



EMORY

ROLLINS
SCHOOL OF
PUBLIC
HEALTH

Professional Advancement and
Student Experience Center
PASE

COORDINATED CARE RESPONSE TRAINING

FOR FACULTY, STAFF, & TEACHING ASSISTANTS

TUESDAY, AUGUST 27 | 12:00 - 1:00PM

JOANNE WILLIAMS, MPH, CHES

PROFESSIONAL ADVANCEMENT & STUDENT EXPERIENCE CENTER

WELCOME FROM THE PROFESSIONAL ADVANCEMENT & STUDENT EXPERIENCE CENTER



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About Us

Based in the Office of Student Affairs, the **Professional Advancement & Student Experience (PASE) Center** provides student-centered, co-curricular programs and services that aim to create a holistic student experience at the Rollins School of Public Health.

Our Team



Srdjan Popovic
PASE Co-Lead



Joanne Williams
PASE Co-Lead



Roger Presswood
Director of Professional
Development



Onika Richards
Director of Partnerships &
Engaged Learning



Gerald Clay
Assistant Director for
Community-Engaged
Learning & Career
Services



Jennifer Duckworth
Sr. Program Coordinator
for Student Engagement



Paige Raper
Sr. Program Coordinator
for Student Success



Keita Shimizu
RSPH Orientation
Coordinator



Casey Le
RSPH Orientation
Coordinator

How We Serve Students



Leadership & Professional Development

- Career Development Ambassadors
- Lifetime Career Coaching Services
- Leadership Advising for 19 Student Organizations
- Leadership & Professional Development Workshops
- Leadership, Engagement, and Development Award
- New Student Orientation
- Rollins Election Day Initiative (REDI)



Community Belonging & Well-Being

- Community and Belonging Student Organization Committee
- First-Gen at Rollins
- Health & Well-Being Sessions
- Rollins International Student Advisory Board
- Rollins Student Support Team
- Rollins Student Support Toolkit
- Student Support Trainings for Faculty, Staff, and Teaching Assistants
- Title IX Support for Faculty, Staff, and Students



Public Health Partnerships

- Alumni Career Chat Series
- Global Field Experience (GFE) Program
- Employer Outreach & Recruitment
- Fall and Spring Career Fairs
- Mock Interview Night and Industry Mixer
- Rollins Earn and Learn (REAL) Program
- RSPH Community Advisory Board



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SESSION OBJECTIVES:

- APPLY THE RECOGNIZE-RELATE-REFER MODEL.
- IDENTIFY UNIVERSITY RESOURCES AVAILABLE TO STUDENTS.
- DESCRIBE THE COORDINATED CARE RESPONSE PROTOCOL.

DISCLAIMERS & ACKNOWLEDGEMENTS

TOPICS RELATED TO MENTAL HEALTH MIGHT BE DIFFICULT, CHALLENGING, AND/OR TRIGGERING FOR SOME. IF YOU NEED TO TAKE A BREAK OR LEAVE THE SESSION, YOU MAY DO SO WITHOUT ANY REPERCUSSION.

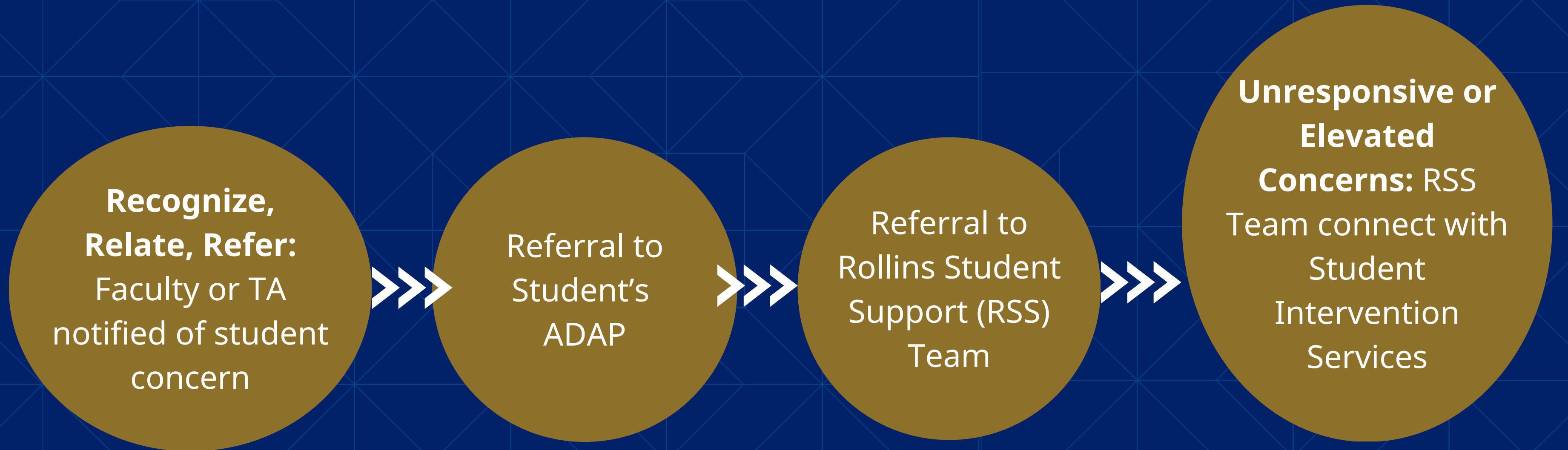
- **STUDENTS:** DOWNLOAD & REVIEW THE RSPH STUDENT SUPPORT TOOLKIT.
- **FACULTY STAFF ASSISTANCE PROGRAM:** 404-727-4328

THE FACILITATOR IS NOT A LICENSED COUNSELOR OR CLINICAL SOCIAL WORKER. THE PURPOSE OF THE SESSION IS TO EQUIP YOU WITH THE TOOLS TO RESPOND BY REFERRING STUDENTS TO THE APPROPRIATE RESOURCES.



**RSPH
STUDENT
SUPPORT
TOOLKIT**

OVERVIEW: COORDINATED CARE RESPONSE



**Step 1: Department Level
Within 24 Hours
Notify Student's ADAP**

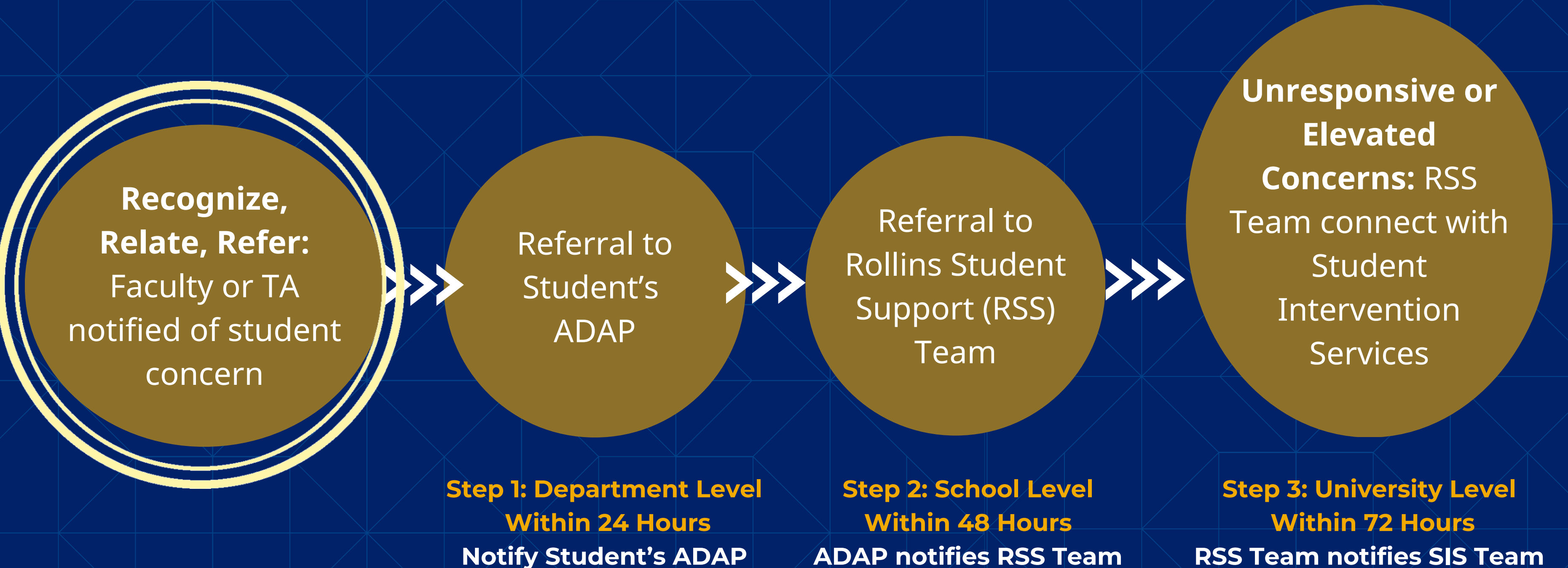
**Step 2: School Level
Within 48 Hours
ADAP notifies RSS Team**

**Step 3: University Level
Within 72 Hours
RSS Team notifies SIS Team**



Scan here for a
list of
departmental
ADAPS!

OVERVIEW: COORDINATED CARE RESPONSE



Scan here for a list of departmental ADAPS!

YOUR ROLE: RECOGNIZE, RELATE, REFER

As a member of the RSPH Community, you have the ability to make meaningful connections with one another and with your constituents that build resilience.





A faculty, staff, or teaching assistant may be the first to **recognize** a student in distress.

Academic Problems	Interpersonal Problems	Behavioral Problems
<ul style="list-style-type: none"> • Career and course indecision • Excessive procrastination • Uncharacteristically poor preparation or performance • Repeated requests for extensions • Disruptive classroom behavior • Excessive absence / tardiness • Avoiding or dominating discussions 	<ul style="list-style-type: none"> • Constantly asking for help with personal problems • Dependency • Withdrawing • Disruptive behavior • Inability to get along with others • Complaints from other students 	<ul style="list-style-type: none"> • Intense emotion or irritability • Inappropriate responses • Difficulty concentrating • Physically harming self • Destruction of property • Anxiety and panic • Inability to communicate clearly, disjointed thoughts • Change in personal hygiene • Frequently falling asleep



If you hear from a student, you can openly acknowledge that you might have noticed their distress and that you are sincerely concerned about them and would like to help.

- If the student wants to meet, have a conversation with them and discuss items from the Student Support Toolkit.
- **Teaching Assistants:** be sure to practice open communication with your instructor.

Thank you very much for being open with me and sharing your experiences. I'm sorry to hear that you are experiencing challenges. If you would like, I'd be happy to meet with you to talk about resources that students have access to.

Recognize

Signs of Distress



Relate

Practice active listening & empathy



Refer

Using Student Support Toolkit

IMPORTANT!

As a faculty, staff, or teaching assistant, you are considered a mandatory reporter as it relates to sexual or gender-based discrimination or harassment according to Title IX. During a meeting with a student, be sure to practice **informed consent**:

Before we start, I want to disclose to you that I am a mandatory Title IX reporter as an employee of the university. If what you are going to tell me relates to gender or sexual harassment, I am required to report it. If you would like, I can connect you with a Respect Advocate, who can speak with you confidentially. Their number is 470-270-5360 or 404-727-7722.

Recognize

Signs of Distress



Relate

Practice active listening & empathy



Refer

Using Student Support Toolkit



IMPORTANT!

Student Unresponsiveness:

If you need additional support, or if a student is **unresponsive** to your outreach, please reach out to the instructor and the student's ADAP.

It is not your responsibility to handle a student's situation on your own.

KNOWLEDGE CHECK #1



Teaching assistants are not considered a mandatory reporters for Title IX.

KNOWLEDGE CHECK #1



Teaching assistants are not considered a mandatory reporters for Title IX.

Solution: Teaching assistants are considered a mandatory reporters for Title IX.



Respecting Student Privacy: Report Up, Not Out

When a student approaches you regarding a personal or academic issue, please do not share this information with other students or faculty **outside** of the coordinated care response.

Teaching assistants: to ensure that the student receives the support they need, please communicate with:

- Your instructor
- The student's ADAP and/or the RSS Team

This means sharing the student's name and any other relevant information so that the school and university can respond in a timely manner.

Recognize

Signs of Distress



Relate

Practice active listening & empathy



Refer

Using Student Support Toolkit

Respecting Student Privacy:

Academic Support & Honor Code Violations

If you notice an honor and conduct code violation, notify the instructor immediately and keep this information confidential.

- For students who are struggling with quantitative work, please refer them to the **Academic Resource Center**.
- For students who need writing support, please refer them to the **Emory Writing Center**.



Scan here to learn more about the Emory Writing Center & their affiliated programs.

Recognize
Signs of Distress



Relate
Practice active listening &
empathy



Refer
Using Student Support
Toolkit



**IN CASE OF A MEDICAL EMERGENCY OR IF A
PERSON IS A DANGER TO THEMSELVES OR OTHERS**

- **Step 1:** Call 911 and wait for medical professionals to arrive.
- **Step 2:** Notify rollinsstudentsupport@emory.edu and text Joanne Williams (404-683-5404)

Recognize
Signs of Distress



Relate
Practice active listening & empathy



Refer
Using Student Support Toolkit



IN CASE OF A MENTAL HEALTH EMERGENCY

- **Step 1:**
 - **If the student is with you during business hours**, offer to walk the student to CAPS to see the counselor on-call.
 - **After hours**, you can encourage the student to call the CAPS counselor on-call at 404-727-7450.
 - **Always call Student Intervention Services** at 404-430-1120.
- **Step 2:** Notify rollinsstudentsupport@emory.edu and text Joanne Williams (404-683-5404)

Recognize
Signs of Distress



Relate
Practice active listening & empathy



Refer
Using Student Support Toolkit

IF A STUDENT IS EXPERIENCING A TIER 1 LEVEL CONCERN (FINANCIAL DISTRESS / FOOD / HOUSING INSECURITY)



- **Step 1:** E-mail rollinsstudentsupport@emory.edu and the RSS Team will get them connected to Student Intervention Services and other resources on-campus.

Be sure to have the following information available: Student name, location of the student, description of circumstances, type of assistance needed.

Recognize
Signs of Distress



Relate
Practice active listening & empathy



Refer
Using Student Support Toolkit

RSPH STUDENT SUPPORT TOOLKIT

FALL 2024

Click here or scan the QR Code to download the RSPH Student Support Toolkit (Under Health & Wellness)



Click here or scan the QR Code to download the Emory Safe, a personal safety mobile app.



TOPIC	RESOURCE DESCRIPTION & LINKS
Accessibility Needs	Students interested in registering for disability-related accommodations may start the process by visiting this website. Students can also e-mail accessibility@emory.edu for questions about the process to register. Additionally, you may contact RSPH Accessibility Liaison: Jena Black (jena.black@emory.edu)
Academic Support	Rollins provides free quantitative (BIOC and EPI) tutors through the RSPH Academic Resource Center. Information about how to schedule individual appointments and attend drop-in hours here. Writing Support is provided by Emory Writing Center. Additionally, you may contact rsphec@emory.edu
Belonging & Community Justice + Campus Identity Spaces	Belonging and Community Justice includes the following offices and identity spaces on the third floor of Cox Hall: <ul style="list-style-type: none"> Center for Women Office of LGBT+ Life Gender Equity Center Latinx Center Latinx Student Union Emory LGBTQ+ Generation Students Additionally, Mariposa Scholars consists of programs designed to connect undocumented students to resources and community.
Bias-Related Incidents	The goal of Emory University Bias Support Services (BSS) is to uphold our vision of inclusion and fairness. The primary mission is to confront biases and transform them into catalysts for personal and collective growth and understanding. If you have experienced or been witness to a bias incident, we encourage you to submit the Emory University Bias Reporting Form for support and review through BSS.
Counseling and Psychological Services (CAPS)	Confidential short-term individual therapy, couples therapy, group therapy, community referrals, and workshops are available through Counseling and Psychological Services to help you better manage anxiety and support your mental health. Schedule an appointment here. Crisis counselors are available to meet in-person from Monday-Friday, 8:30AM - 5:00PM. CAPS has expanded after-hours support to include provide students with support. Students can reach a counselor by calling 404-727-7450 24 hours a day, 7 days a week.
Conflict Resources	The Ombuds Office operates independently and impartially to help you explore solutions to your concerns without judgment. We are here to help you tackle challenges discreetly and respectfully, with a commitment to confidentiality, independence, and impartiality. Click or scan the QR code for conflict resources.

TOPIC	RESOURCE DESCRIPTION & LINKS
Case Managers Available	Student Case Management and Intervention Services operate within a nurturing non-clinical environment to educate students, staff, and faculty on how to effectively navigate on-campus and community services in key areas of inequity, such as food and housing, and guide students to access holistic well-being and academic resources.
Student Intervention Services	Complete the Student of Concern Form to connect with a Case Manager for personalized support or contact Student Intervention Services (SIS) for crisis stage surrounding acute basic needs. SIS is available 24/7, 404-430-1100.
Financial Support	If you are experiencing financial difficulties related to personal expenses or tuition, please contact the RSPH Student Support Team at rollinsstudentsupport@emory.edu .
Food & Housing Security	If you are experiencing food insecurity, please fill out the Food Security Safeguard Program Form. This will enable you to receive three meal tickets for the Doobie Common Table for immediate use. If you require additional support, a case manager will reach out to you directly to discuss on and off campus food resources. You can also complete the Student of Concern Form to connect with a Case Manager if you are experiencing food or housing insecurity.
First-Generation Student Support	If you are a first-generation student seeking support, please contact Jennifer Duckworth, First-Gen at Rollins Program Advisor, at jduckw@emory.edu . Students may also connect with the Emory First (First-Generation Program) for support.
International Students	International Student and Scholar Services (ISS) assist international students with visa-related questions and offers community-building opportunities. Students may also contact Jennifer Duckworth at jduckw@emory.edu for questions about the RSPH International Exchange Peer Network and the Rollins International Student Advisory Board.
Sexual and Relationship Harm	Office of Respect offers confidential, 24/7 support to students with concerns related to sexual and relationship-based harm (including sexual misconduct, relationship violence, and stalking). They provide emotional support, medical/TiE DV court accompaniment, help students understand their rights, and more. To contact the Office of Respect, call their 24/7 line at 404-270-5360. They provide emotional support, medical/TiE DV court accompaniment, help students understand their rights, and more.
Student Health Services + Sexual and Reproductive Health	For more information about Student Health Services, how to access them, and care options, click here. In-person and telehealth appointments are available. Student Health Services and the Center for Student Wellbeing offer comprehensive, innovative, multidisciplinary sexual health and reproductive services . You can sign up for appointments using your Student Email .

TOPIC	RESOURCE DESCRIPTION & LINKS
Expecting Parents	For students that are expecting and would like to seek academic accommodations, please contact Joanne Williams, Deputy Title IX Coordinator, at jampod@emory.edu .
Nutrition	Student Health Services offers students up to 15 free sessions with a registered dietitian to meet their nutrition goals, in addition to medical appointments. You can sign up for appointments through the Student Email .
Health Insurance	For general questions about the Emory University Health Insurance requirements, review the Student Health Services Insurance and Fees Information Site . For questions about the Emory University Student Health Insurance Plan, visit the SUHIP Site .
Spiritual & Religious Life + Pastoral Care	The Emory University Office of Spiritual and Religious Life supports the university's religious and philosophical diversity by providing opportunities to engage with spiritual life on campus through worship, meditation, education, service, social justice, and interfaith engagement. <ul style="list-style-type: none"> Community: Find your community on campus. Connect with a Chaplain: Connect with a chaplain to learn about how to get involved or for confidential pastoral care and counseling. Quiet Spaces: Find a quiet space, to sit, study, pray, meditate, or just relax, including the new Emory Interfaith Center at 1707 N. Decatur Road. Newsletter: Join our newsletter to learn more about how to get involved.
Recreation and Wellness	Recreation and Wellness offers programs that allow graduate students to prioritize physical activity in the way that moves them: <ul style="list-style-type: none"> Intramural sports: Emory offers seasonal leagues and tournaments each semester. Create a team with a group of your peers! Club sports: Participate in competitive team activities and enjoy the recreational and social fellowship from sports involvement. Group fitness classes: Offer a variety of activities for graduate students to participate in or no additional cost. Exercise referrals: Provides opportunities for students to explore fitness and build community. Join an off-campus trip or skill building clinic.
Technology Support	Our technology services and resources are available for students to utilize, ensuring their success at RSPH. For assistance with computer purchases and other inquiries, please follow this link. For any technology-related inquiries or issues, reach out to the RSPH IT Service Desk at help@rph.emory.edu .
Emory TimelyCare	Emory also provides tele-health & 24/7 mental health support through TimelyCare . This support includes 12 counseling sessions for Emory students per year, 24/7 access and emotional support with their 1-to-1 text, video feature.



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rollinsstudentsupport@emory.edu

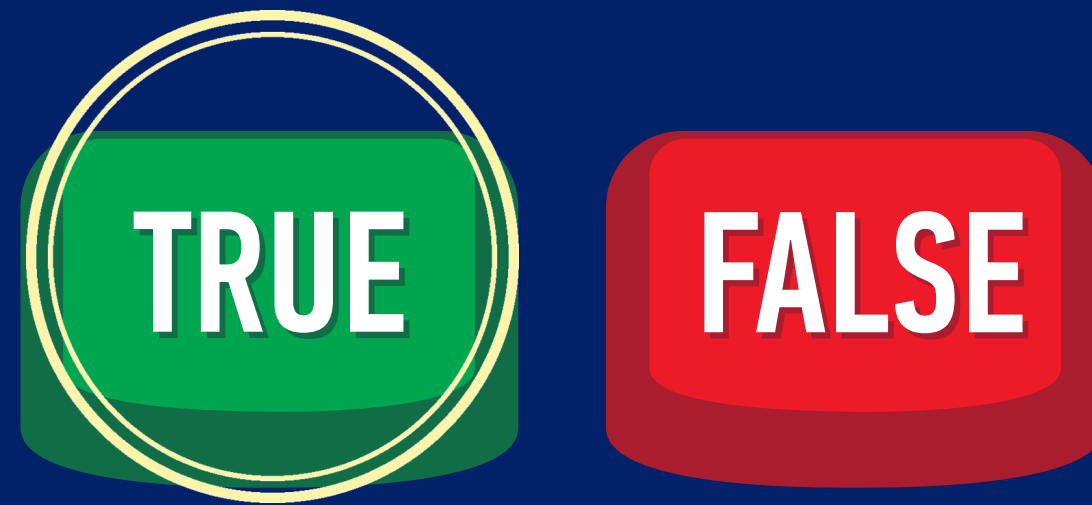
KNOWLEDGE CHECK #2

TRUE

FALSE

Teaching assistants should only report sensitive information to their instructor, the student's ADAP, and/or the RSPH Student Support Team.

KNOWLEDGE CHECK #2



Teaching assistants should only report sensitive information to their instructor, the student's ADAP, and/or the RSPH Student Support Team.

KNOWLEDGE CHECK #3

TRUE

FALSE

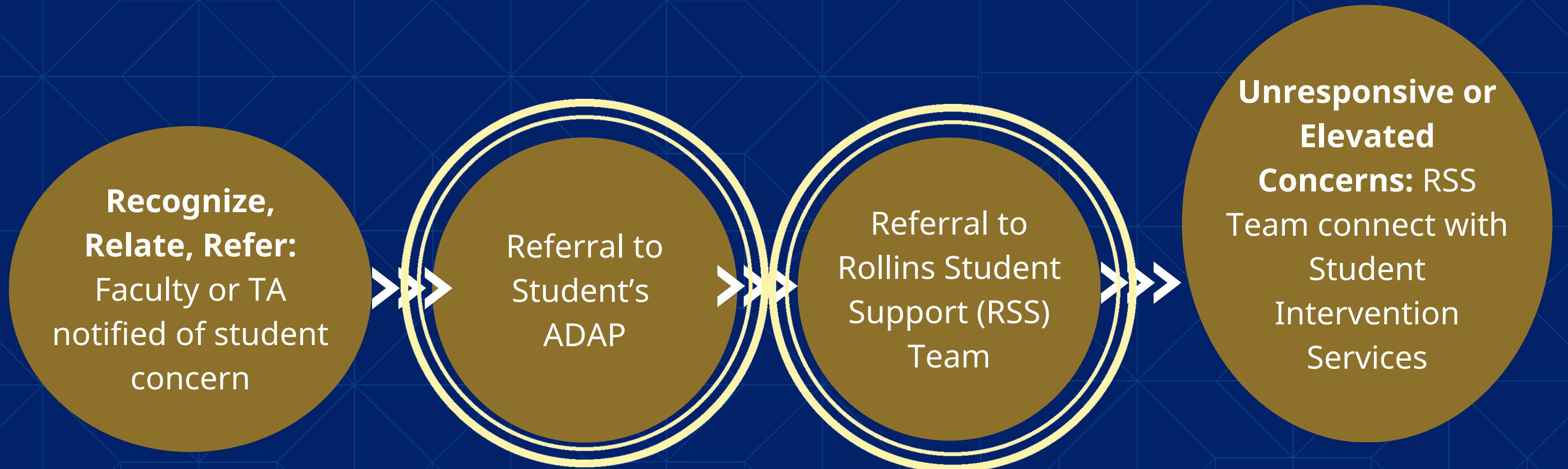
In the event of a non-emergency mental health concern after 5:00PM, I should call the counselor-on-call at CAPS before I text Joanne Williams / contact the Rollins Student Support Team.

KNOWLEDGE CHECK #3



In the event of a non-emergency mental health concern after 5:00PM, I should call the counselor-on-call at CAPS before I text Joanne Williams / contact the Rollins Student Support Team.

OVERVIEW: COORDINATED CARE RESPONSE



**Step 1: Department Level
Within 24 Hours**
Notify Student's ADAP

**Step 2: School Level
Within 48 Hours**
ADAP notifies RSS Team

**Step 3: University Level
Within 72 Hours**
RSS Team notifies SIS Team



Scan here for a
list of
departmental
ADAPS!

THE ADAP ROLE IN THE COORDINATED CARE RESPONSE

Time since faculty, staff, teaching assistant notification: 0 - 24 hours

- ADAPs offer support to students on behalf of the department and abide by the **recognize-relate-refer model, Title IX reporting obligations, and student privacy.**
 - Partner with school and university partners to create an **academic plan** for students that might need additional support.
 - Serve as the **department point-of-contact** for continued support for a student throughout their time at RSPH.

THE ROLLINS STUDENT SUPPORT TEAM

Time since faculty, staff,
teaching assistant notification:
0 - 48 hours

BASED IN THE OFFICE OF STUDENT AFFAIRS, THE ROLLINS STUDENT SUPPORT TEAM CONSISTS OF TRAINED STAFF MEMBERS WHO:

- ASSESS A STUDENT'S INDIVIDUAL SITUATION TO OFFER COMPREHENSIVE SUPPORT
- WORK WITH YOUR ACADEMIC DEPARTMENT TO EXPLORE ACCOMMODATIONS
- CONNECT STUDENTS WITH OUR CARE PARTNERS IN THE UNIVERSITY AND THE COMMUNITY



JENA BLACK

SR. DIRECTOR OF
ENROLLMENT SERVICES &
ACADEMIC AFFAIRS



JENNIFER

DUCKSWORTH

SR. PROGRAM COORDINATOR
FOR STUDENT ENGAGEMENT



PAIGE RAPER

SR. PROGRAM COORDINATOR
FOR STUDENT SUCCESS



KARA ROBINSON

SR. ASSOCIATE DEAN FOR
ENROLLMENT MANAGEMENT &
STUDENT AFFAIRS

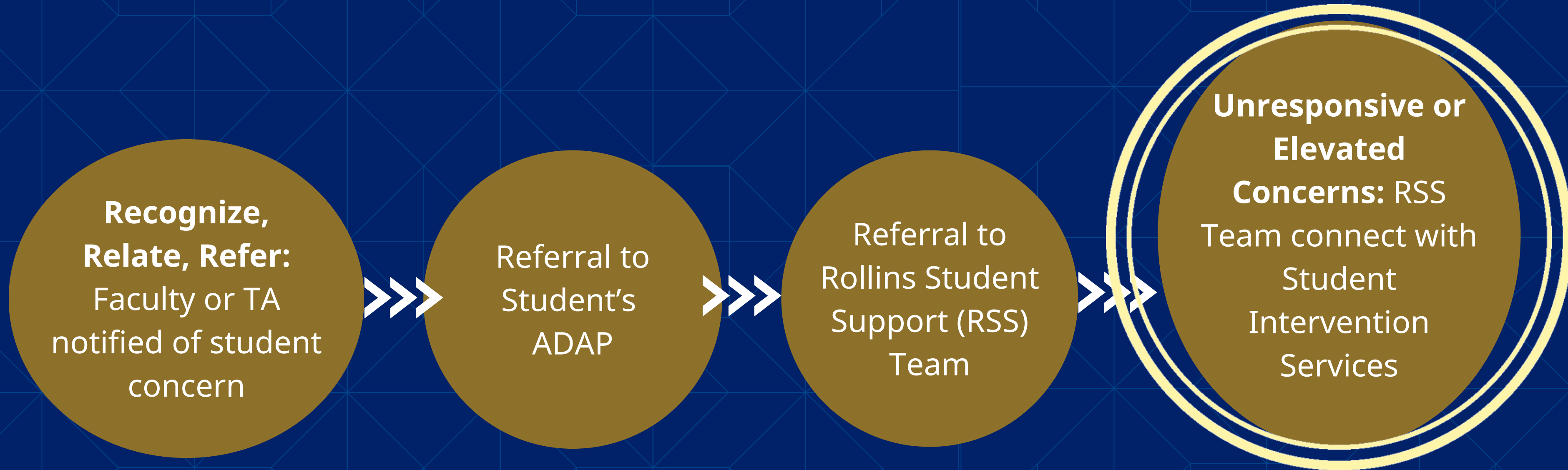


JOANNE

WILLIAMS

PROFESSIONAL ADVANCEMENT
& STUDENT EXPERIENCE CENTER

OVERVIEW: COORDINATED CARE RESPONSE



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Within 24 Hours
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Within 72 Hours
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THE ROLE OF THE SIS TEAM

Time since faculty, staff,
teaching assistant notification:
0 - 72 hours

- SIS TEAM MEMBERS ARE **TRAINED UNIVERSITY STAFF MEMBERS** THAT COORDINATE THE UNIVERSITY'S RESPONSE FOR STUDENTS IN CRISIS.
- THE SIS TEAM WORKS WITH CASE MANAGERS (LCSWS) IN **STUDENT CASE MANAGEMENT AND INTERVENTION SERVICES.**
- THE CASE MANAGER WORKS WITH THE ALL OF THE STUDENT'S PROVIDERS TO DEVELOP A RESPONSE AND **INDIVIDUALIZED CARE PLAN** FOR THE STUDENT, INCLUDING:
 - CAPS/STUDENT HEALTH
 - RSPH ADAPS
 - ROLLINS STUDENT SUPPORT TEAM
 - ADDITIONAL RESOURCES (FOOD AND HOUSING SECURITY, FINANCIAL WELL-BEING, ETC.)

THE ROLE OF THE SIS TEAM

Time since faculty, staff,
teaching assistant notification:
0 - 72 hours

- THE CASE MANAGER **MAY** FOLLOW UP WITH RESPONDERS FOR ADDITIONAL INFORMATION AND/OR NEXT STEPS IN THE STUDENT'S CARE PLAN.
- IF THE INSTRUCTOR WANTS TO FOLLOW UP ABOUT A STUDENT, THEY MAY E-MAIL ROLLINSSTUDENTSUPPORT@EMORY.EDU.

IF A STUDENT IS REPORTED TO SIS OR ANY OF OUR CARE PROVIDERS, IT HAS NO EFFECT ON THEIR ACADEMIC OR PROFESSIONAL RECORD.



IMPORTANT!



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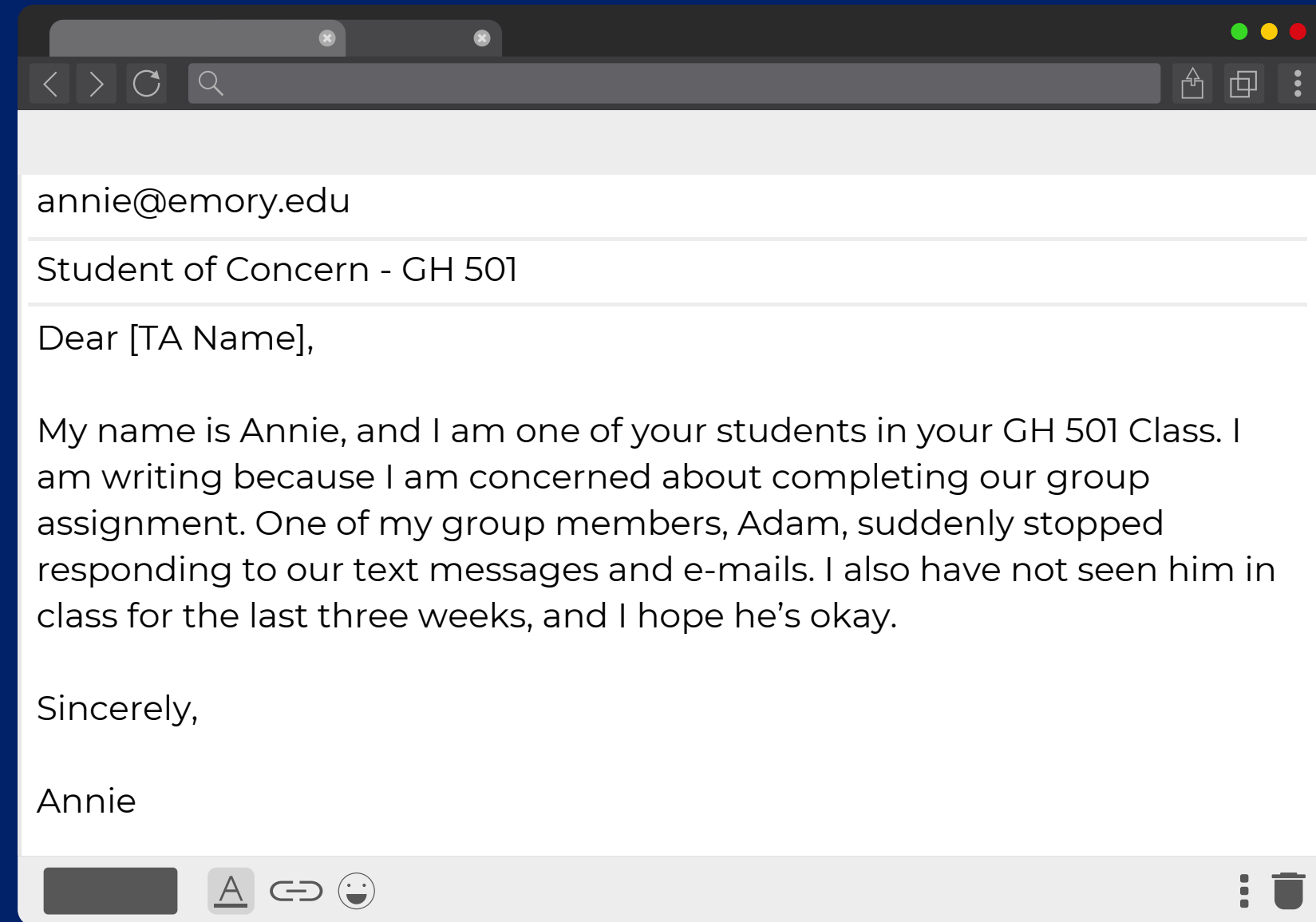
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QUESTIONS?

NEXT: WE WILL PRACTICE THE
COORDINATED CARE RESPONSE USING
CASE STUDIES VIA ZOOM POLLS

CASE STUDY #1: STUDENT UNRESPONSIVENESS

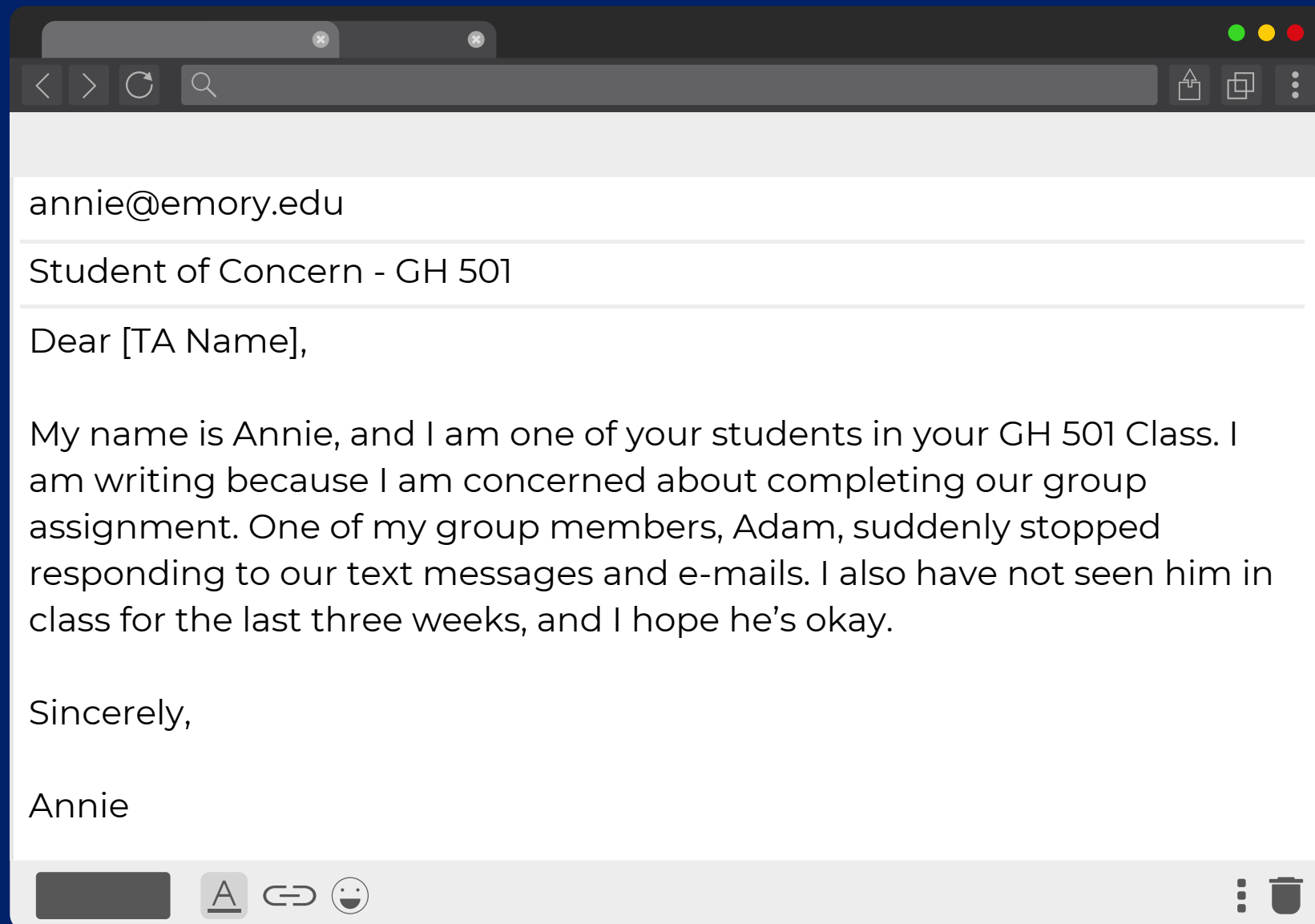
You are a teaching assistant for a lecture-style class for the spring semester in the Rollins Auditorium. The instructor assigned a semester-long assignment for your students, where they are required to work in teams of four to five. One of your students, Annie, e-mails you the following:



As a TA, you attempt to reach out to Adam via e-mail twice, but he remains unresponsive after one week. **What do you say and do next?**

CASE STUDY #1: STUDENT UNRESPONSIVENESS

SOLUTION



- **Notify your instructor** so that they are aware and may determine academic accommodations for group members.
- **Notify the student's ADAP** to initiate a coordinated care response. The ADAP will attempt to reach out to the student and work with RSPH Student Affairs/SIS.
- **Follow-up with Annie** and thank her for sharing her concerns, and mention that you are working with university officials to prioritize Adam's safety.

CASE STUDY #2: PERSONAL CIRCUMSTANCES

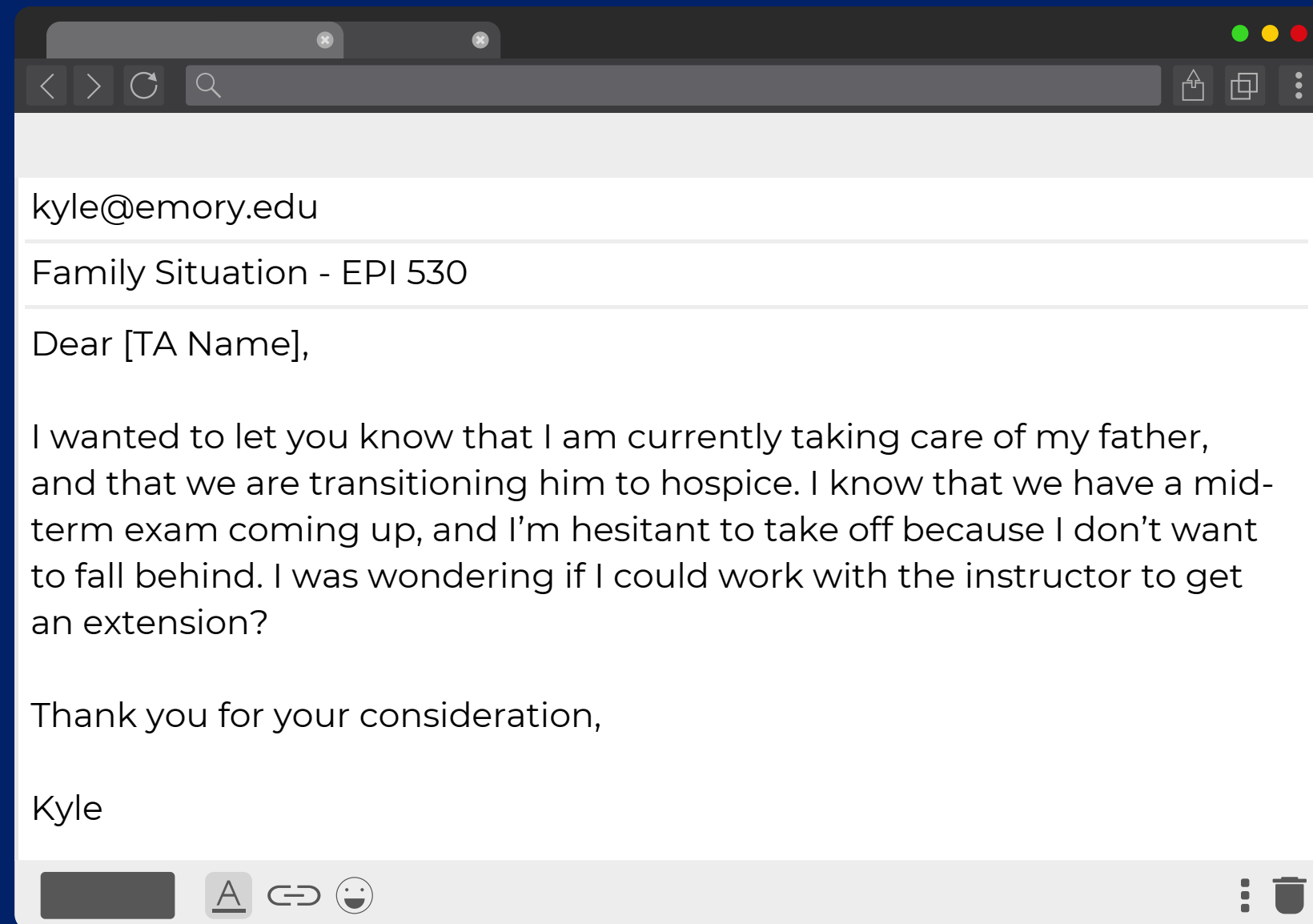
CONTENT WARNING: Mention of end-of-life care

If you need to take a break or leave the session, you may do so without any repercussion. Additionally, we want to share the following resources below:

- **Emory Counseling and Psychological Services:** 404-727-7450
- **Emory TimelyCareTalkNow Telehealth Feature:** 24/7 access to licensed counselor
- **RSPH Student Support Team:** rollinsstudentsupport@emory.edu
- **Faculty Staff Assistance Program:** 404-727-4328

CASE STUDY #2: PERSONAL CIRCUMSTANCES

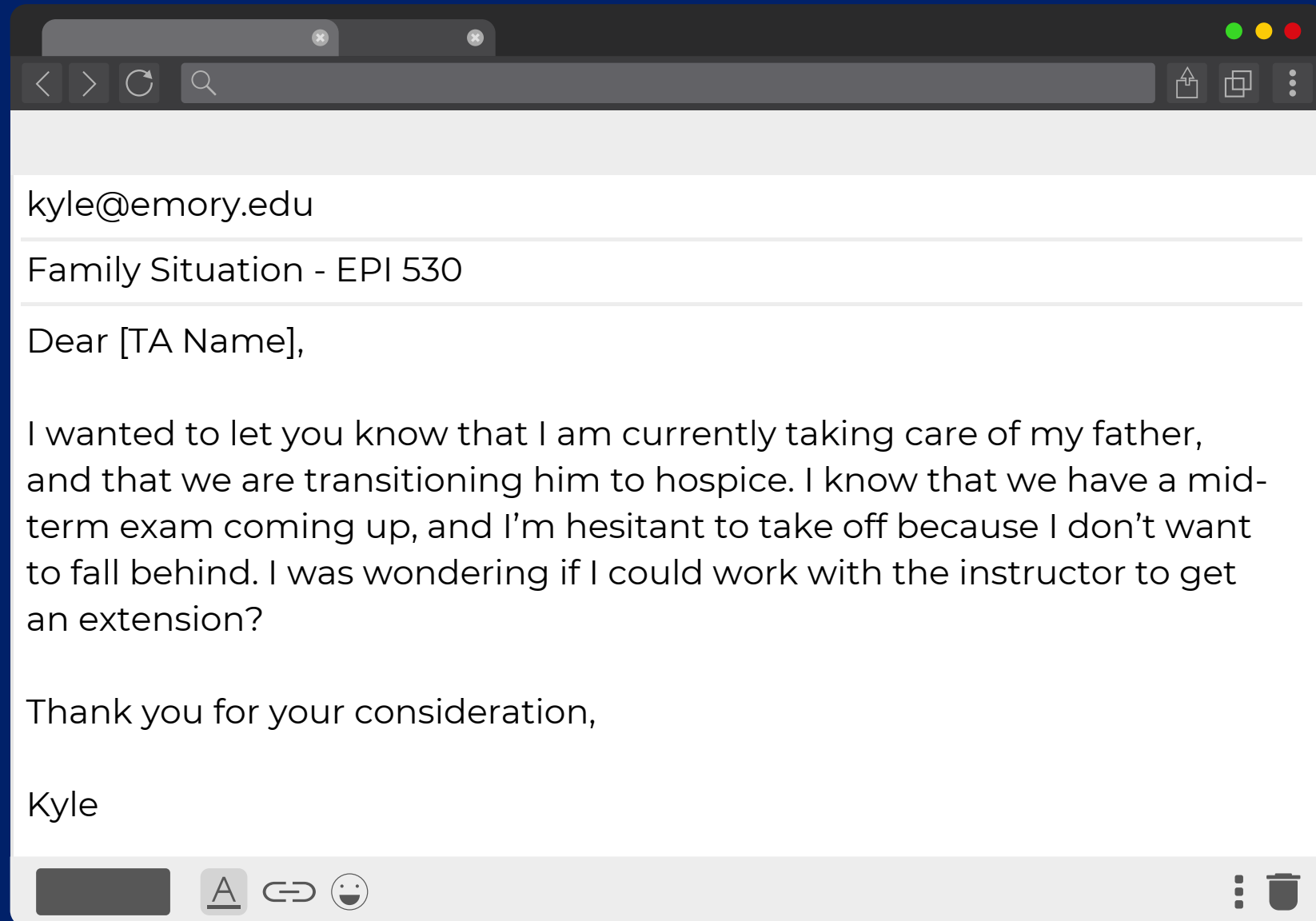
You are a teaching assistant for a higher-level department course. You've developed a good relationship with students in your class. One of your students, Kyle, requests to meet with you via Zoom to discuss a personal issue that might impact his academic performance. You meet with Kyle, who discloses the following:



What do you say and do next?

CASE STUDY #2: PERSONAL CIRCUMSTANCES

SOLUTION



- **Practice active listening and express empathy** when having the conversation with the student. Allow them to disclose what they are comfortable disclosing.
- **Refer the student** to additional services using the Student Support Toolkit:
 - CAPS Individual Therapy Services and Group Sessions
 - TimelyCare TalkNow Feature
- **Notify your instructor** to provide additional support for the student, as well as academic accommodations.
- **Encourage the student to reach out to their ADAP** to discuss academic accommodations for his other courses as it relates to his caretaking responsibilities.

CASE STUDY #3: MENTAL HEALTH CONCERNS

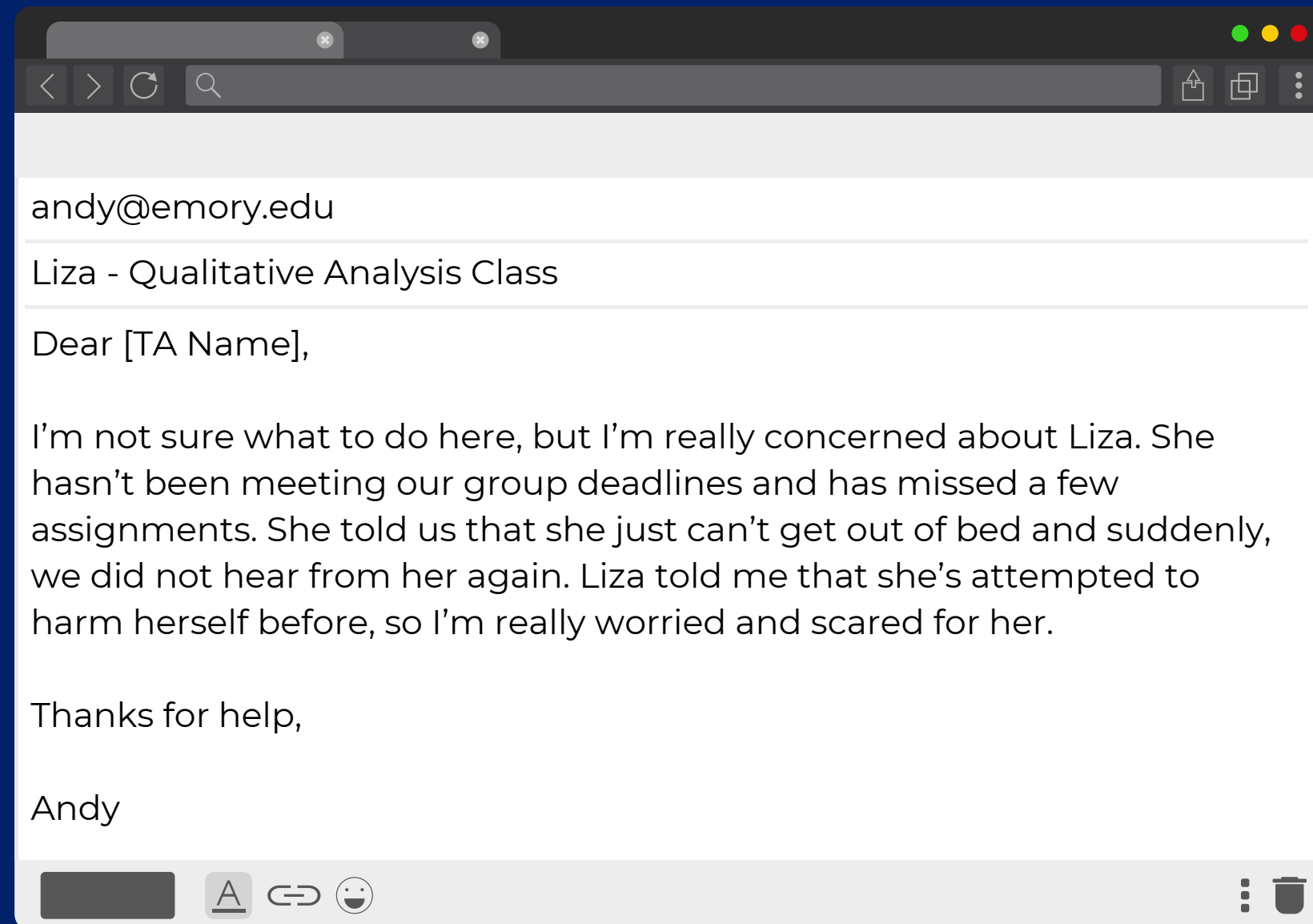
CONTENT WARNING: Mentions of mental health concerns, including self-harm.

If you need to take a break or leave the session, you may do so without any repercussion. Additionally, we want to share the following resources below:

- **Emory Counseling and Psychological Services:** 404-727-7450
- **Emory TimelyCareTalkNow Telehealth Feature:** 24/7 access to licensed counselor
- **RSPH Student Support Team:** rollinsstudentsupport@emory.edu
- **Faculty Staff Assistance Program:** 404-727-4328

CASE STUDY #3: MENTAL HEALTH CONCERNS

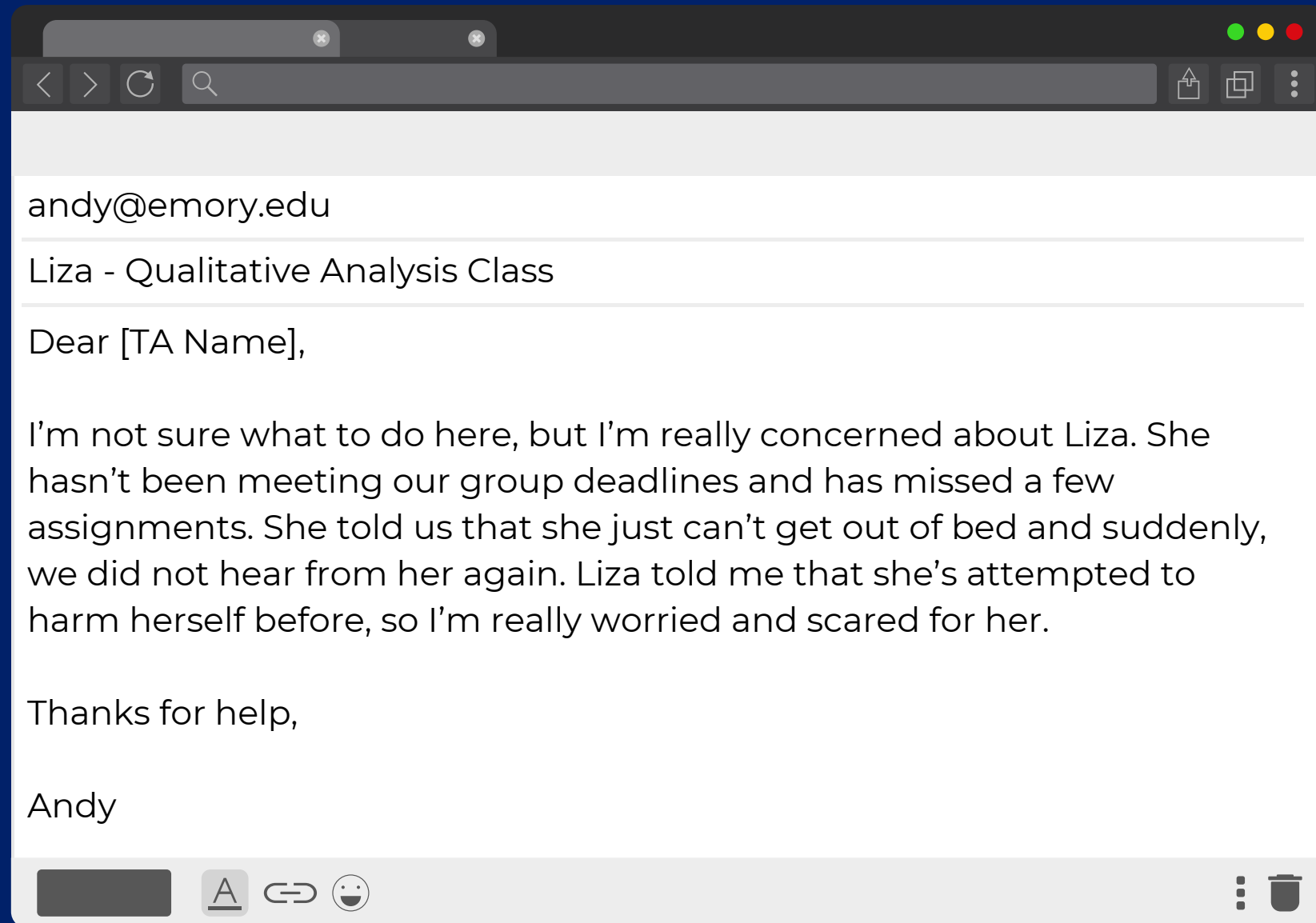
You are a teaching assistant for a higher-level department course. You've developed a good relationship with students in your class. One of your students, Andy, e-mails you saying that they are concerned about another student, Liza. You received this e-mail late at night.



What do you say and do next?

CASE STUDY #3: MENTAL HEALTH CONCERNS

SOLUTION



- **Thank the student for letting you know**, and that you will connect with university officials to ensure that the student receives the support they need.
- Notify **Student Intervention Services (404-430-1120)** and the **RSPH Student Support Team** at rollinsstudentsupport@emory.edu. They will help locate the student and connect them with CAPS when her safety is confirmed.
- **Notify your instructor of the situation, saying that you have notified SIS and RSPH Student Support Team.** The instructor may provide academic accommodations for the student, as well as the group.

CASE STUDY #4: FINANCIAL CONCERNS

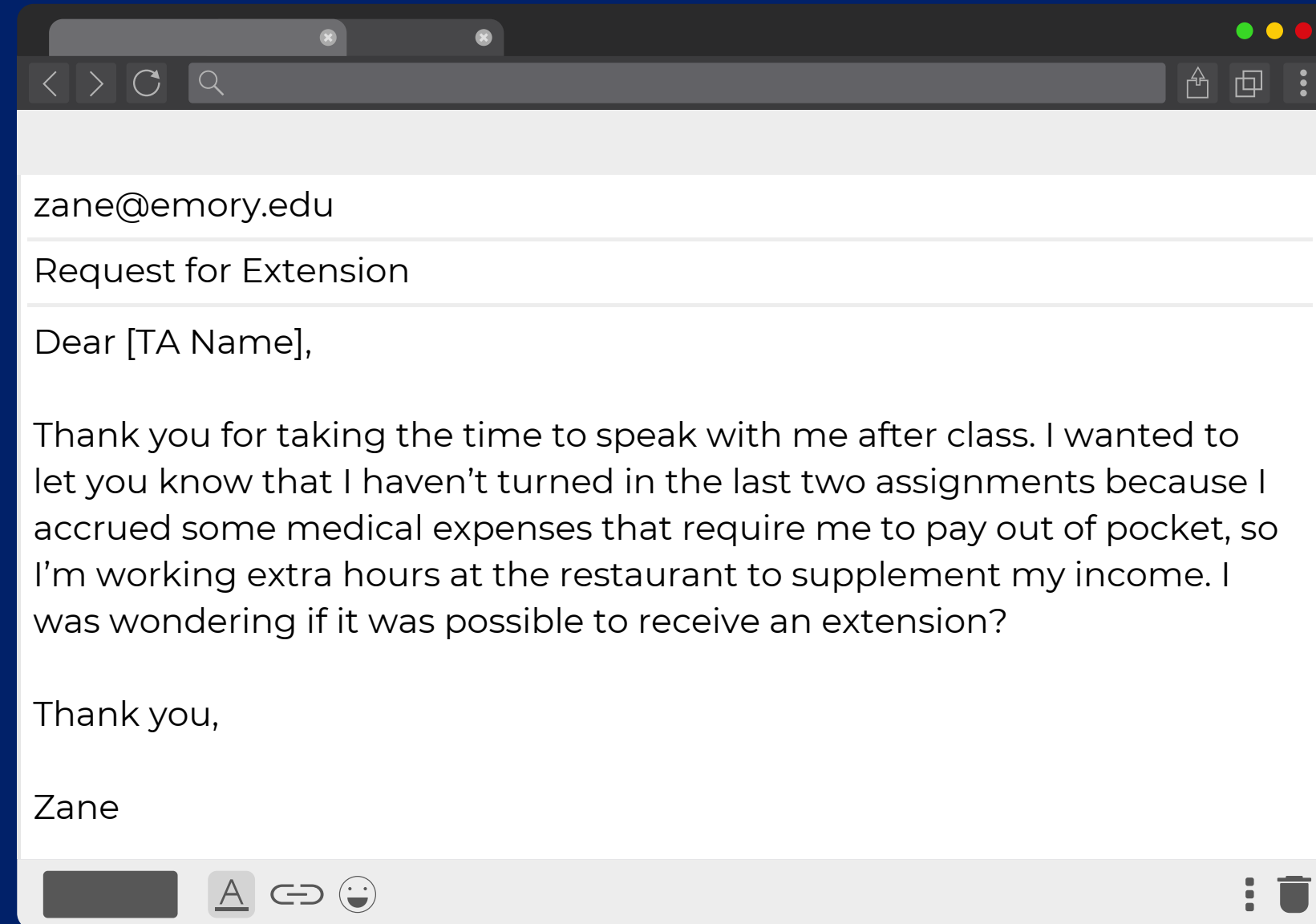
CONTENT WARNING: Mention of financial concern.

If you need to take a break or leave the session, you may do so without any repercussion. Additionally, we want to share the following resources below:

- **Financial Concerns:** rollinsstudentsupport@emory.edu
- **Emory Counseling and Psychological Services:** 404-727-7450
- **Emory TimelyCareTalkNow Telehealth Feature:** 24/7 access to licensed counselor
- **RSPH Student Support Team:** rollinsstudentsupport@emory.edu
- **Faculty Staff Assistance Program:** 404-727-4328

CASE STUDY #4: FINANCIAL CONCERNS

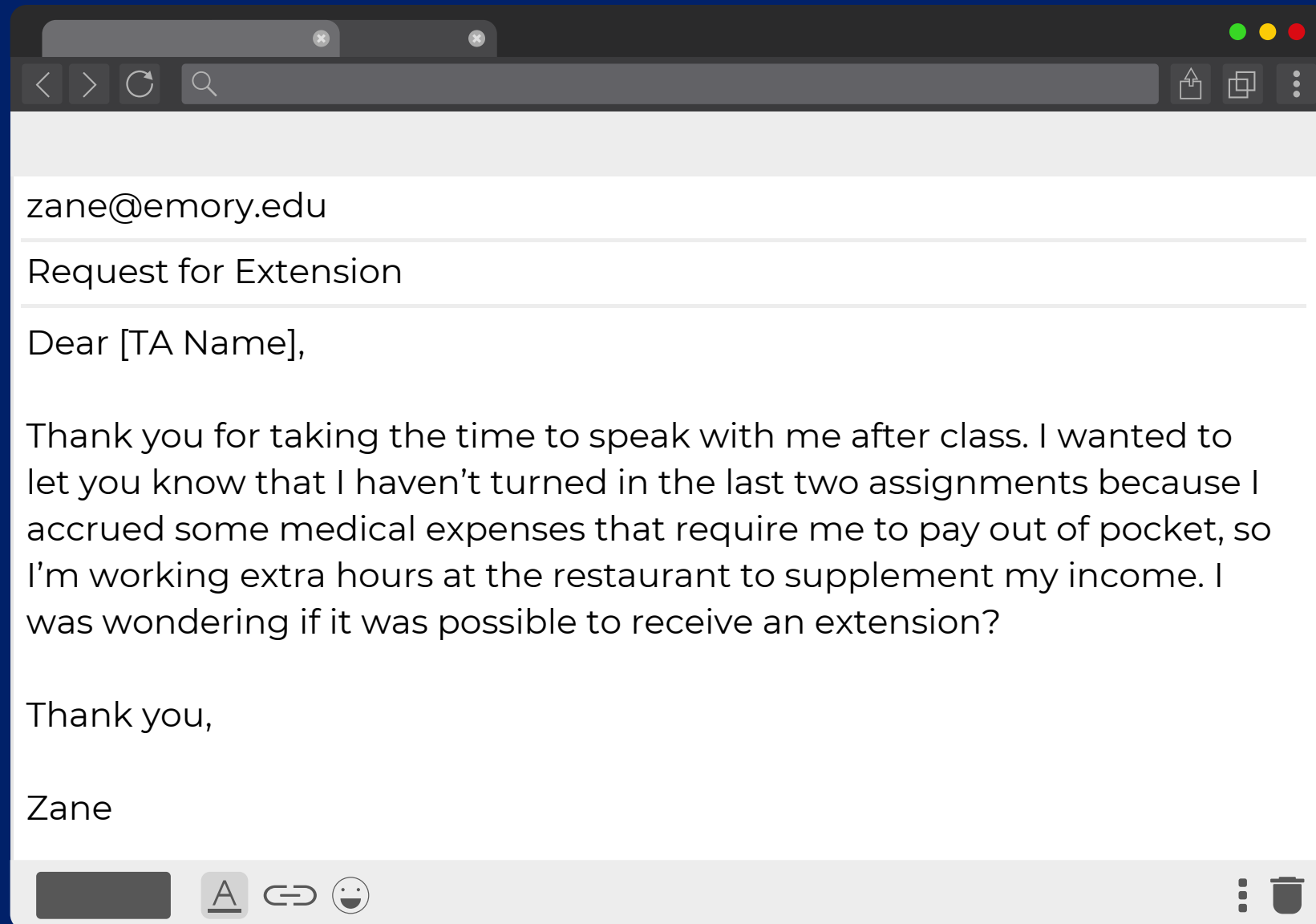
A student, Zane, asks to see you after class to chat. Prior to class ending, you pull up Canvas and notice that they have not submitted the last two assignments.



What do you say and do next?

CASE STUDY #4: FINANCIAL CONCERNS

SOLUTION



- **Practice active listening and express empathy** for the student's situation.
- **Thank the student for trusting you with this information, and that you will work with the instructor to see if they would be willing to provide academic accommodations.**
- **Politely let the student know that if they have any additional financial concerns, they may contact rollinsstudentsupport@emory.edu.** Our team can assess a student's financial aid package and provide options for additional financial support, and/or connect them with university partners regarding their financial and medical issues.



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COORDINATED CARE RESPONSE TRAINING

FOR FACULTY, STAFF, & TEACHING ASSISTANTS

- A TRAINING EVALUATION WILL BE SENT TO YOUR E-MAIL
- YOU WILL ALSO RECEIVE THIS PRESENTATION AND THE RSPH STUDENT SUPPORT TOOLKIT
- MPH/MSPH STUDENTS: YOU WILL RECEIVE ONE LEAD POINT FOR YOUR PARTICIPATION



**RSPH
STUDENT
SUPPORT
TOOLKIT**