Homewood Cares

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 undergraduates 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.

If you are concerned about a graduate student, please contact the Office of the Dean of Student Life at 410-516-8208.
How should I approach 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 — asking 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/worried/facultyandstaff. 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). 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.

**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** The Office of Academic Advising offers tutoring and other academic support. 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.

**CONDUCT** Report behavior that may violate the Student Conduct Code (studentaffairs.jhu.edu/policies/student-code), including academic dishonesty and disruptive behavior, to the Office of the Dean of Student Life. Distress does not excuse misconduct.

**ABSENCE** The decision to excuse an absence or grant an extension rests with the instructor; your policy should be clearly expressed in your syllabus. The Health Center and the Dean of Student Life Office will not provide illness notes to students. For more information on the Homewood policy on absence due to illness, visit tinyurl.com/illness-note-policy. Report excessive absences via an Academic Flag in Starfish to notify the student’s advisor.
**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 EMOTINAL DISTRESS** Counseling Center (studentaffairs.jhu.edu/counselingcenter), 3003 N Charles Street, Homewood Apartments, Suite S-200. 410-516-8278

Individual, couples, and group therapy; psychiatric consultation; workshops; LGBTQ resources; international student support; crisis response

Office of the Dean of Student Life (studentaffairs.jhu.edu/hopreach), Mattin Center, Suite 210. 410-516-8208

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.

CHEW (Center for Health Education and Wellness) (studentaffairs.jhu.edu/chew), AMR II. 410-516-8396

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), AMR I and Wolman. Sun–Thurs, 7pm–1am

Peer Listeners are undergraduates with 50 hours of training in listening skills and crisis intervention through the JHU Counseling Center. Confidential, open late.

**ACADEMIC CONCERNS**

Krieger School of Arts and Sciences Office of Academic Advising (advising.jhu.edu), 410-516-8216. Drop-in Mon–Fri, 11am–3pm

Whiting School of Engineering Office of Engineering Advising (engineering.jhu.edu/academics/wse-academic-advising), 410-516-7395

Office of Academic Support for KSAS and WSE students (advising.jhu.edu/tutoring-mentoring), 410-516-8216

Tutoring, study support, peer-led team learning

Raising a flag in Starfish registers your concern on record. In Blackboard, click the Starfish (blackboard.jhu.edu/webapps/login).

Center for Student Success (studentaffairs.jhu.edu/student-success)

Additional resources and programs to help students thrive

**CONDUCT** Office of the Dean of Student Life (studentaffairs.jhu.edu/student-life), Mattin Center, Suite 210. 410-516-8208

**DISCRIMINATION** Office of Institutional Equity (oie.jhu.edu), Wyman Park Building, Suite 515. 410-516-8075

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** (sexualassault.jhu.edu/file-complaint/index.html)

To report:

Office of Institutional Equity (oie.jhu.edu), Wyman Park Building, Suite 515. 410-516-8075

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

**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

Promotes and supports spiritual development, theological reflections, religious tolerance, and social awareness. Chaplains serve as confidential resources.

**GENDER AND SEXUALITY**

Women and Gender Resources (studentaffairs.jhu.edu/women-resources), Homewood Apartments, Suite 108. 410-516-5398

Support, advising, and education on matters related to gender equity and the achievement of women students

LGBTQ Life (studentaffairs.jhu.edu/lgbtq), Homewood Apartments, Suite 102. 410-516-2359

Central home for information about gender identity and sexual orientation across the Hopkins community; advocacy, community, and mentoring

**CULTURAL IDENTITY** Office of Multicultural Affairs (studentaffairs.jhu.edu/oma), Homewood Apartments, Suite 100. 410-516-8730

Committed to enhancing the educational experience of students from underrepresented populations