

Supporting Our Students

Everyone in the Emory community plays an important role in promoting student well-being.

This guide will help you know what to **Recognize**, how to **Relate**, and when to **Refer**.



RECOGNIZE

Notice signs that a student may be in distress.



RELATE

Reach out, connect, and show care.



REFER

Connect the student with Emory support resources.



1 RECOGNIZE

Faculty, staff, and peers are often the first to recognize when a student is struggling. ***Recognizing signs early*** helps students connect with needed resources.

SIGNS TO LOOK FOR

Signs of concern or distress may include, *but are not limited to*:

- Academic issues (missed classes, declining performance, disengagement)
- Interpersonal problems (conflict, social withdrawal, isolation)
- Observations of behavioral changes (agitation, mood shifts, anger)
- Disclosure of adverse or traumatic experiences (past abuse, loss of a loved one, relationship violence, assault)
- Self-harm or reference to suicide
- Substance use concerns
- Changes in appearance or hygiene



IN CASE OF EMERGENCY

If you believe a student may be at **immediate risk of harm to self or others**, take action:

Call 404-727-6111

For on-campus emergencies. This connects you to Emory Police Department (EPD). If needed, EPD will connect you with the Campus Life Professional on call.

Call 911

For off-campus emergencies.

Mental health emergency

Call 404-727-7450 (Press 1)

Speak immediately with a clinician at Counseling & Psychological Services (CAPS)

2 RELATE

When you notice signs that a student may be in academic or personal distress, we encourage you to ***speak directly with them.***

HOW TO APPROACH A STUDENT IN DISTRESS

- Gently acknowledge the behaviors or concerns you've observed
- Express genuine care and concern
- Invite them to share what they're experiencing
- Listen without judgment
- Help them explore their options

EXAMPLES



I've noticed you've been absent and seem stressed. I'm concerned about you.

I've noticed you've seemed overwhelmed recently and missed a few classes. **I'm concerned about how you're doing.** Would you like to talk about it?

CAPS is available 24/7, and Student Case Management can help **connect you with support.** Would you like help with connecting with them?

How have things been since we last talked?

Not all students will be open to receiving help – *and that's okay.*
Your care and presence still matter.

3

REFER

You should always *share your concern* with Student Case Management and Intervention Services (SCMIS).

Your perspective may be part of a larger pattern of concern, and SCMIS ensures timely, coordinated support.

WHY SHOULD YOU REFER A STUDENT?

- Case managers can assess risk, provide outreach, and connect students to the right resources
- Allows Emory to support students early, before challenges escalate
- Coordinates information from multiple campus partners
- Ensures privacy through a secure support process
- Referrals are not part of the academic record

HOW TO REFER

Submit a **Student of Concern Form** online at studentsupport.emory.edu.

Email scmis@emory.edu



In case of emergency

The **Campus Life Professional On-Call** is a professional staff member who can triage concerns and activate administrative response as needed. These individuals are available 24/7 and can be reached by calling Emory Police Department (EPD) dispatch at 404-727-6111.

If you believe a student may be at **immediate risk of harm to self or others**, take action:

Call 404-727-6111

For on-campus emergencies. This connects you to Emory Police Department (EPD). If needed, EPD will connect you with the Campus Life Professional on call.

Call 911

For off-campus emergencies, in the United States.

Mental health emergency

Call 404-727-7450 (press 1)

Speak immediately with a clinician at Counseling & Psychological Services (CAPS)

Interpersonal harm

Call 404-727-1514

Confidential, 24/7 support for students with concerns related to sexual and relationship-based harm (including sexual misconduct, relationship violence, and stalking).

Learn more at studentsupport.emory.edu.



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