

CARE team

Consultation • Assessment • Referral • Education

Resource Guide

Lakeland's CARE Team works to address behavior that may be cause for concern. This resource guide provides at-a-glance referrals and resources for faculty and staff. For any questions, contact any member of the Lakeland CARE team.

Crisis Resources

On-campus Resources

Campus Police

440.525.7241 • Room A-2 • alternatively, dial 911 from a campus phone, pick up any blue police phone or contact through Lakeland Safe mobile app.

Campus Psychologist

440.525.7205 • Room B-1061

Student Service Center (SSC)

Room A-1003

Visit the SSC on campus to connect a student with a crisis counselor immediately by locating the orange laminated card and giving it to any SSC employee.

myLakeland Resources

[Safety Resources Page \(myLakeland log-in required\)](#)

[CARE Team Referral Form](#)

[Student Conduct Incident Form](#)

Local Community Resources

[Cleveland Rape Crisis Center Hotline](#)

1.216.619.6192 (call or text)

[Compass Line](#)

440.350.2000

[Forbes House Domestic](#)

[Violence Hotline](#)

440.357.1018

[Lake County ADAMHS Board](#)

[Lake County Crisis & Suicide Intervention Hotline](#)

440.953.8255 (call/24/7)

[Lifeline](#) (referrals for social and human services)

National Resources

[Crisis Text Line](#) (all crises)

Text 4HOPE to 741741

[Domestic Violence Hotline](#)

1.800.799.7233

[Spanish Line-Suicide Prevention](#)

1.888.628.9454

[Suicide & Crisis Lifeline](#)

Call or text 988 (Veterans press 1)

[The Trevor Lifeline \(LGBTQ\)](#)

1.866.488.7386

On-campus Support Services

Counseling & Advising

440.525.7200 • Student Service Center (SSC)

Dean of Students

40.525.7328 • Room S-242

Hispanic Services

440.525.7576 • Room B-2024

Lakeland Cares Cupboard

440.525.7050 • Room A-1003

Learning Center

440.525.7019 • Room A-1044L

Men's Resource Center

440.525.7452 • Room L-101

Student Accommodation Center

440.525.7020 • Room A-1042

Student Engagement & Leadership

440.525.7271 • Room S-237

Title IX/Sexual Harassment

440.525.7112 • Room C-2102

Veterans Center

440.525.7529 • Room S-216

Women's Center

440.525.7322 • Room A-2110

Employee Support Services

Human Resources

440.525.7575 • Room C-2103

IMPACT Employee Assistance Program

1.800.227.6007 (24/7)

CARE Team Members

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Lakeland Apps

Download at lakelandcc.edu/mobile



Risk Awareness and Prevention

Situations You Can Possibly Address

Possible risk to self and 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, mild 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 a CARE team member during business hours, or campus police after hours to determine appropriate course of action for disruptive behavior.
- Consider following up with the individual to express concern and clarify behavioral expectations and consequences.
- Contact your academic dean.

Situations Requiring Assistance

Increased 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 request 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 a loved one, breakup, divorce).

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 the counseling and advising department to obtain guidance about how to best help.
- Review the safety resources on myLakeland and the crisis resources on the other side of this card.
- Call the counseling and advising department, campus psychologist or campus police depending on the nature of the situation.
- Contact your academic dean or any member of the CARE Team.

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.
- Individual appears extremely distressed or is inconsolable.
- Functioning in multiple areas of the individual's life (e.g., family, academic, social) is severely impaired.

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 or hints at 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 deescalate 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 or campus police at x7241 if an individual poses an immediate danger to self or others on campus.
- Walk the student to the student service center for a crisis walk-in counseling session, if there is not an immediate safety concern.
- Share documentation with your supervisor or chair/director/dean per your department protocol.
- Debrief with your supervisor or IMPACT Employee Assistance program, if desired.