



SELF-CARE TOOLKIT

Look inside to learn how to
RECOGNIZE what distress looks like,
REACT in a healthy way, and know
what **RESOURCES** are available.



RECOGNIZE

Look at the **indicators of distress below** and consider clusters, frequency, duration, and severity — not just symptoms. When indicators are neglected, these feelings can easily lead to ineffective coping and other serious consequences. You may feel alone, isolated, and even hopeless when faced with life's current challenges and may need encouragement, a listening ear, kindness, advocates to help you communicate your needs, and privacy. If you feel distressed, the following indicators may help you recognize the signs.

SAFETY RISK INDICATORS

- ▶ Unprovoked anger or hostility
- ▶ Making direct or indirect threats of harm to self or others
- ▶ Stalking or harassing
- ▶ Threatening emails, phone calls, or other forms of correspondence
- ▶ Thinking of suicide or death
- ▶ Physical violence, fighting, shoving, grabbing, assault, use of a weapon
- ▶ Feelings of hopelessness, worthlessness, isolation, revenge, despair, violence, and/or suicidal ideation

PSYCHOSOCIAL INDICATORS

- ▶ Unusual or disproportional emotional response to events
- ▶ Excessive tearfulness, panic reactions, irritability or apathy, hostility, and/or impulsiveness
- ▶ Self-disclosure of personal issues like financial difficulties, family or relationship problems, contemplating suicide, and losses
- ▶ Expressions of concern shared by peers
- ▶ Verbal aggression (e.g., taunts, badgers, or intimidates others)
- ▶ Delusions and paranoia
- ▶ Alcohol and drug abuse, substance abuse at the workplace, frequently calling out sick, poor work performance

VICTIMIZATION INDICATORS

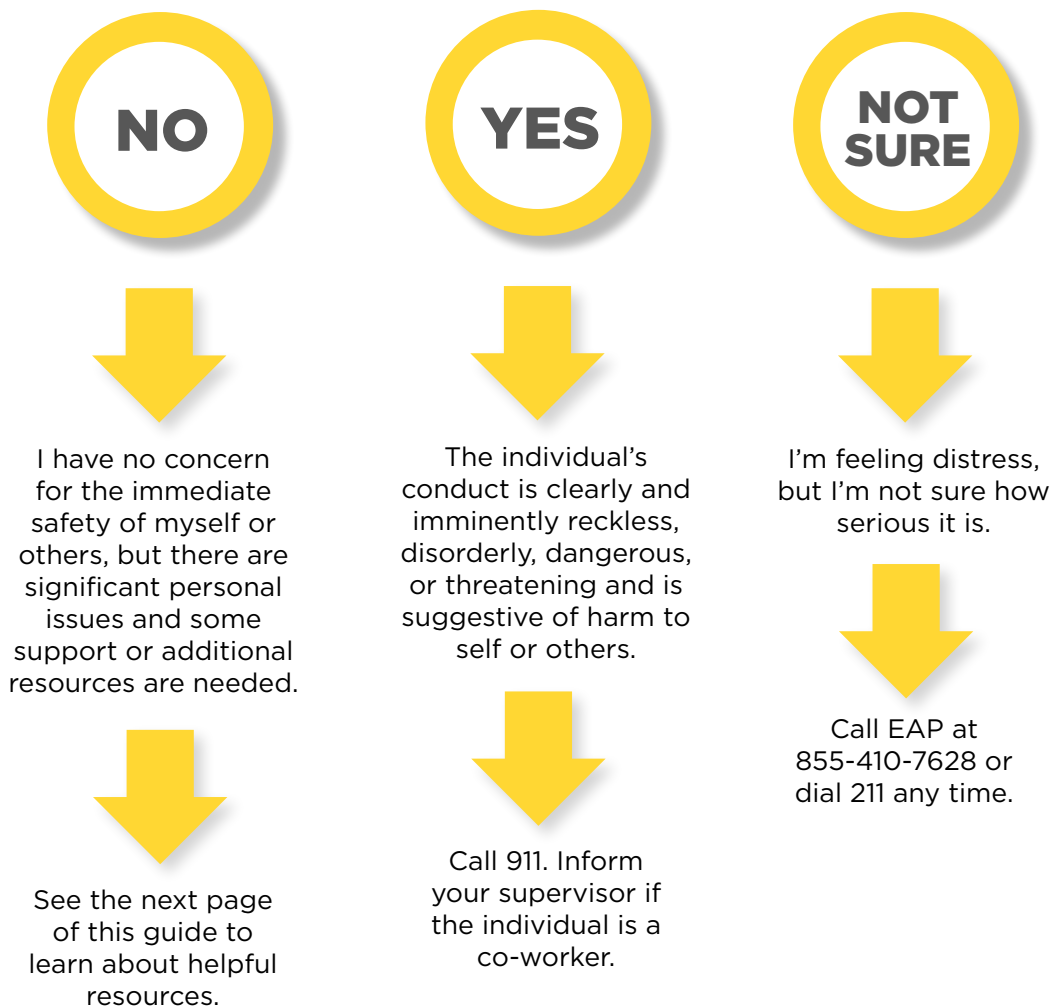
- ▶ Uncomfortable working with a particular individual or groups on projects
- ▶ Expresses fear of another individual
- ▶ Visible bruises on face or body
- ▶ Sudden change in demeanor
- ▶ Overt reaction to topics of physical or sexual abuse
- ▶ Communication that implies or indicates that there may have been sexual assault, stalking, hazing, bullying, a hate crime, or any other form of physical violence

REACT

Anyone can get upset or distressed, and this document will help you **identify the most helpful things to do** to ensure a satisfactory and supportive outcome. All situations are different, and this is only a guide.

Follow the chart below to determine what to do when faced with distress.

Is immediate assistance needed for any reason?



HELPFUL SUGGESTIONS

- ▶ Don't dismiss your thoughts, feelings, and behaviors.
- ▶ Identify safety and self-care strategies.
- ▶ Document/journal about all incidents and attempts to resolve the situation.
- ▶ Don't assume that the situation will resolve itself on its own.
- ▶ Talking to someone about feelings of suicide or death may help you to feel understood and give you helpful strategies.
- ▶ Consult with a trusted person.
- ▶ Think about who is in your support system who could help. There are people and resources available to you.

<https://screening.mhanational.org/screening-tools/>

RESOURCES

FREE AFTER-HOURS CRISIS SUPPORT

(insurance and co-pays may apply)

Police – 911

2-1-1 Maryland – dial 211

Maryland Crisis Hotline – 800-422-0009

National Suicide Prevention Hotline – 800-273-8255

Sheppard Pratt Crisis Walk-in Clinic – 410-938-5302

Baltimore City Crisis Response – 410-433-5175

Baltimore County Crisis Response – 410-931-2214

UMMS Psychiatric ER – 410-328-1219

TurnAround Sexual Assault/Domestic Violence

24-Hour Hotline – 443-279-0379

House of Ruth – 410-889-7884

MD Coalition Against Sexual Assault – 800-983-7273

RAINN National Sexual Assault Hotline – 800-656-4673

Sexual Assault Forensic Exam (SAFE) Hospitals:

Baltimore City – Mercy Medical Center – 410-333-9499

Baltimore County – GBMC – 410-849-3323

UM Immediate Care – 667-214-1800

CAMPUS RESOURCES

Employee Assistance Program and UMB Guidance Resources

(Employees and their families) – 855-410-7628

Campus Police – 711 or 410-706-3333 or

410-706-6882 for a Non-Emergency Consultation

Ombudsman – 410-706-8534

OTHER RESOURCES

Employee Assistance Program and UMB

Guidance Resources (for employees and their families) – 855-410-7628

Trevor Lifeline (LGBTQ) – 866-488-7386

Maryland Gambling Helpline – 800-426-2537

Substance Use Treatment – 410-433-5175

Veterans Crisis Line – 800-273-8255 (Press 1)

Veterans Affairs Maryland Health Care System – 800-463-6295, ext. 7324

Off-Campus MSBA Lawyer Assistance Program – 410-685-7878

Consumer Credit Counseling Services

Maryland (CCCSMD) – 800-642-2227

ROAR (Rebuild, Overcome, and Rise Center) – 410-706-2781

FREQUENTLY ASKED QUESTIONS ABOUT THE EAP

Is the Employee Assistance Program (EAP) confidential? Will my supervisor or co-workers find out I've talked to EAP?

EAP is completely confidential.

Who is eligible to use EAP?

EAP is available to all faculty, staff, postdoctoral fellows, and their family members.

How many EAP visits can I get?

Each covered individual is eligible for up to five free visits to EAP.

What happens if I use all of my EAP visits?

EAP will refer the patient to a provider who is covered under the employee's health plan.

Do I have to go to an office to visit EAP?

No. EAP has telehealth appointments available. All you need to do is call 855-410-7628.