

The Ohio State University at Mansfield

Student Support Resources



HOW TO SUPPORT DISTRESSED INDIVIDUALS

The Ohio State University is committed to creating a culture of care. As Buckeyes, everyone can do their part to support one another across our campus community. This guide provides a toolkit of resources and information to support individuals who may be experiencing distress.

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.

URGENT MENTAL HEALTH ASSISTANCE

If someone is experiencing a crisis or has an urgent need, they can call New Directions Counseling at 419-529-9941 to speak with a therapist. In the event of an emergency or if they need to speak with a clinician immediately, they should visit their nearest emergency department. If they are calling after hours, Student Life Counseling and Consultation Service provides crisis consultation for students at 614-292-5766 (choose option 2), including weekends and holidays.

Invite

- Find a private and quiet place to talk.
- Put away all distractions like your phone or computer.
- Make eye contact; speak slowly and calmly.

IF PERSON IS WILLING TO TALK

Start by saying something like this:

"I'm worried about you because..."

"I've noticed _____ and it just doesn't seem like you."

Try inviting like this:

"Could we talk for a moment?"

"Would it be okay to chat in private for a second?"

IF PERSON IS UNWILLING TO TALK

Then, try saying something like this:

"I want you to know that I care, and you can talk to me if you ever need to, and I'd be happy to help find resources."

"Is there someone else you might feel more comfortable talking to instead?"

- Listen to understand without interrupting, maintain eye contact, be engaged and encouraging.
- Do not immediately offer solutions. Avoid giving advice or making assumptions.

Start by saying something like this:

"Take your time, I know talking about this might be difficult."

"I'm here to listen."

- Validate how they are feeling.
- Ask open ended questions to encourage the conversation.

Then, try saying something like this:

"What you are saying is important and I want to be sure I am hearing you right. It seems like _____. Do I have this right?"

"Can you share more about _____?"



- Use short sentences and remain engaged.
- Don't promise confidentiality.
- Do not make it about yourself.
- Be gently persistent.

Start by saying something like this:

"I know it can be hard to talk about what you're experiencing – thank you for trusting me."

"While I may not be able to understand what it's like to be in your situation, or exactly how you feel, I do care about you, and I want to help."

IF YES

Do not leave them alone.

Call Campus Police (614-292-2121) or 911.

Avoid saying:

"I know how you feel."

"That's foolish – don't talk like that."

"Other people have it worse than you."

Then, try asking directly about suicide.

"It sounds like you have a lot going on. I know that people who feel this way sometimes have thoughts of suicide. Have you had any thoughts of death?"

"Have you thought about ending your life or how you might end your life?"

IF NO

Provide information about resources and encourage them to seek assistance.

Share that they can call / text 988 for the Suicide and Crisis Lifeline if they ever need.

Start by saying something like this:

"We support and care about you, and the priority is getting you the help you need."

"The university has a lot of resources available to support you. Let's look through those together."

Then, try saying something like this:

"I plan to check back in with you to see how you are doing. What would be the best way to do that?"

- If you say you will follow up, be sure to do so.
- Continue to offer resources and options for support.
- Continue to take all suicide threats seriously.
- Provide flexibility, care and compassion.
- Respect privacy and allow the individual to determine what is shared.

Mental Health and Wellness

NEW DIRECTIONS COUNSELING

Offers free and confidential counseling services on campus to students.

To schedule an appointment, call 419-529-9941 or 1-888-805-1561.

NATIONAL ALLIANCE ON MENTAL ILLNESS (NAMI) RICHLAND COUNTY

Provides students and staff with free support groups, education programs and advocacy for individuals living with mental health conditions, as well as their families and caregivers.

CONTACT INFORMATION

families@namirc.org

419-522-6264



24-HOUR SUPPORT HOTLINES

- **The 988 Suicide and Crisis Lifeline** at 988.
- National 24/7 Suicide Hotline: 1-800-SUICIDE (1-800-784-2433)
- Suicide Hotline in Spanish: 1-888-628-9454
- LGBT Youth Suicide Hotline: 1-866-4-U-TREVOR

Student Support Needs

STUDENT EMERGENCY FUND

Provides short-term financial help to eligible students facing unexpected expenses.

Apply at go.osu.edu/mansergrant.

BUCKEYE FOOD PANTRY

Provides food and personal items to all Ohio State Mansfield students.

CONTACT INFORMATION

296 Ovalwood
419-755-4174
kreglow.11@osu.edu

STUDENT LIFE DISABILITY SERVICES (SLDS)

Coordinates support services and programs that enable equal access to education and university life.

CONTACT INFORMATION

419-755-4174
kreglow.11@osu.edu

OPPORTUNITIES FOR OHIOANS WITH DISABILITIES (OOD)

Assists students with disabilities who qualify for the Ohio College2Careers program to assist with educational costs.

CONTACT INFORMATION

College2Careers@ood.ohio.gov
419-747-3000
Ovalwood 132
Hours: Every other Tuesday/Thursday, by appointment.



CAMPUS CARE NAVIGATION

Connects college students to resources for accessing healthcare, housing, mental health services, and public benefits.

CONTACT INFORMATION

419-522-6264

Ovalwood 249

Hours: Monday 8 a.m.-noon, Wednesday noon-4 p.m.

THE DOMESTIC VIOLENCE SHELTER

Offers free and confidential support resources for students and staff, for issues such as domestic violence, sexual assault and stalking.

24/7 Crisis Line – 419-774-5840

thedvshelter.com

Medical Services

AVITA URGENT CARE

Provides a walk-in clinic for nonemergency medical needs.

CONTACT INFORMATION

567-307-7920

For transportation: 419-709-8629 (Free transportation provided to students from campus to/from the clinic.)

600 Richland Mall, Ontario, Ohio

OHIO HEALTH EMERGENCY ROOM

Closest full-service emergency room to campus.

CONTACT INFORMATION

1365 N Lexington-Springmill Rd, Ontario, Ohio

419-520-3000

THIRD STREET FAMILY HEALTH SERVICES

Provides sexual health support and can connect students with community resources.

CONTACT INFORMATION

Thirdstreetfamily.org

419-522-6191

Ovalwood 249

Hours: Thursday, noon-4 p.m.



THE OHIO STATE UNIVERSITY
OFFICE OF STUDENT LIFE