

Care Team Charter

Purpose

The Care Team is a campus-wide network of resources to encourage mental health, well-being and help-seeking throughout the campus community. The Care Team focuses on prevention, early intervention and provision of support services for individuals in the NEOMED community experiencing distress or engaging in harmful or disruptive behaviors. The Team will:

- Develop and coordinate intervention and support strategies
- Regularly review and assess these situations
- Recommend actions in accordance with existing university policies
- Monitor outcomes of cases discussed.

This multidisciplinary team represents the Northeast Ohio Medical University (NEOMED) community. It uses a cross-functional approach, which is designed to prevent any particular instance of distressed or disturbing behavior from falling through the organizational cracks and at the same time connects disparate (and therefore seemingly innocuous or less troubling) pieces of information that may indicate a more serious or acute problem.

Goals and Responsibilities

The Care Team meets on a regular basis to discuss issues and concerns of the campus regarding community member behavior and potential threats to the security of the campus and its constituents. The goals are to discuss and centralize reports, both formal and informal, of actions, activities or behaviors of an individual that may indicate significant distress or will potentially threaten the safety of the campus community. The Team may respond through any of the following steps:

- Gathering information about community concerns regarding campus community member behavior. This may specifically focus on threats with the potential to become violent or a broader range of behaviors, which may include behaviors by others on or off campus.
- Performing an assessment of risk and refer cases to offices and officials as needed for additional assessment.
- Developing specific strategies to manage potentially harmful or disruptive behavior to protect the safety and rights of both the individual and the campus community.

- Implementing the response in a way that de-escalates a potential crisis, reduces or removes threats and attends to the needs of the individual who is demonstrating disturbed and/or disturbing behavior. Typically, the actual implementation of a response may be carried out by other individuals or departments; the team itself often acts in an advisory and coordinating role.
- Monitoring the disposition of the case to gauge whether any additional intervention is needed.
- Tracking concerns to identify patterns.
- Providing postvention activities in the event of a traumatic event.
- Engaging in ongoing refinement of Care Team practices to foster optimal Team functioning and interface with the university community.
- Serving as an informational resource or referral body to the University Incident Management Team.
- Developing prevention and educational tools to improve safety and/or respond to the particular situation.
- Recommending revisions to University policies and procedures as needed to better address issues involving safety and security.
- Marketing the team to the entire NEOMED community to encourage referrals.

Team Leadership

The Care Team is led by the NEOMED Chief of Police and Professor/Chair of the Department of Psychiatry, with administrative and advisory support provided by the Office of the General Counsel.

Team Membership

- Assistant Dean, Student Affairs (COM)
- Assistant Dean, Student Success (COP)
- Director, Center for Student Wellness and Counseling
- Director, Faculty Relations and Professional Development
- Director, Human Resources
- Guidance Counselor, Bio-Med Science Academy
- Program Coordinator, COGS
- Senior Executive Director, Academic Affairs and Student Services
- Signet Management representative
- The Village representative
- Vice President, Marketing and Communications
- Other personnel as needed for specific cases

Meeting Intervals

The Care Team meets monthly to:

- Discuss non-emergent issues that may be affecting the University environment and surrounding community;
- Engage in ongoing education and training;
- Keep current on best practices or current issues facing Care Teams; and
- Conduct review of the Care Team on past incidents to assess performance and identify areas of improvement.

The Care Team meets as needed to deal with emergent situations.

Scope of Matters of the Care Team (Students, Faculty, Staff and visitors to the campus)

The Care Team will review and address matters related to the following behaviors:

- Threatening or disruptive behavior, which includes, but is not limited to:
 - Physically threatening actions or verbal threats to persons such as stalking, hate speech, implicit threats, electronic bullying, yelling, or threatening to strike with body or weapon
 - Specific threats to inflict harm on self or others
 - Physical assault, with or without weapons
 - Behavior that a reasonable person would interpret as potentially violent
 - Damage to property of others or the university
- Concerning behavior that might indicate a student, employee or visitor is experiencing significant distress, based on changes in behavior or physical indicators.
- Patterns of chronic, escalating concerning behaviors

Reporting and Referrals

If there is an imminent risk, call 911.

Referrals can be made to any member of the Care Team through any of the following methods:

- Care Team Referral: This form allows members of the NEOMED community the opportunity to confidentially report a serious concern that could be considered a threat to others or the NEOMED environment. These reports allow the Care Team to initiate proper action to insure the safety of the community. Because the form is confidential, NEOMED reminds the community that those who refer “persons of concern” should in good faith report real and actual events or issues. Deliberately falsifying such reports will be considered a violation of university policy and could result in disciplinary action.



- Informal communication to any member of the Care Team: any member of the NEOMED community may call, email or speak directly with a member of the team to relay concerns regarding threatening behavior or threats to safety.
- All members of the NEOMED community should be alert to potential safety issues. If such issues are observed, members of the community should report them directly to the Care Team. All referrals will be handled confidentially with information released only on a need-to-know basis.

For additional information about the Care Team, contact Kali Williams, Chief of Police at (330) 325-6492 or Dr. Randon Welton, PhD at (330) 325-6691.