



EMORY
UNIVERSITY

EMORY CARES:

**CREATING A SUPPORTIVE CAMPUS
COMMUNITY TOGETHER**

A Resource Guide for Faculty and Staff

January 2021



CREATING A SUPPORTIVE CAMPUS COMMUNITY TOGETHER

Emory University is committed to creating a caring, student-centered campus environment that supports learning, wellbeing, and a sense of belonging and purpose in our students. Doing so is a campus-wide responsibility and we each have a role to play. Caring faculty and staff can be of great assistance to students who feel overwhelmed.

We can begin by understanding that what we do and how we do it impacts our campus culture. At times, elements of our culture may contribute to students struggling in ways that negatively impact academic performance and personal wellbeing. We must recognize when that is happening and provide validating support. Wellbeing does not always require a clinical solution. By shifting away from an over-reliance on diagnostic language to describe struggle, we are in a better position to relate to students in a supportive, engaging manner and help them understand they belong here. For many students, a connection with a trusted adult plays a profound role in facilitating the healing they need.

Raising awareness about support resources for students can positively affect their mental health and wellbeing. As students navigate our complex university systems, we must keep in mind that they experience the campus as a whole, not as a complex variety of units. Thus, students are often unaware of the range of available resources. In addition, their perspectives vary on whether such resources are accessible or culturally appropriate for them.

MEETING THE NEEDS OF THE 21ST CENTURY STUDENT

Today's students are incredibly diverse. Their personal identities and current events significantly impact their sense of wellbeing. Identity affects how they experience daily life, engage university resources and, therefore, their overall wellbeing. Students thrive when we demonstrate sensitivity to their viewpoints and experiences, provide trauma-informed support, and offer culturally appropriate resources.

HOW TO RESPOND WHEN STUDENTS NEED HELP

Students feeling overwhelmed can benefit from intervention by caring faculty or staff members. Thus, it is important that we know how best to intervene – whether providing a listening ear, sharing a similar personal experience, helping students understand Emory systems, referring them to campus resources, or responding to an immediate safety concern.

RECOGNIZE + RELATE

In many situations, the most appropriate response is to take the time to relate to the student. This means listening attentively, expressing care and concern, acknowledging the importance of what has been shared, responding to the emotions expressed, summarizing and clarifying what you have heard, offering support and assistance, and following up with the student. In this way, we help students understand and contextualize their experiences, increase their capacity to cope, and feel a greater sense of belonging and community at Emory.

RECOGNIZE + REFER

In some situations, the most appropriate response is to ensure safety. If a student expresses thoughts of harming self or others, displays a weapon, behaves erratically, or is unable to function, get immediate help. Call Emory Police and/or refer the student to professionals in Student Case Management and Interventions Services (SCMIS) or Counseling and Psychological Services (CAPS). If you see that a student needs crisis support, remain calm, treat them with dignity and respect, and, if appropriate, follow up to express your concern.

WHAT TO EXPECT WHEN YOU MAKE A REFERRAL

It is only natural that you want to know the outcome of your referral and how the student is doing. Creating a supportive community requires balancing the desire to know the details about our students' wellbeing with their right to privacy and the university's requirements to comply with various regulations. That said, you are encouraged to follow up directly with students you have referred to ask if they have connected with resources.

PRIVACY AND CONFIDENTIALITY

Some offices, such as CAPS and Student Health Services, are bound by law to confidentiality in safeguarding student privacy. Sometimes, we may conflate privacy and confidentiality, unintentionally preventing students from receiving the support they need. Most faculty and staff are bound by privacy considerations under FERPA rather than confidentiality. University officials working collaboratively on behalf of a student have considerable leeway in sharing information to create an integrated system of care. Letting students know up front that you will respect their privacy – but that you will share information as needed to support them – will create greater clarity and safety for them.

WHAT TO DO IF YOU NEED SUPPORT

Sometimes, helping a student who needs care and support can be taxing on your personal wellbeing. Remember to always be safe and take care of yourself, too. That means intervening to help a student in a way that is appropriate for the situation, comfortable for you, and maintains professional boundaries.

If you need support, resources are available through the following:

Faculty Staff Assistance Program (FSAP)

www.fsap.emory.edu

404.727.4328

Ombuds Office

ombuds.emory.edu

404.727.1531

LIFE-THREATENING EMERGENCIES DAY OR NIGHT

from OFF or ON Campus
911

Emory Police Department (EPD)
404.727.6111

Emory Emergency Medical Services (EMS)
404.727.6111

CRISIS RESPONSE RESOURCES

ON CAMPUS

Counseling + Psychological Services (CAPS)

Walk-in crisis appointments
Mon-Fri, 8:30am - 3:30pm
404.727.7450

Emory Anytime Health

Telehealth services provided by TimelyMD
(24/7 TalkNow, Counseling, Psychiatry, and
Medical Care)
emory.edu/anytimehealth

RESPECT Hotline

Sexual assault, interpersonal violence advocacy
and support
404.270.5360

Student Health Services (SHS)

404.727.7551, press "0"

Student Intervention Services

24/7 assistance
404.430.1120

NATIONAL AND COMMUNITY

Crisis Text Line

Text HOME to 741741
Students of Color may text STEVE to 741741

Georgia Crisis + Access Line

1.800.715.4225

National Suicide Hotline

1.800.784.2433 OR
1.800.273.8255

Trevor Lifeline - LGBTQ

1.866.488.7386
Text START to 678678

CAMPUS SUPPORT RESOURCES

Accessibility Services (DAS)

accessibility.emory.edu
404.727.9877

Belonging + Community Justice

belonging.emory.edu

Campus Life (ECL)

campuslife.emory.edu
404.727.7190

Center for Women

womenscenter.emory.edu
404.727.2031

Counseling + Psychological Services (CAPS)

counseling.emory.edu
404.727.7450

Emory Police Department (EPD)

police.emory.edu
404.727.6111

Equity + Inclusion (OEI)

equityandinclusion.emory.edu
404.727.9867

Health Promotion (OHP)

healthpromotion.emory.edu
404.727.1000

Helpline - Emory Peer Support

(daily 8:30 p.m. - 1:00 a.m.)
404.727.HELP (4357)

International Student and Scholar Services (ISSS)

iss.emory.edu
404.727.3300

LGBT Life

lgbt.emory.edu
404.727.0272

Racial + Cultural Engagement (RACE)

race.emory.edu
404.727.6754

Residence Life

housing.emory.edu
404.727.7631

Office of Respect

(sexual assault, interpersonal violence)
respect.emory.edu
470-270-5360

Sorority + Fraternity Life (OSFL)

osfl.emory.edu
404.727.4142

Spiritual + Religious Life (OSRL)

religiouslife.emory.edu
404.727.6226

Student Case Management + Intervention Services (SCMIS)

(see also Student Intervention Services (SIS))
success.emory.edu
404.727.4193

Student Conduct

conduct.emory.edu
404.727.3154

Student Health Services (SHS)

(primary care, psychiatric services)
studenthealth.emory.edu
404.727.7551

Student Intervention Services (SIS)

(managed by SCMIS)
success.emory.edu/services/sis.html
404.430.1120

Title IX Office

equityandinclusion.emory.edu/title-ix
404.727.4079

STUDENT CONCERNS

Alcohol, Marijuana, and Other Drug Use And Abuse

- Frequently appears intoxicated, hung over, or smells of alcohol or marijuana.
- Significant changes in mood or appearance.
- Decline in academic performance.

RELATE

- State your concern directly, noting behaviors you have observed.
- Let student know you care about their well-being and want to help them access support.
- Inform and refer student to available support services.
- Follow up with student to ask how they're doing and whether they've accessed support resources. A student needing treatment for substance abuse will often feel ambivalence about getting help and may engage in multiple starts in treatment before fully engaging.

REFER

Urgent

Emory Emergency Medical Services (EMS)
404.727.6111

Student Intervention Services (SIS)
404.430.1120

Support Services / Consultation

AOD Counselor in Office of Health Promotions
404.727.1000

Counseling & Psychological Services (CAPS)
404.727.7450

Student Health Services (SHS)
404.727.7551

Student Case Management & Intervention Services (SCMIS)
404.727.4193

ULifeline

(anonymous self-assessment on CAPS website)
http://www.ulifeline.org/emory/self_evaluator

AA Meetings
<https://atlantaaa.org/>

NA Meetings
<https://www.na.org/>

REPORT

Request a check-in with student:

- ☐ Call Student Intervention Services (SIS) Team: 404.430.1120 or
Submit Student of Concern Referral Form: <http://bit.ly/EU-StudentConcern>

Mandatory Report?

N/A

Bias Incident

- You learn of language and/or actions that demonstrate bias because of race, color, religion, ethnic or national origin, gender, genetic information, age, disability, sexual orientation, gender identity, gender expression, or military veteran status.
- Bias can include name-calling, stereotyping, belittling, or excluding others based on their identity.
- Some incidents may rise to the level of discriminatory harassment, sexual misconduct, or other violations of policy or law.

RELATE

- If a student informs you about a bias incident, let the student know you believe them and care about their well-being.
- Avoid blaming student, minimizing the event, and/or making excuses for offensive behavior.
- Encourage student to save any evidence (e.g., photos, texts) and not remove any evidence (e.g., graffiti) prior to reporting it.
- Refer student to appropriate resources.
- Follow up with student to ask if they have been connected to appropriate support resources.

REFER

Urgent

Emory Police (EPD)
404.727.6111

Respect Hotline
470.270.5360

Support Services / Consultation

Belonging & Community Justice

Center for Women: 404.727.2031
LGBT Life: 404.727.0272
Racial & Cultural Engagement: 404.727.6754

Bias Incident Support Services

campuslife.emory.edu/about/initiatives/bias

Equity & Inclusion
404.727.9867

Ombuds Office
404.727.1531

Open Expression Policy & Observers
404.727.7190

Student Conduct
404.727.3154

REPORT

Request a check-in with student:

- Submit Bias Incident Reporting Form: <http://bit.ly/EU-BiasReport>
- Call Student Intervention Services (SIS) Team: 404.430.1120 or
Submit a Student of Concern Referral Form: <http://bit.ly/EU-StudentConcern>

Mandatory Report?

- Emory Police: 404.727.6111

Disability

- Students can have visible or hidden disabilities that may be long-term or short-term. If a student is registered with the Department of Accessibility Services (DAS), they may approach you and provide a letter of accommodation. Some students with a disability may try to tough it out without getting formal accommodations, which can negatively impact their academic performance.
- Include a syllabus statement that references accommodations and attendance policies. Information on how to support students with a disability can be found here: <http://accessibility.emory.edu/faculty-resources/assisting-you/5-tips.html>

RELATE

- If presented with a letter of accommodation from DAS, thank the student for sharing the letter and let them know that you care about their well-being and want to be supportive. Respect the student's privacy by not asking specific information about their disability. Instead, refer to the instructions provided by DAS in the letter.
- For students with a disability who have not accessed support, refer the student to DAS, their academic advisor, or other support services.

REFER

Urgent

Accessibility Services
404.727.9877

**Support Services / Consultation
Counseling & Psychological Services (CAPS)**
404.727.7450

Equity & Inclusion
404.727.9867

Ombuds Office
404.727.1531

Student Health Services (SHS)
404.727.7551

REPORT

Request a check-in with student:

- Call Student Intervention Services (SIS) Team: 404.430.1120 or
Submit Student of Concern Referral Form: <http://bit.ly/EU-StudentConcern>

Mandatory Report?

N/A

Disruptive Classroom Behavior

- Causes distractions/interruptions.
- Is rude/abusive; refuses to follow your requests/instructions.
- Other students witnessing the behavior may also need you to recognize when their safety and/or learning is being negatively impacted and to respond, relate, and refer accordingly.

RELATE

- Invite student to speak privately with you after class. State your concerns directly, noting behaviors you have observed. Clearly state the alternate behavior that you expect from the student.
- At times, you may need to address the behavior directly in class as it is occurring and/or follow up with the class as a whole.

REFER

Urgent

Emory Police (EPD)
404.727.6111

Student Intervention Services
404.430.1120

Support Services / Consultation
Center for Faculty Development & Excellence
<http://cfde.emory.edu/>

Counseling & Psychological Services (CAPS)
404.727.7450

Ombuds Office
404.727.1531

Student Case Management & Intervention Services (SCMIS)
404.727.4193

Financial Concerns

(e.g., food insecurity, loss of housing, financial emergency, unable to afford textbooks)

- Asks about free or low-cost food options. Talks about missing meals or being hungry.
- Describes housing difficulties or “couch surfing.”
- Appears exhausted.
- Excessive worry, trouble sleeping, appetite disturbance.
- Decline in academic performance.

RELATE

- State your concerns directly, noting behaviors you have observed.
- Listen to clarify student’s concern.
- Let student know you care about their well-being and want to help them access support.
- Inform/refer student to available support services.

REFER

Urgent

Student Intervention Services (SIS)
404.430.1120

Support Services / Consultation
Bread Coffeehouse
<https://www.breadcoffeehouse.org>

Financial Aid
404.727.6039

Student Case Management & Intervention Services (SCMIS)
404.727.4193

REPORT

Request a check-in with student:

- ☐ Call Student Intervention Services (SIS) Team: 404.430.1120 or
Submit a Student of Concern Referral Form: <http://bit.ly/EU-StudentConcern>

Mandatory Report?

N/A

REPORT

Request a check-in with student:

- ☐ Call Student Intervention Services (SIS) Team: 404.430.1120 or
Submit Student of Concern Referral Form: <http://bit.ly/EU-StudentConcern>

Mandatory Report?

N/A

Harassment

(sexual and non-sexual)

- Reports threats, intimidation, unwanted contact, sexually abusive language, and/or demands for sexual favors.
- Appears exhausted.
- Excessive worry, trouble sleeping, appetite disturbance.
- Decline in academic performance.

RELATE

- Express empathy and concern. Ask if there are any immediate safety concerns.
- **Clarify role as a mandatory reporter under Title IX.**
- Assist student with contacting the appropriate support services.
- Follow-up with student to ask if they have been connected to appropriate support resources.

REFER

Urgent

Emory Police (EPD)

404.727.6111

Respect Hotline

470.270.5360

Support Services / Consultation

Respect Hotline

470.270.5360

Counseling & Psychological Services (CAPS)

404.727.7450

Ombuds Office

404.727.1531

Hazing

- Reports being mistreated by members of a student organization.
- Visible injuries.
- Significant change in appearance.
- Wearing humiliating attire.

RELATE

- State your concern directly, noting behaviors you have observed.
- Let student know you care about their well-being and want to help them access support.
- Inform and refer student to available support services.

REFER

Urgent

Emory Police (EPD)

404.727.6111

Respect Hotline

470.270.5360

Student Intervention Services (SIS)

404.430.1120

Support Services / Consultation

Counseling & Psychological Services (CAPS)

404.727.7450

Respect Hotline

470.270.5360

Sorority & Fraternity Life

404.727.4142

Student Involvement Leadership & Transitions

404.727.6169

REPORT

Request a check-in with student:

- Call Respect Hotline: 470.270.5360 or Student Intervention Services (SIS) Team: 404.430.1120

Mandatory Report?

- Title IX Office (sexual): 404.727.4079
- Equity & Inclusion (non-sexual): 404.727.9867

REPORT

Request a check-in with student:

- Call Student Intervention Services (SIS) Team: 404.430.1120 or Submit Student of Concern Referral Form: <http://bit.ly/EU-StudentConcern>

Mandatory Report?

- Sorority & Fraternity Life: 404.727.4142
- Student Conduct: 404.727.3154 or <http://bit.ly/EU-Hazing>

Immigration Status

- Expresses fear or concern about arrest or deportation.
- Appears exhausted.
- Excessive worry – especially about getting a job, trouble sleeping, appetite disturbance.
- Missing classes; decline in academic performance.

RELATE

- State your concerns directly, noting behaviors you have observed.
- Let the student know you care about their well-being and want to help them access support.
- Reassure student about Emory's commitment to international, DACA, and undocumented students.
- Inform and refer student to available support services.

REFER

Urgent

International Student & Scholar Services (ISSS)

404.727.3300

Student Intervention Services (SIS)

404.430.1120

Support Services / Consultation

Counseling & Psychological Services (CAPS)

404.727.7450

International Student & Scholar Services (ISSS)

404.727.3300

Mariposa Scholars Program

(for DACA/undocumented students)

belonging.emory.edu/programs

404.727.6754

Office of Provost

404.727.6055

Student Case Management & Intervention

Services (SCMIS)

404.727.4193

Isolation, Loneliness, Difficulty Adjusting

- Withdrawal and lack of engagement.
- Mentions homesickness, lack of friendships, difficulty forming relationships.
- Missing classes.
- Decline in academic performance.

RELATE

- Normalize and contextualize the experience.
- Ask how the student has gotten through similar situations in the past.
- If you feel comfortable, share a personal experience of dealing with isolation, loneliness, or adjustment, and what you learned from the experience.
- Ask student about their interests and refer to appropriate offices and student organizations. Follow up with student to express your concern and see how they are doing.

REFER

Support Services / Consultation

Belonging & Community Justice

Center for Women: 404.727.2031

LGBT Life: 404.727.0272

Racial & Cultural Engagement: 404.727.6754

Civic & Community Engagement (CCE)

404.712.9616

Health Promotion

404.727.1000

Recreation & Wellness

404.727.6394

Spiritual & Religious Life

404.727.6226

Student Involvement, Leadership & Transitions

404.727.6169

REPORT

Request a check-in with student:

- Call Student Intervention Services (SIS) Team: 404.430.1120 or
Submit Student of Concern Referral Form: <http://bit.ly/EU-StudentConcern>

Mandatory Report?

- ISSS regarding H1-B and change in student status: 404.727.3300

REPORT

Request a check-in with student:

- Call Student Intervention Services (SIS) Team: 404.430.1120 or
Submit Student of Concern Referral Form: <http://bit.ly/EU-StudentConcern>

Mandatory Report?

N/A

Medical or Health Concern, Physical Injury

- Frequent absences from class.
- Changes in appearance, e.g., weight loss/gain, hair loss, skin conditions.
- **Urgent:** Seizure, fainting, difficulty breathing or speaking.

RELATE

- State your concern directly, noting behaviors you have observed.
- Let student know you care about their well-being and want to help them access support.
- Inform and refer student to available support services.
- Follow-up with student to ask if they have accessed resources.

REFER

Urgent

Emory Emergency Medical Services (EMS)
404.727.6111

Emory Police (EPD)
404.727.6111

**Support Services / Consultation
Accessibility Services**
404.727.9877

Student Health Services (SHS)
404.727.7551

Personal/Family Tragedy or Crisis

- Student talks about death of a family member or friend.
- Student describes being impacted by tragedy or natural disaster (e.g., fires, flood, hurricane).
- Mentions having personal problems. Appears overwhelmed.
- Frequent or extended absences from class.
- Decline in academic performance.

RELATE

- Show empathy and concern.
- Let student know you care about their well-being and want to help them access support.
- Clarify any class policies that might impact their situation.
- Inform and refer student to available support services.
- Follow up to express care and concern.

REFER

Urgent

Student Intervention Services (SIS)
404.430.1120

**Support Services / Consultation
Counseling & Psychological Services (CAPS)**
404.727.7450

Spiritual & Religious Life (OSRL)
404.727.6226

**Student Case Management & Intervention
Services (SCMIS)**
404.727.4193

REPORT

Request a check-in with student:

- ☐ Call Student Intervention Services (SIS) Team: 404.430.1120 or
Submit a Student of Concern Referral Form: <http://bit.ly/EU-StudentConcern>

Mandatory Report?

N/A

REPORT

Request a check-in with student:

- ☐ Call Student Intervention Services (SIS) Team: 404.430.1120 or
Submit Student of Concern Referral Form: <http://bit.ly/EU-StudentConcern>

Mandatory Report?

N/A

Sexual Assault, Stalking, and Interpersonal Violence

- Reports an assault against themselves or another person.
- Shares that they are in a relationship that includes interpersonal violence.

RELATE

- Express empathy and concern. Ask if there are any immediate safety concerns.
- **Clarify role as a mandatory reporter under Title IX.**
- Assist student with contacting the appropriate support services.
- Follow-up with student to ask if they have been connected to appropriate support resources.

REFER

Urgent

Emory Police (EPD)

404.727.6111

Respect Hotline

470.270.5360

Student Intervention Services (SIS)

404.430.1120

Support Services / Consultation

Counseling & Psychological Services (CAPS)

404.727.7450

Respect Hotline

470.270.5360

Suicide/Self-Injury

- Student talks or writes about killing or harming themselves.
- Decline in academic performance.
- Cuts or other wounds.
- Withdrawal from friends.
- Giving away treasured items.
- Friends express concern about a fellow student's safety.

RELATE

- Ask to speak with the student in a private space. Assure the student that you can honor their privacy. However, do not promise to keep what they share confidential due to the need to prioritize their safety.
- State your concern directly, noting behaviors you have observed.
- Ask directly if they are having thoughts of suicide, a plan, and if they have made an attempt.
- Let student know you care about their well-being and want to help them access support.
- Assist student with contacting the appropriate support services.
- Follow-up with student to ask how they are doing and whether they have accessed support resources.

REFER

Urgent

Emory Police (EPD)

404.727.6111

Student Intervention Services (SIS)

404.430.1120

Georgia Crisis & Access Line

1.800.715.4225

Support Services / Consultation

Counseling & Psychological Services (CAPS)

404.727.7450

Crisis Text Line:

Text "Home" to 741741

Students of color can text "Steve" to 741741

Student Health Services (SHS)

404.727.7551

National Suicide Prevention Lifeline

1.800.273.8255

REPORT

Request a check-in with student:

- Call Student Intervention Services (SIS) Team: 404.430.1120 or
Submit a Student of Concern Referral Form: <http://bit.ly/EU-StudentConcern>

Mandatory Report?

- Title IX Office: 404.727.4079

REPORT

Request a check-in with student:

- Call Student Intervention Services (SIS) Team: 404.430.1120 or
Submit Student of Concern Referral Form: <http://bit.ly/EU-StudentConcern>

Mandatory Report?

N/A

Violent Behavior

- Aggressive, abusive language and/or behavior.
- Stalking behavior.
- Brandishing or threatening use of a weapon.

RELATE

- Remain calm. The objective is to deescalate the situation.
- Treat student with dignity and respect.
- Clearly state what behavior needs to stop and what behavior you would want to see (“I need you to stop yelling, sit down, and tell me calmly why you’re upset.”).
- Ask directly if they are having thoughts of suicide, a plan, and if they’ve made an attempt.
- Ask directly if they are having thoughts of harming others.
- Let student know you care about their well-being and want to help them access support.
- If there are other students present, attend to their needs as well. Encourage everyone to stay calm. If it is safe for other students to leave the situation, encourage them to do so. Follow up with the impacted students to express concern about their well-being and refer them to appropriate resources.

REFER

Urgent

Emory Police (EPD)

404.727.6111

Support Services / Consultation

Counseling & Psychological Services (CAPS)

404.727.7450

Student Conduct

404.727.3154

Student Health Services (SHS)

404.727.7551

REPORT

Request a check-in with student:

- Call Student Intervention Services (SIS) Team: 404.430.1120 or
Submit Student of Concern Referral Form: <http://bit.ly/EU-StudentConcern>

Mandatory Report?

- Emory Police (EPD): 404.727.6111
- Student Conduct: 404.727.3154



EMORY
UNIVERSITY

January 2021