



Dear Parents,

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 empower your students to advocate for themselves. Encourage your student to speak up for their needs and take responsibility for their actions. Finding solutions to their own challenges will serve them in all their future endeavors by building self-confidence, taking ownership over their lives, and developing independence.
- 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. Likewise, allow your student to develop skills of self-efficacy. Encourage them to communicate their needs like an adult and challenge them appropriately for consequences they may have brought upon themselves. Dr. Bones has recently written to your student about the CARE Network, including some tips on building emotional resiliency, and most of all to let them know that we care about them. If you have any questions about the CARE Network, please feel free to reach out to us directly. Thank you in advance for your continued support of your student.

Sincerely,

Robert E. Bones, Ed. D.
Assistant Dean of Student Affairs

Donna Brink Fox, Ph. D.
Senior Associate Dean