

CARES Frequently Asked Questions

What does CARES stand for?

Cañada Assessment, Response, and Evaluation of Students

Who can make a CARES referral?

Staff, faculty, students and administrators who believe a student is in need of help or assistance are encouraged to complete to submit a referral.

How do I submit a CARES report?

There are two processes which can be used to make reports about students.

1. *There are several locations on campus where you can report concerns you have about distressed behaviors of your fellow students.*

These offices include:

Public Safety

Building 22

(650) 306-3420

Counseling Services

Building 9, First Floor

650-306-3452

Vice President, Student Services

Building 8, Room 209

650-306-3234

2. *Complete an on-line report on the CARES team webpage. Click on the link to submit CARES report.*

[File a CARES Report.](#)

How do I know if it is a CARES issue or if it is more appropriately handled by other campus resources

If there is ever a doubt, submit a CARES report. If you feel urgent action is needed, you can always contact the Personal Counseling Center, Public Safety, or call 911.

What happens after I submit a report?

A student referred to the CARES Team will be given the support, assistance, and access to any necessary college and community resources available.

Upon receipt of a CARES referral, the CARES team will review the information provided and then strategize the best way to follow-up.

If the concern is urgent the CARES team may seek out the student to further assess the student's wellbeing.

In a less urgent situation the student will be discussed in our weekly CARES team meeting, and all of the relevant members of the team will evaluate how to proceed and address the concerns the student is presenting with. As each situation is different a unique approach is taken on every case.

Individuals who make a referral may be contacted by a representative of the CARES team for more information or clarification. Due to confidentiality the referring individual may not receive specific information about how the CARES team plans on responding to their referral.

When can I expect to hear back after submitting a report?

A confirmation of the submitted referral will be provided directly to you via email. Due to confidentiality the referring individual may not receive specific information about how the CARES team plans on responding to their referral.

How will I know the situation has been addressed?

The CARES team follows up on all reports. Due to issues around confidentiality you might not receive the outcome of how the team intervened. The CARES teams when possible attempts to collaborate with both the referent and the student of concern.

Are the CARES reports submitted to the CARES team confidential?

The online CARES reporting form requires a submission of the reporter's name and an email address and the student's name if known. If the reporter wishes to remain confidential the CARES team will do our best to honor that request. However, in some cases due to the nature of the reports the team may need to break that confidentiality in order to best support the student. The CARES team will always notify the reporting party in such a case.

CARES reports are only visible to members of the CARES team.

What is FERPA?

The Family Educational Rights and Privacy Act of 1974. A Federal law that protects the privacy of student education records.

What is HIPAA?

Health Insurance Portability and Accountability Act of 1996. A federal law that requires national standards to protect sensitive patient health information from being disclosed without patient knowledge or consent. The participation of a student in mental health treatment is confidential as well and can't be disclosed.

What is Title IX?

Title IX is a federal law (Title IX of the Educational Amendments Act of 1972, Title 20, U.S. Code, Chapter 38, Sections 1681 – 1686) prohibiting discrimination in educational institutions receiving federal financial assistance, in the college's programs or activities, employment, academic, educational, extracurricular and athletic activities (both on and off campus) on the basis of sex.

Title IX protects all people regardless of their gender or gender identity from sex discrimination, including sexual harassment and sexual violence, such as rape, sexual assault, sexual battery and sexual coercion. Title IX requires institutions to take necessary steps to prevent sexual assault on their campuses and to respond promptly and effectively when an assault is reported.

For more information, review our [Title IX page](#).

Should I report a Title IX incident to CARES?

There is a separate form for reporting Title IX incidents, that form can be found here: [Title IX Reporting Form](#). Additionally, our Title IX Deputy Coordinator is a permanent member of the CARES team and if any parts of a CARES report have potential Title IX implications the Title IX process is initiated in addition to any interventions by the CARES team.

What is a mandated reporter?

All district employees and contracted providers are mandated reporters regarding:

- *The abuse or suspicion of neglect or abuse of a child.*
- *Elder abuse (ages 65 or older) and dependent adult abuse*
- *Suspected instances of discrimination, harassment or sexual misconduct*

Who are mandated reporters?

All district employees have a duty to report

All licensed healthcare professionals are also considered mandated reporters, although they may have different reporting duties based on their licensure. These professionals include:

- *Physicians*
- *Nurses*
- *Mental Health Professionals:*
 - Marriage and Family Therapist, Psychologist, Psychiatrist, Social Workers.*
- *EMTs, paramedics, medical examiners*
- *ALL employees in a long-term health facility*
 - *Social workers*
 - *Marriage and Family Counselors*
- *Child care custodians / Elder or dependent adult custodians*
- *Teachers*
- *Clergy*
- *Employee of a protective service or law enforcement agency*
- *Commercial film & photographic print processors*

Who is on the CARES team?

The CARES Team is comprised of representatives from the following offices: Counseling, Disability Resource Center, Personal Counseling Center, Public Safety, Health Center, Student Services

I do not want my student to know that I have submitted a CARES report. What options do I have?

You can indicate whether or not the student is aware of the request when you submit the CARES report here:

Student Aware of Request *

Is the student aware you are submitting this request? Please provide additional details in the description below.

Yes No

Also, in the body of the report you can indicate if you like your report to remain anonymous. We will do our best to honor that request, however depending on the nature of the report we may not always be able to do so. If we have to disclose the reporter's name as part of our intervention we will let the reporter know before we do so.

What is the difference between CARES and Early Alert?

Early Alert is a voluntary partnership between Instructors and Staff to assist students in successfully completing their course. Faculty identifies students who are struggling in their class and refers them to the SSP team. Only faculty can submit an Early Alert.

CARES is to be used to report behaviors of concern, for example, distressed behavior where you are concerned for a student. Any person including staff, faculty, students, and administrators can submit a CARES report.

Distressed behaviors include: Behaviors indicated of emotional distress, but not necessarily disruptive. Examples include: Nervous or anxious; Sad, crying, or depressed; Inability to concentrate; Spaced-out or disheveled appearance; Expressing suicidal thoughts.

Can students submit CARES reports?

Yes! If you are a student and have concerns regarding the well-being or safety of a peer we highly encourage you to submit a CARES report.

I submitted a report and I am impacted by the situation. Do you have any support resources for me?

Submitting a report is a courageous action. Faculty/staff has EAP services available that can provide counseling sessions. The personal counseling center coordinator can also provide consultation and recommendations to resources.

If you are a student, the personal counseling center can provide ongoing counseling services for further support or to debrief.