



THE CARE TEAM MISSION

The University of Vermont is committed to fostering an environment in which students can be healthy, engaged, and successful, making the number one priority of the Dean of Students Office to support a healthy and safe community. Occasionally, members of the community find themselves or others in need of additional help and support. That's where the CARE Team comes in.

If you have a concern that might impede your or a friend's ability to be healthy, engaged, and successful, please express your concern by completing a CARE Form or reaching out to a member of the CARE Team. This manual is meant to be a useful reference guide to learn more about the CARE Team and to highlight warning signs, concerns, and resources to help each of us promote wellbeing within ourselves and our campus community.

MEET THE CARE TEAM



Heather Pena
Assistant Dean of Students
hpena@uvm.edu



Bety Mayani
CARE Team Outreach Coordinator
bmayani@uvm.edu



Kaitlyn Root
CARE Team Outreach Coordinator
kroot1@uvm.edu

The CARE Team is a multidisciplinary committee, involving departments from across campus. Membership of the UVM CARE Team currently consists of the following positions and departments:

- **Assistant Dean of Students** - who is recognized as the chair of the committee
- **CARE Team Outreach Coordinators**
- **Counseling and Psychiatry Services (CAPS)**
- **Student Health Services (SHS)**
- **University Housing & Dining Services (UHDS)**
- **UVM Police Services**
- **Center for Student Conduct**
- **Office of Equal Opportunity** - which includes the Title IX Coordinator
- **Student Accessibility Services (SAS)**
- **Academic Units** - which include the College of Arts and Sciences (CAS), the Graduate School, and the Larner College of Medicine (LCOM)

Student Guide to Getting CARE

A RESOURCE GUIDE FOR SUPPORTING STUDENTS OF CONCERN



UVM.EDU/DEANOFSTUDENTS/UVM-CARE-TEAM

WELLBEING CHECK-IN FOR YOU AND YOUR PEERS

ACADEMIC INDICATORS

- Are you attending classes?
- Is the quality of your work and performance how it usually is?
- What are you choosing to focus your work on?
- Are you being disruptive in class?

BEHAVIORAL INDICATORS

- Are you experiencing unprovoked anger or hostility?
- Does your life have themes of isolation, rage, extreme hostility, hopelessness, worthlessness, despair, acting out, suicide, or other violence?
- Have you made implied or direct threats to harm self and/or others?
- Have you had significant changes in appearance / personal hygiene?

PSYCHOLOGICAL INDICATORS

- Are you experiencing personal distress that could include familial problems, financial problems, depression, grief, or thoughts of suicide?
- Are you experiencing excessive tearfulness, panicked reactions, irritability, unusual apathy, or extreme emotional dysregulation?
- Are you being verbally abusive?
- Has anyone expressed concerns about your wellbeing?

TIPS FOR HELPING YOURSELF AND YOUR PEERS IN NEED: C.A.R.E

CONNECT

The relationships you make with peers, faculty and staff, campus departments, clubs and activities, both on- and off-campus, will be influential to your success throughout your collegiate journey.

- *Get to know your classmates, professors, academic advisor, neighbors, the Residence Life team in your residential area, etc.*
- *Know that counseling, health services, and accessibility services are available to you.*
- *Join a club or attend an activity that you may find enjoyable – The Davis Center is full of opportunities, connections, and liveliness.*

ASSESS

You know yourself better than anyone else. Gently take an assessment of how you are doing and what you may be struggling with. Concerns may be in relation to academics, health and wellbeing, social, or a combination of much more. This is also a good time to consider if you are expressing significant risk to yourself and are in need of immediate attention.

- **Be proactive, and listen to yourself.** You are the expert of your life. Notice signs of distress in your life, engage with resources early on, reach out for help, and set limits on your behaviors (if necessary).
- **Be honest with yourself and others who may be offering support.**
- **Be kind and compassionate to yourself.** Being judgmental and hard on yourself will not help to solve your problems.

REFER

If your needs, or those of a peer, exceed capacity, do not hesitate to become connected with the appropriate resources by filling out a CARE Form. This is one of the best ways to get acquainted with campus and community resources that provide specialized support.

- **Normalize the use of the CARE Form:** “A lot of people find it helpful to talk to a CARE Team Outreach Coordinator when they’re having these kinds of things going on.”
- **Explore reluctance to getting additional support:** “What has gotten in the way of me getting help?” “What would keep me from talking to a CARE Team Outreach Coordinator about these things?” “Could it be worth taking that step to talk to someone even though it can be difficult?”
- **Consultation:** Do not hesitate to reach out to the Dean of Student Affairs Office for consultation with the core CARE Team.

ENGAGE

Getting help can feel intimidating and scary, but appropriate supports can lead to getting back on-track and alleviate the overwhelming sensations you may be experiencing. Getting help can be daunting, but engagement and follow-through with supports can be vitally important to your wellbeing.

- **Remember to breathe and attempt to ground yourself.**
- **Remember that you are successful and have many strengths:** “I can do this.” “I have gone through difficult times before, and I know I can come through this too.”
- **Remember to have hope, and that you are resilient:** Try to make your internal dialogue be non-confrontational, non-judgmental, calm, and emphasize your agency through empowering yourself.

HOW TO REFER YOURSELF OR A PEER

Noticing, showing care toward, and emphasizing concern through empathetic conversation can help to alleviate some loneliness, anxiety, and stress for a person. Sometimes a caring conversation is all that is needed. But if you feel there is more going-on and have concern for your health, safety, or retention, there are more resources available. The CARE Team is dedicated to connecting students with the resources and supports that may be needed, both on- and off-campus.

When submitting a CARE Form, please consider the following:

- **Be clear and concise:** Provide relevant information for the CARE Team to act on.
- **Describe behaviors and objective facts:** Avoid gossip, subjective opinions, and diagnosis.
- **Share what you, or other people, did to support or address the concern.**
- **Be respectful and professional.**



POTENTIAL RESOURCES FOR YOURSELF OR PEERS IN NEED

If you or a peer is struggling, please know that you are not alone. There are many other resources, both on- and off-campus that can help. This list is not exhaustive but can provide support if you find yourself in a crisis situation, have experienced interpersonal violence, or have experienced a sexual assault.

ON-CAMPUS RESOURCES

- **Dean of Students Office:** (802) 656-3380
- **Residence Life*:** (802) 656-3434 | reslife@smcvt.edu
- **UVM Police Services*:** Emergency: 911 | 24/7 Assistance: (802) 656-3473
- **Center for Health and Wellbeing**
 - **Medical Care at Student Health Services:** Schedule through [MyWellbeing Health Portal](#) or call (802) 656-3350
 - **Counseling and Psychiatry Services (CAPS)*:** Schedule an appointment by calling (802) 656-3340. Let’s Talk (drop-in counseling) available Monday through Friday from 1:00pm – 4:00pm at Jacob’s House and designated Identity Centers.
 - **Living Well**
- **Office of Equal Opportunity:** EqualOpportunity@uvm.edu
 - **Title IX and Sexual Misconduct:** (802) 656-3368 | TitleIX@uvm.edu or Title9@uvm.edu
 - **Bias Reporting**
- **Office of Accessibility:** (802) 656-7753 | access@uvm.edu
 - **Student Accessibility Services (SAS)**
- **UVM Identity Centers**
 - **Interfaith Center:** (802) 656-4703 | Interfaith@uvm.edu
 - **Mosaic Intercultural Center (Students of Color):** (802) 656-3819 | mcsc@uvm.edu
 - **Prism Intercultural Center (LGBTQ+):** (802) 656-8637 | prism@uvm.edu
 - **Women and Gender Equity Center:** WAGE@uvm.edu
- **Office of Student and Community Relations:** oscr@uvm.edu
- **Your Academic College or Department**

OFF-CAMPUS RESOURCES

- **Howard Center:** (802) 488-6000 | hcinfo@howardcenter.org | <https://howardcenter.org>
 - **First Call (for Chittenden County)*:** (802) 488-7777
 - **Mental Health Urgent Care:** (802) 488-MHUC (6482) | No appointment needed; Monday through Friday from 9:00am – 5:00pm, Located at 1 South Prospect Street, Burlington, VT
 - **Street & Community Outreach:** (802) 488-7013 (Burlington) | (802) 488-7778 (Chittenden County)
- **The Steve Fund (for young people of color)*:** Text “Steve” to 741741
- **The Trevor Project (for LGBTQ+ young people)*:** (866) 488-7386 | Text “START” to 678-678
- **National Mental Health Crisis Support*:** 988
- **Vermont Crisis Text Line*:** Text “VT” to 741741
- **University of Vermont Medical Center***
- **Vermont Counseling Network:** Provides an updated list of therapists currently accepting new clients.
- **Steps to End Domestic Violence*:** (802) 658-1996 | steps@stepsvt.org
- **National Domestic Violence Hotline*:** (800) 799-7233 | Text “BEGIN” to 88788
- **HOPE Works*:** (802) 863-1236 | hopeworksvt.org
- **National Sexual Assault Hotline*:** (800) 656-HOPE (4673)

* Indicates resources that are available 24/7

SAFETY FIRST!

The safety of the campus community is the top priority when anyone is displaying threatening, violent, or risky behavior. Do not hesitate to contact Emergency Services when deemed to be necessary.