Guide to Assist Distressed Individuals

The Ohio State University is a caring community. This resource is designed to help you feel more confident supporting someone who may be experiencing distress or causing disruption.

If you are concerned for your safety, for the safety of others, or for the immediate safety of someone who may be suicidal, CALL 911 immediately.

STUDENTS
Students can contact Student Life Counseling and Consultation Service (CCS)
614-292-5766 | ccs.osu.edu
- Counseling is confidential.
- Counseling does not affect academic records.
- Counseling sessions are free to registered Ohio State students.

FACULTY AND STAFF
Faculty and staff can contact the Employee Assistance Program (EAP)
1-800-678-6265 | osuhealthplan.com/eap
- Counseling is confidential and voluntary.
- Counseling records will not be kept as part of personnel or human resource files.
- Counseling is available to university employees, their immediate families and domestic partners.

THE OHIO STATE UNIVERSITY SUICIDE PREVENTION PROGRAM

Nationally, suicide is the second leading cause of death among young adults, aged 19–24. However, suicide is preventable, and you can help prevent a suicide by learning how to recognize warning signs and risk factors and knowing how to intervene.

The Ohio State Suicide Prevention Program offers REACH, a free 90-minute in-person training to Ohio State students, faculty and staff upon request. For information or to schedule a training:

General Inquiries: suicideprevention@osu.edu
REACH Requests: reach@osu.edu
Visit: suicideprevention.osu.edu

24-Hour Suicide Prevention Lifeline
Local: 614-221-5445
National: 800-273-8255 (TALK)
Crisis Text Line: Text 4HOPE to 741741
Call for yourself or for someone else.

OPEN THIS FOLDER FOR HELPFUL STRATEGIES FOR INTERACTING WITH DISTRESSED INDIVIDUALS.
Invite

• Find a private and quiet place to talk.
• Put away all distractions like your phone or computer.
• Sit/stand at the same level.
• Make gentle eye contact.
• Speak slowly and calmly.

Try inviting like this:
“Could we talk for a moment?”
“Would it be okay to chat in private for a second?”

IF PERSON IS WILLING TO TALK

Start by saying something like this:
“I’m worried about you because…”
“I care about you.”
“I’m concerned about you.”
“I’ve noticed _____ and it just doesn’t seem like you.”

Then, try asking something like this:
“You haven’t seemed like yourself – is everything OK?”
“Is everything OK at home/school/work?”
“How are you?”
“How are you really?”

IF PERSON IS UNWILLING TO TALK

Then, try saying something like this:
“OK, but I want you to know you can talk to me if you ever need to. I may not have all the answers, but I can help you find them.”
“I understand things might be tough for you right now, and that talking about them might be really hard. I respect your decision, but it could help to have someone help you sort it out, so please know I’m here for you should you change your mind.”
“It seems like you have been carrying around this burden by yourself, but the good news is that you don’t have to do that anymore. There are people and resources here on campus to help you.”
“Is there someone else you might feel more comfortable talking to instead?”

Listen

Listen without interrupting. Then listen some more.
• While listening, make sure to keep eye contact, nod along and be encouraging.
• Don’t immediately offer solutions. Avoid giving advice or making assumptions.

Start by saying something like this:
“Take your time, there’s no rush.”
“I know talking about this can be difficult.”
“I’m here to listen.”
“I know it’s possible you might have never talked about this with anyone before.”

Don’t diagnose their problem.
• Validate how they are feeling.
• Ask open ended questions to encourage the conversation.

Then, try asking something like this:
“How’s that affecting you?”
“What’s that like for you?”
“Can you share more about _____?”
“Can I just check that I have understood you correctly? I’m hearing that _____.”
“What you’re saying is really important and I want to be sure I’m hearing you right. It seems like______. Do I have this right?”
Start by saying something like this:
“I know it can be hard to talk about this – thank you for trusting me with it.”
“You are not alone. There are people who can help.”
“I’m here for you, and I’m hopeful that we can find a way to get through this together.”
“I may not be able to understand what it’s like to be in your situation, or exactly how you feel, but I do care about you, and I want to help.”
“I want you to know I am here for you.”

Then, try asking directly about suicide
Be gently persistent
“It really sounds like you have a lot going on at the moment. I know that people who feel this way sometimes have thoughts of suicide. Have you had any thoughts of death?”
“Have you recently thought about ending your life?”

Support

Start by saying something like this:
“What steps have you already taken or how have you tried to get help?”
“What can I do to support you right now?”
“What is making it difficult for you to get help? Could I help make that easier for you?”

Then, try saying something like this:
“Would it be OK if I check back in with you to see how you are doing?”
“Would you be willing to check back in with me to let me know how things are going for you?”
“Could we make a phone call over to CCS together to see how they might be able to help?”

Follow Up

If you say you will follow up, be sure to do so.
Continue to offer resources and options for support as appropriate.

Continue to take all suicide threats seriously.
When in Doubt, Call 911

Important Phone Numbers:

Emergency: 911
University Police: 614-292-2121

Helpful Resources:

Student Life Counseling and Consultation Service (students)
614-292-5766 | ccs.osu.edu

Student Life Student Health Services (students)
614-292-4321 | shs.osu.edu

Employee Assistance Program
1-800-678-6265 | osuhealthplan.com/eap

ADDITIONAL RESOURCES:

Ohio State Suicide Prevention Program
614-688-5829 | suicideprevention.osu.edu | suicideprevention@osu.edu

Student Life Student Advocacy Center
614-292-1111 | advocacy.osu.edu | advocacy@osu.edu

Student Life Student Wellness Center
614-292-4527 | swc.osu.edu | wellness@osu.edu

Student Life Student Conduct
614-292-0748 | studentconduct.osu.edu | studentconduct@osu.edu

Psychological Services Center
614-292-2345 | psychology.osu.edu/psc | psc@psy.ohio-state.edu

Ohio State Medical Center / Harding Hospital
614-293-9600 | wexnermedical.osu.edu

SMART Lab (Stress Management & Resiliency Training)
u.osu.edu/smartlab/

Office of Institutional Equity (To report sexual misconduct, violence or harassment)
614-247-5838 | equity.osu.edu | equity@osu.edu

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For a comprehensive list of resources and more information, visit the Suicide and Mental Health Task Force website: suicideandmentalhealth.osu.edu