Kent Campus 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 Kent Campus 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.

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

STUDENT RESOURCES

Center for Adult and Veteran Services
P: 330-672-7933  ●
W: www.kent.edu/cavs

Coleman Behavioral Health
P: 330-673-1347  ▲ ● ☆
W: www.colemanservices.org

The Counseling Center
P: 330-672-2208  ▲ ● ★
W: www.kent.edu/ehhs/centers/chdc

Care Team
P: 330-672-4050  ▲ ●
W: www.kent.edu/studentaffairs
The Care Team coordinates a universitywide suicide response for at-risk students.

Dogs on Campus/Pet Therapy Program
W: dogsoncampus.org  ●

Lesbian, Gay, Bisexual, Transgender and Queer Student Center
P: 330-672-8580  ●
W: www.kent.edu/lgbtq

Medical Services, University Health Services
P: 330-672-2322  ▲ ●
W: www.kent.edu/uhs

Office of Health Promotion
P: 330-672-2320  ●
W: www.kent.edu/uhs/health-promotion

Office of the Student Ombuds
P: 330-672-9494  ▲ ●
W: www.kent.edu/studentaffairs/student-ombuds

Psychological Clinic (Kent Hall), Department of Psychological Sciences
P: 330-672-2372  ▲ ● ★
W: www.kent.edu/psychology/clinic

Psychological Services, University Health Services
P: 330-672-2487  ▲ ● ★
W: www.kent.edu/psych

Student Accessibility Services
P: 330-672-3391  ●
W: www.kent.edu/sas

Women’s Center
P: 330-672-9230  ▲ ★
W: www.kent.edu/womenscenter

FACULTY/STAFF RESOURCES

Human Resources
P: 330-672-2100  ▲ ●
W: www.kent.edu/hr

IMPACT Employee Assistance and Work/Life Program
P: 800-227-6007  ▲ ● ★
W: www.kent.edu/hr/benefits/employee-assistance-program-impact-solutions

24-HOUR RESOURCES

Kent State 24-Hour Hotline
P: 330-672-2326  ○ ▲ ★

Coleman Access Services [in-person evaluation]
P: 330-296-3555  ○ ▲ ★
W: www.colemanservices.org

Crisis Text Line
Txt: 4hope to 741741  ○ ▲ ★

National Suicide Prevention Lifeline
P: 800-273-TALK (8255)  ○ ▲ ★
P: 888-628-9454 [En Espanol]

Townhall II 24-Hour Crisis Helpline
P: 330-678-HELP (4357)  ○ ▲ ★
W: www.townhall2.com

The Trevor Lifeline: Preventing Suicide Among LGBTQ Youth
P: 866-488-7386  ○ ▲ ★
W: www.thetrevorproject.org

University Police Services
P: 911 [emergency]  ○ ▲ ★
P: 330-672-2212 [nonemergency]
W: www.kent.edu/publicsafety/policing-services

Veterans Crisis Line
P: 800-273-8255 [Press 1]  ○ ▲ ★
Txt: 838255
W: www.veteranscrisisline.net

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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).
- 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:

- Call 911 when the individual poses an immediate danger to self or others.
- Share documentation with your supervisor or chair/director per department protocol.
- For additional support following immediate assistance, contact the dean of students to notify the Care Team.

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.
- Review “Dealing With Disruptive Individuals” section of file folder for guidance.
- Call Police Services at 330-672-2212 to request a crisis intervention team officer.
- Contact the dean of students for support and Care Team consultation.

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 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 this card for specific resources.
- Consult with the Office of Student Conduct 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.