

MISSION

Madison Cares' mission is to promote the safety and well-being of the JMU community through early intervention strategies, educational initiatives and ongoing 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 hot line and does not function as first responders.

For life threatening situations, contact *the JMU Police Department* 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



540-568-6468



madisoncares@jmu.edu



jmu.edu/madisoncares

JAMES MADISON
UNIVERSITY®

Dean of Students

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MADISON CARES



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

CONCERNED ABOUT A STUDENT, CLASSMATE OR FELLOW DUKE?

WHAT TO LOOK FOR

Indicators like:

- Verbal or written references to suicide or threats to others
- Behavioral or emotional changes
- Declines in academic performance
- Recent and dramatic life changes
- Basic need insecurities (food or housing)
- Anxiety/depression
- Concerning changes in appearance/hygiene

ASK QUESTIONS

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

Ask questions like:

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

"I've noticed [insert specific 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 to address their concerns with a student prior to submitting a Care Referral. **Express your concern** for them **privately** and provide resources that could help. Speak openly with the student about their successes and the resources available.

When communicating:

- 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 540-568-6911 and then submit a **Care Referral**.

HOW TO REFER?

- Submit a Care Referral online (*preferred*).
- Call the Dean of Students Office at 540-568-6468.
- Visit the office in SSC Suite 3010.



Scan to submit a referral

WHAT HAPPENS NEXT?

The person who submitted the referral will receive an email from Madison Cares.

The following are other potential **next steps**:

- Offer direct support to the student.
- Refer the student to appropriate resources. *Examples: Counseling Center, Academic Advisers, Disability Services, etc.*
- Contact the referral source to provide coaching on navigating the situation.
- Notify, within FERPA guidelines, the parents or guardians, if needed.
- Contact Emergency Services.

MENTAL HEALTH RESOURCES

JMU Counseling Center
SSC Suite 3100

TimelyCare
24/7 Virtual Counseling

VISIT WEBSITE FOR MORE INFORMATION

jmu.edu/madisoncares