

Campus Assessment Response Evaluation Team (CARE Team)

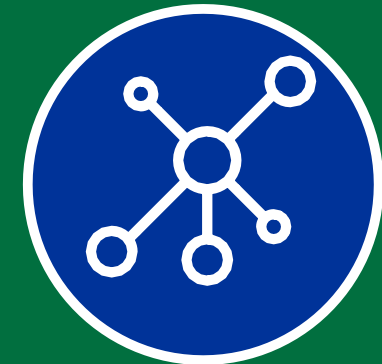
A quick reference guide for recognizing, responding to, and referring students in distress.



RECOGNIZE



RESPOND



REFER

HOW TO HELP:

1. Recognize Signs of Distress.

Reference the list of common signs when considering student behavior. Students may present with signs not listed. Look for groupings, frequency, duration and severity.

2. Respond Appropriately.

Each situation is unique. Use the decision tree to determine the most appropriate response.

3. Refer the Student.

Use the list of resources listed on the back cover to refer the student to the most appropriate resources. Consult as necessary.



RECOGNIZE

Signs of Students in Distress

Look for groupings, frequency, duration, and severity of behavior, not just isolated symptoms.

Behavioral & Emotional

- Direct statements indicating distress, family problems, or loss
- Angry or hostile outbursts, yelling, or aggressive comments
- More withdrawn or more animated than usual
- Expressions of hopelessness or worthlessness; crying or tearfulness
- Expressions of severe anxiety or irritability
- Excessively demanding or dependent behavior
- Lack of response to outreach from course staff

Physical

- Deterioration in physical appearance or personal hygiene
- Excessive fatigue, exhaustion; falling asleep in class repeatedly
- Visible weight changes; statements about appetite or sleep changes
- Noticeable cuts, bruises, or burns
- Frequent or chronic illness
- Disorganized speech, rapid or slurred speech, confusion
- Unusual inability to make eye contact
- Coming to class bleary-eyed or smelling of alcohol

Academic

- Repeated absences from class, section, or lab
- Missed assignments, exams, or appointments
- Deterioration in quality or quantity of work
- Extreme disorganization or erratic performance
- Written or artistic expression of unusual violence, morbidity, social isolation, despair, or confusion; essays or papers
- Disorganized speech, rapid or slurred speech, confusion; essays or papers that focus on suicide or death
- Continual seeking of special provisions (e.g., extensions, make-up exams)
- Patterns of perfectionism (e.g., can't accept not having an A+)
- Overblown or disproportionate response to grades/evaluations

Safety Concerns

- Erratic, impulsive, or bizarre behavior that generates fear in others
- High degree of emotional stress
- Suicidal statements
- Verbal abuse
- Any behavior or collection of behaviors that instill fear or create concern that an individual might act out violently

Safety concerns need to be reported IMMEDIATELY.



RESPOND

Use the decision tree to determine the most appropriate response.

Determine if your concern is emergent and/or urgent

YES

Campus Emergency Hotline: 0512-36657110
Local Police: 110 Ambulance: 120

No

Consult

- Consult with one or more of the resources listed on the back cover.
- If you do not know where to begin, contact Office of Case Management at dku-ocm@dukekunshan.edu.cn or dial 0512-36657785.

Make Contact

- Use active listening. Restate what the student says to make sure you understand what is causing the distress and/or what they are asking for help with.
- When necessary, directly ask the student if they are having thoughts of harming themselves or others. (By asking you are not **instilling** the thought.)

Refer

- Explain the limitations of your knowledge and experience.
- Be clear that your referral to someone else does not mean that you think there is something wrong with the student or that you are not interested.

Report

- Submit a CARE Team report at https://dukekunshan-advocate.symplicity.com/care_report. (You can find this link on <https://dukekunshan.edu.cn/en/student-life/care-team>)
- CARE Team staff will receive the report and follow up with reporter and the student.



REFER

Use the list of resources to refer the student to the most appropriate resources.

On Campus University Resources:

- **Academic Advising:** CC2114, advising@dukekunshan.edu.cn
- **Academic Resource Center:** CC3114, dku-arc@dukekunshan.edu.cn
- **Career Services:** IB3A01-3A09, careerservices@dukekunshan.edu.cn
- **CARE Team:** <https://dukekunshan.edu.cn/en/student-life/care-team>
- **China Financial Aid:** china-finaid@dukekunshan.edu.cn
- **Chinese Student Services:** CC2095, dku-chinese-student-services@dukekunshan.edu.cn, 0512-36657716/36657314
- **Clinic:** Service Building1024, campushealth@dukekunshan.edu.cn, 0512-36657228
- **Counseling and Psychological Services:** CC2081-2084, caps@dukekunshan.edu.cn, 0512-36657829
- **International Financial Aid:** international-finaid@dukekunshan.edu.cn
- **International Student Services:** CC2078, dku-iss@dukekunshan.edu.cn, 0512-36657511/36657793
- **Office of Case Management:** CC2078, dku-ocm@dukekunshan.edu.cn, 0512-36657785
- **Office of Student Affairs:** RH200, dku-studentaffairs@dukekunshan.edu.cn, 0512-36657123
- **Residence Life:** RH202/302, residencelife@dukekunshan.edu.cn, 0512-36657020
- **Student Conduct:** RH202, charlie.clausen@dukekunshan.edu.cn, 0512-36657393
- **Writing and Language Studio:** CC1086, dku-wls@dukekunshan.edu.cn, 0512-36657390

Campus Emergency

Hotline:

0512-36657110

Off Campus Resources:

- **Ambulance: 120**
- **Police: 110**
- **Kejiaoyuan Police Station:** 886 Xiaolinxi Road, 0512-55176110
- **Kunshan No.1 People's Hospital:** 91 Qianjin Road, 0512-57559009