

Emergency Protocol

LIFE-THREATENING Medical & Mental Health Emergencies may include one or more of the following symptoms:

- Unconscious/Unresponsive/Passed Out
- Profuse Bleeding
- Not Breathing/Difficulty Breathing
- Difficulty Walking, Talking or Standing
- Confusion/Disorientation/Mental Impairment
- Vomiting or Fever Combined with Other Life-Threatening Symptoms
- Seizures
- Chest Pain with Shortness of Breath or Sweating
- Alcohol / Drug Overdose
- Suicide attempt

Step 1: CALL SECURITY IMMEDIATELY AT 368-3333

- State your name, title, and exact location.
- Request an ambulance.
- Send another person to escort emergency staff to the scene.
- Never transport a student to or from the hospital yourself.

Step 2: CONTACT THE APPROPRIATE STAFF MEMBER

If you are an **UNDERGRADUATE STAFF MEMBER** speak with one (1) of the following:

1. Coordinator/Grad for the building
2. Supervisor on-call

If you are a **COORDINATOR/GRAD STAFF MEMBER** always speak with:

1. Coordinator/Grad for the building **AND**
2. Your Assistant Director or AD on-call

Step 3: CARE FOR THE MEMBERS OF THE COMMUNITY

- Identify any individuals who may need further assistance.
- Maintain confidentiality and respect for the student in crisis.
- Listen empathically to the residents of the community and help them feel reassured.

Step 4: COMPLETE & SUBMIT AN INCIDENT REPORT

- Take accurate notes to document the incident.
- Complete the Incident Report and submit it **online** immediately for review. Your Coordinator/AD needs to review the incident report by 8:00 am the next morning.
- If she or he is not already involved with the action plan, inform the graduate or Coordinator staff member of the building of the incident; leave a detailed voicemail message immediately following the incident.

Non-Emergency Protocol

ADVICE for medical and mental health situations:

- **Medical Situations** – flu, colds, sprains, suspicion of over consumption of alcohol / drugs, etc.
- **Mental Health Situations** – depression, suicide talk / ideation, emotional upset / agitation, anxiety or panic attack, hopelessness, etc.

Step 1: GATHER INFORMATION FROM THE STUDENT – WHO, WHAT, WHEN, WHERE, WHY, ETC.

Step 2: MAKE CONTACT WITH THE NURSE or COUNSELOR ON-CALL

Contact the Nurse on-call at **368-2450**:

- After hours you will have to follow the voice prompt for the answering service.
- Ask for the **UNIVERSITY NURSE ON-CALL**.
- If you have no response after 15 minutes, call again.

Contact the Counselor on-call:

- Business Hours: **368-5872**
- After Hours: **844-8892**. Ask for the **UNIVERSITY COUNSELOR ON-CALL** while you hold.
- If you have no response after 10 minutes, ask the operator to repage the primary, counselor **and** the back-up counselor

Step 3: HAVE THE STUDENT SPEAK DIRECTLY TO THE NURSE or COUNSELOR ON-CALL

Step 4: CONTACT THE APPROPRIATE STAFF MEMBER

If you are an **UNDERGRADUATE STAFF MEMBER** speak with one (1) of the following:

1. Coordinator/Grad for the building
2. Supervisor on-call

If you are a **COORDINATOR/GRAD STAFF MEMBER** always speak with:

1. Coordinator/Grad for the building **AND**
2. Your Assistant Director or AD on-call

Step 5: COMPLETE & SUBMIT INCIDENT REPORT

- Take accurate notes to document the incident.
- Complete the Incident Report and submit it to online immediately for review. Your Coordinator/AD needs to review the incident report by 8:00 am the next morning.
- If she or he is not already involved with the action plan, inform the Coordinator or graduate staff member of the building of the incident; leave a detailed voicemail message immediately following the incident.

IF AT ANYTIME A TRANSPORT TO THE HOSPITAL IS NEEDED, FOLLOW STEP 1 OF THE EMERGENCY PROTOCOL