

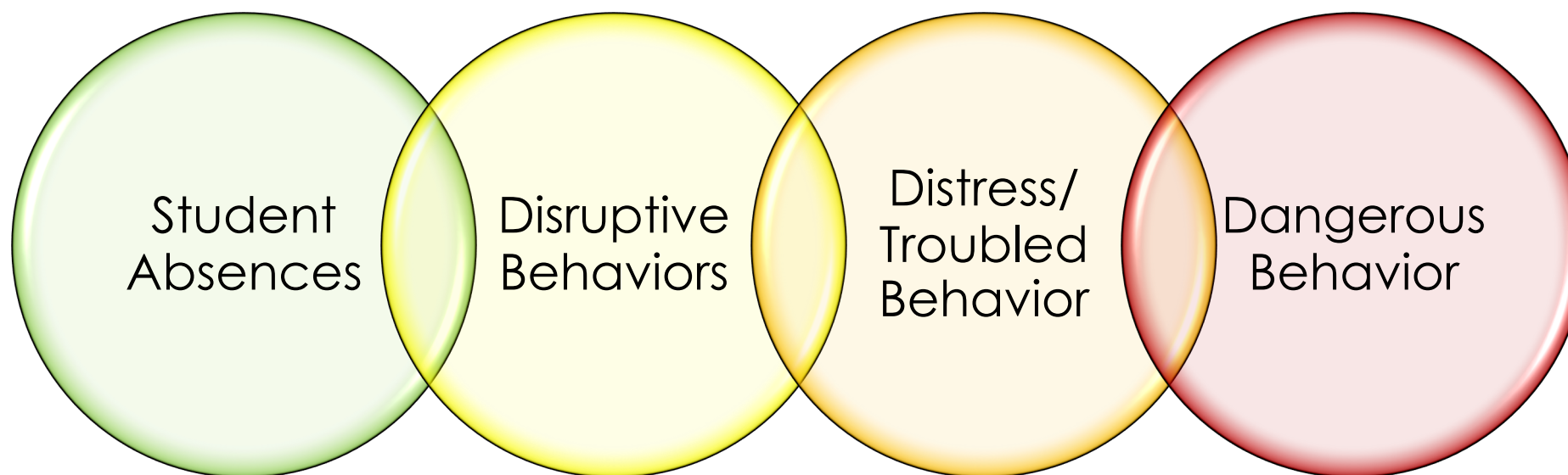


Overview of the CARE Team

@ WEST CHESTER UNIVERSITY



Continuum of Care & Response





Student Absences

- ▶ Coordinate care for students who are absent from class for 3 or more days due to illness, injury or extenuating circumstances
 - ▶ Absence notification
 - ▶ Resource connection
 - ▶ Guidance with course withdrawals
 - ▶ Referral to CARE Team

A large, light green circle with a thin black outline and a slight gradient, containing the text "Student Assistance".

Student
Assistance



Disruptive Behaviors

- ▶ Tardiness, interrupting
- ▶ Cell phones and text messages
- ▶ Sidebar conversations in class
- ▶ Yelling and screaming; use of profanity
- ▶ Persistent and unreasonable demands of attention
- ▶ Failure to comply



Academic &
Administrative
Channels



Distressed/Troubled Behavior

- ▶ Noticeable change in mood or behavior
- ▶ Decrease in academic performance
- ▶ Deterioration in personal hygiene
- ▶ Consistently sad or lethargic mood
- ▶ Anxious, irritable or angry
- ▶ Sudden hyperactivity or rapid speech
- ▶ Dramatic weight gain or loss
- ▶ Strange or bizarre behavior
- ▶ References to suicide



CARE
Team



About the CARE Team

- ▶ Overview of membership
- ▶ Collaborative process
- ▶ Case management
- ▶ Weekly meetings
- ▶ Emergency meetings as needed



Resources / sharing your concerns

- ▶ Reporting form available at:
 - ▶ wcupa.edu/icare
 - ▶ wcupa.edu/careteam
 - ▶ wcupa.edu/studentassistance
- ▶ Email care@wcupa.edu
- ▶ Call 610-436-3084



The Red Folder

Non-emergencies for CARE at www.wcupa.edu/care



Guidelines for Responding to Students of Concern

Safety: The welfare of the student and the campus community is a top priority when a student displays threatening or potentially violent behavior. Working with Public Safety Officers, mental health professionals, and the Assistant VP for Identity, Health & Wellness offers the best coordinated care on campus.

Trust your instincts: If you sense that a student is not in the best state of mind, that you may know the student from class and can probably assess when the student's self-care and behavior has changed. Promptly report safety concerns and any Student Code of Conduct violations.

Listen with sensitivity and be proactive: It is advised that you reference standards and expectations for class (i.e., as noted in your syllabus) and reference the Student Code of Conduct for disruptive students. For students in distress, classroom faculty members are frequently the first individuals to observe that something has changed in behavior or performance. Approach the student with care and point out that you've noticed. Ask if there is more they want to share and indicate that you can help. (You can always call the Counseling Center or the Assistant VP for Identity, Health and Wellness to consult.)

Support: Distressed students can be sensitive to comments and easily provoked, so avoid threatening, intimidating, or humiliating statements. Your approach is to be attentive to the student, to listen to what they share, and to inform them of resources on campus. If the student is suicidal, call x3311 or 911 immediately. Never leave a suicidal student alone.

Participate in timely responses: It is not a FERPA violation to share information about a student's wellbeing. Always report serious or persistent inappropriate behavior to the CARE Team (610.436.3088) or to Public Safety (610.436.3311). Violations of the Student Code of Conduct can be filed at www.wcupa.edu/care

What about Privacy Laws and Confidentiality?

The Family Educational Rights and Privacy Act (FERPA) permits communication about a student of concern under the following circumstances:

- Personal identifiable information from an "educational record" may be disclosed to appropriate individuals in connection with health and safety emergency. Information may be released to parents, police, or others if knowledge of the information is necessary to protect the health and safety of the student or other at-risk individuals. Information can be shared with University personnel when there is a specific need to know and should be limited to the essentials of University business.
- Campus Reporting Requirements: All employees are required to report incidents of sexual misconduct to the Office of Diversity, Equity and Inclusion. A narrow exception exists for faculty specifically when the sexual misconduct is communicated during a classroom discussion, class writing assignment, or university research. Additionally, employees who are designated "Campus Security Authorities" are required to report on campus and off-campus student conduct, including active alcohol or drug use or possession, weapon possession, arson, hazing, robbery, theft, assault, hate crimes, stalking, dating or domestic violence, sexual misconduct, manslaughter, and murder to the WCU Police. Everyone is strongly encouraged to report, even if you are not required.

IF IN DOUBT, REACH OUT

Assistant VP for Identity, Health & Wellness: 610.436.3088
Public Safety: 610.436.3311
Counseling & Placement Services: 610.436.2301

STUDENT CODE OF CONDUCT

The Student Code of Conduct is the written policy that governs student behavior. It explains students' rights and responsibilities and the process as that should be followed when misconduct is alleged.

The Code of Conduct addresses such issues as behavior that threatens the health or safety of individuals, disruption of teaching or University events, sexual harassment, racial, ethnic, religious, sexual orientation, disability, and other forms of harassment, stalking, hazing, and disorderly behavior. The complete Student Code of Conduct can be found at www.wcupa.edu/StudentCodeofConduct



EMERGENCIES - Life-threatening Situations (Call WCU Public Safety Office)

- From campus phones – dial x3311
- From cell phones – dial 610.436.3311

If student is dangerous but does not pose a threat:

- Escort safely to a safe place with the student in a calm, non-confrontational manner.
- Get help; explain how the behavior is inappropriate.
- If the situation escalates, contact Public Safety.

In all cases above, inform the Chair of your Department and the Dean of your College.

Threat Assessment Team (TAT) and CARE Team

The Administration determines if specific actions are considered violent, threatening, or harassing. To that end, the TAT reviews reports of behavior that warrants investigation and action. The CARE Team reviews reports of student behavior that is unacceptable and causes concern for the welfare of self or others. The purpose of each of these committees is to localize reports of student behavior that potentially violates the Student Code of Conduct and ensure that the campus is a safe and secure work and learning environment for all.

Additional Resources

Assistant VP for Student Affairs 610.436.3088
The Center for Title IX and Sexual Advocacy 610.436.3147
Counseling & Psychological Services (Counseling Center) 610.436.2301
Dean of Students 610.436.3294
Registrar's Office 610.436.3038
Health Services 610.436.2609
LARC (Learning, Ready, Ready) 610.436.2609
Office of Diversity, Equity and Inclusion 610.436.2433
Office of Student Conduct 610.436.3311
Residence Life/On-Campus Housing 610.436.2327
Students with Disabilities (OSDD) 610.436.2517
Student Assistance 610.436.2165
Vice President of Student Affairs 610.436.2321
Wellness Promotion 610.436.4732

ASSISTING STUDENTS IN DISTRESS

Distressed Students may present as sad, anxious, irritable, withdrawn, or combative. They may lack concentration or motivation. They may seek comfort, attention or show erratic or concerning behaviors, including references to self-harm (e.g., cutting, suicide ideation).

Disruptive Students may present with behaviors that are disruptive, disrespectful, aggressive, defiant, destructive, threatening, socially inappropriate, and might be perceived as dangerous to self or others. Their behavior reflects a lack of learning and university environment, if disruptive in the classroom, and the policy on Disruptive Classroom Behavior in the Room's Eye View or online. In outside the classroom, seek resources below.

Consultation & Referral

Counseling and Psychological Services (Counseling Center) 610.436.2301

CARE Team 610.436.3165

Office of Services for Students with Disabilities (OSDD) 610.436.2517

Office of Student Conduct 610.436.3311

Student Affairs 610.436.3088

Assistant VP for Student Affairs 610.436.3088

Report or Seek Help

1) **Public Safety Office** 610.436.3311

2) **CARE Team** 610.436.3165

3) **Contact the appropriate Dean of the College**

Arts & Humanities 610.436.2469

Business & Public Management 610.436.2469

Education & Social Work 610.436.2517

Health Sciences 610.436.2517

Wells School of Music 610.436.2779

Sciences & Mathematics 610.436.2517

Interdisciplinary & Graduate Studies 610.436.2517

Wellness Promotion 610.436.4732

FOR ALL EMERGENCIES (24/7) CALL: 610.436.3311



SEXUAL ASSAULT (Student as Victim/Survivor)

If a student comes to you regarding a sexual assault, inform the student of **confidential resources**. On campus, recommend Student Health Services (610.436.2500) and the Counseling Center (610.436.2311). Off-campus, refer the student to the County Victim Center (610.862.7273) or to Chester County Hospital's ER. However, if the student elects to share identifiable information with you, you are required to complete a Sexual Misconduct Incident Report Form (see Office of Diversity, Equity and Inclusion's webpage for this form and additional resources).

If the student wants to report the sexual assault, contact Public Safety (610.436.3311). If the student wishes to file an official University report, contact either the Office of Student Conduct (610.436.3311) or Diversity, Equity and Inclusion (610.436.2513).

For additional information, please see the WCU Sexual Misconduct Handbook and related information by going to www.wcupa.edu/sexualmisconduct

Within the first 72 hours, Chester County Hospital (CH) can provide immediate medical help. Evidence collection, emergency contraception, tests for STDs and pregnancy can be administered. The student should be encouraged to receive an exam, even if they do not plan to make an official report.

On-campus resources: Student Health Services (610.436.2500) can assist with medical support. The Counseling Center (610.436.2301) counselors can aid in providing support and assess the student's mental health needs.

Off-campus resources: Crime Victims' Center of Chester County (CVC). See their website at www.cvc-c.org. CVC Advocates can provide immediate crisis response, call their 24-hour hotline at 610.862.7273.

FACULTY/STAFF RESOURCES: Any faculty or staff member who has been assaulted should contact Public Safety (610.436.3311) for assistance.

OPTIONS AND RESOURCES (For Students only)

• Victims have the option to file both a criminal report with the police and a report with the University through either Office of Student Conduct (610.436.3311) or Diversity, Equity and Inclusion (610.436.2433).

• Anyone can file a report – a survivor of an assault, a witness, or a concerned third party.

• Complaints can be filed at www.wcupa.edu/sexualmisconduct

• To seek academic accommodations, contact the Assistant VP for Identity, Health and Wellness (610.436.3088).

CAMPUS CONTACTS:

NOTES:

FACULTY & STAFF GUIDE



POSSIBLE DILEMMAS AND SUGGESTED REFERRALS

NOTED BEHAVIOR	CC	SHS	SC	LARC	OSDD	PS	ODEI	SA
Possess immediate threat to self	X					X		X
Shows inappropriate anger or hostility	X		X			X		X
Exhibits "toxic" behavior	X					X		X
Talks about suicide or homicide	X					X		X
Verbalizes direct threat to another						X		X
Verbalizes planning or discussing material	X					X		X
Reveals overly emotional, aggressive, or hostile	X					X		X
Is the subject of complaints by other students	X	X				X		X
Continuously disrupts class and refuses to stop	X					X		X
Comes to class drunk or high	X	X	X			X		X
Appears to have distorted body image or disordered eating symptomatology	X	X				X		X
Appears to have an undiagnosed chronic illness or medical issue	X	X			X			X
Is the victim of violence, stalking, or intimidation	X	X	X			X	X	X
Reports sexual harassment or discrimination	X	X	X			X	X	X
Has serious issues with trust/belonging/relations	X			X	X			
Is suspected of cheating/academic dishonesty	X		X					
Difficulty due to illness or death in the family	X							X

(On-campus phones, dial only the extension. Off-campus phones, dial 610.436.____ then the extension.)

CC = Counseling Center x3201
SHS = Student Health Services x2500
SC = Office of Student Conduct x3311
LARC = Study Skills/Tutoring x2935
OSDD = Office of Services for Students with Disabilities x3217
PS = Public Safety x3311
ODEI = Office of Diversity, Equity and Inclusion x2619
SA = Student Affairs (Assistant VP for Student Affairs) x3088



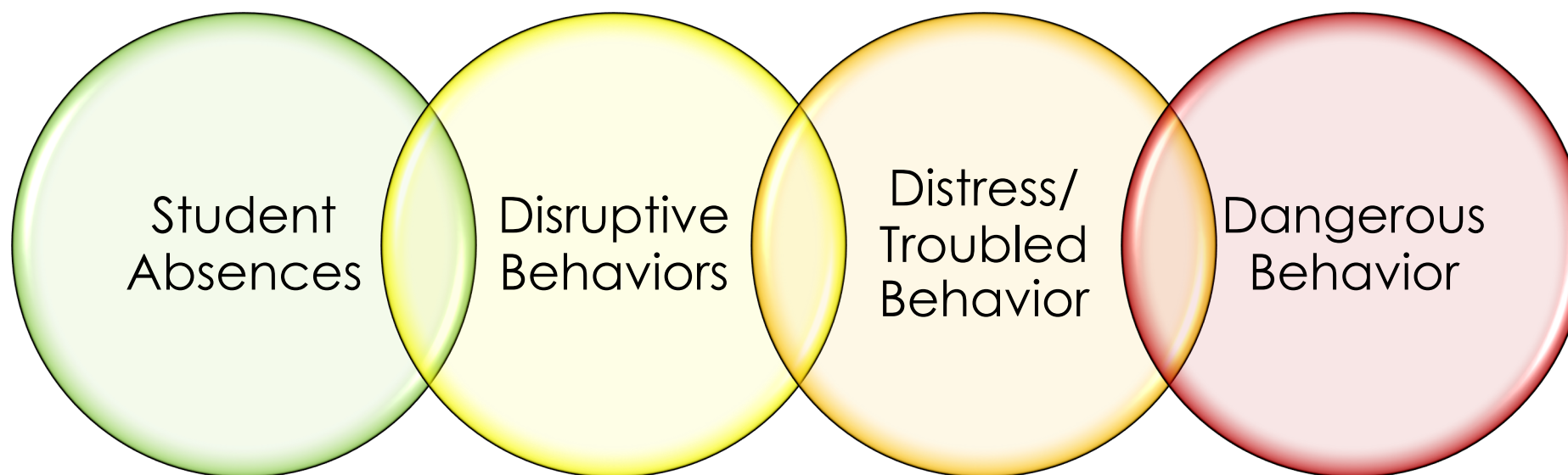
Dangerous Behavior

- ▶ Endangerment or threats
- ▶ Aggression, intimidation, hostility, assault, and violence
- ▶ Obsession with violent themes
- ▶ Suicide attempt
- ▶ References to homicide
- ▶ Possession of firearms or other weapons on University property

Threat
Assessment
Team



Continuum of Care & Response





A student emails you over the weekend that she had an emergency trip home to Connecticut due to the unexpected death of her grandmother. She cannot sit for an exam on Monday as scheduled. She is requesting to retake the test on later in the week. Your exam policy clearly indicates that students may drop one test grade. You email her back, direct her to the syllabus, and suggest that she plan to drop Monday's test and not take it. The student then shares that she did not do well on the first exam and needs to do well on this exam to maintain an acceptable grade. You share that this would not be an exception to policy you are able to make. The student sends you a threatening email saying that either you let her make up the test or she is going to give you a bad grade on "Rate My Professor." What do you do?

- A. Make an exception for this student and allow her to take the exam at another time.
- B. Send an email back to the student letting her know that her communication to you is not acceptable.
- C. File a report with Public Safety.
- D. Submit a report to the Office of Student Conduct.



During a classroom discussion, two students get into a heated debate regarding their points of view where both of them get out of their chairs and are now facing each other, agitated and “posturing.” One student makes a discriminatory remark about the other student under his breath which you and a couple other students overhear. What would you do in this situation?

- A. Tell the students that they both need to leave the class immediately.
- B. Tell the students they need to leave, but have one student leave first, then have the 2nd student leave 10 minutes later.
- C. Call Public Safety and report the incident and allow both students to remain until an officer arrives.
- D. Take the students out into the hall and ascertain if they are each able to remain for the duration of the class. Advise each of them you will need to see them during your office hours. Report the discriminatory remark to the Office of Student Conduct for review and possible processing



You notice that one your students who has been consistently prepared and interactive has missed the last two classes without any explanation. As you think about the last time you saw her, she seemed distant and simply “not herself.” She now shows up during office hours, unannounced, and is on the verge of tears. What would you do?

- A. Ask her if she's okay, recognizing that other students are also waiting to meet with you during your office hours.
- B. Close your door and make the observation that she looks upset. See if you can get her to share with you a bit of what's going on for her.
- C. Let her know that you're aware she's missed classes and reassure her that she had been doing so well up to that point. Ask her if another student might help her make up the work.
- D. Ask where she's been, pointing out your attendance policy.



A course assignment is for students to keep a journal. In reviewing a student's writings, you learn that he has had a troubled past. He shared that he has struggled with depression and made a serious suicide attempt in high school that resulted in a hospitalization. He now writes that his partner recently broke up with him and he feels he is spiraling downward. What should you do?

- A. Ask him to stay after class and speak with him privately. Tell him that he's sharing too much personal information and that it's not necessary to do that in the journal.
- B. Speak with the student after class. Tell him you take his journal entries seriously and you want to make sure he's safe. Point out that there is a Counseling Center on campus and send him there.
- C. Do the first part of Answer B, but either call the Counseling Center while he's with you and share what's going on or offer to walk the student to the Counseling Center to ensure safety.
- D. Just focus on the class material and keep his educational goals in mind. You want to respect his privacy and not delve into his mental health issues.



You heard rumors that a certain student in your class has been hospitalized for a suicide attempt. You noted prior to this that he has been withdrawn and difficult to engage in the learning process. The student has been absent for the past week. He has now returned to class. What is your response to this situation?

- A. Call the student aside after class and ask for a doctor's note.
- B. Call the Counseling Center Director or the AVP to consult on addressing any concerns and supporting the student.
- C. Consult the Chair to discuss your discomfort at having this student in class.
- D. Let the student decide if he is willing to share information, otherwise, it is class as usual.



It is the last day of finals/the student does not answer the questions, instead writes a paragraph on how she is a loser and is in over her head. You find the note after the final is over. Your response is:

- A. Call the student and agree that she is in over his head and suggest a lower level course
- B. Wait for the student to contact you about the grade.
- C. Call or email the student for a more in depth conversation about her thoughts since you do not know her well.
- D. Call Director of Counseling or AVP on how to proceed before calling the student.



You are a senior-level teacher. A student of yours is on the verge of failing the class and is disputing a grade you just gave them. During an email exchange, the student writes, “You better hope that I never see you outside of the classroom!” You should:

- A. Keep a record of the email and inform Public Safety for further investigation into the intentions of the student.
- B. Handle the incident one-on-one.
- C. Call the student’s parents to discuss the issues the student is having.
- D. Delete the email and never discuss the incident again. Hopefully, the problem will just go away.

Questions?

