



Rowan College of South Jersey

Administrative Procedure: 8601

CAMPUS ASSESSMENT, RESPONSE, AND EVALUATION (CARE) PLAN AND TEAM

RCSJ's CARE Plan and Team have been developed to assist faculty and staff in the identification and response to student mental health and behavioral concerns.

The CARE Plan provides a mechanism for early intervention to prevent more serious issues or crises. The CARE Plan distinguishes mental health and basic needs concerns (Category One) from threat and safety risk concerns (Category Two). Within each Category, Tiers are outlined to identify the level of response needed.

The CARE Team is an interdisciplinary group of RCSJ staff members who respond to concerns based on their role at the institution. The Team will collaborate and respond as needed to ensure the safety of all members of the RCSJ community. Additionally, the Team will work together on best practices, policies, and procedures that promote student success and retention, and celebrates the diversity of our student population. Establishing rapport with students allows recognition of individual behavioral patterns and identify concerns early on. Behaviors typical for one student may not be typical for another student.

CAMPUS, ASSESSMENT, RESPONSE, AND EVALUATION PLAN

Category One: Student Mental Health and Basic Needs

Faculty and staff are in a unique position to demonstrate care and compassion for students in distress. Tiers have been designed to help faculty and staff recognize potential indicators of distress and identify appropriate campus resources and responses. As more information is collected by staff/faculty in the initial conversation, response tiers may change.

During Normal College Business Hours

Tier One Response

A student presents an issue or concern that may benefit from the Center for Wellness and Support (CWS) and/or other campus resources.

- Staff and faculty will provide CWS information and resources to the student (see email templates below)
- Issues or concerns at this level do not require notification to CWS
- If the concern is a student is no longer attending class, complete the Retention Form through Advisement

MENTAL HEALTH AND BASIC NEEDS			
TIER ONE RESPONSE	ACADEMIC INDICATORS	PHYSICAL INDICATORS	PSYCHOLOGICAL INDICATORS
A student presents an issue or concern that may benefit from the Center for Wellness and Support (CWS) and/or other campus resources.	• Sudden decline in quality of work/grades • Repeated absences • Disorganized performance • Multiple requests for extensions • Disengagement through failure to hand in assignments, missing exams, and lack of participation • Excessive requests for staff/faculty appointments • No engagement or communication with staff/faculty after attempts have been made to contact the student	• Marked changes in physical appearance (deterioration in grooming or hygiene, significant weight gain/loss) • Excessive fatigue or sleep disturbance	• Self-disclosure of personal distress, including family problems, financial difficulties, grief, experience with abuse • Irritability or unusual apathy • Display of emotion(s) that indicate a student may feel overwhelmed with course content or non-college life events

Tier One Email Templates

Sample subject lines: "Introduction to CWS resources"

1. Hello [student name],

Thank you for sharing with me about what's going on. If you are interested in accessing additional resources, I have included the information for the Center for Wellness and Support here on campus. Please let me know if I can be of any assistance in linking you with their department.

To access services, please email wellness@rcsj.edu or stop into CWS on either campus.
 Cumberland Campus: University Center, 856-200-4690
 Gloucester Campus: College Center, second floor, room 210, 856-464-5236

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If this is an emergency, please call 988, or 911.

For additional mental health resources, please visit rcsj.edu/cws/support-services

For 24/7 assistance with community resources, please call 211.

For additional community resources, please visit rcsj.edu/cws/basic-needs

Students can receive free immediate access to a therapist via Uwill – a teletherapy partner. Help is available 24/7/365 at 833-646-1526 or get started by visiting app.uwill.com

2. Hello [student name]

Thank you for the email. I appreciate your communication. Taking care of your mental health is extremely important. I am happy you are reaching out and taking the steps to get back on track. Please know RCSJ has many resources available to you if you need to talk. I have included some on and off-campus resources below, but please let me know if you'd like me to connect you directly with any of these support services. I am very happy to help you as much as possible.

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Tier Two Response

A student presents an issue or concern that would need more direct intervention from CWS.

- If in-person, offer to walk the student to CWS or contact CWS for someone to respond to the location
- If virtual or if student declines visiting CWS, send an email to the student with CWS copied (wellness@rcsj.edu), requesting additional support and outreach (see email templates pages 4 & 5)
 - CWS does not reach out to students who are unaware they are being referred for assistance at this Tier
- If the student is Rowan Choice and on the University campus, offer to walk the student to Rowan's Wellness Center, or contact Rowan's Wellness Center for additional support (see page 10)

MENTAL HEALTH AND BASIC NEEDS			
TIER TWO RESPONSE	ACADEMIC INDICATORS	PHYSICAL INDICATORS	PSYCHOLOGICAL INDICATORS
A student presents an issue or concern that would need more direct intervention from CWS.	- Increased need for personal (rather than academic) counseling - Written or spoken expression of social isolation, despair, or hopelessness; and/or content focuses on suicide, death, or threats of any nature	- Disoriented or “out of it” - Garbled, erratic, disconnected, or slurred speech	- Emotions are uncontrollable or displayed at an extreme level or prolonged period of time - Panic reactions

Tier Two Email Templates

Sample subject lines: “Student linkage to CWS”; “Follow-up and linkage to CWS”

Copy: wellness@rcsj.edu

1. Hello [student name],

Thank you for sharing with me during/after class. I’d like to connect you with the Center for Wellness and Support (CWS) here on campus to offer additional resources. I have attached the CWS email; someone from their office will reach out to you to coordinate a time to chat more about what support they can provide.

Center for Wellness and Support Contact Information/Locations:

Email: wellness@rcsj.edu

Cumberland Campus: University Center, 856-200-4690

Gloucester Campus: College Center, second floor, room 210, 856-464-5236

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2. Hello [student name]

Thank you for the email. I appreciate your communication and openness about your mental health/situation. Due to some of the things you’ve shared with me, I attached Center for Wellness and Support (CWS) to this email so they can follow up for additional support. They will contact you directly to see how they can assist.

Please let me know if there is anything else I can do to support you at this time.

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Cumberland Campus: University Center, 856-200-4690

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If this is an emergency, please call 988, or 911.

For additional mental health resources, please visit rcsj.edu/cws/support-services

For 24/7 assistance with community resources, please call 211.

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Tier Three Response

A student exhibits behavior or speech that indicates a mental health emergency.

- This is a mental health crisis or emergency
- If a student expresses or suggests a plan to harm themselves, immediately contact CWS for further screening
 - This does not require permission from the student
 - CWS will connect with Acenda on-campus, who will conduct further screening and referrals

MENTAL HEALTH AND BASIC NEEDS			
TIER THREE RESPONSE	ACADEMIC INDICATORS	PHYSICAL INDICATORS	PSYCHOLOGICAL INDICATORS
A student exhibits behavior or speech that indicates a mental health emergency.	• Self-disclosure of suicidal thoughts • Implying or making a direct threat to harm self (having a plan)		

Category Two: Conduct Violations and Threats to Safety

Faculty and staff are valuable members of the campus community with the capacity to recognize potential student conduct violations and threats to safety, as well as identify appropriate campus resources and procedures to provide a safe environment for all members of the College community. Disruptive student behaviors or behaviors which otherwise violate student conduct policies shall be addressed in accordance with policy and administrative procedure *8007 Student Code of Conduct*.

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Tier One Response

Cause for Concern

- Staff and faculty make a report to the office of Student Affairs (Gloucester Campus) or Judicial Affairs (Cumberland Campus) for investigation and assessment (see page 10 for contact information)

CONDUCT VIOLATIONS AND THREATS TO SAFETY	
Tier One Response: Make a report to Student/Judicial Affairs for investigation and assessment	• Engaging in academic dishonesty including cheating, fabrication, facilitating academic dishonesty, and plagiarism • Engaging in disruptive activity which substantially disrupts or poses a sustained threat of disrupting teaching, administration, disciplinary procedures, or other College-authorized activities • Engaging in threats of physical violence, psychological threats, harassment, intimidation, bullying, stalking, coercion, and/or other conduct which threatens or endangers the health or safety of any person via written, verbal, or electronic communication • Possessing, consuming, and/or distributing, or attempting to distribute alcoholic beverages or drugs (see College policy and administrative procedure 7015 <i>Alcohol, Marijuana, Hashish, Cannabis Items, and Other Drugs</i>) • Committing any act in violation of College policy and administrative procedure 7013 <i>Student Sexual Misconduct and the Rights of Victims</i> • Any other violations of student conduct that may or may not be listed in College policy and administrative procedure 8007 <i>Student Code of Conduct</i>

Tier One Email Templates

Sample subject lines: “Student/Judicial Affairs Referral”, “Student/Judicial Affairs Report”

1. Hello [Student or Judicial Affairs Staff]

[Describe incident]

Please let me know if there is any other information you need me to provide or how to move forward.

2. Hello [student name],

Copy: Student/Judicial Affairs Staff

Thank you for sharing with me during/after class. I'd like to connect you with the Director of Student/Judicial Affairs for their assistance. I have copied them on this email; someone from their office will reach out to you to coordinate a time to chat more about what support they can provide.

If this is an emergency, please call 988, or 911.

For additional mental health resources, please visit rcsj.edu/cws/support-services

For 24/7 assistance with community resources, please call 211.

For additional community resources, please visit rcsj.edu/cws/basic-needs

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Tier Two Response

Imminent threat or emergency

- Call 911, then Safety & Security

CONDUCT VIOLATIONS AND THREATS TO SAFETY	
Tier Two Response: Call 911, then Safety & Security	• Active shooter • Physical violence (shoving, grabbing, assault, use of weapon) • Medical emergencies • Chemical hazards • Gas leaks • Fire • Other illegal activities that endanger the safety of the campus

After-Hours

Tier One Response (see pages 2 & 3)

- No change in procedure

Tier Two Response (see pages 3 & 4)

- Offer to connect the student with Safety & Security if the student believes they need more immediate assistance
 - If the student is Rowan Choice and on the University campus, contact Rowan's Wellness Center for additional support (see page 10)
- Send an email to the student with CWS copied (wellness@rcsj.edu), requesting additional support and outreach (see pages 4 & 5)

Tier Three Response (see page 5)

- Contact Safety & Security for the After-Hours protocol (see page 8)
- Rowan Choice/Rowan University Campus: Contact Rowan's Wellness Center for additional support (see page 10)

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After-Hours Security Staff Protocol

Tier One Response

Use when a student asks about assistance, but can wait until normal business hours to contact CWS staff. This is a non-emergency and Security staff will simply provide the information and materials to the student.

- Provide CWS information and resources. Notify supervisor.

Tier Two Response

Use when a student requires assistance and is expressing concerning factors, such as a lack of physical safety or significant emotional distress. Fill out the suicide risk screening tool (see page 13).

If a student answers “yes” to question 5 on the screening tool, escalate to Tier Three.

If a student answers “no” to question 5 on the screening tool, complete the response below.

- Provide CWS information and resources. Notify supervisor.
- Let the student know a referral is being made to CWS.
- Supervisor will email the student and CWS (wellness@rcsj.edu) utilizing the email templates (see pages 4 & 5) and write a report.
 - If the student does not know their student email, collect other information such as Student ID# and telephone number to be included in CWS email.

Tier Three Response

Use when a student is determined to be in imminent danger. This is an emergency.

- Contact the appropriate County-Based Psychiatric Screening Services for response (see page 10)
- Notify supervisor, Director of Security, and write a report. Forward the report to CWS
- Contact Sheriff's Officer and/or 911, as needed

CAMPUS ASSESSMENT, RESPONSE, AND EVALUATION (CARE) TEAM

Introduction

The CARE Team is a dual-campus, interdisciplinary team of campus staff members who serve in roles to prevent crises and maintain the wellness and safety of the campus community. The Team itself does not assess, respond, or evaluate concerns since this is the responsibility of those providing immediate support to a student, but is the collaborative group of campus departments working toward a shared mission and vision.

Mission and Vision

Through collaboration, intervention, and prevention, the CARE Team is dedicated to holistic wellness, physical safety, and student success. RCSJ and the CARE Team envision a campus community where all students, regardless of their identities, can learn and grow in a safe and supportive environment.

Responsibilities

The role of the CARE Team is to:

- Collaborate, as needed, to address situations reported to respective departments from faculty/staff/administration regarding students who display concerning behaviors
- Recommend best practices and policies to College officials that are consistent with appropriate and supportive intervention and response strategies
- Strategize campus communications regarding traumatic events and activate community support services, such as Traumatic Loss Coalition consultants, as needed
- Provide training opportunities to faculty and staff regarding institutional policies, procedures, and best practices to support mental health and behavioral concerns

Members

The Executive Director of Behavioral Services will serve as the CARE Team Chair.

Other core team members will be:

- Directors of Behavioral Services
- Directors of Special Services
- Director of Student Affairs & Military Services
- Executive Director Threat Assessment Management, Title IX, Compliance, and Judicial Affairs
- Associate Vice President, Community Engagement and Human Services
- Executive Director, Student Services
- Senior Director, Neurodiversity and Clinical Support
- Acenda Integrated Health on-campus representatives

As needed, the CARE Team Chair will involve other campus staff members based on the presenting concern. These members may be representatives from:

- Safety & Security
- Local law enforcement
- Compliance officers
- Academic Deans
- Adult Center for Transition
- Human Resources
- Academic Advisement
- Other campus departments not listed

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Contact information for the above members and departments are as follows:

Center for Wellness and Support – wellness@rcsj.edu

Gloucester (located in College Center 210): 856-494-5236

Cumberland (located in Student & Enrollment Center 1158.1): 856-200-4690

CARE Team Members

- Chair – Dr. Kristen Wilson, Director, Behavioral Services, GC: kwilso22@rcsj.edu, 856-494-5688
- Cumberland Campus:
 - Ruby Aparicio-Pagan, Director, Behavioral Services, CC: raparici@rcsj.edu, 856-200-4759
 - Nathaniel Aldridge, Executive Director, Threat Assessment Management, Title IX, Compliance, and Judicial Affairs, CC: nalridge@rcsj.edu, 856-200-4712
 - After hours: 856-498-9948
 - Dr. Kellie Slade, Executive Director, Student Services, CC: kslade@rcsj.edu, 856-200-4615
 - After hours: 609-805-3636
 - Meredith Vicente, Senior Director, Accessibility & Support Services, CC: mvicent1@rcsj.edu, 856-200-4688
- Gloucester Campus:
 - Dr. Diane Mussoline, Faculty, Behavioral Science Division: dmussoli@rcsj.edu, 856-494-5665
 - John Ryder, Director, Student Affairs & Military Services, GC: jryder@rcsj.edu, 856-468-5000 ext. 6456
 - Samantha Van Kooy, Associate Vice President, Community Engagement and Human Services, GC: svankooy@rcsj.edu, 856-415-2276
 - Carol Weinhardt, Director, Special Services, GC: cweinhar@rcsj.edu, 856-415-2247
 - Cindy Fornes, Senior Director, Neurodiversity and Clinical Support, GC: cfornes@rcsj.edu, 856-464-5223

Gloucester Campus Safety & Security - 856-681-6287

Cumberland Campus Security - 856-200-4777

Rowan University Wellness Center – 856-256-4333 (press 2 for crisis and after-hours)
For Rowan Choice Residential students only

Adult Center for Transition (ACT)

- Ramon Casanova, Program Manager: rcasanov@rcsj.edu, 856-200-4783

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County-Based Psychiatric Screening Services

- Gloucester: Acenda Integrated Health, 856-845-9100
- Cumberland: Cumberland Guidance Center, 856-455-5555

Confidentiality

Confidentiality of all reports, and student and staff information will be preserved to the greatest extent possible, with the understanding the College has an obligation to conduct an inquiry and, in certain cases, to share information to protect the safety of the campus community and others. All members of the campus community involved in an inquiry are also expected to maintain confidentiality. All inquiries and reporting of findings will be conducted in compliance with state and federal confidentiality laws and the College's confidentiality policies.

FERPA

Individuals who serve on the CARE Team shall be considered school officials with a legitimate educational interest in accessing a student's educational records in connection with their duties as a member of the Team. College personnel are expected to cooperate with CARE Team requests for student information.

Non-Retaliation and False Claims

RCSJ prohibits retaliation against persons who in good faith report direct or indirect threats, acts of violence, intimidation or harassment, concern for campus safety or an individual's safety, or who cooperate in an inquiry. The College also prohibits the filing of false reports and knowingly providing false or misleading information in an investigation. Disciplinary action will result from either of these acts.

Frequently Asked Questions

1. What happens if a student is emotionally distressed and exhibiting aggressive behavior?

This is an instance when involving both CWS and Safety & Security may be necessary. Whichever department is contacted first will activate the other for a response. Best judgement should be used to determine which department gets the first call.

2. I work with Career & Technical Education (CTE) or Adult Basic Education (ABE) students. How does this apply to my students?

CTE and ABE students experiencing mental health and basic needs concerns should be referred to CWS for support. Student conduct and safety issues are to be reported directly to Safety & Security.

3. I work with Adult Center for Transition (ACT) students. How does this apply to my students?

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The plan will operate similarly for ACT students, however, the ACT Social Workers/Case Managers will be the front-line staff. The Plan Team and Act Team will collaborate as needed. Contact the ACT Program Manager, Ramon Casanova, Program Manager: rcasanov@rcsj.edu, 856-200-4783, for referrals.

4. I am a Rowan Choice faculty member. How does this apply to my students?
The plan will operate the same, unless there is a need for immediate and direct assistance. See Tier 3 on page 5 for further information and see page 10 for contact information.
5. Will I know the outcome after I make a referral?
No, unless a student requires further accommodations, extensions, or other supportive measures, outcomes will be kept confidential.

Suicide Risk Screening Tool

NIMH TOOLKIT



Suicide Risk Screening Tool

Ask Suicide-Screening Questions

Ask the patient:

1. In the past few weeks, have you wished you were dead? ☐ Yes ☐ No
2. In the past few weeks, have you felt that you or your family would be better off if you were dead? ☐ Yes ☐ No
3. In the past week, have you been having thoughts about killing yourself? ☐ Yes ☐ No
4. Have you ever tried to kill yourself? ☐ Yes ☐ No

If yes, how? _____

When? _____

If the patient answers **Yes** to any of the above, ask the following acuity question:

5. Are you having thoughts of killing yourself right now? ☐ Yes ☐ No

If yes, please describe: _____

Next steps:

- If patient answers "No" to all questions 1 through 4, screening is complete (not necessary to ask question #5). No intervention is necessary (*Note: Clinical judgment can always override a negative screen).
- If patient answers **"Yes"** to any of questions 1 through 4, or refuses to answer, they are considered a **positive screen**. Ask question #5 to assess acuity:
 - ☐ **"Yes"** to question #5 = **acute positive screen** (imminent risk identified)
 - Patient requires a **STAT** safety/full mental health evaluation.
 - Patient cannot leave until evaluated for safety.**
 - Keep patient in sight. Remove all dangerous objects from room. Alert physician or clinician responsible for patient's care.
 - ☐ **"No"** to question #5 = **non-acute positive screen** (potential risk identified)
 - Patient requires a **brief** suicide safety assessment to determine if a **full** mental health evaluation is needed. **Patient cannot leave until evaluated for safety.**
 - Alert physician or clinician responsible for patient's care.

Provide resources to all patients

- 24/7 National Suicide Prevention Lifeline 1-800-273-TALK (8255) En Español: 1-888-628-9454
- 24/7 Crisis Text Line: Text "HOME" to 741-741

asQ Suicide Risk Screening Toolkit

NATIONAL INSTITUTE OF MENTAL HEALTH (NIMH)



Area: Student Services
Approved: 11/21/23

President's Authorization: _____

A handwritten signature in black ink, reading "Jim Keating", is written over a horizontal line.

References:

Rowan College of South Jersey Board of Trustees Policy Manual, *7001 Affirmative Action and Equal Employment Opportunity, 7015 Alcohol, Marijuana, Hashish, Cannabis Items, and Other Drugs, 8007 Student Code of Conduct, and 8601 Campus Assessment, Response, and Evaluation (CARE) Plan and Team*

Rowan College of South Jersey Administrative Procedure, *7001 Affirmative Action and Equal Employment Opportunity, 7015 Alcohol, Marijuana, Hashish, Cannabis Items, and Other Drugs, and 8007 Student Code of Conduct*

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