

# RECOGNIZE. RESPOND. REACH OUT.



## NEOMED CAMPUS AND REGIONAL 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 a response 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.

Keep this card in an area that is easy to locate and access. **Remember, seconds matter in emergency situations!**

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

- \* Requires immediate assistance, 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



## NEOMED RESOURCES

### NEOMED Center for Student Wellness and Counseling Services + ● ◆

p: 330.325.6757 (To Schedule Appointment)  
w: neomed.edu/cswc

### NEOMED Police Department \* +

p: 911 (Emergency)  
p: 330.325.5911  
w: neomed.edu/police

### NEOMED Office of Student Affairs + ◆

p: 330.325.6735  
w: neomed.edu/sa

### NEOMED Office of the Ombuds + ● ◆

p: 330.281.0339  
w: neomed.edu/ombuds

### NEOMED Human Resources ● ◆

p: 330.325.6729  
w: neomed.edu/hr

### NEOMED Employee Assistance Program ● ◆

p: 800.227.6007  
w: neomed.edu/hr/benefits/eap

### Title IX

p: 330.325.6736  
w: neomed.edu/diversity/resources/title-ix

## COMMUNITY RESOURCES IN PORTAGE COUNTY

### Coleman Access Services (in-person crisis evaluation) + ● ◆ \*

p: 330.296.3555  
w: colemanservices.org

### Coleman Behavioral Health + ● ◆

p: 330.673.1347  
w: colemanservices.org

### Counseling and Human Development Center, College of Education, Health and Human Services \* ● ◆

p: 330.672.2208  
w: kent.edu/ehhs/centers/chdc

### Portage County Sheriff Department \* +

8240 Infirmary Rd., Ravenna, Ohio 44266  
p: 911 (Emergency)  
p: 330.325.1023 (NEOMED office)  
p: 330.296.5100 (Non-emergency)  
w: co.portage.oh.us/sheriff.htm

### Rootstown Fire Department \* +

4152 Tallmadge Rd., Rootstown, Ohio 44272  
p: 911 (Emergency)  
p: 330.325.7233 (Non-emergency)  
w: rootstowntp.com/fire/

### Townhall II 24-Hour Crisis Hotline \* + ◆

p: 330.678.HELP (4357)  
w: townhall2.com

### University Hospitals

**Portage Medical Center \* + ● ◆**  
6847 North Chestnut St., Ravenna, Ohio 44266  
p: 330.297.2850 (Emergency Department)  
p: 330.297.0811 (Main Telephone)  
w: uhhospitals.org/portage

## ADDITIONAL RESOURCES

### CRISIS TEXT LINE |

Text 4hope to  
**741-741**

### National Suicide Prevention Lifeline \* + ◆

p: 800.273.TALK (8255)  
p: 888.628.9454 (En Espanol)  
w: suicidepreventionlifeline.org/GetHelp/LifelineChat.aspx (Online Chat)

### The Trevor Lifeline: Preventing Suicide Among LGBTQ Youth \* + ◆

p: 866.488.7386  
w: thetrevorproject.org

### Veterans Crisis Line \* + ◆

p: 800.273.8255 (Press 1)  
txt: 838255  
w: veteranscrisisline.net



## SITUATIONS YOU CAN ADDRESS AND MAKE REFERRALS

### ● Minimal Risk to 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, trouble 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 distressed 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 raises voice at the office receptionist and demands assistance.
- Individual is stressed about an upcoming exam and discloses history of test anxiety.

#### How to respond:

- 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 Affairs to determine an 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.
- If in doubt, consult with your supervisor or chair/director.



## SITUATIONS REQUIRING ASSISTANCE

### + Possible risk to self and others

#### Types of signs and symptoms:

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

#### How to respond:

- 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.
- Make Behavioral Intervention Team referral, found at [neomed.edu/hr](http://neomed.edu/hr).
- Call NEOMED Police at 330.325.5911 to request a crisis intervention team officer.



## URGENT SITUATIONS REQUIRING IMMEDIATE ASSISTANCE

### \* Immediate 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 attempt to de-escalate the situation.
- Individual is unconscious, unresponsive or tells you that pills were ingested.

#### How to respond:

- Contact an emergency response.
- Call 911 when the individual poses an immediate danger to self or others.
- Share documentation with your supervisor or chair/director per department protocol.
- Make Behavioral Intervention Team referral, found at [neomed.edu/hr](http://neomed.edu/hr).

