

# Green Folder Assisting Students In Distress







**This resource guide is provided by**  
Student Affairs

**Acknowledgment**

Inspiration for this guide was adapted from UMass Red folder to provide faculty and staff with tools to help students.

Updated August 2023 \*Please visit the [BIT Team website](https://oswego.edu/student-affairs/behavioral-intervention-team) at [oswego.edu/student-affairs/behavioral-intervention-team](https://oswego.edu/student-affairs/behavioral-intervention-team) for the most up to date version. Please write to [deanofstudents@oswego.edu](mailto:deanofstudents@oswego.edu) with any corrections or comments.

Photo credit: Jim Russell

# Contents

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- 4**      **Where Do I Start?**  
How to reach out when you're not sure where to go.
- 5**      **Respond and Help**  
How to respond and help students using these four methods.
- 6**      **4 R's of Reporting**  
Sample situations along with departments to reach out to.
- 11**     **Prime Concerns and Contacts**  
A quick list of top concerns and relevant contacts.
- 12**     **Campus Department Contacts**  
Department names, phone, website, and email

# Where Do I Start?

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If you are concerned about a student, don't let uncertainty stop you from taking action. SUNY Oswego is committed to supporting students, and through this guide, you will be able to recognize, respond, refer, and report concerns about your students. For additional information, talk to your supervisor/department chair, or contact the Office of The Dean of Students at 315.312.5483.

For additional information on how to find resources on campus, check out the [Oz Concern Navigator \(oswego.concerncenter.com\)](https://oswego.concerncenter.com) or scan the QR code below.



# How to Best Respond and Help Students That Need Support

## Clarify Expectations

A syllabus can be used to convey support for students' learning and wellbeing, and it can help set behavioral expectations. Consider including a section with support resources, such as [oswego.concerncenter.com](http://oswego.concerncenter.com).

## Report Serious/Persistent Behaviors

Your firsthand knowledge of and personal connection to your students is valuable in understanding and responding to their situation. To coordinate a timely response, report serious or persistent behavior concerns to the Office of the Dean of Students or complete the "Student of Concern Referral Form," on Student Conduct's website.

## Practice Self-Care

Helping a distressed student can take a toll on your personal well-being. Make sure to acknowledge what you've been through and take care of yourself. Support resources can be found through the Employee Assistance Program. EAP provides free confidential assessment/referral services for employees and family members.

## Share What You Know

When requesting a consult or submitting a concern report, share what you know about the student and the current situation. This allows the appropriate staff to reach out with support and resources. Please note that college policies, State and Federal laws including FERPA (Family Educational Rights and Privacy Act ) allow for faculty and staff to report concerns to campus officials.

	Recognize	Respond	Refer	Report
<b>"Not sure what, but something is wrong."</b>	<ul style="list-style-type: none"> <li>• Disturbing content in paper/emails.</li> <li>• Decline in academic performance.</li> <li>• Sudden change in demeanor.</li> <li>• Significant changes in appearance, behavior, or personal hygiene.</li> </ul>	<ul style="list-style-type: none"> <li>• Express concern and care. Offer support and encouragement if the student agrees to get help.</li> <li>• Give an example of a time that the student's behavior has concerned you.</li> <li>• Call 911 for any safety concerns.</li> </ul>	<ul style="list-style-type: none"> <li>• Urgent: 911</li> <li>• University Police: 315.312.5555</li> </ul> <b>Advice and consultation:</b> <ul style="list-style-type: none"> <li>• Counseling Services: 315.312.4416</li> <li>• Health Services: 315.312.4100</li> <li>• Office of the Dean of Students: 315.312.5483</li> </ul>	<ul style="list-style-type: none"> <li>• Urgent: 911</li> <li>• University Police: 315.312.5555</li> </ul> <b>Advice and consultation:</b> <ul style="list-style-type: none"> <li>• Counseling Services: 315.312.4416</li> <li>• Health Services: 315.312.4100</li> <li>• Office of the Dean of Students: 315.312.5483</li> </ul>
<b>Self-harm, suicidal ideation, suicidal risk</b>	<ul style="list-style-type: none"> <li>• Written or verbal statements with the theme of death that conveys intent to harm self or others.</li> <li>• Fresh cuts, scratches, wounds.</li> <li>• Withdrawal from classes, activities, and friends.</li> <li>• Statements of hopelessness such as, "I hate this life" or "Everyone is better off without me."</li> </ul>	<ul style="list-style-type: none"> <li>• Call University Police (315.312.5555) if there is a potential threat to student's safety or the safety of others.</li> <li>• Express concern and care.</li> <li>• Always take suicidal statements, thoughts/behaviors very seriously.</li> <li>• If you suspect a student may be suicidal, seek consultation.</li> </ul>	<ul style="list-style-type: none"> <li>• Urgent: 911</li> <li>• University Police: 315.312.5555</li> </ul> <b>Advice and consultation:</b> <ul style="list-style-type: none"> <li>• Counseling Services: 315.312.4416</li> </ul>	<ul style="list-style-type: none"> <li>• Office of the Dean of Students</li> <li>• Submit a "<a href="#">Student of Concern Referral Form</a>" on Student Conduct's website: oswego.edu/student-conduct/report-incident</li> </ul>
<b>Alcohol, cannabis, or other drug use</b>	<ul style="list-style-type: none"> <li>• Intoxicated/high in class or at meetings/events.</li> <li>• Excessive sleepiness/hyper energy.</li> <li>• Decline in academics.</li> <li>• References to alcohol/drug use in conversations, papers, projects.</li> <li>• Decline in physical appearance (bloodshot eyes, dilated pupils, trembling hands).</li> </ul>	<ul style="list-style-type: none"> <li>• Express concern and care. Offer support and encouragement if the student agrees to get help.</li> <li>• Give an example of a time that the student's behavior has concerned you.</li> <li>• Offer to help the student make an appointment with the AOD (Alcohol and Other Drug) coordinator in the Office of the Dean of Students.</li> <li>• Counseling or Health Services may be contacted.</li> </ul>	<ul style="list-style-type: none"> <li>• Urgent: 911</li> <li>• University Police: 315.312.5555</li> </ul> <b>Advice and consultation:</b> <ul style="list-style-type: none"> <li>• Counseling Services: 315.312.4416</li> <li>• Health Services: 315.312.4100</li> <li>• AOD (Alcohol and Other Drug) Coordinator: 315.312.5483</li> </ul>	<ul style="list-style-type: none"> <li>• Office of the Dean of Students</li> <li>• Submit a "<a href="#">Student of Concern Referral Form</a>" on Student Conduct's website: oswego.edu/student-conduct/report-incident</li> </ul>
<b>Anxiety, stress, panic</b>	<ul style="list-style-type: none"> <li>• Excessive worry, guilt, nervousness.</li> <li>• Decline in academics/loss of focus.</li> <li>• Physical symptoms (trouble with breathing, pounding or racing heart, numbness, tingling, sweating or chills, weakness/dizziness, jaw pain/teeth grinding, chest/stomach pain.</li> </ul>	<ul style="list-style-type: none"> <li>• Express concern and care.</li> <li>• Avoid criticizing, blaming, or sounding judgmental.</li> <li>• Recommend (or, if necessary, insist upon) intervention.</li> </ul>	<ul style="list-style-type: none"> <li>• Urgent: 911</li> <li>• University Police: 315.312.5555</li> </ul> <b>Advice and consultation:</b> <ul style="list-style-type: none"> <li>• Counseling Services: 315.312.4416</li> <li>• Health Services: 315.312.4100</li> <li>• Office of the Dean of Students: 315.312.5483</li> </ul>	

	Recognize	Respond	Refer	Report
<b>Bias incident</b>	<ul style="list-style-type: none"> <li>Act(s) directed against a person or property on the basis of race, color, religion, creed, sex, age, marital status, national origin, mental or physical disability, political belief, veteran status, sexual orientation, gender identity and expression, genetic information or any other class protected from discrimination under state or federal law.</li> </ul>	<ul style="list-style-type: none"> <li>Express concern and care.</li> <li>Listen to student's responses.</li> <li>Avoid criticizing, blaming, or sounding judgmental.</li> <li>Encourage student to save photos, communications, or other evidence of bias.</li> <li>Don't remove any evidence prior to reporting.</li> </ul>	<b>Advice and consultation:</b> <ul style="list-style-type: none"> <li><a href="#">Bias Prevention and Response Team Website</a></li> <li>Counseling Services: 315.312.4416</li> <li>Office of Diversity and Inclusion: 315.312.4478</li> </ul>	<ul style="list-style-type: none"> <li><a href="#">"Bias-Related Incident Report Form"</a></li> <li>Office of Diversity and Inclusion: 315.312.4478</li> <li>Office of the Dean of Students: 315.312.5483</li> <li>University Police: 315.312.5555</li> </ul>
<b>Cyber misbehavior</b>	<ul style="list-style-type: none"> <li>Internet flaming, trolling, name-calling, or harassment.</li> <li>Threats to release private information/photos.</li> <li>Identity theft/account hacking.</li> </ul>	<ul style="list-style-type: none"> <li>Express concern and care.</li> <li>Encourage student to update passwords and privacy settings.</li> <li>Encourage student to keep a log of the bullying/harassing behavior.</li> </ul>	<ul style="list-style-type: none"> <li>Campus Tech Services: 315.312.3456 help@oswego.edu</li> </ul>	<ul style="list-style-type: none"> <li>Office of the Dean of Students: Submit a <a href="#">"General Community Concern or Incident Report"</a> on Student Conduct's website: oswego.edu/student-conduct/report-incident</li> </ul>
<b>Disability</b>	<ul style="list-style-type: none"> <li>Student mentions struggling due to a disability.</li> <li>Student expresses concerns such as difficulty reading, concentrating, or memorizing.</li> <li>Challenges with organizing tasks, homework, or deadlines; or other issues potentially related to a potential undiagnosed disability.</li> </ul>	<ul style="list-style-type: none"> <li>Express concern and care.</li> <li>Listen to student's responses.</li> <li>Avoid stigmatizing behaviors such as criticizing, blaming, sounding judgmental, overly emphasizing or minimizing the situation.</li> <li>Provide student with a referral to Accessibility Resources.</li> <li>Be supportive and encouraging.</li> </ul>	<ul style="list-style-type: none"> <li>Accessibility Resources: 315.312.3358 access@oswego.edu</li> <li>Office of the Dean of Students: (Short-term disability) for out of class notice, if that is needed: 315.312.5483</li> </ul>	
<b>Disruptive behaviors</b>	<ul style="list-style-type: none"> <li>Unwarranted interruptions.</li> <li>Slurs/other forms of intimidation.</li> <li>Rude or abusive behavior.</li> <li>Failure to follow directions.</li> </ul> <b>When to call UP for assistance:</b> <ul style="list-style-type: none"> <li>Throwing items, refusing to leave, threat of harm to self or others, preventing others from leaving, physically abusive behavior, showing or stating the presence of a weapon.</li> </ul>	<ul style="list-style-type: none"> <li>Call 911 if there is a potential threat to the student's safety or the safety of others.</li> <li>Express concern and care.</li> <li>Be clear that disruptive behavior needs to stop. You may ask them to leave the class and to make a time to meet with you once until they are calmer.</li> <li>Outline your expectations verbally and in your syllabus.</li> </ul>	<ul style="list-style-type: none"> <li>Report the situation to your department chair.</li> <li>Office of the Dean of Students: 315.312.5483</li> <li>Copy student's advisor</li> </ul>	<ul style="list-style-type: none"> <li>University Police: 315.312.5555</li> <li>Urgent: 911</li> <li>Department Chair</li> <li>Office of the Dean of Students: Submit a <a href="#">"Student of Concern Referral Form"</a> on Student Conduct's website: oswego.edu/student-conduct/report-incident or submit a <a href="#">Starfish Alert Behavioral Concern</a> for Dean of Students'</li> </ul>

	Recognize	Respond	Refer	Report
<b>Economic financial hardship</b>	<ul style="list-style-type: none"> <li>• Frequent or extended absences.</li> <li>• Decline in academics.</li> <li>• Mentions relationship, financial, or other challenges.</li> <li>• Difficulty concentrating or making decisions for themselves.</li> <li>• Exhaustion/fatigue.</li> <li>• Excessive worry, eating problems.</li> </ul>	<ul style="list-style-type: none"> <li>• Express concern and care.</li> <li>• Provide student with resources to the Office of the Dean of Students or Financial Aid Office.</li> <li>• Be supportive and encouraging.</li> </ul>	<ul style="list-style-type: none"> <li>• Office of the Dean of Students: 315.312.5483</li> <li>• SHOP Food Pantry: shop@oswego.edu</li> <li>• Student Emergency Fund: 315.312.5483</li> <li>• Financial Aid: 315.312.2248</li> <li>• <a href="#">Financial Well-being</a>: oswego.edu/student-affairs/financial-well-being</li> </ul>	
<b>Harassment, sexual harassment, stalking</b>	<ul style="list-style-type: none"> <li>• Communications that continue after being told to stop.</li> <li>• Threats to release private information/photos.</li> <li>• Display of sexually suggestive pictures or cartoons in workspace, res halls, or online.</li> <li>• Verbal/sexual abuse flirtations.</li> <li>• Demand for sexual favors accompanied by implied threat to academic status.</li> </ul>	<ul style="list-style-type: none"> <li>• Express concern and care.</li> <li>• Call 911 if there is a potential threat to the student's safety or the safety of others.</li> <li>• Identify resources like Dean of Students, Title IX, and University Police for safety planning.</li> <li>• Encourage student to save copies of all communications including texts, voice mails, and pictures.</li> <li>• Avoid promising confidentiality.</li> </ul>	<ul style="list-style-type: none"> <li>• Urgent: 911</li> <li>• University Police: 315.312.5555</li> </ul> <p><b>Advice and consultation:</b></p> <ul style="list-style-type: none"> <li>• Counseling Services: 315.312.4416</li> <li>• Services to Aid Families (SAF): 315.342.1600</li> </ul>	<ul style="list-style-type: none"> <li>• Title IX: 315.312.5604 titleix@oswego.edu oswego.edu/title-ix/reporting-incident</li> </ul>
<b>Hazing</b>	<ul style="list-style-type: none"> <li>• Withdrawal from activities/friends.</li> <li>• Exhaustion/fatigue.</li> <li>• Significant change in appearance or hygiene (wearing embarrassing or humiliating attire).</li> <li>• Visible injuries, cuts, or branding (symbols, initials, or Greek letters).</li> </ul>	<ul style="list-style-type: none"> <li>• Express concern and care.</li> <li>• Call 911 if there is a potential threat to the student's safety or the safety of others.</li> <li>• Remain calm, showing outrage may cause student to shut down.</li> <li>• Avoid criticizing, blaming, or sounding judgmental.</li> <li>• Listen to student's responses.</li> </ul>	<ul style="list-style-type: none"> <li>• Office of the Dean of Students: 315.312.5483</li> <li>• University Police (If there is a physical safety threat): 315.312.5555</li> </ul>	<ul style="list-style-type: none"> <li>• Office of the Dean of Students: Submit a "<a href="#">Hazing Incident Report</a>" on Student Conduct's website: oswego.edu/student-conduct/report-incident</li> </ul>
<b>International crisis (for students abroad) Immigration Status Issue</b>	<ul style="list-style-type: none"> <li>• Mentions crisis or concern.</li> <li>• Decline in academics.</li> <li>• Difficulty concentrating.</li> <li>• Excessive worry.</li> <li>• Sleeping/eating problems.</li> <li>• Disengaged.</li> <li>• Mentions concern about visa or immigration status.</li> </ul>	<ul style="list-style-type: none"> <li>• Express concern and care.</li> <li>• Avoid criticizing, blaming, or sounding judgmental.</li> <li>• Be supportive and encouraging.</li> <li>• Listen to student's responses.</li> </ul>	<ul style="list-style-type: none"> <li>• Office of the Dean of Students: 315.312.5483</li> <li>• Office of International Education and Programs: 315.312.2118</li> <li>• Counseling Services: 315.312.4416</li> <li>• International Student and Scholar Services Office: 315.312.5775</li> </ul>	



	Recognize	Respond	Refer	Report
<b>Isolation, loneliness, difficulty transitioning into or out of college</b>	<ul style="list-style-type: none"> <li>Decline in academics.</li> <li>Lack of peer engagement.</li> <li>Excessive worry.</li> <li>Sleeping/eating problems.</li> <li>Exhaustion/fatigue.</li> <li>Mentions lack of a social circle.</li> <li>Statements such as “I don’t have any friends here,” “no one understands me,” or “I don’t go to events because I don’t want to go alone.</li> </ul>	<ul style="list-style-type: none"> <li>Express concern and care.</li> <li>Provide student with resources.</li> <li>Avoid minimizing the situation.</li> <li>Suggest a campus event or student organization.</li> <li>Be supportive and encourage student to connect to resources.</li> </ul>	<ul style="list-style-type: none"> <li>Counseling Services: 315.312.4416</li> <li>Campus Life: 315.312.2301</li> <li>Residential Life and Housing Office: 315.312.2246 reslife@oswego.edu</li> </ul>	
<b>Known or suspected health or medical issue</b>	<ul style="list-style-type: none"> <li>Frequent absences.</li> <li>Decline/struggle in academics.</li> <li>Noticeable weight loss or gain.</li> <li>Hair loss; pale or gray skin tone.</li> <li>Difficulty with time management, following directions, or organization.</li> <li>Unusual or secretive eating habits; obsession with fat/ caloric content.</li> </ul>	<ul style="list-style-type: none"> <li>Call 911 if there is a potential threat to student’s safety or safety of others.</li> <li>Express concern and care.</li> <li>Listen to the student.</li> <li>Recommend medical intervention.</li> </ul>	<ul style="list-style-type: none"> <li>Health Services: 315.312.4100</li> <li>Counseling Services: 315.312.4416</li> <li>Office of the Dean of Students: For an Out of Class Notice, if needed: 315.312.5483</li> </ul>	
<b>Personal or family tragedy, loss, or crisis</b>	<ul style="list-style-type: none"> <li>Frequent or extended absences.</li> <li>Decline in academics.</li> <li>Mentions relationship, financial, or other challenges.</li> <li>Difficulty concentrating or making decisions for themselves.</li> <li>Exhaustion/fatigue/sleeping.</li> <li>Excessive worry, eating problems.</li> </ul>	<ul style="list-style-type: none"> <li>Express concern and care.</li> <li>Listen to student’s responses.</li> <li>Avoid criticizing, blaming, or sounding judgmental.</li> <li>Provide student with resources to the Office of the Dean of Students or Financial Aid Office.</li> <li>Be supportive and encouraging.</li> </ul>	<ul style="list-style-type: none"> <li>Counseling Services: 315.312.4416</li> <li>Office of the Dean of Students: for emergency funds and/or out of class notice: 315.312.5483</li> <li>Student’s Advisor</li> </ul>	
<b>Relationship violence, sexual assault, stalking</b>	<ul style="list-style-type: none"> <li>References to sexual assault or relationship violence in conversations, papers, projects.</li> <li>Visible injuries or bruises.</li> <li>Mishaps or injuries with illogical/no explanation.</li> <li>Crying or leaving when sexual violence, domestic violence stalking, or child abuse is the topic.</li> <li>Fearful or anxious about pleasing ‘partner/others’</li> <li>Mentions partner/other’s possessiveness, jealousy or violent behavior, but may apologize/excuse/ laugh it off.</li> </ul>	<ul style="list-style-type: none"> <li>Express concern and care.</li> <li>Call 911 if there is a potential threat to the student’s safety or the safety of others.</li> <li>Listen to student’s responses.</li> <li>Remain calm. Showing outrage may shut the student down.</li> <li>Avoid criticizing, blaming, sounding judgmental.</li> <li>Don’t minimize the situation.</li> <li>Resources for safety planning.</li> <li>Suggest medical intervention.</li> <li>Avoid promising confidentiality.</li> </ul>	<ul style="list-style-type: none"> <li>Urgent: 911</li> <li>University Police: 315.312.5555</li> </ul> <p><b>Advice and consultation:</b></p> <ul style="list-style-type: none"> <li>Counseling Services: 315.312.4416</li> <li>Services to Aid Families (SAF): 315.342.1600</li> <li>TitleIX Coordinator: 315.312.5604</li> <li>Oswego County Opportunities: 315.342.1600 315.342.7532 1.877.342.7532</li> </ul>	<ul style="list-style-type: none"> <li>Title IX: 315.312.5604 titleix@oswego.edu oswego.edu/title-ix/reporting-incident</li> </ul>

	Recognize	Respond	Refer	Report
Concern about excessive absences	<ul style="list-style-type: none"> <li>Student is absent from many classes and there are concerns about the student's wellbeing. There may or may not be Out of Class Notice (see <a href="#">Starfish</a>)</li> </ul>	<ul style="list-style-type: none"> <li>Write to the student and their advisor noting absences and your class policy</li> <li>Invite student to discuss issue with you and/or their advisor</li> <li>If student does not respond or the student raises issues of concern, inform their advisor</li> <li>Refer the student to campus resources if illness, circumstances, or other issues are related to absences; counseling, advising or tutoring, for example.</li> <li>If have information, submit an Out of Class Notice (via <a href="#">Starfish</a>)</li> </ul>	<ul style="list-style-type: none"> <li>Advisor and/or Academic Dean</li> <li>Counseling Services 315-312-4416</li> <li>Health Services 315-312-4100</li> <li>Office of the Dean of Students (ODS) deanofstudents@oswego.edu (Out of Class Notice may be appropriate)</li> <li>Oz Concern Navigator: oswego.concerncenter.com/</li> </ul>	<ul style="list-style-type: none"> <li>Advisor</li> <li>If excessive and unexplained absences, submit a "<a href="#">Student of Concern Referral Form</a>" to the Office of the Dean of Students oswego.edu/student-conduct/report-incident</li> </ul>

# Prime Concerns and Contacts

Thank you for referencing this guide. Below is a short listing of some resources mentioned in this guide.

Concern	Who To Contact	Contact
Immediate concern about safety	University Police	315.312.5555 or 911
Student's mental health	Counseling Services	315.312.4416 oswego.edu/csc
Bias Incident	Institute for Equity, Diversity, Inclusion and Transformative Practice	<a href="https://oswego.edu/diversity">Oswego.edu/diversity</a> 315.312.6701
	File an incident report	<a href="#">Incident Report</a>
Student hardship	Office of the Dean of Students	315.312.5483 or deanofstudents@oswego.edu
Harassment, stalking, report of relationship or sexual violence	Title IX Officer	315.312.5604 or titleix@oswego.edu
	File an incident report	<a href="#">Incident Report</a>
Classroom behavior	Dept. Chair, Dean, Student's Advisor	Report to department chair, dean or students advisor.
Concern about student's health	Health Services	315.312.4410 or whealth@oswego.edu oswego.edu/health-services
Not sure of the problem or concern	Office of the Dean of Students	315.312.5483 or deanofstudents@oswego.edu

# Campus Department Contacts

<b><u>Accessibility Resources</u></b> 315.312.3358 <a href="mailto:access@oswego.edu">access@oswego.edu</a>	<b><u>Student Engagement and Leadership</u></b> 315.312.5420	<b><u>Counseling Services</u></b> 315.312.4416
<b><u>CTS (Campus Technology)</u></b> 315.312.3456 <a href="mailto:help@oswego.edu">help@oswego.edu</a>	<b><u>Financial Aid</u></b> 315.312.2248 <a href="mailto:financial.aid@oswego.edu">financial.aid@oswego.edu</a>	<b><u>Health Services</u></b> 315.312.4100 <a href="mailto:whealth@oswego.edu">whealth@oswego.edu</a>
<b><u>International Student and Scholar Services Office</u></b> 315.312.5775 <a href="mailto:isss@oswego.edu">isss@oswego.edu</a>	<b><u>Office of the Dean of Students</u></b> 315.312.5483 <a href="mailto:deanofstudents@oswego.edu">deanofstudents@oswego.edu</a>	<b><u>Office of Diversity and Inclusion</u></b> 315.312.4478 <a href="mailto:diversity@oswego.edu">diversity@oswego.edu</a>
<b><u>Financial Wellbeing</u></b> 315-312-5483	<b><u>Residential Life and Housing Office</u></b> 315.312.2246 <a href="mailto:reslife@oswego.edu">reslife@oswego.edu</a>	<b><u>SHOP (Students Helping Oz Peers)</u></b> 315.312.5483 <a href="mailto:shop@oswego.edu">shop@oswego.edu</a>
<b><u>Title IX</u></b> 315.312.5604 <a href="mailto:titleix@oswego.edu">titleix@oswego.edu</a>	<b><u>University Police</u></b> 315.312.5555 <a href="mailto:police@oswego.edu">police@oswego.edu</a>	<b><u>Behavioral Intervention Team</u></b> 315.312.5483 <a href="mailto:deanofstudents@oswego.edu">deanofstudents@oswego.edu</a>





The key to a supportive community is in your hands