

## **EMERGENCY**

In an emergency, call 911 or 215-204-1234 (TUPD) and state your location.

### **EXAMPLES**

- Possession of a weapon on campus
- Suicidal action plan (how, when, where, etc.)
- Acts or threats of violence
- Fear for immediate harm to self, others, or property

## **NON-EMERGENCY**

In a non-emergency situation, please call or email the CARE Team at 215-204-7188 or [careteam@temple.edu](mailto:careteam@temple.edu)

### **EXAMPLES**

- Evidence of self-injurious behavior
- Suicidal ideations
- Erratic behaviors that disrupt the mission and/or normal proceedings of the University, students, staff, or faculty
- Significant changes in academic performance

## **CARE TEAM**

Temple University's Crisis Assessment Response and Education (CARE Team), within the Dean of Students Office, is a multidisciplinary body of stakeholders from across the University which receives referrals pertaining to students of concern, collects additional information, and then identifies and enacts appropriate strategies for addressing the situation.

## **WHAT WE DO**

The CARE Team will collect available information pertaining to the student and the situation from multiple sources in order to determine the most appropriate course of action. The CARE Team's role is to determine effective strategies for addressing the concern and identifying the responsible parties for enacting those strategies.

# RECOGNIZING DISTRESSING STUDENT BEHAVIOR

## Physical Signs

- Significant changes in energy
- Frequent state of intoxication
- Significant weight loss
- Worrisome changes in hygiene
- Noticeable cuts, bruises or burns
- Sleeping in class/other inappropriate times

## Emotional Signs

- Inappropriate emotional outbursts
- Direct statements indicating distress
- Written or verbal expressions of hopelessness or suicide
- Peer concerns for another student
- Exaggerated personality traits (more withdrawn or animated than usual)

## Academic Signs

- Deterioration in academic work
- Disorganized or erratic performance
- Repeated absences and missed assignments
- Ranting or threatening emails
- Continual seeking of special provisions
- Lack of engagement or refusal

## HOW DO I REFER?

1. If you feel there is an immediate risk of harm to self or others, please call 911 or 215-204-1234 (TUPD).
2. You can make a referral to the CARE Team by calling 215-204-7188 or sending an email to **careteam@temple.edu**. Please include the following;

- **The student's first and last name, and if available, their nine-digit TUID number.**

- **Your name and relationship to the student of concern.**

- **An explanation of your concerns or observations.**

- **What has been done so far to address the concern and the student's response to any effort.**

3. If you feel like an immediate referral is unnecessary, and if you are comfortable doing so, please tell the student that you are concerned and ask if they are okay.
4. In many cases the student will be open to additional assistance. Please offer to walk them to Tuttleman Counseling Services on the 2nd floor of 1700 N. Broad St. (215) 204-7276 or encourage them to go to walk in hours available M, T, R, and F from 10am-1:30pm and W and Sat from 9am-12pm.
5. You are the CARE Team's best resource because you are familiar to the student.

## WHAT HAPPENS AFTER I MAKE A REFERRAL?

The CARE Team receives your referral via phone consultation or email.

The CARE Team initially evaluates the report and meets weekly to discuss the referral.

The CARE Team assess and coordinates the resources needed in order to reduce student's obstacles for success at Temple. However, in the event that a student is perceived to be at risk of harm to self or others, the CARE Team, with assistance from appropriate university officials, will intervene with the student immediately.

The CARE team will continue to check in with the student on the established action plan.

The CARE team may determine that there is no need to take any further action but will continue to monitor the situation and concern.

# CLASS ABSENCES

When students are absent due to a crisis situation or unexpected illness and unable to contact their individual instructors directly, the Dean of Students Office may send a notification. This notification is not a mandate to excuse an absence. Each instructor has the authority to make decisions about students' absences and how the absence will affect students' grades. The Dean of Students Office is unable to require faculty to excuse absences or allow for make-up work. However, the Dean of Students staff encourage faculty to keep in mind that students benefit from appropriate consideration. Students are encouraged to contact their instructors prior to or immediately upon their return to campus to arrange for completion of the work.

## WHAT ABOUT FERPA?

The Family Educational Rights and Privacy Act (FERPA) **does not** prohibit the sharing of personal observations and knowledge about a student among campus officials when there are legitimate health and safety concerns.

## DOES CONSULTATION WITH THE CARE TEAM REQUIRE THE STUDENT'S KNOWLEDGE AND PARTICIPATION?

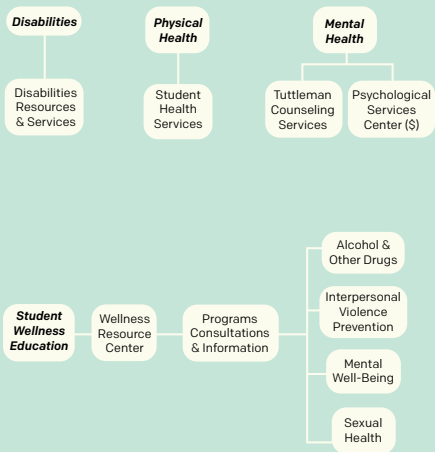
No, it does not. There may be times when a student has left your office or classroom, is not yet aware of your concerns, or is not receptive to support. It is still possible to consult or refer the student to the CARE Team. We can work collaboratively to determine the best alternative for engaging the student in appropriate intervention.

# TIPS

- *Always keep safety in mind as you interact with a troubled student. If you feel that you or the student is in danger call 911 or 215-204-1234 (TUPD).*
- *Use active listening skills to assess the student's concerns and better understand how to offer the appropriate assistance.*
- *Don't promise **confidentiality** to a student. Information may need to be shared to maintain a student's safety, wellness, or the safety of others.*
- *Document your interactions with the student in case the situation escalates.*
- *Know your limitations, you are not expected to serve as a counselor. Instead offer to call or walk a student to Tuttleman Counseling Services, located on the 2<sup>nd</sup> floor of 1700 N. Broad St.*

# REFERRAL PATHWAYS FOR TEMPLE UNIVERSITY STUDENT SUPPORT

## BEHAVIORAL HEALTH



### DISABILITY RESOURCES & SERVICES

215-204-1280  
 drs@temple.edu  
 100 Ritter Annex  
[disabilityresources.temple.edu](http://disabilityresources.temple.edu)

### STUDENT HEALTH SERVICES

215-204-7500  
 1700 N. Broad St., 4<sup>th</sup> Floor  
[Temple.edu/studenthealth](http://Temple.edu/studenthealth)

### TUTTLEMAN COUNSELING SERVICES

215-204-7276  
 1700 N. Broad St., 2<sup>nd</sup> Floor  
[counseling.temple.edu/](http://counseling.temple.edu/)

### PSYCHOLOGICAL SERVICES CENTER (\$)

215-204-7100  
 1509 Cecil B Moore Ave  
 E.C.E.C. Building, Room 420  
[sites.temple.edu/psc/](http://sites.temple.edu/psc/)

### WELLNESS RESOURCE CENTER

215-204-8436  
 tuwellness@temple.edu  
 Mitten Hall, Lower Level  
[wellness.temple.edu/](http://wellness.temple.edu/)

## ACADEMICS



### STUDENT SUCCESS CENTER

215-204-0702  
 ssc@temple.edu  
 Tuttleman Learning Center, Suite 201  
[temple.edu/class/](http://temple.edu/class/)

### WRITING CENTER

215-204-0702  
 Tuttleman Learning Center, Suite 201  
[temple.edu/class/programs/writing/index.html](http://temple.edu/class/programs/writing/index.html)

### CAREER CENTER

215-204-7981  
 Mitten Hall, Room 220  
[temple.edu/provost/careercenter/](http://temple.edu/provost/careercenter/)

## FINANCIAL

Information on tuition and billing, financial planning, and financial aid.

### STUDENT FINANCIAL SERVICES

215-204-2244  
 sfs@temple.edu (include TUID#)  
 Ground Floor, Carnell Hall

## OTHER

### CARE TEAM

215-204-7188  
 careteam@temple.edu  
 Student Center, Room 304  
[careteam.temple.edu/](http://careteam.temple.edu/)

### TUPD

215-204-1234  
 Various locations  
[safety.temple.edu/](http://safety.temple.edu/)

### OFFICE OF STUDENT CONDUCT AND COMMUNITY STANDARDS

215-204-3286  
 sccs@temple.edu  
 Student Center, Room 318  
[studentconduct.temple.edu/](http://studentconduct.temple.edu/)

### TITLE IX COORDINATOR

215-204-3283  
 andrea.caporale@temple.edu  
 Student Center, Room 314  
[sexualmisconduct.temple.edu/](http://sexualmisconduct.temple.edu/)

### CHERRY PANTRY

cherrypantry@temple.edu  
 Student Center, Room 224A  
[studentaffairs.temple.edu/cherry-pantry](http://studentaffairs.temple.edu/cherry-pantry)