



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 know of a concern that might impede a student's ability to be healthy, engaged, and successful, please report your concern by completing a CARE Form. 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 in our campus community.

MEET THE CARE TEAM



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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)

Faculty and Staff Guide to CAREing

A RESOURCE GUIDE FOR SUPPORTING STUDENTS OF CONCERN



[UVM.EDU/DEANOFSTUDENTS/UVM-CARE-TEAM](https://uvm.edu/deanofstudents/uvm-care-team)

STUDENT OF CONCERN WARNING SIGNS

ACADEMIC INDICATORS - Absenteeism - Decline in quality of work or performance - Disturbing content in work - Continuous classroom disruptions	BEHAVIORAL INDICATORS - Unprovoked anger or hostility - Themes of isolation, rage, extreme hostility, hopelessness, worthlessness, despair, acting out, suicide, or other violence - Making implied or direct threats to harm self and/or others - Significant changes in appearance / personal hygiene	PSYCHOLOGICAL INDICATORS - Self-disclosure of personal distress that could include familial problems, financial problems, depression, grief, or thoughts of suicide - Excessive tearfulness, panicked reactions, irritability, unusual apathy, extreme emotional dysregulation - Verbal abuse - Expressions of concerns about the student by their peers
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TIPS FOR HELPING A STUDENT IN NEED: C.A.R.E

CONNECT

The relationship you make with a student is critical to helping them when they are struggling. Reach out to them, and start a conversation built on the foundations of empathy, sensitivity, and trust. Let them know they are not alone, and that you are there to support them.

- Listen sensitively and carefully.**
- Be proactive:** Notice signs of distress, engage students early on, reach out, and set limits on behaviors (if necessary).

ASSESS

Gently get an assessment of the student and what they may be struggling with. Ask how they are doing and begin to identify their concerns and needs. 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 the student is expressing significant risk and is in need of immediate attention.

- Speak to the student individually about your concerns.**
- Ask open-ended questions:** “You have not seemed like yourself lately and I have been wanting to check-in with you. Are you doing okay?” “I am concerned about you because I have been noticing...(be specific about what you have noticed). Is there anything going on that you would like to talk about?”
- Be direct:** Do not be afraid to ask a student directly if they are struggling, especially if they appear to be confused and overwhelmed, or if they may be having thoughts of harming themselves or others.

REFER

If a student’s needs exceed capacity, direct students to the appropriate resources by filling out a CARE Form. This is one of the best ways for a student to become acquainted with campus and community resources that can provide specialized support.

- Normalize the use of the CARE Form:** “A lot of students 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 you getting help?” “What would keep you 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?”
- Documentation and consultation:** Document your interactions with distressed students. Also, do not hesitate to reach out to the Dean of Student Affairs Office for consultation with the core CARE Team.

ENCOURAGE

Getting help can feel intimidating and scary, but appropriate supports can lead to getting back on-track or alleviating overwhelming situations. Talk with the student you are concerned about and promote continued growth, engagement, and follow-through. Continue to help the student by providing motivational support and being a source of guidance, if needed.

- Provide hope and support.**
- Highlight strengths and success:** “You can do this.” “You have gone through difficult times before, and I know you can come through this too.”
- Avoid escalation:** Distressed students may be sensitive to criticism and can become easily provoked. Avoid being threatening, humiliating, or intimidating. Be non-confrontational, non-judgmental, calm, and emphasize the student’s agency by empowering.

HOW TO REFER A STUDENT TO THE CARE TEAM

Noticing, showing care toward, and emphasizing concern through empathetic conversation can help to alleviate some loneliness, anxiety, and stress for a student. Sometimes a caring conversation is all that is needed. But if you feel there is more going-on and have concern for a student’s health, safety, or retention, there are more resources available. The CARE Team is dedicated to connecting students with the resources and supports they may need, 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 and respond.
- Describe behaviors and objective facts:** Avoid gossip, subjective opinions, and diagnosis.
- Share what you, or other people, did to support the student or address the concern.**
- Be respectful and professional.**



POTENTIAL RESOURCES FOR A STUDENT OF CONCERN

If you are supporting a student in need, 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 for students in crisis, have experienced interpersonal violence, or have experienced a sexual assault.

ON-CAMPUS RESOURCES

- Dean of Students Office:** (802) 656-3380
- University Housing and Dining Services:** (802) 656-3434 | universityhousing@uvm.edu
- UVM Police Services*:** Emergency: 911 | 24/7 Assistance: (802) 656-3473
- Center for Health and Wellbeing**
 - 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**
 - TalkCampus*:** Download it in the App Store today to be connected with peer to peer supports.
- 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)**
- Intercultural 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
- Student’s 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.