

MISSION

Madison Cares' mission is to promote the safety and well-being of the JMU community through early intervention strategies, educational initiatives and on-going care. We will respond to and support students experiencing varying levels of social, emotional, academic, medical or mental health concerns.

Madison Cares is not a crisis hotline and does not function as first responders.

For life threatening situations, contact *JMU's Public Safety* at 540-568-6911

IF YOU ARE CONCERNED

about a student's emotional, academic, social or mental well-being, we want to help!

MADISON CARES

serves the university by providing platforms for students, faculty, staff and others to refer students they are concerned about.

TALK TO US

MADISON CARES | DEAN OF STUDENTS
STUDENT SUCCESS CENTER, SUITE 3010



540-568-6468



540-568-6538



madisoncares@jmu.edu



deanofstudents@jmu.edu



jmu.edu/deanofstudents



JAMES MADISON
UNIVERSITY

MADISON CARES



A network promoting safety and well-being in the JMU community through *concern, consultation & care.*

CONCERNED ABOUT A STUDENT, CLASSMATE, FELLOW DUKE?

WHAT TO LOOK FOR

Indicators like:

- Verbal or written references to suicide
- Behavioral or emotional changes
- Decline in academic performance
- Recent and dramatic life changes
- Excessive or inappropriate anger
- Basic need insecurity (food or housing)
- Anxiety/depression

ASK QUESTIONS

ENGAGE STUDENTS early on and pay attention to any warning signs. Seek clarifying information regarding the student's concern.

Ask questions like:

"I'm really concerned about you. Can you tell me about what you are experiencing?"

"I've noticed [insert observation] and I'm concerned. Tell me about what's going on."

"I really care about you and your safety. How would you feel about us speaking with someone at the university?" (e.g. Madison Cares, JMU Counseling Center or someone you both trust)

COMMUNICATING CONCERN

We know having a conversation isn't always possible; however, we encourage faculty, staff, students and parents address their concerns with the student prior to submitting a Care Referral. **express your concern** for them **privately**, and provide resources that could help. Speaking openly with the student about their success and that there are resources available.

Listen attentively and with empathy. Use a calm and sincere voice. Avoid using any threatening humiliating and intimidating responses.

TELL SOMEONE

The welfare of the campus community is priority. When an individual is displaying threatening or potentially violent behavior call for help at: 540-569-6811 and then submit a **Care Referral**.

HOW TO REFER?

- Submit a Care Referral online
- Call or Email Dean of Students
- Visit the office in SSC Suite 3010



WHAT HAPPENS NEXT?

The person who submitted the referral will receive an email from Madison Cares. The following list are other **next steps**:

- Offer direct support to the student.
- Recommend the student participate in therapeutic support or counseling services.
- Contact the referral source to provide coaching on navigating the situation.
- Notify, within FERPA guidelines, the parents or guardians, if needed.
- Contact Emergency Services.

RESOURCES

To refer students to the Counseling Center:

Call: 540-568-6552

Walk-In Hours: Monday-Friday, 10 a.m-3 p.m.

VISIT WEBSITE FOR MORE INFORMATION

jmu.edu/deanofstudents