACULTY/STAFF RESOURCES

### Human Resources

216-687-3636 ▲ ●  
[mycsu.csuohio.edu/offices/hrd/](http://mycsu.csuohio.edu/offices/hrd/)

### IMPACT Employee Assistance and Work/Life Program

800-227-6007 ▲ ● ★  
[mycsu.csuohio.edu/offices/hrd/benefits\\_eap.html](http://mycsu.csuohio.edu/offices/hrd/benefits_eap.html)

### University Ombudsperson

216-687-3993 ▲ ●  
[www.csuohio.edu/provost/ombudsperson](http://www.csuohio.edu/provost/ombudsperson)

### Vike Health & Well-Being

216-687-3760 ▲ ●  
[mycsu.csuohio.edu/offices/hrd/vikehealth/vikewellbeing.html](http://mycsu.csuohio.edu/offices/hrd/vikehealth/vikewellbeing.html)

## 24-HOUR RESOURCES

### Counseling Center

(After Hours Services)  
216-687-2277 ● ▲ ★  
[www.csuohio.edu/counselingcenter](http://www.csuohio.edu/counselingcenter)

### Frontline Services

24/7 Crisis Hotline ● ▲ ★  
Mobile Crisis Team  
216-623-6888  
[www.frontlineservice.org](http://www.frontlineservice.org)

### National Suicide Prevention Hotline

800-273-TALK (8255) ● ▲ ★  
[www.suicidepreventionlifeline.org/GetHelp/LifelineChat.aspx](http://www.suicidepreventionlifeline.org/GetHelp/LifelineChat.aspx) (Online Chat)

### The Trevor Lifeline: Preventing Suicide Among LGBTQ Youth

866-488-7386 ● ▲ ★  
[www.thetrevorproject.org](http://www.thetrevorproject.org)

### University Police

911 (Emergency) ● ▲  
216-687-2020 (Non-emergency)  
[www.csuohio.edu/police](http://www.csuohio.edu/police)

### Veterans Crisis Line

800-273-8355 (Press 1) ● ▲ ★  
Text: 838255  
[www.veteranscrisisline.net](http://www.veteranscrisisline.net)



CLEVELAND STATE UNIVERSITY

# Cleveland State Campus Response Guide

## SITUATIONS YOU CAN ADDRESS AND MAKE REFERRALS

### *Minimal risk to self or others*

#### Types of 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, troubles with sleep).
- Disrespectful or inappropriate language.
- Visible distress, academic difficulties, sleep or eating problems, emotional outbursts, social withdrawal.
- Issue is typically impacting only one area of the individual's life (e.g., family, academic or social).

#### Examples:

- Individual reports being depressed or anxious and denies suicidal or homicidal thoughts.
- Individual sends an email with profanity demanding 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 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 this card for specific resources.
- Consult with the Office of Student Conduct to determine an appropriate course of action at 216-687-2048.
- Consult with the Campus Care Team at 216-687-2048.

## SITUATIONS REQUIRING ASSISTANCE

### *Possible risk to self or others*

#### Types of signs and symptoms:

- Individual may be at risk to self or others.
- Several indicators of distress are evident (e.g., difficulty focusing, decreased appetite, poor class attendance, can't sleep).
- Expressions of hopelessness.
- Emotional reaction out of proportion to situation.
- Issue is impacting more than one area of an individual's life (e.g., family, academic, social, personal).

#### 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 experiencing a sudden and distressing event (e.g., death of loved one, break up, divorce) and seems emotionally inconsolable.

#### What you can do: Consult with a resource about your concerns

- Inform a distressed individual that you would like to call a mental health resource to obtain guidance about how to best help.
- Consult with the Campus Care Team at 216-687-2048.
- Call the Campus Police at 216-687-2020.

## URGENT SITUATIONS REQUIRING IMMEDIATE ASSISTANCE

### *Imminent risk to self or others*

#### Types of 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 own life.
- Multiple indicators of distress are evident (e.g., difficulty focusing, decreased appetite or weight loss, poor class attendance, can't sleep and appears exhausted).
- Issue is impacting multiple areas of an individual's life (e.g., family, academic, social, personal).

#### 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 911 when the individual poses an immediate danger to self or others.
- Share documentation with your supervisor or chair/director per departmental protocol.