

**Whittier College**

**Student Life**

**Crisis Response and Management Plan**

**Prepared by:**

**Student Life**  
**Crisis Management Team**

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# The Student Life Crisis Management Plan

The Student Life *Crisis Management Plan* has three main goals:

- a. To assist those dealing with a crisis to respond appropriately and in a timely manner.
- b. To provide coordination with College departments external individuals and agencies.
- c. To assist with post-crisis support and resolution.

The Student Life Crisis Management Committee members are:

**Dean of Students**  
**Associate Dean of Students**  
**Director of Facilities**  
**Director of Campus Safety**  
**Director of Public Relations**  
**Assistant Dean/Director of Residential Life**  
**Director of Student Health Center**  
**Director of Counseling Center**

Departments should be familiar with these procedures and add their departmental procedures as necessary. Additionally, departmental procedures should be reviewed and revised, if necessary, annually.

The Student Life Crisis Management Plan Team members are responsible for coordinating emergency responses involving students. Accordingly, they are required to keep personal information about an emergency situation confidential. Only community members with a legitimate need-to-know will be informed. The Director of Public Relations is responsible for coordinating internal and external communication, upon approval of the President or designee.

**The Dean of Students will assume responsibility for informing the President and other members of the Senior Staff of emergencies, particularly those occurring after regular business hours.**

**Because the Department of Campus Safety is the first point of contact, they will be notified first. As a general rule, notifications outlined in this document are as follows:**

An explanation of unusual terms and abbreviations found in this document are as follows:

- Department of Campus Safety will be abbreviated as Campus Safety
- Whittier Fire Department will be abbreviated as WFD
- Whittier Police Department will be abbreviated as WPD
- The Residence Life Professional on Duty will be abbreviated as AC on duty
- Federal Education Rights and Privacy Act will be abbreviated as FERPA
- Presbyterian Intercommunity Hospital will be abbreviated as PIH

# Communication Channels In Urgent Situations

The College's Crisis Management number is 562-907-4911 and is located at the Campus Safety Office. Included in this document are the names, home and office phone numbers, and cell phone numbers of personnel to contact. Contact information will be updated as needed. The Campus Safety should refer to the *Residence Life Monthly Duty Schedule* for the name of the Area Coordinator to contact. As a general rule, the following procedure should be used.

## Campus Safety:

1. Take all pertinent information from caller, including location of event, names of victims and suspects, logistics and other available information.
2. Dispatch Campus Safety Officers
3. Notify the Director of Campus Safety, Dean of Students, Assistant Dean/Director of Residential Life, Director of Public Relations, and others, as deemed necessary.

## Campus Safety Officer(s):

1. Investigate the alleged incident.
2. Detain individual(s), if possible.
3. If an arrest is necessary, direct Campus Safety to notify police.
4. Assist police.
5. Complete an Incident Report form.

## Director of Campus Safety:

1. Provide assistance and direction in investigation and paperwork.

## Dean of Students:

1. Call President and members of the Senior Staff.
2. If necessary, assemble The Student Life Crisis Management Team to coordinate follow-up and communication. Meet daily until it is deemed no longer necessary.
3. Keep President and members of the Senior Staff informed.
4. Convene The Student Life Crisis Management Team at conclusion of event to evaluate response.

## Director of Public Relations:

1. If necessary, prepare press release and internal communication.
2. Coordinate press response.
3. Prepare Web, telephone, and email messages, if necessary.

## **ATTEMPTED SUICIDE**

Suicide attempts by students vary greatly in severity, but any attempt must be taken seriously. Because of the sensitivity around suicide attempts and issues of confidentiality, discretion must be used when notifying anyone. The need to serve the individual's best interest must be balanced with the need to ensure that the College responds appropriately.

The Director of Public Relations will serve as the official College spokesperson. All media inquiries should be directed to this office.

After normal business hours, individuals listed should be contacted at their designated telephone numbers.

### **GENERAL PROCEDURES**

#### **Campus Safety Operator**

1. Take pertinent information from caller including name of caller, telephone number, location of victim, and location.
2. Notify Dispatch Campus Safety Officer(s) and POD to the scene.
3. Notify Assistant Dean/Director of Residential Life/Director of Housing and the Director of Counseling.

#### **Campus Safety Officer(s)**

1. Once at the scene:
  - a. Obtain an overview of what has occurred in this situation.
  - b. Gather a history of general functioning and any other difficulties encountered with the student.
  - c. Produce an objective observational description of the student's behavior, including if any alcohol or drugs are involved.
  - d. Offer to try to contact a friend, family, counselor, or faculty/staff member if appropriate.
  - e. Try to determine an explanation of what is causing the emergency.
2. If situation is life threatening, immediately have student transported by ambulance to nearest hospital

#### **Assistant Dean/Director of Residential Life**

1. Obtain information about the attempted suicide from Area Coordinator and/or Resident Assistant.
2. Call Dean of Students and Director of Counseling
3. If appropriate, call family of student.

#### **Director of Counseling**

*(If unable to contact Director, contact the Dean of Students)*

1. If possible, talk to the student in crisis. Assess situation.
2. Try to determine the nature of the crisis, the threat of continued harm, and any other relevant information and history from student and/or Campus Safety Officer(s) or other witness. Please follow:
  - a. If student has been sent to hospital, try to contact hospital personnel and inform them of need for a written report with evaluation and recommendation before student can return to school, if the student was

admitted.

3. In the event that a student behaves in a way that suggests that the student may need protection for his/her safety or the safety of others:
  - a. Advise the student that he/she must go to the hospital for an evaluation.
  - b. Check the student's health insurance. Contact the insurance provider using the emergency number if the contact occurs after business hours. Describe the situation and ask the insurance provider which hospital or hospitals they want contacted. If the hospital does not have its own emergency assessment team, and if the student is not willing to be a voluntary patient, see sections e. below.
  - c. If the student agrees to a voluntary evaluation, an ambulance may transport the student. Faculty and Staff of the College shall not transport students. If the student is unwilling to voluntarily consent to an evaluation, an emergency petition (EP) is necessary. Whittier Police Department should facilitate this process. If they find an EP warranted, they will transport the student to hospital.
  - d. The hospital personnel may want you to fax a copy of the student's insurance card to them; this assists them in verifying that their service is a preferred provider of that insurance company.
  - e. If the student is cooperative and willing, transport to the PIH emergency room. The ER team will contact an assessment service ("MCA") which will send someone to the ER to evaluate the student for admission to one of their hospitals (Long Beach Community or Pacific Hospital, Long Beach.)
  - f. If the student is not willing to go voluntarily to the hospital or to PIH ER, there are four choices:
    - Call Whittier Police Department (9-911) and request that an officer come to evaluate a student for a "5150 hold" because of the dangerousness to self or others. The College can also request the WPD to contact the Sheriff's Mental Evaluation Team (this service is available from 5:00 p.m. until 1:00 a.m. and is best reached through WPD.
    - Use the Rio Hondo Mental Health Clinic. During business hours, M-F, 8:00 a.m. to 5:00 p.m., call **562-402-0688** and ask for intake.
    - After hours, call Access: **1-800-854-7771**. Tell them you are in Service Area 7 and require assessment for 5150. This service should come regardless of student insurance and will transport to a county hospital if a hold is placed (i.e., if the person meets criteria for involuntary hospitalization.)
    - Call the BHC Alhambra Hospital MAT Team (**800-235-5570**). This service is a viable option only if the student has insurance that is acceptable to this free-standing private psychiatric hospital. The College must provide the insurance information, and wait for them to call back after verifying that the coverage "works" for them.
  - g. If a resident student, the AC on call will be notified. The student will not be permitted to return to campus until hospital personnel release an evaluation to the Director of Counseling or the Dean of Students. The Director of Counseling will consult with the Dean of Students who will make the final decision as to whether or not the student will be allowed to return to campus.
4. Provide appropriate information to the EMS personnel or direct Campus Safety to do so.
5. Inform the Dean of Students and Assistant Dean/Director of Residential Life if

- appropriate, of the situation.
6. Continue to have the student monitored by Residence Life staff, and/or Counseling Center, if these individuals are comfortable doing so.
  7. Whenever possible, Director will speak directly with student. If the student has another counselor, attempts may be made for student to speak directly with her/him. The Dean of Students may also be contacted to talk with student.
    - a. If possible, make arrangements for the student to see someone in the Counseling Center the next working day.
    - b. Attempt to obtain a release of information from the student.
    - c. Schedule debriefing with friends, roommates, and others involved in and/or affected by the crisis.
    - d. Submit a written report to the Dean of Students by the end of the next working day.

#### **Director of Counseling (*On-going*)**

1. Consult with Dean of Students and contact the student's emergency contact person, if advisable.
2. If student went to hospital:
  - a. Contact hospital personnel conducting the evaluation.
  - b. Inform student and hospital personnel that a written report, including copies of the evaluation and recommendations, is required before the student can return to the College.
3. Consult with the Dean of Students and Assistant Dean/Director of Residential Life/Director of Housing regarding whether the student will be permitted to return to campus.
3. See student, or have ongoing counselor see student, at soonest opportunity.
4. Provide debriefing for others affected by the situation.

#### **Dean of Students**

1. Together with Assistant Dean/Director of Residential Life and Director of Counseling, determine advisability of contacting parents.
2. If necessary, call the President, members of the Senior Staff, Director of Campus Safety, and Director of Public Relations.
3. Consult with Director of Counseling to resolve crisis.

#### **Director of Public Relations**

1. If necessary, prepare and disseminate press release.
2. Handle media on campus.
3. Prepare Web, telephone, and email messages, if necessary.

## **STUDENT DEATH**

Whether a death which occurs on campus is the result of an accident, suicide, natural causes, or a homicide, it must be handled properly to ensure the integrity of the investigation and to be sensitive to those individuals experiencing emotional reactions. The purpose of this procedure is to provide an appropriate response to a death on campus.

The Director of Public Relations is the official spokesperson for the campus. All media inquiries should be directed to this office.

After normal business hours, individuals listed should be contacted at their designated telephone numbers.

### **GENERAL PROCEDURES**

#### **Campus Safety Operator**

1. Take pertinent information from caller including:
  - a. name of caller
  - b. telephone number
  - c. name of victim
  - d. location of victim
  - e. location, and physical description of the suspect, if possible homicide.
  - f. when death occurred
  - g. how death occurred
  - h. names of any other person(s) involved
2. Dispatch a Campus Safety Officer(s) immediately.
3. Call 9-911 for Whittier Police Department.
4. Notify the Dean of Students, Director of Campus Safety, Assistant Dean/Director of Residential Life/Director of Housing, Associate Dean of Students, and Director of Public Relations.

#### **Campus Safety Officer(s)**

1. Campus Safety Officer(s) will secure the area where the death took place. Do not touch anything or allow anything to be touched. Do not permit anyone into the area, including roommates, if in residence hall.
2. Document as much information as possible in regard to the circumstances surrounding the death. Include how individuals became aware of the death, what was seen when they arrived on the scene, what action was taken, and any other relevant information. Submit Incident Report form to Dean of Students and Director of Campus Safety.

#### **Director of Campus Safety**

1. Provide assistance with necessary paperwork, such as securing police reports, and Medical Examiner's report for the family.
2. Coordinate any necessary cleanup through internal or external channels.

#### **Director of Public Relations**

1. Draft an initial press release which should be made available in the event it is necessary to use it. The statement will confirm basic facts and indicate that

further details will be released following notification of the family. (e.g. On (date) at (time), (event) resulted in the death of a Whittier College (student). (Further information will be made available following the notification of the family).

2. FERPA permits the unconditional release of the following directory information unless a student has asked that her prior consent be obtained: student name, address, phone number, date and place of birth, major field of study, participation in officially recognized activities and sports, weight and height of members of athletic teams, dates of attendance, degrees and awards received, and the most recent previous educational institution attended by the student.
3. No personal information should be disseminated without a written release from the family.
4. If requested, assist family in writing and disseminating obituary.
5. Coordinate timely campus communication regarding the incident.

### **Dean of Students**

1. Obtain essential facts: victims' name, college address, home address, next of kin, facts about the death.
2. Contact the President, members of the Senior Staff and College attorney.
3. Gather information about the victim's family (e.g. address, phone number, marital status of parents).
4. Contact the family, and provide them with information regarding the death, the name, and telephone number of an institutional contact.
5. Approximately 30 minutes after the initial phone call, call back to answer any questions, obtain details about the family's arrival to campus; offer the Counseling Center's assistance and support to family, etc.
6. Request permission from parents, guardians, or next of kin to release pertinent information to appropriate College personnel. To protect the deceased's privacy, the information released will be limited to only what is necessary to achieve desired objective.
7. Notify the Director of Public Relations, after notifying the family, so that information can be released.
8. Assemble the Crisis Management Team including, but not limited to: Director of Campus Safety, Director of Counseling, Associate Dean of Students, Assistant Dean/Director of Residential Life/Director of Housing, Director of Public Relations, etc. Crisis management Team will discuss campus follow-up and meet daily until it is determined that it is no longer necessary.
9. Identify victim's professors, coaches, student organizations, on-campus employer etc. and make contact with these individuals. Offer each professor the option of an intervention in the classroom by the Counseling Center.
10. Ask professors and others to attempt to identify individuals likely to be particularly affected by the death and encourage these students to contact the Counseling Center for support.
11. Contact Business Office, Financial Aid Office and Registrar's Office so that student's records can be adjusted accordingly.
12. Provide the family with information regarding the location of the deceased.
13. For later use, the Dean of Students should keep a list of all people who have been helpful.
14. Once the family arrives on campus, the Dean of Students serves as their local

escort.

15. Plan a memorial service in conjunction with family members.
16. Send thank you notes.

**Assistant Dean/Director of Residential Life (for resident student)**

1. Obtain as much information as possible about the situation.
2. Contact the student's Area Coordinator to advise of the situation.
3. Work with Area Coordinator to focus on the needs of students and student staff.
4. Make alternative housing arrangements for the roommates of the deceased until the investigation is completed.
5. Assess intervention with close friends or witness (es) including how to make contact with these individuals, offer of support through the Counseling Center, and follow up strategies.
6. Once the police have released the area, make arrangements for the inventory and removal of the student's personal belongings. The family may come to the College to handle this. If possible, roommates should be present if staff members are asked to pack up personal possessions. The original inventory should be given to the Dean of Students and the family.
7. If there is a roommate(s), facilitate relocation.
8. Assist the Dean of Students in other tasks as requested.

**Area Coordinator**

1. Locate the student's roommate(s) immediately. Direct them to Campus Safety in order to assist in the investigation. Friends and close acquaintances of the deceased should also be identified and Campus Safety informed of who these individuals are so that relevant information regarding the circumstances surrounding the death can be explored.
2. Other available staff should report to the Assistant Dean/Director of Residential Life' office.
3. Coordinate floor and residence hall intervention lead by Counseling Center staff to process incident.

**Business Office Director**

1. Compile the student's accounts, loans, prorated bills, refunds, etc.
2. In consultation with the Dean of Students and the Chief Financial Officer, financial matters will be resolved.

**Director of Counseling**

1. Provide support and assistance to students, faculty, and staff as needed.
2. Arrange debriefing session as soon as possible for students, faculty, administration, and staff, as requested or needed.
3. Provide support for staff to process their emotional response to the incident and/or how to assist others with processing the incident.
4. Arrange for individual and/or small group sessions to take place as needed.

## **FIRE**

The purpose of this procedure is to provide an appropriate response in the event of a fire in the residence halls.

The Director of Public Relations is the official spokesperson for the campus. All media inquiries should be directed to this office.

After normal business hours, individuals listed should be contacted at their designated telephone numbers.

### **GENERAL PROCEDURES**

#### **Campus Safety Operator**

1. Dispatch all available Campus Safety Officer(s) to the reported location.
2. Call the WFD at 9-911 and give the exact location of the fire, and the best route to the fire.
3. If confirmed fire, notify Director of Campus Safety, Director of Facilities, Area Coordinator, Dean of Students, Assistant Dean/Director of Residential Life/Director of Housing, Associate Dean of Students, Director of Public Relations, and other Administrators as determined by the Dean of Students.
4. If necessary reset fire alarm panel in the Campus Safety.

#### **Campus Safety Officer(s)**

1. Respond to the scene, search for signs of fire, and determine the exact location.
2. Evacuate the building, notify the Campus Safety of the building where the fire or smoke is suspected, and pull the nearest fire alarm when fire or smoke is present.
3. Go to designated locations to assist disabled persons and evacuate the building.
4. Meet the responding WFD unit at the appropriate entrance and direct it to the location of the fire or smoke.
5. Assist the fire department personnel as needed.
6. Allow the occupants to re-enter the building when the building is declared safe.
7. Reset the fire alarm in the building where alarm sounded.
8. Complete an Incident Report form and forward to the Director of Campus Safety, Dean of Students, Assistant Dean/Director of Residential Life/Director of Housing, Director of Facilities, and the Chief Financial Officer.

#### **Residential Life Staff**

1. At the sound of the alarm, all RAs in the hall should report to the main lounge or designated area to check in with their master keys.
2. The first staff member to arrive will notify Campus Safety (x4211) that an alarm has sounded. Staff member will pick up the clipboard and assign each RA a floor to check. If an alarm has been pulled, the original staff member or AC will send another RA to check out the alarm signal to verify whether or not the fire is real or if it was a pulled alarm.
3. In the event of an actual fire, call the fire department at (9-911). In the case of a minor fire, the RA should try to extinguish it but do not attempt to do so if there is any perceived danger.
4. All reporting RAs will be assigned to check room. If an RA is not available to check his or her own floor, other available staff will be assigned. The procedure for checking each room includes:

- a. check the room door with the back of the hand for heat.
  - b. knock on the door while stating, "Fire alarm." RA entering."
  - c. Open the door to look for students or fire.
  - d. Shut and lock each door.
  - e. Repeat this procedure for remaining rooms, restrooms, lounges, laundry rooms. Make sure doors are closed to prevent fire from spreading.
5. In the case of a fire drill, RAs will key into every room on a designated floor. The AC will usually notify RAs of fire drills. This information must be kept confidential.
  6. All students must evacuate the building. Disciplinary action will result for anyone who activates a fire alarm without just cause, refuses to evacuate the building any time the fire alarm is activated, or is found tampering with smoke detectors in the residence halls.
  7. When finishing checking rooms, RAs should report directly back to the front desk for further assignment. All master keys should be accounted for and then returned to the RA's room.
  8. RAs will be asked to stand at assigned exterior doors to ensure that residents do not re-enter the building until it is safe to do so.
  9. If an alarm is pulled and a fire confirmed, only the AC will need to fill out the appropriate fire report. The AC will submit it to the Assistant Dean/Director of Residential Life within 24 hours.
  10. Once the problem area has been checked and the fire department of Campus Safety has determined that an emergency does not exist, alarm will be silenced by Campus Safety.
  11. When Campus Safety and WFD arrive, they will need to be met at the front door or lounge area and directed to the problem area. Once dispatched, Campus Safety and WFD are the only people authorized to give permission to reset the system. If possible, a Residential Life staff member should accompany Campus Safety and report back to the desk once the area has been determined to be safe and the alarm will be reset.
  12. To reset the fire alarm system when a pull alarm has been tripped, the key will be needed, must be inserted, and the pull-alarm reset. Only then will the total system be reset.

### **Director of Campus Safety**

1. Direct the activities of Campus Safety Officer(s).
2. Assist WFD.

### **Dean of Students**

1. Confer with on site personnel to determine classification (major or minor) of fire.
2. Make a determination as to the need for other administrators (e.g. Director of Counseling) to be available and have the Campus Safety make notifications, if needed.
3. Call President and other members of the Senior Staff.
4. If the incident is classified as major, assemble the Crisis Management Team, including, but not limited to: Director of Campus Safety, Assistant Dean/Director of Residential Life, Associate Dean of Students, Director of Public Relations, Director of Facilities, Maintenance Supervisor, to identify issues, resources, assign tasks and set next meeting time.

5. Convene The Student Life Crisis Management Team daily or until all issues are resolved.

**Director of Public Relations**

1. If necessary, prepare and disseminate press release.
2. Handle media on campus.
3. Prepare Web, telephone, and email messages, if necessary.

## **FIRE ARMS/WEAPONS/EXPLOSIVES**

The purpose of the procedure is to provide an appropriate response to when fire arms, weapons, or explosives are confirmed to be on campus, particularly in the residence halls.

The Director of Public Relations is the official spokesperson for the campus. All media inquiries should be directed to this office.

After normal business hours, individuals listed should be contacted at their designated telephone numbers.

### **GENERAL PROCEDURES**

#### **Campus Safety Operator**

1. Obtain pertinent information such as type, number, location, and owner of device(s). Obtain telephone number where person identifying the device can be called.
2. Dispatch Campus Safety Officer(s) to the scene.
3. Call WPD at 9-911 at the direction of the Campus Safety Officer(s).
4. Call the Director of Campus Safety, Dean of Students, and Assistant Dean/Director of Residential Life.

#### **Campus Safety Officer(s)**

1. Investigate the complaint. Take possession of evidence, if possible.
2. Call Campus Safety to request WPD, if needed.
3. Assist WPD, if necessary.
4. Complete an Incident Report form.

#### **Director of Campus Safety**

1. Coordinate investigation until police arrive, if necessary.
2. Assist WPD in their activities.
3. Contact the Director of Public Relations

#### **Dean of Students**

1. Call President and members of the Senior Staff.
2. If necessary, assemble the Crisis Management Team, including, but not limited to the Associate Dean of Students, Assistant Dean/Director of Residential Life/Assistant Dean/Director of Residential Life, the Director of Campus Safety, the Director of Public Relations to coordinate communication to the community and resolution of the crisis.
3. Convene the Crisis Management Team daily or until all of issues are resolved.

#### **Director of Public Relations**

1. If necessary, prepare and disseminate press release.
2. Handle media on campus.
3. Prepare Web, telephone, and email messages, if necessary.

## **HATE CRIMES**

The purpose of this procedure is to provide an appropriate response when a hate crime occurs on campus in general, or in the residence halls, in particular. A hate crime is defined as evidence that exhibits animosity on the part of the person committing the act against a person or group because of that person's or group's race, color, religious beliefs, national origin, or sexual orientation. The Whittier Police Department may be called in to investigate.

The Director of Public Relations will serve as the official college spokesperson. All media inquiries should be directed to this office.

After normal business hours, individuals listed should be contacted at their designated telephone numbers.

### **GENERAL PROCEDURES:**

#### **Campus Safety Operator**

1. Take all pertinent information from the caller, including the location of the hate crime and all other available information.
2. Dispatch Campus Safety Officer(s).
3. Notify the Director of Campus Safety, Dean of Students, Director of Public Relations, and Assistant Dean/Director of Residential Life (for incidents occurring in the residence halls.)

#### **Campus Safety Officer(s)**

1. Investigate the alleged incident.
2. Detain alleged individual, if possible.
3. If an arrest is necessary, direct the Campus Safety to notify the police.
4. Photograph any offensive graffiti, etc. Preserve evidence for police or additional investigation.
5. Assist police.
6. Complete an Incident Report form.

#### **Director of Campus Safety**

1. Provide assistance in investigation and paperwork.
2. Forward incident report to the Dean of Students.

#### **Dean of Students**

1. Call President and members of the Senior Staff.
2. If necessary, assemble the Crisis Management Team, including but not limited to the Director of Campus Safety, Director of Public Relations, Associate Dean of Students, and Assistant Dean/Director of Residential Life. Crisis Management Team will plan campus follow-up (including any clean up) and communication and meet regularly until it is deemed no longer necessary.
3. Coordinate disciplinary response through the Associate Dean of Students.
4. Keep President and members of the Senior Staff informed.

#### **Director of Facilities**

1. Provide leadership and assistance in removing or covering up graffiti or other evidence of a hate crime as soon as possible after Security/Police have processed

evidence.

**Director of Public Relations**

1. If necessary, prepare press release and internal communications.
2. Prepare Web, telephone, and email messages, if necessary.

## **HOSTAGE/BARRICADE**

The purpose of this procedure is to provide an appropriate response in the event that there is a hostage or barricade situation on campus, or in particular, in the residence halls. If a hostage or barricade situation occurs on campus, do not attempt to negotiate. Establish a line of communication to get information only. **Attempt to maintain communication with the caller to gain additional information until authorities arrive.**

The Director of Public Relations will serve as the official College spokesperson. All inquiries should be directed to this office.

After normal business hours, individuals listed should be contacted at their designated telephone numbers.

### **GENERAL PROCEDURES**

#### **Campus Safety Operator**

1. If call comes to Campus Safety, keep person on line until Campus Safety Officer(s) arrives on the scene.
2. Dispatch Campus Safety Officer(s) to the scene.
3. Call WPD at 9-911 and inform them of a hostage/barricade situation.
4. Notify Director of Campus Safety, Dean of Students, Director of Public Relations, Director of Facilities and Assistant Dean/Director of Residential Life.

#### **Director of Campus Safety**

1. Instruct all Campus Safety Officer(s) not to take offensive action against the barricader or hostage taker and do not attempt to negotiate.
2. Assist WPD Hostage Negotiating Team.
3. Notify family members.
4. If necessary, evacuate the building.

#### **Campus Safety Officer(s)**

1. Do not take offensive action against the barricader or hostage taker and do not attempt to negotiate.
2. Once on the scene, try to obtain the following information:
  - A. Location and physical description of the barricade/hostage.
  - B. Number, description and names, if known, of the barricade suspects.
  - C. Reason for barricade or hostage taking.
  - D. Type of weapon (if suspect is armed).
  - E. Number, names, and description of hostage(s).
  - F. Identify any areas that may be unsafe and notify Director of Campus Safety.
  - G. Safest route to location.
3. Assist WPD.
4. Complete Incident Report form.

**Dean of Students**

1. Call the President, and members of the Senior Staff
2. Assemble the Crisis Management Team, including, but not limited to the Director of Campus Safety, Assistant Dean/Director of Residential Life, Associate Dean of Students, Director of Public Relations, Director of Facilities, etc. to plan communication strategy and to assist the police in their negotiation until situation is resolved.
3. Coordinate support for campus community.

**Director of Public Relations**

1. If necessary, prepare and disseminate press release.
2. Handle media on campus.
3. Prepare Web, telephone, and email messages, if necessary.

## **MAINTENANCE EMERGENCY**

**(After 4:30 p.m. during the week and the entire weekend)**

The purpose of this procedure is to provide an appropriate response when a severe maintenance emergency occurs.

The Director of Public Relations is the official spokesperson for the College. If necessary, all media inquiries should be directed to this office.

### **GENERAL PROCEDURES**

In order to clearly communicate to all concerned, the level of emergency maintenance service provided, as well as to define as clearly as possible the term “maintenance emergency,” the following information is provided. A maintenance emergency that involves facilities or housekeeping is defined as a situation when a maintenance repair or attention is essential to maintain the health and safety of a resident, as well as to protect the building.

The following is a list of examples of situations classified in the “maintenance emergency category and should be called in by an authorized staff member:

1. Lack of hot and/or cold water.
2. Overflowing plumbing fixtures, sewers, or flooding.
3. Building, section or student room without electrical power.
4. No heat (only when the outside temperature is below 55 degrees).
5. A broken water pipe.
6. Fire alarm malfunction (call Campus Safety at x4211).
7. Student room door lock jammed and student’s safety is in jeopardy.
8. Door that will not open or lock (individual room or exterior door) call Campus Safety at x4211).
9. Gas leak.
10. Broken glass in public areas that jeopardizes security or personal safety (i.e. large windows and doors).
11. Public areas that are “trashed.”
12. Bodily fluids clean-up.
13. Rodents or snakes.

The following are examples of situations that, although not actual emergencies, can be considered a major discomfort to the residents and should be called in the following morning (on the weekdays) or on Monday morning when the situation occurs beginning 2:00 p.m. Friday through 6:00 a.m. Monday. All situations should be reported to the AC on-call who in turn will contact the Facilities staff.

1. No air conditioning when the outside temperature is above 80 degrees.
2. Minor room leak.

## **Emergencies from 7:00 a.m. to 3:00 p.m., Monday through Friday:**

### **Area Coordinator**

1. Power Failure to individual room, floor, wing or building
  - a. AC notified.
  - b. Call Facilities at x4261.
  - c. Conduct hourly "Fire Safety Rounds" using flashlights.
  - d. Fill out Incident Report (if a serious emergency).
2. Broken window or glass
  - a. AC notified.
  - b. Call Facilities at x4261.
  - c. Sweep broken glass out of the way and put up signs for student safety.
  - d. Fill out an Incident Report; include name of person responsible for damage, if possible.
  - e. Coordinate with Facilities for replacement of glass.
3. Broken pipe or water damage
  - a. AC notified.
  - b. Call Facilities at x4261.
  - c. Relocate residents and assist in removing items from water damaged area.
  - d. Post signs where appropriate.
  - e. Fill out an Incident Report.
4. Broken lock or door (jeopardizing student security and safety)
  - a. AC notified.
  - b. Call Facilities at X4261 if it is a structural problem.
  - c. Call Campus Safety at x4211 if it is a lock problem.
  - d. Provide security to the area until issue is resolved.
  - e. Fill out an Incident Form.
5. Gas leak
  - a. AC notified.
  - b. Call Campus Safety at x4211.
  - c. Call Facilities at x4261.
  - d. Assist in the evacuation of building.
  - e. Assist Facilities and Campus Safety in locating source.
  - f. Fill out an Incident Report.

## **Emergencies from 4:30 p.m. to 7:00 p.m. on the week nights and on weekends:**

For all situations described above, call Campus Safety at x4211 and request that the on-call Facilities person be notified.

## **MEDICAL EMERGENCIES**

The purpose of the procedure is to provide an adequate response to a campus medical emergency. This could include incidents requiring immediate medical care including possible seizure, accident, concussion, profuse bleeding, loss of consciousness, and difficulty breathing.

If necessary, the Director of Public Relations will serve as the campus spokesperson. All media inquiries should be directed to this office.

After normal business hours, individuals listed should be contacted at their designated telephone numbers.

### **GENERAL PROCEDURES**

#### **Campus Safety Operator**

1. Take all pertinent information from the caller, including the name, location, and all information about the situation. Keep caller on the telephone line.
2. Call 9-911 to request medical assistance. Provide information on best route for emergency personnel to locate victim.
3. Dispatch Campus Safety Officer(s) to the scene.
4. Call the Director of Campus Safety, the Area Coordinator for residents, Dean of Students for commuter students, and Director of the Health Center.

#### **Campus Safety Officer(s)**

1. Shift supervisor will arrange to meet EMS arriving at campus entrance.
2. Go to the scene and administer first aid, if possible.
3. Assist EMS, when they arrive.
4. If the student is to be transported to the hospital and an ambulance is not needed, Campus Safety will provide transport.
5. Complete an Incident Report form.

#### **Area Coordinator**

1. Notify the Assistant Dean/Director of Residential Life, if a resident student.
2. Notify the Student Health Center at x4400.
3. Determine the name, age, local address and hometown of student. If possible, obtain the student's emergency contact information to help Campus Safety and emergency personnel with information such as insurance, medications and contact numbers.
4. Be prepared to accompany resident to the hospital.
2. If conscious, ask individual if she or he would like emergency contact notified.
3. If unconscious, notify emergency contact.
4. Notify resident's emergency contact of individual involved in medical emergency.
5. Coordinate follow-up and determine conditions necessary for resident's return.
6. Fill out an Incident Report.

#### **Assistant Dean/Director of Residential Life**

1. If appropriate, notify Dean of Students
2. Follow up with emergency contact, if necessary.

**Dean of Students (For Commuter Students)**

1. If appropriate, notify President and members of Senior Staff.
2. Determine the name, age, local address and hometown of student. If possible, obtain the student's emergency contact information to help Campus Safety and emergency personnel with information such as insurance, medications and contact numbers.
3. Be prepared to accompany commuter to the hospital.
4. If conscious, ask individual if she or he would like emergency contact notified.
5. If unconscious, notify emergency contact
6. Notify resident's emergency contact of individual involved in medical emergency.
7. Coordinate follow-up and determine conditions necessary for commuter's return. Fill out an Incident Report.
8. Notify Faculty of student absence.

## PSYCHOLOGICAL PROTOCOL

While the primary concern is for the well-being of the student, potential disruptiveness to community life and the ability to function independently must be weighed when making decisions regarding students with serious psychological conditions.

### GENERAL PROCEDURES

**AT RISK:** If an official of the College suspects that there is a situation in which a student is at risk (e.g., suicidal, psychotic, unable to contract for safety), notify the Director of the Counseling Center. The student should not be left alone-- staff from the Counseling Center, Residence Life, or Campus Safety stay with the student until the situation is resolved.

#### Director of the Counseling Center:

1. Interview the student and assess for imminent risk of harm to self or others. If it is determined that the student is NOT at imminent risk:
  - a. Encourage the student to obtain and/or continue in proper treatment for the behaviors that led to the concerns about possible risk
  - b. Request that the student grant a release for the Director of the Counseling Center to consult with the student's emergency contact about issues of concern or treatment.
  - c. Request that the student grant a release for the Director of the Counseling Center to consult with any outside treating physician or counselor that is relevant
  - d. Advise the student that continued behaviors of concern may have an impact on student's enrollment status and/or campus housing privileges
  - e. Appropriately document the assessment, consultations, and resolution of the situation in the student's Counseling Center file
2. If it is determined that the student IS at imminent risk:
  - a. Explore with the student the options of being hospitalized or being released into the custody of her parents
  - b. If necessary, arrange for the student to be hospitalized, either with her consent or involuntarily through an emergency petition provided by the WPD.
    - Call Campus Safety to request an ambulance and, if needed, an emergency petition.
    - Request the student to grant a release for the Director of the Counseling Center to consult with the admitting hospital.
    - Attempt to ascertain the intended hospital destination of the ambulance.
    - If possible, call the receiving hospital to brief them on relevant issues of concern and to coordinate care upon release.
    - Notify the Dean of Students.
    - If the student is a campus resident, notify the Assistant Dean/Director of Residential Life.
    - Appropriately document the assessment, consultations, and resolution of the situation in the student's Counseling Center file.
  - c. OR, arrange for the student to be released into the custody of her parents.
    - Notify the Dean of Students.
    - If the student is a campus resident, notify the Assistant Dean/Director of Residential Life.
    - Appropriately document the assessment, consultations, and resolution of the situation in the student's Counseling Center file.

- d. Notify the hospital, the student, and parents (if granted a release to consult with them, or if released into their custody) of the conditions necessary for the student's return to class and residential status consistent with the College's Medical Leave of Absence Policy:
  - The student must be evaluated by a psychologist or psychiatrist whom the student has given a release for the Director of the Counseling Center to consult. This doctor will make recommendations to the Director of the Counseling Center regarding continuing treatment and the appropriateness of the student's return to campus regarding issues of safety and well-being and possible behavioral disruptiveness to the community.

**Dean of Students:**

1. If the student has been hospitalized, notify the student's parents of the hospitalization.
2. In consultation with the Director of the Counseling Center and the Assistant Dean/Director of Residential Life, the Dean of Students will make a decision regarding the student's request to return to campus.
3. The Dean of Students will inform the student of the decision about return to campus consistent with the College's Medical Leave of Absence Policy.
4. The student will be advised that adherence to treatment recommendations is a condition for continuing enrollment and/or residential status.

## **SEXUAL ASSAULTS/RAPE**

The purpose of this procedure is to provide appropriate assistance for student victims of sexual assault/rape. The primary concerns to be addressed are: the physical and emotional health and safety of the victim, the safety of the College community, protection of the victim from undue embarrassment or publicity, and insuring confidentiality.

The Director of Public Relations is the official spokesperson for the campus. All media inquiries should be directed to this office.

After normal business hours, individuals listed should be contacted at their designated telephone numbers.

### **GENERAL PROCEDURES:**

#### **Professionals responding to victim(s)**

1. Attend to all the needs of the victim and ask what she/he wants to do.
2. Encourage the victim to seek medical attention. Advise the victim that evidence of sexually transmitted diseases or pregnancy may not be apparent for several weeks or months and follow-up appointments may be necessary.
3. Ask the victim if she/he wants to contact Campus Safety for assistance. Inform victim that if Campus Safety is not notified, an anonymous incident report will be filed.

#### **Campus Safety Officer(s)**

1. Contact the Area Coordinator if the victim is a resident
2. Contact the Assistant Dean/Director of Residential Life, the Dean of Students and the Director of Campus Safety.
3. Advise victim of the right to press charges.
4. Arrange for transportation of the victim to a medical facility, if so desired.
5. Complete Incident Report form and send to the Dean of Students for students.

#### **Area Coordinator (for resident students)**

1. Meet the victim (resident) at the location specified by Campus Safety. Provide support.
2. Accompany the victim to the medical facility, if requested.
3. Provide appropriate debriefing with others affected by the situation ASAP in cooperation with the victim and the Counseling Center.
4. Keep Dean of Students and Assistant Dean/Director of Residential Life apprised.
5. When appropriate, and if the victim consents, notify and/or meet parents on campus. Assist the victim, if she/he wishes to personally notify parents/family.

#### **Dean of Students**

1. If a commuter, meet the victim at the location specified by Campus Safety.
2. Contact the Director of Media Relations, the President, and members of the Senior Staff.
3. If necessary, Assemble Crisis Management Team.
4. Depending on the nature of the incident, organize community meetings.

**Director of Counseling**

1. Provide support and assistance to students, faculty, and staff as needed.

**Director of Public Relations**

1. If necessary, prepare and disseminate press release.
2. Handle media on campus.
3. Prepare Web, telephone, and email messages, if necessary.