



CAMPUS ASSESSMENT RESPONSE AND EVALUATION TEAM (CARE)

Frequently Asked Questions About The CARE Team

What is the CARE team?

The mission of the AU CARE Team is to provide a caring program for student identification, intervention, and response while balancing the needs of the individual with those of the community.

What does the CARE team do?

The CARE Team identifies students whose behavioral patterns have raised concern about their well-being; centralizes communication to gain a more complete understanding of the whole student; and develops a collaborative outreach plan with campus and community resources to address identified risks. The team reviews all referred concerns as soon as reasonably possible and recognizes that some referrals, by their very nature, will require immediate review and others may be dealt with during regular Team meetings. The Team will use a fact-based assessment process to develop an appropriate plan of action.

Who is on the CARE team?

A multidisciplinary team which includes: Associate Dean of Student Life, Director for Student Support and Advocacy, Chair of CARE team, Dean of Student Life, Assistant Director for Student Support and Advocacy, Academic Success Coordinator, Director of Student Health Services, Director of Student Counseling and Psychological Services, Director of Residence Life, Director of Testing and Disability Services, Captain, Public Safety and Senior Legal Advisor. Additional members of the Campus community will be consulted as needed.

Who can make a referral?

Any person, including students, parents, faculty and staff, and other community members, who has concern for the well-being or safety of a student or the community, or who has reason to believe that a student may pose a direct threat to themselves or others, **is strongly encouraged to fill out an electronic CARE report and refer the matter to the CARE Team.** The on-line form allows for 24-hour reporting; however, please note that referrals may not be handled until the next business day. In cases deemed emergency situations, University community members are encouraged to call (706) 721-2911 or 1-2911 within the University. In case of a medical emergency, dial 911.

How do I submit a CARE report?

By going to Augusta University Cares on the website (www.augusta.edu/careteam/index.php) and click on submit a report.

What if I'm not ready to make a report, but I just need some advice about handling a student issue?

You can always contact the Office of the Dean of Student Life at 706-737-1411 for consultation on a concern. The staff can provide tips, ideas and resources on how to best approach a situation.

What kinds of things can I refer to CARE team?

In general, any behavior that disrupts the learning environment of the University or causes concern for a student's well-being should be reported. Personal safety concerns: self-injurious behaviors/suicidal ideation/talk or attempt, depression, excessive crying, fatigue, change in appetite, disturbed or excessive sleeping, change in hygiene, negative thinking along themes of hopelessness and helplessness. Personal distress signs include: grade problems, excessive absences, marked change in previous level of performance, significant relationship issues, social isolation/withdrawal, not leaving residence for sustained periods, anxiety, pacing, muscle tension, sweating, impaired thinking, worrying, ruminating, easily distracted. Erratic, disruptive or disturbing behavior: (including online activities) that is a disruption to other students, faculty, staff or the community. Behaviors may include: threats of a weapon on campus, campus safety being compromised, acting out, emotional outburst, loss of rationality, venting, screaming, swearing, high energy output,

intimidation (verbal or nonverbal threatening). Alcohol and drug violations that necessitate a hospital transport or dramatic increase in alcohol or drug use.

What should I include in my referral/CARE report?

Include specific details to explain why you feel that somebody's actions are unusual, alarming, threatening, etc. Some examples may be language used, method of communication, information about location and any timelines. Please provide any supporting documentation such as emails, text messages or audio recordings. If you are comfortable doing so, tell the individual that you are concerned and ask if he/she is OK to be referred to the CARE team. In many cases an individual will indicate that he/she could use some help/resources.

What happens after I make the referral?

Depending on the reported behavior, interventions can range from individual contact and providing resources for the person of concern to police involvement if a crime has been committed. If the concern is urgent, someone from the Dean of Student Life will seek out the student to make sure everything is ok. A Team member will be responsible for contacting the student to initiate an appropriate response. In a less urgent situations, the student will be discussed in our weekly Care Team meeting, and all of the relevant information will be evaluated on how to proceed. Each situation is different and requires a unique approach. If the CARE Team determines a student is appropriate for monitoring, the student will be added to a list of students discussed at each CARE Team meeting. A course of action is outlined and then reviewed during the subsequent meeting

How will I know that the situation has been addressed?

The CARE team will address every report that is brought to the committee. We will acknowledge receipt of report and when student has been informed about resources. The CARE processes typically involve handling of confidential information, so detailed resolution information may not be authorized to be shared with reporter. If you continue to have concerns about the situation, please contact the Office of the Dean of Student Life.

Who do I contact after hours?

Call University Police (706) 721-2911 or 1-2911 within the University. In case of a medical emergency, dial 911.

How do I know if it is a CARE Team issue or if it is more appropriately handled by other campus resources?

You do not have to make this determination; the CARE Team will do it for you. The most critical step is that you report your concern. If another campus resource is more appropriate, the CARE Team will refer the student and handle the transfer of information.

Is the information confidential?

CARE Team records will be maintained by the Office of Dean of Student Life and will be considered confidential and accessible only to the student and parties with appropriate access. NOTE: Never promise confidentiality to student(s) if they share information with you that may require some intervention.

Can I submit information anonymously?

Anonymous entries will be addressed by the CARE team. However, you are encouraged to identify yourself because if clarification or additional information is needed, we may need to contact you. Submitting your name also gives your report more credence. The CARE team will take reasonable steps to maintain the privacy of those who make a report, if requested, but confidentiality cannot be guaranteed. On occasion, due to the nature of the reported concern, the reporter's identity may be evident to the individual of concern.

Where can I get more information about the CARE team and resources?

AU has developed a website to inform the campus community and for reporting persons of concern. The website can be located at: www.augusta.edu/careteam/index.php and has information about resources, contact numbers, a pamphlet on Assisting Students in Distress and the portal to submit a CARE report.

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