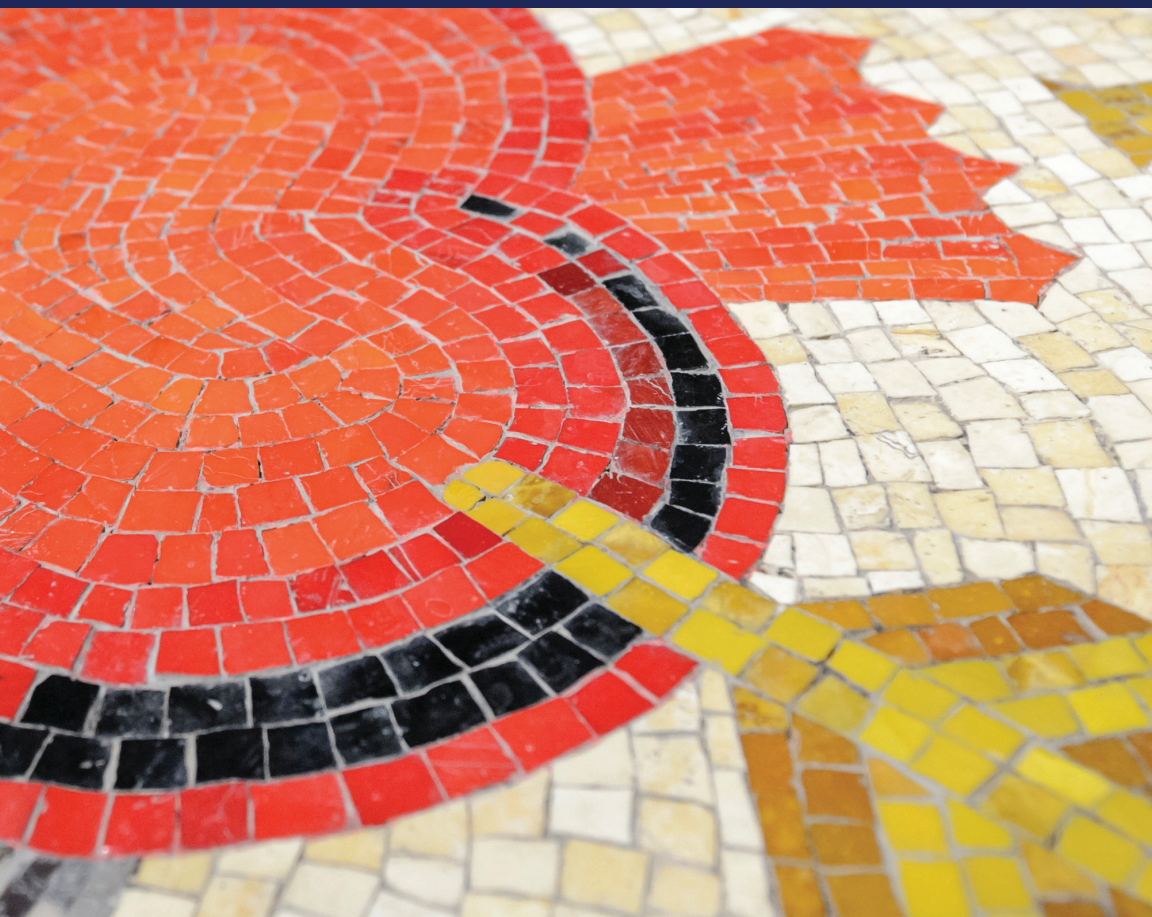


IDENTIFYING AND REFERRING STUDENTS OF CONCERN



VILLANOVA
UNIVERSITY

CONCERNS AND REVIEW (CARE) TEAM



The CARE Committee is comprised of representatives across the Villanova community. The composition of the team can be found below. For contact names and email addresses, please scan this QR code or visit villanova.edu/carecommittee.



ACADEMIC RESOURCES

Associate Dean, Villanova School of Business (VSB)

Bartley Hall 1054
610-519-4333

Associate Dean for Academic Affairs, College of Engineering (COE)

Drosdick Hall 138C
610-519-4959

Assistant Dean for Undergraduate Students, College of Liberal Arts and Sciences (CLAS)

St. Augustine Center 107
610-519-3900

Associate Dean of the Undergraduate Program, M. Louise Fitzpatrick College of Nursing (FCN)

Driscoll Hall 342
610-519-5957

Assistant Dean for Academic Programs, College of Professional Studies (CPS)

Vasey Hall 102
610-519-4306

Director of Learning Support Services

Falvey Library 212D
610-519-4368

STUDENT LIFE RESOURCES

Associate Vice President and Dean of Students

Dougherty Hall 202
610-519-4550

Senior Associate Dean of Students for Student Support

Dougherty Hall 213
610-519-4200

Associate Director of Residence Life for Student Support

Stanford Hall Ground Floor
610-519-4152

UNIVERSITY COUNSELING CENTER RESOURCES

Director of the University Counseling Center

Health Services Building 206
610-519-4050

PUBLIC SAFETY RESOURCES

Director and Chief of Police

Garey Hall
610-519-6979

MISSION AND MINISTRY RESOURCES

Director of the Center for Spirituality and Outreach

St. Rita Hall
610-519-4086

CARE TEAM

The CARE Team (Concerns and Review), derived from the Augustinian value of *Caritas*, consists of administrators from across the University who meet regularly to ensure adequate communication and coordinated response to the needs of any student who is raising significant concerns within the Villanova community. The CARE Team is not a decision-making body; its goal is to attempt to mobilize and coordinate University resources to address the needs of individual students.

Students experience a wide range of adjustments when entering college. While most students' needs are addressed through the routine functioning of the University, some students need further attention.

CARE discusses exceptional cases involving undergraduate and graduate students presenting concerns that are best addressed by the combined attention of these University offices. Exceptional cases are defined as:

- Students who may be threats to themselves
- Students who may be threats to the campus community
- Students who have experienced traumatic personal events
- Students whose behavior and/or emotional state raise significant concerns

Students who have these concerns may manifest their difficulties in the classroom, in the residence halls and many other settings within the University. When faculty members encounter students whose behavior or situation is analogous to the cases described above, they should communicate their concerns and observations to an academic Assistant or Associate Dean, the Dean of Students, and/or the Counseling Center staff. The Assistant or Associate Deans will communicate their faculty members' concerns to any member of the CARE Committee. When other members of the University—including Student Life, Public Safety, and Residence Life—encounter students whose behavior or situation is analogous to the cases described above, they will convey their concerns to appropriate officials, who will, in turn, communicate with the CARE Committee.

The Counseling Center staff will continue to be available to consult with faculty about any student, whether or not the faculty member's level of concern is great enough for the faculty member to involve academic administrators or the CARE Committee. If you encounter a student whose actions or behavior are disruptive to class, but are not exceptional cases as defined above, then discuss the matter with your department Chair to review options to manage the classroom and follow existing procedures defined in the Faculty Handbook under "Discipline of Students."



IDENTIFYING STUDENTS OF CONCERN

Classes, coursework, family, friends, and work may place a great deal of stress on students. Some students may need additional support because they are feeling overwhelmed, anxious, or depressed. Students feeling overwhelmed or unable to cope may experience mild, moderate, or severe symptoms. These symptoms may impair a student's ability to function academically and/or socially.

Faculty and staff are often the first to recognize that particular students are not thriving or have a significant change in their behavior. The ability of faculty and staff to recognize signs of concern or distress and to make referrals can have a significant positive impact on the welfare of these students.

These lists contain common causes, and symptoms, that impair students' functioning academically, socially, or interpersonally.

Common Causes of Distress

- Relationship issues
- Grief and loss
- Changes within the family, such as divorce or a move
- Transition and adjustment to college
- Acculturation
- Identity questions
- Serious illness or injury (of self or family member)
- Substance abuse: self or family
- Financial concerns
- Political tensions globally

Academic Problems

- Sporadic or infrequent attendance
- Change in attendance or participation pattern
- Excessive tardiness and absences (not completing work)
- Decrease in motivation
- Difficulty concentrating
- Sleeping in class
- Frequent requests for extensions
- Uncharacteristic poor performance
- Attending class under the influence of alcohol/other drug
- Academic integrity issues

Behavioral Problems

- Noticeable change in mood
- Loss of interest in activities previously interested in
- Destruction of property
- Anxiety or panic attacks
- Marked change in personal hygiene
- Listlessness or lack of energy
- Dramatic weight loss or gain
- Disjointed thoughts
- Speaking too loudly or too fast
- Hallucinations
- Writing or behavior that might be experienced as threatening

Interpersonal Problems

- Concerns around boundaries
- Obsessing about relational stressors
- Alcohol/drug abuse interfering with personal relationships
- Complaints or concerns expressed by other students, faculty, staff

PROVIDING SUPPORT FOR STUDENTS OF CONCERN

Faculty and staff are in a unique position to identify and intervene with students who are experiencing difficulty of some kind. Faculty and staff are not expected to be professional counselors but are asked to notice students who display concerning behavior and to reach out to such students to express sincere concern and offer to connect students with campus resources.

The following list provides some practical suggestions for supporting and encouraging students who are of concern:

- Consult with a counselor in the University Counseling Center before meeting with a student. You do not need a student's permission to consult and FERPA allows conversations for the purpose of helping a student.
- Meet with the student in private to explore concerns:
 - Establish a supportive tone for the meeting
 - Express concerns in behavioral terms (e.g., I notice that you seem down lately)
 - Listen carefully and try to view the situation from the student's perspective
 - Avoid labeling the student's behavior
 - Identify on-campus resources that could help the student cope with concerns or issues
 - Emphasize that seeking help is a sign of strength
 - Offer to phone a campus support office and/or resource and offer to accompany the student to student health center or counseling center
- Follow-up with student to ensure connection to campus resource

You may consult with the Counseling Center by phone at 610-519-4050 or in person.



REFERRING STUDENTS TO THE UNIVERSITY COUNSELING CENTER

If a faculty or staff member believes that counseling may be helpful, they may refer the student to a counselor at the University Counseling Center located in the Health Services Building. The counselors provide students with the opportunity to explore the myriad of issues that might interfere with their adjustment to, or success in college.

Counseling at the University Counseling Center is available to all full-time undergraduate and graduate students twelve months/year. These services are voluntary, free and confidential (with limited exceptions when threat of serious harm is imminent).

Counseling appointments are available Monday through Friday during normal business hours. The University Counseling Center holds time slots each day for same day appointments and drop in consultations. In addition, a counselor is on-call when the office is not open. The on-call counselor may be reached by calling the Student Health Center and asking for the Residence Life professional on-call. This person is able to contact the counselor on-call, as needed and appropriate. Uwill is available for scheduled telehealth sessions and crisis calls 24/7.

PRACTICAL TIPS FOR MAKING A REFERRAL TO THE UNIVERSITY COUNSELING CENTER

- Speak to a student privately about concerns and recommend meeting with a counselor at the Counseling Center.
- Before meeting with the student, contact the Counseling Center to consult about your concerns.
- When the concerns are primarily academic in nature, contact the Assistant/Associate Dean of the College in which the student is enrolled.
- Offer to call the Counseling Center for the student while the student is with you or walk them over.
- When the concerns are sufficiently serious, contact the Dean of Students Office; the Dean of Students can also meet with the student to express concern and to facilitate the student's appointment at the Counseling Center.
- Follow-up with the student again to express your care and concern.

CONFIDENTIALITY

Counseling is a confidential process designed to help students learn about themselves, address concerns, and discover effective coping strategies. Counseling involves sharing sensitive, personal and private information. The information shared in counseling is held in the strictest confidence. University Counseling Center staff members ordinarily will not acknowledge that a student has visited the University Counseling Center.

While the University Counseling Center staff safeguards information obtained through the counseling relationship, ethical and legal considerations at times may require disclosure. The following are conditions when a counselor would release information obtained in a counseling session:

- When the counselor receives a signed release of information, which authorizes the University Counseling Center to release information to a specific party.
- When the counselor believes that a student presents an immediate danger to him/herself or others.
- When the counselor has reason to believe a minor is or has been subjected to abuse/neglect.
- When the life or safety of an identified third party is endangered or threatened.
- When otherwise required or permitted by law (e.g., by court order issued by a judge).

Conversations between students and faculty or staff members are not confidential, though they are private. When faculty or staff members are concerned about a student, they should reach out to the resources in this book for assistance and support.

Sexual Misconduct and Sexual Violence are not tolerated at Villanova. Information and resources can be found at villanova.edu/sexualassault

**Questions? Contact the Title IX Coordinator,
Ms. Ryan Rost | ryan.rost@villanova.edu | 610-519-8805**



STUDENTS EXPERIENCING A PSYCHOLOGICAL EMERGENCY

A psychological emergency occurs when a student’s normal coping skills are no longer effective in dealing with life events. During a psychological emergency, the student will experience emotional/physiological discomfort, and impaired social, occupational, or school functioning.

Psychological emergencies are rare. When they do occur, some require immediate action and attention. Others will require action, though not necessarily immediate action.

Requiring immediate action:

- Expressed suicidal thoughts, plans, or intentions
- Expressed thoughts, plans, intentions of harming others
- Giving away possessions, with the implication of suicidality
- Bizarre behaviors, disjointed thoughts
- Hallucinations
- Loss of contact with reality

Requiring action, though not necessarily immediate:

- Extreme anxiety or panic attacks
- Signs of self-injury (cuts, bruises, burns)
- Isolation from family or friends
- Inability to carry on with usual daily routine
- Acknowledging suicidal thoughts (but not intending to act on them)
- Not sleeping

When responding to a student experiencing a psychological emergency, seek assistance from University or local resources. It is important to stay calm and not to leave the person experiencing the emergency alone.

Contact one of these resources or visit with the student experiencing the emergency:

University Counseling Center

Health Services Building, Room 206
Monday-Friday, 9 a.m. to 5 p.m.
610-519-4050

Student Health Center

Health Services Building, 3rd Floor
24 hours/day, when classes
are in session
610-519-4070

Department of Public Safety

Garey Hall
24 hours/day, 7 days/week
610-519-4444 emergency

Off-Campus

Call 911 (or 988 for the Suicide and
Crisis Lifeline)

Individuals in Public Safety can respond to your location and remain with the student until a plan of action has been determined.

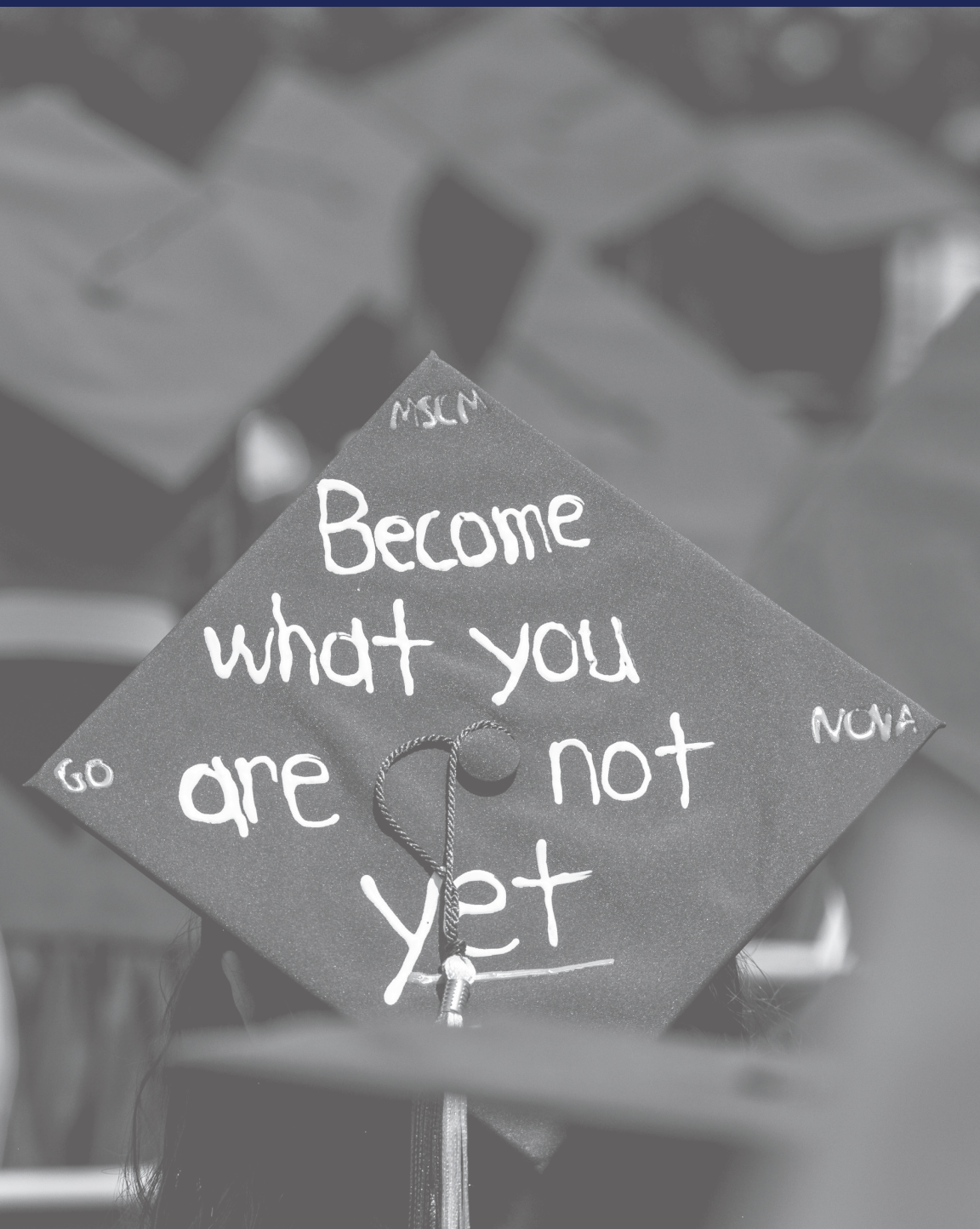
NON-EMERGENCY CONCERNS

The resources listed on page 6 are the appropriate resources in emergency situations. Fortunately, most situations that arise are not emergencies. The CARE Team is still available to provide support and assistance in such cases.

Below are a few suggestions on possible next steps when you feel worried about a student. Each situation can feel unique—it is always appropriate to confer with your supervisor or a member of the CARE Team regarding the situation.

- Consult with someone on the CARE Team or the University Counseling Center to share the concern and seek input on possible next step
- Reach out to the student to have a private conversation to discuss your concern and to learn more about the situation. Be ready to refer the student to campus resources such as the University Counseling Center, Learning Support Services, or the college advising or dean's office
- Contact your department chair or supervisor to discuss the concern and possible next steps
- Contact the student's academic advisor to see what additional information the advisor may have about the student

The most important thing is to do something regarding your concern. The Villanova community is at its best when we get involved and help one another. It is always better to reach out to show you care—students generally appreciate that someone was concerned about their well-being, even when nothing is wrong. More often, the voiced concern can be a step to connecting a student with needed support.



QUICK REFERENCE

Signs of a distressed student:

- Excessive absences
- Changed academic performance
- Isolation
- Poor hygiene
- Unable to control emotions
- Shows or speaks of distress
- Seems focused on death (i.e., a sign of depression)

If you have a relationship with the student, options include:

- Consult with the University Counseling Center via phone at 610-519-4050 during normal business hours.
- Consult with the academic dean's office or the Dean of Students Office.
- Speak with the student:
 - Schedule a one-on-one meeting
 - Express what you have noticed about the student's behavior
 - Express your care and concern for the student
 - Ask the student open-ended questions to explore the behavior
 - Listen to the student
 - Talk about campus resources with the student

If you feel the situation is an emergency:

- | | |
|---|---|
| <ul style="list-style-type: none">• If there is imminent danger of harm to self or others, call Public Safety at 610-519-4444 immediately (off-campus call 911 or 988 for the Suicide and Crisis Lifeline). | <ul style="list-style-type: none">• Call the University Counseling Center, if there is no danger present or imminent, during normal work hours. |
|---|---|

If the situation is concerning, but not an emergency, consult with:

- Your department chair or academic dean's office
- The University Counseling Center
- The Dean of Students Office
- Residence Life



800 East Lancaster Avenue
Villanova, PA 19085