

BURRELL COLLEGE OF OSTEOPATHIC MEDICINE

STANDARD OPERATING PROCEDURES

CARE (Campus Assessment, Response & Education) Team		SOP #: SA.020.03
Effective Date	6.4.2019	
Last Revision/Review	8.1.2024	

1. Purpose

To outline and define the processes by which Campus Assessment, Response & Education (CARE) Team is to serve as a central coordinating team that focuses on early intervention in situations involving a student in distress or displaying harmful and/or concerning behavior.

2. Related Policy/Authority

3. Faculty/Staff Responsibilities

Office of Student Affairs (SA)
Educational Specialists
Director of Academic Support Services (CARE Team Chair)
Assistant Vice President of Student Affairs (AVP)
BCOM CARE Team

4. Definitions/Abbreviations

CARE Team is a multidisciplinary team whose purpose is to support students in matters related to wellness and mental health. The CARE Team provides early intervention, performs at-risk assessments, offers behavioral intervention recommendations/guidance, referrals to outside resources, coordinates follow-up, and attends/provides related training opportunities for faculty and staff (ex. FAME sessions).

5. Procedural Steps

1.1 Referrals

- a. Concerns about a student should be reported to any member of the CARE Team immediately either in person, via email, or by using the referral form online.

2.1 Response

- a. If a referral requires immediate intervention, a CARE Team meeting is called at the determination of the CARE Team Chair, the Director of Academic Support Services. In the absence of the Chair, one of the Educational Specialists will facilitate this immediate intervention process.
- b. Behavioral Intervention Responses
 - i. Documenting and tracking behavior and follow-up
 - ii. Personal interventions and/or meetings to discuss concerning behavior
 - iii. Provide guidance and support to impacted parties

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- iv. Assigning Behavioral contract(s)
- v. Mediation
- vi. Outreach and referrals to resources both on- and off-campus
- c. Threat Assessment Responses
 - i. Appropriate agencies will be called (e.g. Crisis Intervention Team, law enforcement officials).

3.1 Meeting Venues

- a. If the Chair calls a meeting of the CARE Team, one of the following venues can be utilized to conduct the meeting:
 - i. Conference Call
 - ii. Face-to-Face Meeting
 - iii. Video-Conferencing

4.1 CARE Team Membership

- a. CARE Team members
 - i. Director of Academic Support Services (CARE Team Chair)
 - ii. Educational Specialists
 - iii. Assistant Vice President of Student Affairs
 - iv. Any other members the Committee deems appropriate

5.1 CARES Committee Procedures

- a. Once the CARE Team has received a referral, the Team Chair will appoint a member to proceed with information gathering.
- b. An email will be sent to the student by the CARE Team Chair, and CC'd will be the student's Educational Specialist (if they are OMS-1) and the AVP of SA; all other members of the CARE Team will be BCC. If the Team Chair is unable to send the initial email to student, their assigned Educational Specialist will. If student is OMS-2, 3, or 4, then the lead of the SPARK Team will act as CARE Team Chair.
- c. A meeting will be held with the student.
- d. Team Members will be asked to do a systematic review and assessment of the information about each case in order to determine the best course of action for the situation at hand.
- e. The Team will develop a plan based on the information provided and assign responsible parties including who, when, where and how the response will be implemented.
- f. Response implementation – the goal is to de-escalate the potential for a crisis, reduce threat(s) and support the needs of the student of concern.
- g. The response plan is often executed by other individuals (for example a counselor) and the Team itself acts more as an advisory and coordinating Committee.
- h. A Team member will be assigned to monitor the student, if follow-up is deemed necessary by the Team.
- i. The CARE Team will evaluate the plan and the response process to include:
 - i. The effectiveness of the plan and response
 - ii. Lessons learned for future cases
 - iii. Recommendations and implications for the school's policies and procedures.

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6. Reports/Charts/Forms/Attachments/Cross References

Online referral <https://burrell.edu/students/care-team/>

7. Maintenance

Office of Student Affairs

8. Signature

Approved by

08.01.2024

Department Head of Student Affairs

Date

9. Distribution List

Internal/External

10. Revision History

Revision Date	Subsection #	Summary of Changes	New/Cancellation/ Replacement Procedure? (if applicable)	Approval Date
1.9.2020	all	Updates after NaBITA, change term "Committee" to "Team"	N/A	1.9.2020
5.10.2023		Updates on Faculty/Staff Responsibilities (clarification of who the Chair is), and updates to CARE Team membership.		5.19.2023
8.1.2024	Procedural Steps	Update on who facilitates initial message to student if CARE Team Chair is unable to.		8.1.2024