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 C-2058

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.

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 (call24/7)

Lifeline (referrals for social and human services)
2-1-1

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

Campus Psychologist
440.525.7205 • Room C-2058

Counseling & Advising
440.525.7200 • A1044

Dean of Students
440.525.7328 • Room S-242

Lakeland Cares Cupboard
440.525.7050 • Room A-1003

Learning Center
440.525.7019 • Room A-1044

Student Accommodation Center
440.525.7020 • Room S-224

Student Engagement & Leadership
440.525.7271 • Room S-237

Title IX/Sexual Harassment
440.525.7112 • Room C-2103

Veterans Center
440.525.7529 • Room S-216

Employee Support Services

Human Resources
440.525.7575 • Room C-2103

IMPACT Employee Assistance Program
1.800.227.6007 (24/7)

myLakeland Forms

Safety Resources
(myLakeland log-in required)

CARE Team Referral Form

Student Conduct Incident Form

Lakeland Apps

Download at lakelandcc.edu/mobile

Lakeland Safe

Lakeland Community College Reach Out

988 Suicide & Crisis Lifeline

CARE Team Members

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Scan the QR Code to view the CARE Team Resource Guide.

Lakeland COMMUNITY COLLEGE

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.