

# FACULTY & STAFF RESOURCE GUIDE

## TO SUPPORTING STUDENTS DURING COVID-19

*This document supplements the [East Baltimore Red Folder](#), which provides resources for students in distress. In the context of the 2020-2021 academic year, we've added COVID-19 related resources as well as virtual and on-demand health and well-being offerings. This addendum also includes information about how you can proactively support student well-being.*

### CAMPUS RESOURCES FOR EAST BALTIMORE STUDENTS

#### **JH COVID-19 CALL CENTER (JHCCC)**

**833-546-7546**

Any JHU affiliate in the Baltimore area who has symptoms is encouraged to call. Hours: seven days a week, between 7 a.m. and 7 p.m. Staff will help arrange testing if needed and manage contact investigation of JHU affiliates.

#### **JHU COVID-19 INFORMATION**

Visit [wellness.jhu.edu/covid](https://wellness.jhu.edu/covid) for a compilation of student-focused health and safety resources, or [covidinfo.jhu.edu](https://covidinfo.jhu.edu) for JHU's central landing page for all COVID-19 info relevant to the Johns Hopkins community.

#### **JHSAP**

**443-287-7000, available 24/7**

The Johns Hopkins Student Assistance Program (JHSAP) provides supportive counseling and emergency response to students with concerns ranging from study skills to major life crises.

#### **UHS-MENTAL HEALTH**

**410-955-1892**

University Health Services-Mental Health provides psychiatric assessment and follow-up, medication management and individual psychotherapy.

### VIRTUAL AND ON-DEMAND RESOURCES

**Calm App**: Mindfulness meditation app that includes soothing sounds and peaceful pictures, along with guided meditation and sleep stories. All JHU affiliates have free premium access by signing up at [calm.com/jhu](https://calm.com/jhu) with their JHU or JHMI email address.

**TimelyMD**: Students and trainees with at least half-time status have access to a remote counseling platform for scheduled telehealth appointments and 24/7 on-demand mental health needs through TimelyMD (current contract extends through Jan. 24, 2021). Visit [jhu.edu/mentaltelehealth](https://jhu.edu/mentaltelehealth) to get started.

**SilverCloud**: Online, confidential mental health resource with interactive learning modules that teach cognitive behavioral therapy techniques. Available to full-time students and trainees. Visit [jhu.silvercloudhealth.com/signup](https://jhu.silvercloudhealth.com/signup) to get started.

**Referrals to therapists in the community**: Students who want to find a therapist in the community can work with JHSAP to identify a provider, and can also access a directory of local mental health clinicians at <https://jhu.thrivingcampus.com/>.

**Wellness.jhu.edu**: provides students with a resource guide to health and well-being offerings across the university and [blog posts](#) with advice on topics such as emotional self-care during the pandemic, coping strategies and resources for racial trauma, and wellness resources for international students.

## RECOMMENDATIONS FOR COMMUNICATING WITH STUDENTS

You have an important role to play in making students feel supported. We know that many students are struggling to varying degrees and have shared concerns about their academic futures and general well-being. Additional challenges students may be facing during this time include:

- *Disappointment, sense of loss, and/or grief*
- *Social isolation, inability to visit family or friends*
- *Caretaking responsibilities*
- *Non-supportive living environments (problematic relationship dynamics or abusive situations)*
- *Racial trauma*
- *Financial impacts to themselves or loved ones*
- *Uncertainty about academic and career prospects*
- *Technology or physical environment challenges (unreliable wifi, lack of a private workspace)*

You can show that you care by acknowledging the difficult situation we are all in. Be willing to proactively talk with your students about the challenges they are facing and the importance of prioritizing their well-being—in one-on-one settings and also in classes. Prioritize your own well-being too, and talk about how you do so. This helps facilitate a culture where students feel empowered to take care of themselves. Encourage them to use the resources mentioned in this document for further support.

You can continue to foster a sense of community from afar by encouraging students to share openly with one another during meetings about their challenges and triumphs of being and learning from home. Sometimes, students may bring up concerns that have concrete solutions. Other times, students may just need to discuss their experiences to feel less alone, get support and suggestions from peers, leaders, and professors, or receive emotional validation. **If you are unsure how to best support a struggling student, you are always able to consult with a JHSAP counselor at 443-287-7000.**

Here are a few questions to help you get started in engaging your students in deeper discussions about how the current crisis and climate may be impacting them. If you would like to hold a facilitated discussion with your students on topics like this, call JHSAP at 443-287-7000 to discuss options.

- *What aspects of working/learning-from-home have been interesting, positive, or different for you?*
- *What aspects of working/learning-from-home have been challenging for you?*
- *How has this crisis changed your professional or career goals in the short term? In the long term?*
- *Is there anything you feel like you need support with that you are not getting? If so, what?*

## TIPS FOR CHECKING IN WITH STUDENTS

### START A CONVERSATION

- Ask permission to discuss concern with student.
- Describe what you observed
- Be kind and show that you care for their well-being.
- Ask open-ended questions.

### BE AN ACTIVE LISTENER

- Know and inform student of your limits of confidentiality.
- Make eye contact .
- Restate what the students says.
- Listen without judgment.
- Validate feelings.

### SUPPORT & REFER

- Encourage student to seek help.
- Provide specific suggestions.
- Offer continued support.
- Decide together the student's next steps.
- Follow up with student.