ON-CALL EMERGENCY RESPONSE PROTOCOL

I. DESCRIPTION

The purpose of this emergency protocol is to provide a basic procedural guide to assist faculty, staff and students with a consistent process for supporting students in emergency situations. The Office of the Dean of Students (DOS) provides 24-hour crisis management services to Agnes Scott students through a variety of sources. Individuals in need of support should be aware that there are measures in place for students to access services by contacting the Public Safety department at 404-471-6400. Public safety will contact the DOS on-call staff for all cases involving students that need transport to the hospital and/or incidents that they deem appropriate for follow up by a DOS staff member. All incident reports in the residence halls will be sent to the Assistant Director and Director of Residence Life and the Associate Dean of Students.

Students involved in incidents on campus can also contact Residence Life staff members including Resident Assistants (RAs), Senior Resident Assistants (SRAs), and Graduate Hall Directors (GHDs). Residence Life staff will follow the on-call emergency protocol by contacting Public Safety and working with this department to assess whether the call is an emergency that needs to be handled in the manner detailed in this protocol.

II. PURPOSE

Two goals of this plan are:

- To promote the safety, security and wellness of students, staff, faculty and visitors.
- To assist the campus community with information regarding the processes and procedures related to emergency situations.
III. EMERGENCY RESPONSE PROCEDURES

If you are responding to an on-call emergency, please remember to remain calm and respectful at all times. Please take careful and detailed notes so that you are documenting the situation as it is occurring when possible. It is important to convey to each individual involved in a crisis that the situation will remain confidential and that you will attempt to protect their privacy when you can.

Medical Emergencies:

A medical emergency typically involves an unplanned event where a student may have a medical, psychological or health related emergency (severe bleeding, severe asthma attack, pain, accident, overdose, attempted suicide, etc.).

1. Students, staff and faculty should immediately contact Public Safety once they are aware that a medical emergency has taken place.

2. Public Safety will assess the situation and determine how and whether the student should be transported for additional care.

3. Public Safety will contact the Dean of Students on-call staff.

4. DOS on-call staff should respond to the emergency by arriving on the scene of the emergency if the student is still on-campus or attending to the student at the hospital after they have been transported.

5. The DOS on-call staff will submit an incident report as soon as possible via e-mail to #DOS Emergency and other relevant staff (e.g. health services, counseling and psychological services (CAPS), dean of students, associate deans, assistant director and director of residence life, and chaplain when appropriate).

Psychological Emergencies:

A psychological emergency involving a student could include a crisis situation where a student engages in disruptive behavior in class or in a residence hall or an intention to harm self or others, etc.

1. Students, staff and faculty should immediately contact Public Safety once they are aware that a psychological emergency has taken place.

2. Public Safety will contact the Dean of Students on-call staff.
3. DOS on-call staff should respond by arriving on the scene and assessing the student in-person. DOS on-call staff may consult with CAPS on-call staff to determine whether further medical care is needed and will work with Public Safety to arrange appropriate transportation for the student. If the situation is not an immediate crisis, the DOS staff member should refer the student to CAPS.

4. The DOS on-call staff will submit an incident report as soon as possible via e-mail to #DOS Emergency (reports will go to Dean of Students and other relevant staff).

For non-emergent situations involving residential students, please contact the Office of Residence Life during regular business hours from 8:30am-4:30pm:
Office of Residence Life Alston Campus Center, 212 404-471-6408

For non-emergent situations involving psychological and/or health issues, please contact the Wellness Center during regular business hours from 8:30am-4:30pm
Wellness Center, Hopkins Hall
Monday through Friday, 8:30 a.m. - 4:30 p.m., August through May
404 471-7100 (phone)
404 471-5477 (fax)

*Appointments are encouraged; walk-ins are first-come, first-served. A walk in hour is offered in CAPS every day 1 – 2pm, Monday – Friday.*