I CARE Participant Packet

I CARE Core Skills.............................................................................................................2
Identifying Stress, Distress, and Crisis .............................................................................3
Making a Referral to CAPS ..............................................................................................5
Campus Resources ...........................................................................................................7
Self-Care Worksheet .......................................................................................................12

The I CARE training was developed at University of Pennsylvania’s Counseling and Psychological Services (2014). Please do not reproduce or distribute.
I CARE Core Skills

Inquire
- “How are you doing?”
- “Tell me more about that…”
- “I notice . . . (pattern, change, content, intuition)”

Connect
- Remove distractions
- Pay attention to your body language

Acknowledge
- Microphone and spotlight
- WIG (What I Got) – summarizing what the speaker says
- “It sounds like…”
- “I’m hearing that…”

Respond
- “I feel concerned about you.”
- “I want to get you the help you need.”

Explore
- “Can I give you some advice/suggestions?”
- “Have you thought of ways to cope with this?”
- “Have you considered talking to someone about this?”
Identifying Stress, Distress, and Crisis

- If you are debating between two levels (stress vs. distress or distress vs. crisis), seek more information. If you cannot obtain more information, assume the more severe.
- Call CAPS (215-898-7021) 24/7 to consult with a professional if you are uncertain.
- Involve others (friends, house staff, faculty and staff) if you are concerned.

<table>
<thead>
<tr>
<th>Stress</th>
<th>Distress</th>
<th>Crisis</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bad mood (irritability, impatience, sadness)</td>
<td>Sudden changes from regular behavior patterns (sociability, talkativeness, eating, sleeping, partying, emotionality, capacity for work, substance abuse)</td>
<td>Suicidal statements or attempts</td>
</tr>
<tr>
<td>Lacking energy</td>
<td>Deterioration of work</td>
<td>Homicidal threats or attempts</td>
</tr>
<tr>
<td>Difficulty sleeping</td>
<td>Multiple absences</td>
<td>Extreme emotions (uncontrolled rage, anxiety to the point of panic attacks)</td>
</tr>
<tr>
<td>Inability to relax</td>
<td>Expressions of intense emotions (rage, anxiety, hopelessness, loneliness...)</td>
<td>Inability to communicate (garbled speech, making no sense)</td>
</tr>
<tr>
<td>Lack of enjoyment</td>
<td>Deterioration in appearance or hygiene</td>
<td>Loss of contact with reality (seeing/hearing things that aren’t there, bizarre troubling beliefs)</td>
</tr>
<tr>
<td>Physical complaints (headaches, muscle tension, digestive discomfort)</td>
<td>Significant weight change</td>
<td>Experiencing trauma (experiencing injury, rape)</td>
</tr>
<tr>
<td></td>
<td>Self-disclosure of distress</td>
<td>Previous suicide attempt(s)</td>
</tr>
<tr>
<td></td>
<td>Upsetting events (family problems, death of a loved one, end of a relationship)</td>
<td>History of alcohol and substance abuse</td>
</tr>
<tr>
<td></td>
<td>Concern expressed by close others</td>
<td>Impulsive or aggressive tendencies</td>
</tr>
<tr>
<td></td>
<td>Your instinct</td>
<td>Easy access to lethal methods</td>
</tr>
</tbody>
</table>
Crisis Intervention

**DO’S**

- When someone’s life is in imminent danger, you should call Penn Police (215-573-3333) or 911 if you are off-campus.
- Call CAPS 215-898-7021 (24/7) to consult with a clinician if you are uncertain.
- If you are concerned about someone, it is okay to ask someone if they are thinking about hurting or killing themselves or someone else.
- Communicate your concern and desire to keep them safe.
- Develop a plan; call others in to help.
- Focus on reducing immediate danger and connecting to a higher level of care.
- Send a clear message: “You are not alone.”

**DON’TS**

- Don’t leave the other person alone (unless your safety is threatened).
- Don’t attempt to resolve longstanding issues.
- Don’t make promises of confidentiality.
- Don’t debate the other person’s choices or challenge for shock effects.
- Don’t minimize the other person’s problems.
- Don’t assume you know the person.
Making a Referral to CAPS

When to Contact CAPS:

- **Questions**: You have questions about CAPS’ services, whether a referral is appropriate, or how to make a referral

- **Consultation**: You need help assisting a student who has resisted your referral efforts

- **Concerns**: You are concerned about a student (E.g. the student is talking or behaving in a way that is unsafe, bizarre, or unusual).

Things to Remember (The 3 C’s):

- **Commitment**: You want students to know that you are committed to helping them and that you are not "dumping them off onto someone else."

- **Collaboration**: Successful referrals result from joint decisions made between the student and the person helping the student. You are not responsible for the choices the student makes. You can only provide insight to help motivate the student to focus on improving their well-being.

- **Confidentiality**: CAPS has an obligation to protect a student’s confidentiality. However, you can follow up with the student to see if they followed through with a referral.

Tips on How to Refer a Student to CAPS:

- **Show that you care, but discuss your limitations**: E.g. "I can support you with this, but I think that a clinician at CAPS can be most helpful to you in addressing this problem."

- **Be specific about why you are referring a student**: E.g. "CAPS has some people who are really good at helping students address family problems." (Rather than, "Why don't you go over to CAPS?")

- **Make a personal referral**: E.g. “I’ve met _____ at CAPS. I find this person very easy to talk to. Maybe I can give that person a call to help guide us through the process.”
How to Refer a Reluctant Student to CAPS:

- **Offer to call or walk with the student to CAPS:** E.g. “Would it be okay if we call CAPS together/walk over together?”
- **Make a plan for follow up:** E.g. "Is it okay if I’ll check with you on Monday to see how your meeting went?"

**How to Refer a Reluctant Student to CAPS:**

- **Explore reasons for unwillingness:**
  - E.g. “What might be getting in the way?”
  - E.g. “Tell me about your thoughts/perceptions/prior experiences with CAPS or other professional counselors?”
- **Listen and express concern:**
  - E.g. “I feel concerned about you.”
- **Explore need for alternatives**
  - E.g. “Can we think of other ways you could feel supported?”
- **Normalize help seeking**
  - E.g. “A lot of students go to CAPS for all kinds of things. No issue is too big or too small.”
- **Seek consultation**
  - If you feel worried, call CAPS for support. Your self-care is also valued.
- **Follow up**
  - Follow up with the student and/or CAPS to continuity of care
  - Following up also shows you are still dedicated to the student and it is not, “out of sight, out of mind.”
# University of Pennsylvania Campus Resources

Please check websites for up-to-date information.

| **Albert M. Greenfield Intercultural Center (GIC)** | 3708 Chestnut Street  
215-898-3358  
[http://www.vpul.upenn.edu/gic/](http://www.vpul.upenn.edu/gic/)  
[@GICPenn](https://twitter.com/GICPenn) | *Enhances student's intercultural knowledge, competency, and leadership through programs, advising, and advocacy.* |
|---|---|---|
| **Alcohol and Other Drug Initiatives** | 3535 Market Street, Mezzanine  
215-573-3525  
[https://aod.wellness.upenn.edu/](https://aod.wellness.upenn.edu/)  
[@WellnessAtPenn](https://twitter.com/WellnessAtPenn) | *Offers proactive crisis management and provides brief alcohol and drug interventions through the First Step Program.* |
| **Campus Health** | 3535 Market Street, Mezzanine  
215-746-3535  
[https://campushealth.wellness.upenn.edu](https://campushealth.wellness.upenn.edu)  
[@WellnessAtPenn](https://twitter.com/WellnessAtPenn) | *Disease surveillance and prevention, health education and promotion, and policies. [Coronavirus Information](https://www.upenn.edu/coronavirus)* |
| **Campus Recreation** | 3701 Walnut Street  
215-898-6100 | |
<table>
<thead>
<tr>
<th>Service</th>
<th>Location</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community fitness center with exercise equipment &amp; studios.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="https://careerservices.upenn.edu/">https://careerservices.upenn.edu/</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>@penncareerserv</td>
</tr>
<tr>
<td></td>
<td>*Assists students and alumni obtain permanent and short-term career-related employment and graduate and professional school admission. The office helps students define their career goals and learn how to achieve them.</td>
<td></td>
</tr>
<tr>
<td>Counseling and Psychological Services (CAPS)</td>
<td>3624 Market Street, First Floor West</td>
<td>215-898-f (24/7)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Check website for updates on hours and policies</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="https://caps.wellness.upenn.edu">https://caps.wellness.upenn.edu</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>@WellnessAtPenn</td>
</tr>
<tr>
<td></td>
<td>*Offers individual and group therapy, medication management, referral services, consultation and campus partnerships, and outreach programming and Let’s Talk</td>
<td></td>
</tr>
<tr>
<td></td>
<td>*Services are now provided virtually and in-person</td>
<td></td>
</tr>
<tr>
<td>Department of Public Safety/Penn Police</td>
<td>4040 Chestnut Street</td>
<td>215-898-7297</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Emergencies: 215-573-3333 (511 from campus phone)</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="http://www.publicsafety.upenn.edu/UPPD/">http://www.publicsafety.upenn.edu/UPPD/</a></td>
</tr>
<tr>
<td></td>
<td>*Offers confidential crisis intervention, victim/survivor support, crime investigation, and a safety education program</td>
<td></td>
</tr>
</tbody>
</table>
| **Employee Assistance Program (EAP)** | 1-866-799-2329  
[https://www.hr.upenn.edu/PennHR/wellness-worklife/counseling-and-employee-assistance-program](https://www.hr.upenn.edu/PennHR/wellness-worklife/counseling-and-employee-assistance-program)  
*Provides faculty/staff and their families access to free, confidential, 24/7 counseling and referral services for personal/professional life* |
| **Graduate Student Center** | 3615 Locust Walk  
215-746-6868  
[http://www.gsc.upenn.edu/](http://www.gsc.upenn.edu/)  
[@upenn.gradcenter](mailto:@upenn.gradcenter)  
*Encourages the development of Penn's graduate and professional student community through academic and social initiatives* |
| **Information Systems & Computing** | 3401 Walnut Street, Suite 265C  
215-898-1000  
[https://www.isc.upenn.edu/](https://www.isc.upenn.edu/)  
*Collaborates with the Penn community on IT services that enhance and support the mission of the University* |
| **International Student and Scholar Services (ISSS)** | 3701 Chestnut Street, Suite 1W  
215-898-4661  
[http://global.upenn.edu/isss](http://global.upenn.edu/isss)  
[@isss.penn](mailto:@isss.penn)  
*Provides core services to international students, visiting scholars, faculty and academic departments at Penn including advice, information and referrals on matters such as immigration, employment and more.* |
| La Casa Latina, The Center for Hispanic Excellence | 3601 Locust Walk  
215-746-6043  
http://www.vpul.upenn.edu/lacasa/  
@casalatinapenn |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>*Provides a community space designed to serve the needs of all Latino students and the Penn communities at-large.</td>
<td></td>
</tr>
</tbody>
</table>
| Lesbian Gay Bisexual Transgender (LGBT) Center | Carriage House, 3907 Spruce Street  
215-898-5044  
www.vpul.upenn.edu/lgbtc/  
@pennlgbt |
| *Supports Penn lesbian, gay, bisexual, and transgender students, staff, alumni, and faculty and increases the general Penn community's understanding and acceptance of its sexual and gender minority members. |
| Office of Student Conduct (OSC) | 3440 Market Street, Suite 400  
215-898-5651  
www.upenn.edu/osc |
| *Acts on behalf of the University in matters of student discipline. |
| Office of The Chaplain & The Spiritual and Religious Life Center (SPARC) | 3417 Spruce Street, 240 Houston Hall  
215-898-8456  
http://www.upenn.edu/chaplain/  
@pennsparc |
| *Provides oversight and coordination of religious activities on the campus. The Chaplain supports the academic mission of the University by facilitating and encouraging initiatives concerned with the moral, ethical, and spiritual dimensions of university life. |
| **MAKUU Black Cultural Center** | 3601 Locust Walk  
215-573-0823  
[www.vpul.upenn.edu/makuu](http://www.vpul.upenn.edu/makuu)  
[@Makuupenn](http://www.vpul.upenn.edu/makuu) |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><em>Serves as a cultural hub for personal, professional, and academic growth for students of and interested in the African Diaspora.</em></td>
<td></td>
</tr>
</tbody>
</table>
| **PAACH (Pan-Asian American Community House)** | 3601 Locust Walk, Suite G22  
215-746-6046  
[www.vpul.upenn.edu/paach](http://www.vpul.upenn.edu/paach)  
[@paachatupenn](http://www.vpul.upenn.edu/paach) |
|  *Opened in the Fall of 2000 in response to students' calls for a cultural resource center at the University of Pennsylvania where South Asian, Southeast Asian, East Asian, and Pacific Islander cultures could be celebrated.* |
| **Penn Libraries** | 215-898-7555  
Website: [https://www.library.upenn.edu/](https://www.library.upenn.edu/)  
Multiple locations: [https://www.library.upenn.edu/about/locations](https://www.library.upenn.edu/about/locations) |
| **Penn Violence Prevention (PVP)** | 3535 Market Street, Mezzanine Level  
215-746-2642  
[https://www.vpul.upenn.edu/pvp/](https://www.vpul.upenn.edu/pvp/)  
[@penn_pvp](https://www.vpul.upenn.edu/pvp/) |
|  *Engages the Penn community in the prevention of sexual violence, relationship violence, and stalking on campus and serves as a confidential resource for students impacted by these issues.* |
| **Penn Women’s Center** | 3643 Locust Walk  
215-898-8611 |
<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Special Services Unit</strong></td>
<td>4040 Chestnut Street, 215-898-6000 (24/7)</td>
<td>Offers confidential crisis intervention, victim/survivor support, crime investigation, and a safety education program.</td>
</tr>
<tr>
<td>(Department of Public Safety)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Student Health Services and Women’s Health</strong></td>
<td>3535 Market Street, Suite 100, 215-746-3535</td>
<td>Provides medical care to Penn students for all health-related concerns. Offering telehealth with some in-person presence (please call ahead).</td>
</tr>
<tr>
<td><strong>Student Intervention Services (SIS)</strong></td>
<td>3611 Locust Walk, 215-898-6081</td>
<td>Helps the University community deal with emergencies or crises involving the welfare and safety of our student. A member of the SIS team is available to assist University community members who are helping a Penn Student through a crisis.</td>
</tr>
<tr>
<td><strong>The Writing Center</strong></td>
<td>3808 Walnut Street, 215-573-2729</td>
<td></td>
</tr>
<tr>
<td>Weingarten Learning Resources Center</td>
<td>The Tutoring Center</td>
<td></td>
</tr>
<tr>
<td>-------------------------------------</td>
<td>---------------------</td>
<td></td>
</tr>
<tr>
<td></td>
<td>220 South 40th Street, Suite 260</td>
<td></td>
</tr>
<tr>
<td></td>
<td>215-898-8596</td>
<td></td>
</tr>
<tr>
<td></td>
<td><a href="http://www.vpul.upenn.edu/tutoring/">http://www.vpul.upenn.edu/tutoring/</a></td>
<td></td>
</tr>
<tr>
<td></td>
<td>*The Tutoring Center offers undergraduate students a variety of options to supplement their academic experience.</td>
<td></td>
</tr>
<tr>
<td>Student Disability Services</td>
<td>Stouffer Commons, 3702 Spruce Street, Suite 300</td>
<td></td>
</tr>
<tr>
<td></td>
<td>215-573-9235</td>
<td></td>
</tr>
<tr>
<td></td>
<td><a href="https://www.vpul.upenn.edu/lrc/sds/">https://www.vpul.upenn.edu/lrc/sds/</a></td>
<td></td>
</tr>
<tr>
<td></td>
<td>*provides comprehensive, professional services and programs for students who self-identify with disabilities.</td>
<td></td>
</tr>
<tr>
<td>Office of Learning Resources</td>
<td>Stouffer Commons, 3702 Spruce Street, Suite 300</td>
<td></td>
</tr>
<tr>
<td></td>
<td>215-573-9235</td>
<td></td>
</tr>
<tr>
<td></td>
<td><a href="https://www.vpul.upenn.edu/lrc/lr/">https://www.vpul.upenn.edu/lrc/lr/</a></td>
<td></td>
</tr>
<tr>
<td></td>
<td>*Provides academic support services and programs including professional instruction in university relevant skills (e.g., study strategies).</td>
<td></td>
</tr>
</tbody>
</table>
# Student-Led Peer Support Resources

| **Penn Benjamins** | https://pennbenjamins.weebly.com/  
|                     | @pennbens  
|                     | *Penn Benjamins is a peer counseling group run by students, for students, at Penn.* |

| **Reach A Peer Helpline (RAP Line)** | Call (9pm – 1am): 215-573-2727  
|                                    | Text (24/7): 215-515-7332  
|                                    | https://www.vpul.upenn.edu/rap-online/  
|                                    | @RAPLine  
|                                    | *The Reach-A-Peer Helpline is a peer help line to provide peer support, information, and referrals to any and all students.* |
**Self-Care Worksheet**

The following worksheet for assessing self-care is not exhaustive, merely suggestive. When you are finished, look for patterns in your responses. Are you more active in some areas of self-care, but ignore others? Listen to your internal dialogue about self-care. What do you want to include more in your life?

*Rate the following areas according to how well you think you are doing:*
*3 = I do this well (e.g., frequently)*
*2 = I do this OK (e.g., occasionally)*
*1 = I barely or rarely do this*
*0 = I never do this*
*? = This never occurred to me*

**Physical Self-Care**
- _____ Eat regularly (e.g. breakfast, lunch, and dinner)
- _____ Eat healthily
- _____ Exercise
- _____ Get medical care when needed
- _____ Take time off when sick
- _____ Dance, swim, walk, run, play sports, or do some other fun physical activity
- _____ Take time to be sexual - with myself, with a partner
- _____ Get enough sleep
- _____ Wear clothes I like

**Psychological Self-Care**
- _____ Take day trips or mini-vacations
- _____ Make time away from telephones, email, and the Internet
- _____ Make time for self-reflection
- _____ Notice my inner experience - listen to my thoughts, beliefs, attitudes, feelings
- _____ Have my own personal psychotherapy
- _____ Write in a journal
- _____ Attend to minimizing stress in my life
- _____ Engage my intelligence in a new area, e.g., go to an art show, sports event, theatre
- _____ Say no to extra responsibilities

**Emotional Self-Care**
- _____ Spend time with others whose company I enjoy
- _____ Stay in contact with important people in my life
- _____ Give myself affirmations; praise myself
- _____ Re-read favorite books, re-view favorite movies
- _____ Identify comforting activities, objects, people, places and seek them out
- _____ Allow myself to cry
- _____ Find things that make me laugh
- _____ Express my outrage in social action, letters, donations, marches, protests
Spiritual Self-Care
   ___ Make time for reflection
   ___ Spend time in nature
   ___ Find a spiritual connection or community
   ___ Cherish my optimism and hope
   ___ Be aware of non-material aspects of life
   ___ Be open to not knowing
   ___ Identify what is meaningful to me and notice its place in my life
   ___ Meditate
   ___ Pray
   ___ Make gratitude lists
   ___ Contribute to causes in which I believe
   ___ Read inspirational literature or listen to inspirational talks or music

Relationship Self-Care
   ___ Schedule regular dates with my partner
   ___ Schedule regular activities with my children
   ___ Make time to see friends
   ___ Call, check on, or see my relatives
   ___ Spend time with my companion animals
   ___ Stay in contact with faraway friends
   ___ Make time to reply to personal emails and letters; send holiday cards
   ___ Allow others to do things for me
   ___ Ask for help when I need it
   ___ Share a fear, hope, or secret with someone I trust

Workplace or Professional Self-Care
   ___ Take a break during the workday (e.g., lunch)
   ___ Take time to chat with co-workers or peers
   ___ Make quiet time to complete tasks
   ___ Identify projects or tasks that are exciting and rewarding
   ___ Create balance in the workday or school day
   ___ Arrange workspace so it is comfortable and comforting
   ___ Get regular supervision or consultation
   ___ Have a peer support group

Other Areas of Self-Care that are Relevant to You