

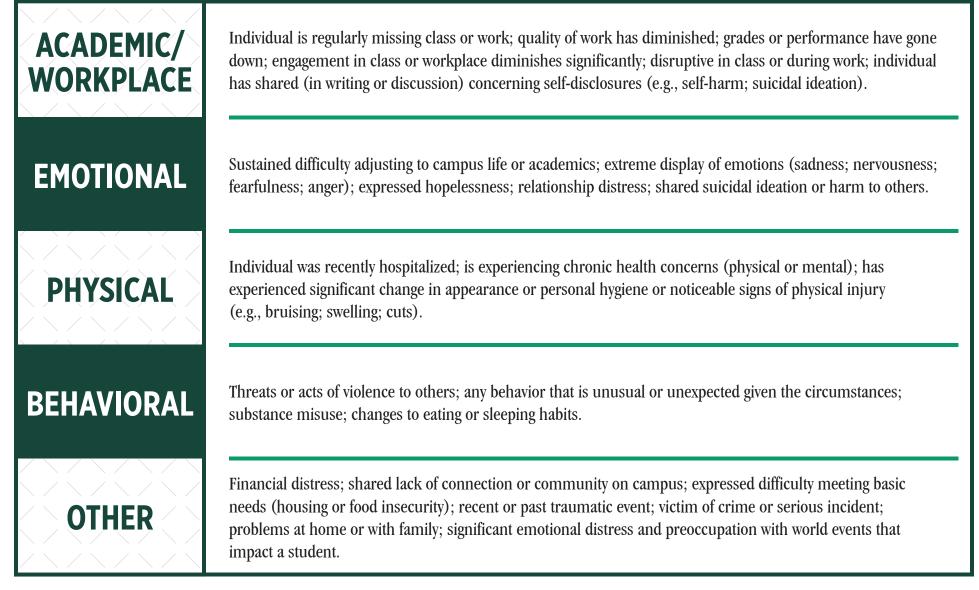


CARE AND INTERVENTION TEAM MICHIGAN STATE UNIVERSITY

As faculty and staff, you may be the first to notice when a student or employee is faced with a challenge in their personal or professional life. This informational guide is designed to assist you in recognizing and supporting students and employees of concern. Individuals may feel alone, isolated and hopeless when faced with academic and life changes. These feelings can easily disrupt academic and work performance or overall functions, which may lead to serious consequences, including dysfunctional coping.

JPDATED JUNE 2024

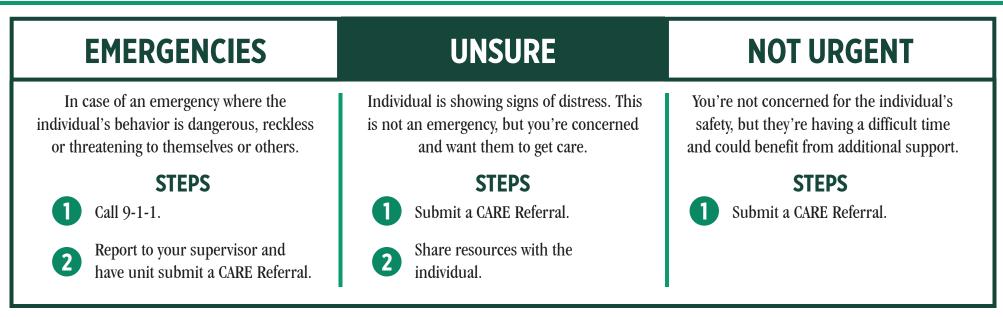
Use the following chart to help you identify an individual who is struggling or is in distress and potential risk factors. Look for patterns, duration and severity.



Please note, these are examples of indicators and not a comprehensive list. For additional resources and assistance, please visit **ossa.msu.edu/cait**. For emergencies, call 911.



THE GREEN FOLDER PROTOCOL



CARE REFERRAL

By submitting a CARE Referral Form, students and employees will be referred to the Office of Student Support and Accountability case managers. Case managers will engage in outreach, resource referral and assistance in navigating resources. To submit a referral, visit **ossa.msu.edu/report**.

WELFARE CHECK

If you feel a welfare check is needed, please contact the police directly. If you have first-hand information regarding the concern, the information you can share will be helpful to the police.

FOLLOWING REFERRAL

Once a referral is received, a case manager will confirm receipt with the referring party and will reach out if additional information is needed. The name of the referring party may be shared with the individual of concern.



Care and Intervention Team MICHIGAN STATE UNIVERSITY

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TIPS

Create a culture of care – Continue to check in with your students and employees especially when you can see they may need support or know they are impacted by outside stressors.

Listen – Practice empathy and active listening – seek to understand and reserve judgment or assumptions.

Be direct – In a calm manner, express your concern. Don't be afraid to ask them if they are under the influence or have had thoughts of harming themselves or others.

THREE ACTIONS TO TAKE WHEN YOU'RE CONCERNED ABOUT SOMEONE'S WELL-BEING:

OBSERVE	You notice a student or employee who is in distress or experiencing a challenging life situation. Share what you've noticed with the person of concern, listen to their response, and avoid making any judgments or assumptions.
CONNECT	Call 9-1-1 immediately if the observed behavior presents an imminent risk to the health and safety of the individual or others. Ask the person of concern their thoughts on what would be helpful as they may have a sense of things that might help reduce this distress. Submit a CARE Referral Form for the individual to receive additional outreach, guidance and follow-up support.
EMPOWER	Share information about campus and community resources. Inform the individual that a case manager who works with the Care and Intervention Team is available to follow up with them if they would like. Thank them for sharing, and encourage the individual to continue to seek support and guidance when they are faced with challenges in the future.



THE **GREEN FOLDER PROTOCOL**

PRIVACY AND INFORMATION SHARING

In adherence to FERPA, the CARE team will be limited in what follow-up information can be provided to the referring party unless written consent is provided. Additional information regarding complying with FERPA is available at **reg.msu.edu/ROInfo/Notices/PrivacyGuidelines.aspx**.

MANDATORY REPORTING

All university employees, with some exceptions, have a reporting obligation when they become aware of conduct involving relationship violence, stalking or sexual misconduct. For more information, visit civilrights.msu.edu/file-a-report/index.html.

CARE Referrals do not meet your mandatory reporting obligations, so if needed, once you submit a CARE Referral, please be sure to complete any other mandatory reporting requirements.









RESOURCES

ON-CAMPUS RESOURCES

Campus Safety

MSU Department of Police and Public Safety

517-355-2221 (non-emergency)

Consultation and Urgent Response

(24-Hour Availability)

In an emergency – call 911

Counseling and Psychiatric Services (CAPS)	517-355-8270
MSU Safe Place	517-355-1100
Center for Survivors 24-Hour Crisis Line	517-372-6666

Support Resources

health support)

Office of Institutional Equity	517-353-3922
Resource Center for Persons with Disabilities	517-884-7273 TYY: 517-355-1293
Office of Student Support and Accountability	517-884-0789
Office for International Students and Scholars	517-353-1720
Togetherall (free, online peer-to-peer mental	togetherall.com

Health-Related Resources		
University Health and Wellbeing	517-432-0003	
Faculty & Staff Resources		
Employee Assistance Program	517-355-4506	

OFF-CAMPUS RESOURCES

Suicide and Crisis Lifeline	9-8-8
End Violent Encounters (EVE) 24-Hour Hotline	517-372-5572
Community Mental Health (24-Hour Emergency Service)	517-346-8460

For a comprehensive list of campus and community resources, visit **ossa.msu.edu/greenfolder** or scan the QR code.



In an emergency, call 911.

