

## THE CARE TEAM

The CARE team is a resource team, which offers a type of student and faculty support unique to the Pembroke campus. Started in 2017, the goal of the CARE team is to bring together the expertise and responsibilities of the different campus service providers in a collaborative process to best support student success and facilitate connection to services.

### CARE TEAM MEMBERS

- Student Success Specialist
- International Student Success Specialist
- Counsellor
- Disabilities Counsellor
- Learning Strategist
- Health Nurse

### PURPOSE OF THE CARE TEAM

- To provide faculty/referring persons with guidance on how to refer students to the most appropriate resources and supports
- To provide CARE team members with information about a student that may be helpful
- Examples of when a CARE referral may be appropriate:
  - unclear which student support service is the best referral
  - unclear what support the student may need, benefit from, or is available to them
  - student likely to require help from numerous student support services
  - student may benefit from a direct reach out from a service
  - student is displaying concerning behaviour

### REFERRAL PROCESS

- Information and other resources are available on the [CARE team](#) webpage
- Faculty, staff, or students electronically complete the [referral form](#)
- CARE team members are notified when a referral form is submitted
- CARE team meets weekly to review referrals

- CARE team member will send an email to the referring person to confirm that a referral form has been received and reviewed, and to outline any next steps that can be offered and disclosed
- Examples of how the CARE team may respond to a referral:
  - providing the referring person with resources they can inform the student of or direction for referral to specific services
  - providing the referring person with steps they can take to best support the student
  - reaching out directly to the student to offer the option for support or services, if appropriate and if the student is aware a CARE referral was made

### IMPORTANT POINTS

- Not the primary way to refer students to services
  - The CARE team only meets weekly and all referrals must be made knowing a response/reach out to the referring person or student could take some time
  - All of the [student support services](#) have clear processes laid out for how to refer students
- Not a crisis response service
  - The CARE Team only meets weekly and, while they may try to triage referrals as they are received, the team cannot guarantee a response to an urgent situation
  - [Resources](#) are available and outlined for [crisis support](#)
- Not a case management or student monitoring service
  - Following initiation of a plan, the file will be closed and new referrals for the same student will be required, as needed
  - Does not replace the support offered through the different student support services
  - Does not guarantee students will be connected to services or resource; students still need to consent to services and appointments
- There are limits to how CARE may or can respond
  - When students are not aware a referral is being made, the CARE team may be unable to reach out directly to them and will need to instead provide direction or information to the referring person
  - Some CARE team members have strict privacy and confidentiality requirements as part of their roles, and there will be times the team will be unable to confirm or provide the referring person with certain information
  - The team members communicate amongst themselves in a way that respects these privacy and confidentiality requirements