Care Navigator

Contact Rachel Bolick:
uthsc.edu/care-concern
careteam@uthsc.edu
9014482344
SASSI GEB BB9
uthsc.edu/care-team

#TakeCareofEachOther

Early intervention results in prevention. See the CARE Navigator to share a concern or request resources/support.
CAMPUS CARES
UTHSC CARE Team

Campus Awareness, Resources and Education

Fostering a Caring Campus Environment Through Resources and Support

#TakeCare
What is a CARE Team?
CULTURE OF CARE AND SUPPORT

CARE TEAM

SAES
 Academic Support
 Title IX
 Student's Rights and Responsibilities
 Student Conduct
 Campus Police
 Mental Health Professional

STUDENT OUTREACH AND SUPPORT
activates the
CARE TEAM
and/or the
SUPPORT PATHWAY
with collaboration with campus partners.

In the spirit of the Culture of Care, both the CARE TEAM and the SUPPORT PATHWAY can be activated simultaneously in order to support the student in the best way possible.

SUPPORT PATHWAY

Counseling Services
 Peers/Family
 Academic and Student Affairs
 Student Life
 Financial Aid
 UTHSC Staff and Faculty Partners

#TakeCare
What Does the UTHSC CARE Team do?
→ Creates a safe and non-judgmental place for students to be understood and supported

→ Assists students in getting connected to different support resources, both on and off campus, that can play a significant role in their overall success and well being

→ Helps students manage and address their challenges before they interfere with academic success and emotional well being

#TakeCare
HOW DOES IT WORK??
✓ You share a concern
✓ The CARE Navigator gathers information about the student and your concern
✓ Student is contacted either by phone or email
✓ A meeting is setup with student or another individual is solicited to support the student
✓ Student is connected and referred to the appropriate resources either on or off campus
✓ The Care Navigator follows up with student
✓ Student concern is brought to the CARE Team to coordinate services for students

#TakeCare
Role of the Care Navigator

- Works with students to problem solve
- Connects students to resources
- Makes UTHSC feel like a smaller community
- Provides ongoing support
- Is a resource for faculty, staff, and students
- Helps promote the safety of our UTHSC community
- Works hand in hand with the CARE Team to support students

#TakeCare
Your role

- ➢ Recognize warning signs • Often you are the FIRST person to recognize a student is in distress
- ➢ Refer student • CARE Team • Counseling Services • Other campus partners and support pathways
- ➢ Encourage student to seek support
Will the student know I was the one who contacted Campus Cares?

We keep the identity of those who call us anonymous to the student, unless you express that you want the student to know that you reached out to us.

Once we meet with a student we may be limited in our ability to share information due to FERPA regulations.

#TakeCare
What Are the Signs?
- Strange behavior or exaggerated movements
- Irritable or aggressive behavior
- Sadness or crying
- Disorientation or indications of drug or alcohol abuse
- Nervousness or agitation
- Drowsiness or lethargy
How do I share a concern?

- via careteam@uthsc.edu
- via online at uthsc.edu/care-concern
- via phone at 901-448-2344
- via #TakeCare After Hours line 901-690-CARE
- via app at www.umergencyapp.com
- come meet with the CARE Navigator in SASSI!
  - (I HAVE CHOCOLATE)
Not in Memphis?

- A concern can also be shared from Nashville, Knoxville, and Chattanooga

- Located elsewhere? The CARE Team is not available. We encourage you to call SAP for counseling services for yourself 24 hours a day.
Concerning, Distressing, Disruptive? HUH?

<table>
<thead>
<tr>
<th>See Something:</th>
<th>Say Something:</th>
<th>Do Something:</th>
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<tbody>
<tr>
<td>✓ While studying with your friend Kelly, she says she is stressed and overwhelmed by the amount of work. She mentions her ability to manage her anxiety has declined since starting medical school and it is impacting her performance.</td>
<td>✓ Let her discuss her feelings and thoughts. Often this alone relieves a great deal of pressure. ✓ Encourage her to break down tasks ✓ Tell her about the CARE Team website that has a wealth of resources to alleviate stressors and enhance relaxation</td>
<td>✓ Offer to help connect her to counseling services for stress management so she can better focus on her studies. ✓ Offer to help connect her to Educational Specialists to help her learn study skills and test taking strategies</td>
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<td>✓ You’ve noticed Jason, a P2 student who used to be socially involved recently has isolated himself from the group. He is falling asleep in class and he has become more disorganized. You also have heard that he is having financial difficulties and may be sleeping in the library.</td>
<td>✓ Initiate contact privately and describe your observations, perceptions of their situation, and express your concerns ✓ Listen sensitively and carefully ✓ Offer resources you are aware of that may be able to help ✓ Let him know of counseling services on campus</td>
<td>✓ Inform them you know a resource that can help and provide your phone so they call the CARE Navigator for resources or offer to share a CARE concern so he can overcome life obstacles and be able to focus on his studies ✓ Follow up with Jason to let him know someone cares</td>
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#TakeCare
Concerning, Distressing, **Disruptive?**

HUH?

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| ✓ Jamie is a COD student who is transitioning. She has started to mention repeatedly that she is different from everyone here and wants to kill herself. She has become angry and her study group is worried she may hurt herself or someone else. | ✓ Reach out and encourage her to talk about her feelings  
✓ Tell her about your concern for her wellbeing  
✓ Acknowledge that a threat of suicide is a plea for help  
Be available to listen, to talk, to be concerned  
✓ Frequent contact, even for a few minutes, begins to relieve feelings of isolation (encourage her to be in contact with family, friends, counselor). | ✓ Call campus police  
 ✓ THEN share your concern with the CARE Team |

#TakeCare
RESOURCES AND SUPPORT
#TAKECARE

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#TakeCare After Hours Line 901690CARE

Visit us:
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Find additional resources:
uthsc.edu/care-team