Students feeling overwhelmed can benefit from intervention by caring faculty or staff members. Thus, it is important that we know how best to intervene – whether providing a listening ear, sharing a similar personal experience, helping students understand Emory systems, referring them to campus resources, or responding to an immediate safety concern.

**Recognize & RELATE**

In many situations, the most appropriate response is to take the time to relate to the student. This means listening attentively, expressing care and concern, acknowledging the importance of what has been shared, responding to the emotions expressed, summarizing and clarifying what you have heard, offering support and assistance, and following up with the student. In this way, we help students understand and contextualize their experiences, increase their capacity to cope, and feel a greater sense of belonging and community at Emory.

**Recognize & REFER**

In some situations, the most appropriate response is to ensure safety. If a student expresses thoughts of harming self or others, displays a weapon, behaves erratically, or is unable to function, get immediate help. Call Emory Police and/or refer the student to professionals in Student Case Management and Interventions Services (SCMIS) or Counseling and Psychological Services (CAPS). If you see that a student needs crisis support, remain calm, treat them with dignity and respect, and, if appropriate, follow up to express your concern.
What to Expect When You Make a Referral
It is only natural that you want to know the outcome of your referral and how the student is doing. Creating a supportive community requires balancing the desire to know the details about our students' well-being with their right to privacy and the university's requirements to comply with various regulations. That said, you are encouraged to follow up directly with students you have referred to ask if they have connected with resources.

About Privacy and Confidentiality
Some offices, such as CAPS and Student Health Services, are bound by law to confidentiality in safeguarding student privacy. Sometimes, we may conflate privacy and confidentiality, unintentionally preventing students from receiving the support they need. Most faculty and staff are bound by privacy considerations under FERPA rather than confidentiality. University officials working collaboratively on behalf of a student have considerable leeway in sharing information to create an integrated system of care. Letting students know up front that you will respect their privacy – but that you will share information as needed to support them – will create greater clarity and safety for them.

What to Do If You Need Support
Sometimes, helping a student who needs care and support can be taxing on your personal well-being. Remember to always be safe and take care of yourself, too. That means intervening to help a student in a way that is appropriate for the situation, comfortable for you, and maintains professional boundaries.

If you need support, resources are available through the following:

- Faculty Staff Assistance Program (FSAP): 404-727-4328
- Ombuds Office: 404-727-1531.