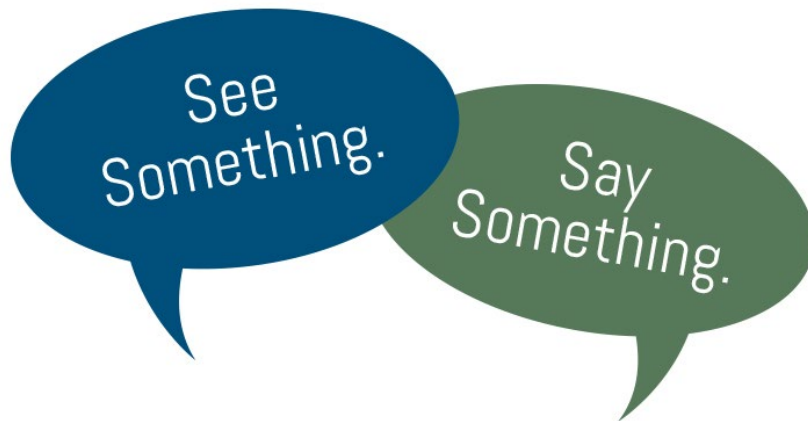




# CARE TEAM



## **POLICIES AND PROCEDURES MANUAL**

## Care Team Membership

### Core Team:

Angela Roten, Chair.....Dean of Instructional Support Services  
Elisabeth Blevins, Co-chair.....Dean of Enrollment Services  
Earl Byrd..... Chief of Police  
Amber Cook.....Counselor  
Christy Culbreth.....Advisor/Counselor/ACA Instructor  
Scott Johnson.....Associate Vice President of Instructional Support & Student Services  
Kristen Macemore.....Vice President of Instruction  
Renee Macemore.....Director of Disability Services  
Dr. Caleb Marsh..... Dean of Ashe Campus  
DeeAnna Parker.....Director of Career & College Readiness  
Talina Pipes..... Director of Alleghany Center  
Mike Roope.....Counselor/Coordinator of Career Services  
Erin Smith.....Director of Resource Connections & Social Worker

### Advisory Team:

Tammy Beck.....Dean of Health Sciences  
Mindy Blackburn.....Academic Advisor/ACA Instructor  
Rebekah Gardner.....Director of College Access  
Tammy Griffin-Garcia.....Chair of Arts, Music, Humanities, & Social Sciences  
Jamie Reavis.....Instructor of Collision Repair  
Miranda Roark.....Assistant Director of Financial Aid  
Amanda Wiles.....Instructor of Criminal Justice

## **Purpose**

The purpose of the Care Team is to serve as a resource for students, faculty, and staff who have concerns regarding alarming, problematic, worrisome, and/or disruptive student behavior. The team uses a proactive approach to discuss potential problems, intervene early, and develop appropriate courses of action for referred students. The goal is to support students who may be in distress and/or whose behavior is of concern to others before situations rise to crisis levels.

## **Goals**

- To educate the WCC campus about behaviors which are a cause for concern.
- To promote a culture of reporting concerning behavior within the campus community.
- To develop strategies to proactively address concerning behavior.
- To provide resources and support to students of concern, as appropriate.
- To increase employee and student awareness of the purpose of the Care Team.

## **Team Membership and Function**

The Care Team is made up of members from Instructional Support and Student Services, Instruction, and Campus Police. Members are chosen based on their relevant experience in dealing with behavioral issues and their responsibilities within the institution.

The Care Team is not an administrative, treatment, or disciplinary group. The Care Team does not directly adjudicate, discipline, or impose sanctions against any member of the campus community, nor does it provide or mandate treatment.

In an emergency or situations that are deemed urgent, the initial contact for staff, faculty, and students should be Campus Police or 911.

## **Data Collection, Storage, and Security**

Anyone can report concerning or threatening behavior to the Care Team by speaking directly to a team member, submitting an online form, or by calling Campus Police. Once a report is submitted, the report will be forwarded to the chair of the Care Team and the Chief of Police. The reports are stored in an electronic shared file, only accessible by Care Team members. To the extent possible, the college will keep all information relating to reports confidential.

## **Care Team Web Page**

The Care Team has established a website for the purposes of providing information to the college community and for reporting concerning behaviors. The webpage is available at [www.wilkescc.edu/CARE](http://www.wilkescc.edu/CARE) and includes the following:

- Description of the Care Team
- List of Care Team members, including contact information
- List of concerning behaviors that should be reported
- A link to the online reporting form

The Care Team chair, or designee, will be responsible for maintaining the website.

## **Responsibilities**

- Provide a centralized reporting location for instances of concerning behavior.
- Serve as a resource to assist faculty, staff, and students in proactively addressing concerning behaviors before situations rise to crisis levels.
- Assess and investigate all reports submitted to the team.
- Develop an intervention plan that effectively addresses the situation through appropriate campus resource referrals and off-campus referrals.
- Monitor situational progress and provide those involved with appropriate campus and community resources.
- Evaluate the effectiveness of the intervention.
- Provide training for faculty, staff, and administrators on how to assist students of concern.

## **Team Meetings and Frequency**

The Care Team meets bi-weekly throughout the regular academic year and as needed during the summer term.

The main purpose of these meetings is to assess situations brought to the attention of Care Team members by employees or students seeking non-emergency guidance on alarming, problematic, worrisome, and/or disruptive student behavior.

Meeting discussions are intended to inform Care Team members about the types of issues raised on campus, emerging trends, coordination of services, and the availability of appropriate internal or external resources. Care Team members also review and discuss other topics relevant to the Care Team purpose, such as legal and ethical issues and confidentiality concerns.

## **Confidentiality**

The Care Team works to provide confidential, respectful, and proactive support of students. In many cases, intervention details beyond immediate safety information may not be provided to the reporting party unless an exception to confidentiality exists.

## **Actions and Recommendations**

The Care Team will receive reports of students who are exhibiting concerning, alarming, problematic, worrisome, and/or disruptive behaviors. The team may recommend any of the following actions as part of an intervention plan:

- Refer to the college counseling center and or community counseling resources for assessment;
- Forward information to a conduct officer and/or designee when the student of concern has engaged in behavior that be may in violation of the Code of Student Conduct;
- Forward information to the Title IX Coordinator and/or a Deputy Title IX Coordinator when a student of concern has engaged in behavior that may be in violation of the college's Title IX Sex Discrimination and Harassment Policy;
- Forward information to Campus Police when a student of concern has engaged in behavior that may be in violation of local, state, or federal law;
- Consider, within FERPA guidelines, notifying parents, guardians, and/or emergency contact;
- Make recommendations to appropriate college personnel regarding conditions for an individual to return as an active member of the college community.

## **Conclusion**

The Care Team and the Care Team website are valuable tools available to students, faculty, and staff to help keep the campus safe. The actions and responsibilities of the team do not replace those of emergency responders or the police. In emergency situations, immediately report the information to Campus Police or call 911. Remember, if you see something, say something.