Homewood Cares

Referral Guide

**EMERGENCY**
- Dial 911 or call Campus Safety and Security, 410-516-7777
- For more information: studentaffairs.jhu.edu/emergency-assistance

**ILLNESS OR INJURY**
- Student Health and Wellness Center (studentaffairs.jhu.edu/student-health), 1 E 31st Street, Suite N200, 410-516-8270
- MENTAL OR EMOTIONAL DISTRESS
  - Counseling Center (studentaffairs.jhu.edu/counselingcenter), 3003 N Charles Street, Homewood Apartments, Suite 5-200, 410-516-8270
  - Individual, couples, and group therapy; psychiatric consultation; workshops. LGBTQ resources; international student support; crisis response

Undergraduates: Office of the Dean of Student Life (studentaffairs.jhu.edu/hopreach), Main Center, Suite 210, 410-516-6120. Case managers respond within 24 hours to reports of student distress, reaching out to students to problem-solve and refer. Faculty, staff, students, and families may report concerns via the Public Reporting Form: tinyurl.com/hopreach-report.

Graduate Students: WSE Graduate Affairs, Wyman Building 3rd floor, 410-516-0777, or KSAS Graduate Affairs, Wyman 6th floor, 410-516-8477

CHEW (Center for Health Education and Wellness) (studentaffairs.jhu.edu/chew), AMPLFI: 410-516-8394

In one-on-one confidential educational sessions (20–60 minutes) with a Certified Health Education Specialist, students develop personalized wellness goals.

A Place to Talk (APTT) (pages.jh.edu/aptt), AMPLFI and Wolman. Sun–Thurs, 7pm–1am

Peer Listeners are undergraduates with 50 hours of training in listening skills and conflict resolution. For more information, visit pages.jh.edu/aptt.

**UNDERGRADUATE ACADEMIC CONCERNS**
- Peer Listeners are undergraduates with 50 hours of training in listening skills and conflict resolution.
- A Place to Talk (APTT) (pages.jh.edu/aptt), AMPLFI and Wolman. Sun–Thurs, 7pm–1am

**GRADUATE STUDENT ACADEMIC CONCERNS & ACADEMIC MISCONDUCT**
- WSE Graduate Affairs (homewoodgrad.jhu.edu) or KSAS Graduate Academic Affairs (homewoodgrad.jhu.edu). Graduate academic misconduct policy: tinyurl.com/grad-aca-misconduct

**REFERRAL GUIDE**
- Conduct (includes nonacademic misconduct and undergraduate academic misconduct) Office of the Dean of Student Life (studentaffairs.jhu.edu/student-life), Main Center, Suite 210, 410-516-8208

**STUDENT DISTRESS**
- A faculty & staff resource guide

Young adults in college must navigate many changes during a critical period in their development. It is not uncommon for students to struggle with academic, social, and financial stress; physical or mental health concerns; adverse experiences; and other challenges to their well-being and academic standing. Early identification and prompt referral of students in distress are crucial. If you work with students on the Johns Hopkins Homewood campus, this folder is intended to help you do these important things:

- **Understand** your role as a partner in students’ success
- **Recognize** students who may need help
- **Respond** supportively and safely
- **Refer** students to relevant campus resources
- **Report** as required and seek further guidance as needed

For a comprehensive guide to campus resources, visit studentaffairs.jhu.edu/resources.

**DISABILITY**
- Student Disability Services (studentaffairs.jhu.edu/disabilities), Garland Hall, Suite 385: 410-516-4720
- Students with chronic health issues should be encouraged to register with SDS for ongoing accommodations and support.

**RELIGION AND FAITH**
- Campus Ministries (studentaffairs.jhu.edu/campus-ministries), Bunting Meyerhoff Interfaith and Community Service Center, 410-516-1880
- Chaplains serve as confidential resources.

**CULTURAL IDENTITY**
- Office of Multicultural Affairs (studentaffairs.jhu.edu/oma), Homewood Apartments, Suite 102, 410-516-8730
- Commitment to enhancing the educational experience of students from underrepresented populations

**DISCRIMINATION**
- Office of Institutional Equity (oie.jhu.edu), Wyman Park Building, Suite 515, 410-516-8105
- Investigation and resolution of complaints of discrimination on the basis of gender, race, age, nationality, religion, sexual orientation, gender, or disability. Online complaint form: oie.jhu.edu/discrimination-and-harassment/complaint-form

**SEXUAL ASSAULT, VIOLENCE, OR HARASSMENT**
- To report: Office of Institutional Equity (oie.jhu.edu), Wyman Park Building, Suite 515, 410-516-8105
- OIE advises students regarding options for pursuing a sexual misconduct complaint and investigates and adjudicates these matters for students. Online: sexualassault.jhu.edu/file-complaint/complaint-form.html
- To seek help anonymously for oneself or another: Sexual Assault Helpline: 410-516-7333
  - Confidential Resource for all JHU students staffed by professionals who can provide immediate confidential emotional support and information about medical, legal, and university disciplinary options
  - Sexual Assault Resource Unit (SARU): 410-516-7887
  - Student-run peer support line for those affected by sexual assault or concerned about a friend or loved one

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What is my role in helping students in distress?

Faculty and staff are often in a unique position to observe and intervene when a student is experiencing problems. Students are much more likely to use campus resources if a faculty or staff member helps connect them to the services. You are not responsible for assessing or treating mental or behavioral health issues. Nevertheless, your ability to recognize signs of serious distress, acknowledge your concerns directly and nonjudgmentally, and make an informed referral can play a significant role in helping students resolve their difficulties.

In your classroom or office, strive to foster an atmosphere of respect and compassion. Put tools into students’ hands by including a list of essential campus resources in your syllabus. On the first day of class, let students know that they can speak to you if they need assistance. Set and maintain clear academic and behavioral expectations. Address concerns promptly.

SUGGESTED SYLLABUS LANGUAGE: “If you are struggling with anxiety, stress, depression, or other mental health–related concerns, please consider visiting the JHU Counseling Center. If you are concerned about a friend, please encourage that person to seek out counseling. The Counseling Center is located at 3003 North Charles Street in Suite S-200 and can be reached at 410-516-8278 and online at studentaffairs.jhu.edu/counselingcenter.”

How should I support a student? I’m concerned about?

1) START THE CONVERSATION
   - Trust your instincts. It is okay to express concern!
   - Be respectful and kind. Ask the student’s permission to discuss your concern.
   - Arrange a time to speak privately, unless you are concerned for your own safety.
   - Describe what you have observed.
   - Ask open-ended questions.
   - Do not be afraid to ask whether the student is considering suicide—saying will not put the idea in the person’s mind.

2) LISTEN
   - Do not promise confidentiality, as some situations may obligate you to report: be open about this.
   - Allow the student to speak freely about what is going on. If the student is slow to talk, be patient.
   - Listen without judgment, and restate what you have heard.
   - Validate feelings. Avoid minimizing or dismissing the problem.

3) SUPPORT AND REFER
   - Encourage the student to seek help, and give specific suggestions. (See the Referral Guide on the back of this folder.)
   - Offer to make a call together, or walk the student to the Counseling Center or Health Center, if necessary.
   - Decide together what the student’s next steps will be. Summarize the plan.
   - If your offer of help is rejected, respect the student’s boundaries. Make it clear that your door is still open. If you remain concerned for the person’s safety, notify the Counseling Center or the Office of the Dean of Student Life.
   - Follow up later with the student to see how things are going.

For more information on how to approach a student you are worried about, see “Suggestions for talking to a student about your concerns” and “Making a referral” at studentaffairs.jhu.edu/counselingcenter/worried/facultyandstaff. If in doubt as to how to address a situation, call the Counseling Center at 410-516-8278 for guidance.

How can I gauge how serious or urgent the problem is? When and where should I refer? When must I report?

Kinds of distress and the responses appropriate to each are detailed below:

The Counseling Center provides further discussion on its website at studentaffairs.jhu.edu/counselingcenter. Campus resources are described in the Referral Guide on the back of this folder.

EMERGENCY Dial 911 or call Campus Safety and Security at 410-516-7777 if a student is seriously injured, incoherent or delusional, violent, threatening others verbally or physically, or voicing overt suicidal intent, plans, or threats. Do not leave a suicidal person alone. Stay with the person until help arrives. For further resources, see the Emergency Assistance page (studentaffairs.jhu.edu/emergency-assistance). Once the immediate crisis has been addressed, follow up with a phone call or online report to the Office of the Dean of Student Life. 410-516-8208 (tinyurl.com-hopreach-report).

ILLNESS OR INJURY Students experiencing non-emergency illness or injury should visit the Student Health and Wellness Center.

MODERATE DISTRESS If you observe behaviors that strongly suggest that something is wrong, refer the student to the Counseling Center, and follow up with a report to the case management services in the Office of the Dean of Student Life. Concerns may be reported using the Public Reporting Form (tinyurl.com-hopreach-report). Such behaviors may include marked changes in mood, hygiene, attendance, or academic performance; violent or disturbing content in schoolwork or communication; repeated requests for special consideration; behaviors that push the limits and may disrupt others; suicidal thoughts without plan or intent; or uncharacteristic or exaggerated emotional responses that seem inappropriate to the situation. Any concern for the student’s immediate safety should be treated as an emergency (see above).

MILD DISTRESS In case of concern for a student whose behavior does not suggest the potential for harm to self or others, you may be able to help prevent a situation from escalating simply by expressing your concern, encouraging the student to seek help from a relevant resource, and following up later with the student.

SEXUAL ASSAULT If a student shares information with you regarding an instance of sexual misconduct, as a designated Responsible Employee you are legally obligated to report it immediately to a university official in the Office of Institutional Equity. (For more information, see sexualassault.jhu.edu/policies-laws.) If you suspect sexual assault or relationship violence, offer the student options for seeking help, while being clear about your obligation to report any information disclosed to you. See the Referral Guide on the back of this folder for information on reporting and on seeking help anonymously.

ACADEMIC CONCERNS Undergraduates: If a student’s academic standing in your class is in jeopardy, submit a flag in the Starfish system. If you have parallel concerns about the student’s well-being, contact the Office of the Dean of Student Life to bring the matter to the attention of a case manager, who will reach out to the student within 24 hours to problem-solve together and refer the student to relevant campus resources, as needed.

Graduate students: If a graduate student’s academic standing in your class is in serious jeopardy, reach out to the student’s divisional Graduate Academic Affairs office (homewoodgrad.jhu.edu). For parallel concerns about the student’s well-being, contact the Graduate Affairs office, and the matter will be brought to the attention of a graduate case manager, who will reach out to the student within 24 hours to problem-solve together and refer the student to relevant campus resources, as needed.

CONDUCT Report behavior that may violate the Student Conduct Code (studentaffairs.jhu.edu/policies/student-code), including academic dishonesty (undergraduates) and disruptive behavior, to the Office of the Dean of Student Life. For more information, see sexualassault.jhu.edu/policies-laws.

ABSENCE The decision to excuse an absence or grant an extension rests with the instructor; your policy should be clearly expressed in your syllabus. For more information on the Homewood undergraduate policy on absence due to illness, visit tinyurl.com/illness-note-policy. Report excessive undergraduate absences via an Academic Flag in Starfish to notify the student’s advisor. Report concerns about graduate student absences to your divisional Graduate Academic Affairs office (homewoodgrad.jhu.edu).