



Dear Faculty and Staff,

The welfare and success of students – both undergraduate and graduate – is a top priority of the administration, faculty, and staff of the Eastman School of Music. The CARE Network is a tool that enables members of the University community, including parents, to express concerns about a person, incident, or issue by submitting a referral online. **Making a CARE referral** initiates a review process and coordinated response involving the appropriate individuals, staff, and offices across Eastman and the University.

Every referral is taken seriously and is utilized as an opportunity to gather additional information, no matter how big or small. Student names and CARE Referral information are brought to a **small, confidential group of Eastman officials known as the Student Support Team** that meets once per week. This team determines if other offices have information about the identified student that may help understand the student's needs and level of concern.

If you have a concern about your student, then please fill out a CARE referral by following this link: www.rochester.edu/care.

Before referring, consider the following:

- Please use this system for non-emergencies. We take all CARE referrals seriously and will follow up as soon as we are able, but the system is not designed for life-threatening emergencies. If there is an emergency, please contact Public Safety at 585-275-3333.
- We urge you to submit a CARE referral that includes your identity and, when possible, inform your student that you are submitting a CARE referral because you're concerned about them. Additionally, please make sure your CARE referral includes specific information about the nature of the issue.

We invite you to remind students that it is okay to seek out help, that their health is paramount, and that success is built upon progression even through struggle. Students often look to us seeking approval and in some cases, a false assumption that they shouldn't show weakness. Please look for ways to support our students, build resilience, and confirm their individual needs for better health. If you have any questions about the CARE Network, student development, or would like to speak with us about this tool, please call or email. Thanks in advance for your attention to our students.

Sincerely,

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