

AGNES
SCOTT
COLLEGE

WELLNESS
CENTER



EMERGENCY RESPONSE
PROTOCOL

EMERGENCY RESPONSE PROTOCOL

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Purpose

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 Wellness Center 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 Public Safety at 404-471-6400. Public Safety will contact the Office of Residence Life 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 Residence Life staff member. All incident reports in the residence halls involving medical and mental health emergencies will be sent to the Assistant Director of Residence Life, and the Assistant Dean of Wellness and Residential Life

Students involved in incidents on campus should contact Public Safety for emergencies at 404-471-6400. The Office of Residence Life and Wellness Center staff will follow the on-call emergency protocol in the manner detailed in this document. No written protocol can encompass every conceivable incident. This document is designed to cover the more common issues and guide decisions regarding incidents not included.

When on duty, Residence Life on-call staff will primarily be contacted by the following: Graduate Assistants, Resident Assistants, or Public Safety. Resident Assistants are expected to remain in their general residence area so that they may respond in person to an incident within ten (10) minutes of being called. A Resident Assistant must respond in person to all duty calls unless the call is for advisement purposes only.

Medical Transportation of Students

Graduate Assistant Protocols

The Graduate Assistant (GA) on duty will use the following protocols when the Office of Residence Life staff becomes aware that a resident has been transported to a hospital, regardless of the method of transport (ambulance, escorted by fellow residents, or self-transported):

Procedure for Hospital Transportation

- 1) Obtain as much information as possible, including:
 - a. Resident Name
 - b. Residence Hall and Room
 - c. Emergency Contact Information
 - d. Reason for Transport
- 2) The Graduate Assistant will travel to the appropriate hospital.
- 3) Ask the resident:
 - a. If they need anything from Residence Life.
 - b. To verify their emergency contact and personal contact information.
- 4) Contact the Assistant Director of Residence Life and document incident report.
- 5) Notify the Assistant Dean for Wellness and Residential Living. If warranted, the Assistant Dean will contact the resident's Emergency Contact person by following the [Protocol for Notification of Emergency Contact for Medical Transports.](#)
- 6) The Assistant Dean will inform the Vice President/Dean of Students.

Procedure for Follow-Up on Weekends

- 1) The student must check-in with the Wellness Center/ or the Assistant Dean for appropriate clearance upon return from a transport.
- 2) The GA will follow-up with the resident on the following day following the transport.
- 3) The RA on Duty should follow-up with the resident the day after an incident occurs.
- 4) The RA on Duty will attempt to contact the resident the following morning by visiting their room or calling their cell phone.
 - a. If the RA is unable to reach the student the day after an incident the RA should leave their contact information on the student's voicemail and note the follow-up as unsuccessful.

Procedure for Follow-Up on Weekdays

The building RA must follow-up with the resident in-person on the day they return to the residence hall, and notify assistant director of residence life of the student's status. The assistant director will in turn notify the director and/or the assistant dean.

Mental Health Crisis

The Residence Life staff member on-duty will use the following protocol when a mental health crisis has been reported.

Procedure for a Mental Health Crisis

Note: If at any time the Residence Life staff member feels unsafe or that the resident is unsafe in the situation, Public Safety should be called immediately.

- 1) The RA/GA will immediately respond to the where the student is located to provide support and resources.
- 2) The GA will contact the on-call Wellness Center staff to determine whether immediate medical assistance is required. If so, call Public Safety.
- 3) The RA/GA will have a conversation with the student and try and gather as much information as they are willing to share.
 - a. Does the student know why the RA was called?
 - b. Has the student had feelings of depression?
 - c. Have they thought of harming themselves? If so, when was the last time they had these thoughts?
 - d. Have they thought about harming others? If so, when was the last time they had these thoughts?
 - e. Have they attempted to harm themselves? If so, when was the last time they attempted to harm themselves? If yes, what did they do to harm themselves?
 - f. Have they had thoughts of suicide?
 - g. Do they feel safe? In the room? With themselves?
- 4) The GA or responding Office of Residence Life staff member will call the counselor on-call for the Wellness Center at 404-780-0925.
- 5) If the counselor believes the student is safe to stay in the residence hall for the evening, the GA will assist the student to arrange to see a counselor at the Wellness Center as soon as possible.
- 6) The RA/GA will leave contact information with the student.

Mental Health Hospitalization

The Resident Assistant on duty will use the following protocols when an incident occurs in the residence halls in which a resident is believed to be dealing with severe psychological issues:

- 1) When a situation involves a student that needs emergency medical/psychological assistance, immediately contact the Wellness Center on-call phone or the Director of the Wellness Center and Public Safety.
 - a. The Director of the Wellness Center will make an assessment as to whether the student should be transported. If the director is not available, Public Safety will contact EMS, who will determine whether the student should be transported.
- 2) The GA on-call will accompany the student to the Emergency Room

Arrest of a Student

The on-call staff will use this protocol when an incident results in a student being arrested.

- 1) Obtain as much information as possible including:
 - a. Location of incident
 - b. Nature of incident
 - c. Number of persons involved
 - d. Status of persons involved, including any victim(s)
- 2) Contact ITS to turn off the student's access to their residence hall and other campus buildings
- 3) If the incident involved a victim that is a student, please follow the appropriate protocol (i.e. Sexual Misconduct, Violent Incident, etc.).
- 4) Contact the Assistant Director of Residence Life via phone
- 5) Email the incident report to the Assistant Director of Residence Life
- 6) Assistant Director to notify Public Safety and the VPSA/DOS

Campus-wide Emergencies

The Residence Life on call staff will use this protocol for all emergency situations requiring a campus-level response that include but are not limited to:

- Bomb Threats
- Active Shooter on Campus
- Natural Disasters
- Group Disturbance or Riots
- Terrorist Attacks
- Mass Causality Incidents
- Any Other Incident Involving the Potential for Multiple Victims

Note: In campus-wide emergency situations, Residence Life staff serves in a supporting role. **Residence Life staff members should establish contact with Public Safety and follow all instructions given.**

Note: If approached by members of the News Media, refer all questions and requests for comments to the Marketing and Communications Office and/or Public Safety.

Procedure for Campus-wide Emergencies

- 1) Obtain as much information as possible including:
 - a. Location of incident
 - b. Nature of incident
 - c. Number of persons involved
 - d. Status of persons involved
 - e. Actions taken
- 2) Immediately contact Public Safety to convey all information and request instructions for further action.
- 3) Contact the Residence Life on call staff person and provide as much information as possible.
- 4) Monitor the on- call cell phone and personal cell phone for further instructions.

Death of a Residence Hall Student

Refer to "Death of a Student Policy"

The Residence Life on call staff will use this protocol when residential student's life ended either on or off campus.

Procedure for the Death of a Residence Hall Student Occurring on Campus

- 1) Obtain as much information as possible including:
 - a. All pertinent information about the student (i.e. residence hall, room number, etc.).
 - b. Location of incident
 - c. Nature of incident
 - d. Who knows about the death
 - e. Who found the student
- 2) Respond to the incident.
- 3) Contact Public Safety (who will dispatch EMS) and the Wellness Center on the way, if they are not on scene.
- 4) Contact the Assistant Director of Residence Life/Assistant Dean of Wellness and Residential Living, while responding to the incident.
- 5) Assistant Dean and/or any Residence Life professional staff will notify VPSA/DOS immediately, who will immediately notify the president.
- 6) Public Safety to clear the immediate area around the deceased of all non-essential personnel.
- 7) Support students affected.
- 8) Assistant Dean to meet with the RA staff about the incident.
- 9) Collaborate with the Wellness Center to implement open hours for student grieving.
- 10) Complete the incident report.
- 11) Email the student incident report to the Assistant Director of Residence Life, who will also forward report to the assistant dean.

Procedure for the Death of a Residence Hall Student Occurring off Campus

- 1) Obtain as much information as possible including:
 - a. All pertinent information about the student (i.e. residence hall, room number, etc.)
 - b. Location of incident
 - c. Who knows about the death

- 2) Contact the Residence Life on-call staff, while responding to the residence hall of the student.
- 3) Residence Life on call staff will contact Wellness Center on call staff person.
- 4) Notify the VPSA/DOS immediately
- 5) Meet with the RA staff about the incident.
- 6) Support students affected.
- 7) Collaborate with the Wellness Center to implement open hours for students grieving.

Facility problems

The Resident Assistant on-duty will use the following protocol when damage has been caused by weather, flooding, major vandalism, etc. or when lack of power, heat or air conditioning is a concern.

- 1) Contact the RA on duty of the building and gather as much information as possible.
- 2) Contact the Residence Life on call staff.
- 3) Respond to the building where the incident is taking place.
- 4) Contact Public Safety (who will dispatch on-call facilities staff if physical repair/assessment of structural integrity of the building is warranted) to inform them of the incident and ask for assistance.
- 5) Create a list of rooms, students and belongings that have been affected.
- 6) Assist the RAs in meeting the students' needs, answering questions and evacuating the building if necessary.
- 7) Report the issue to the director of residence life and the assistant dean.

Fire

The Resident Assistant on-call will use the following protocol when a fire has been reported to Public Safety and 911.

Procedure for a Reported Fire

- 1) Contact the RA on duty of the building and gather as much information as possible.
- 2) Contact Public Safety if they are not already on scene.
- 3) Contact the Residence Life staff on-call.
- 4) Respond to the building where the fire is occurring.
- 5) Assist with crowd control during the evacuation.
- 6) Notify the Assistant Dean, who will also contact the VPSA/DOS.

Procedure for Fire Alarm

- 1) Contact the RA on duty of the building and gather as much information as possible.
- 2) Respond to the building where the fire alarm has been activated.
- 3) Assist with crowd control during the evacuation.
- 4) When the RA is given permission to allow students to re-enter the building, the RA will assist in the process.
- 5) Document the incident report and email it to the Assistant Director of Residence Life.

Procedure for Fire Extinguisher Discharge

- 1) Respond to the scene of the incident.
- 2) Instruct resident assistants to contact Public Safety to assess the situation and determine the need for additional resources, including fire and emergency medical personnel.
- 3) When personnel respond, identify yourself, offer support and follow their instructions.
- 4) Obtain as much information as possible, including:
- 5) Reason for discharge (fire, vandalism, etc.)
- 6) Location of discharge.
- 7) Number of extinguishers discharged.
- 8) Number of residents involved.
- 9) Status of students affected and presence of injuries.
- 10) Housekeeping staff maybe needed to clean up the affected area according to their procedures.
 - a. Generally, if the event is limited to one or two fire extinguishers, residents will be allowed to return to their rooms once the powder settles.
 - b. If numerous fire extinguishers are discharged in an area and/or powder is highly concentrated in a specific area, emergency housing procedures may be implemented.
- 11) Instruct resident assistants to facilitate evacuation of residents from the affected areas.
- 12) If the fire extinguisher is discharged in a hallway or lounge, residents should be evacuated from those areas.
- 13) If the fire extinguisher is discharged in a single room, all occupants of the room must be evacuated.
- 14) Residents should not be allowed back into the affected area until an initial assessment and cleaning of the area.
- 15) If it is determined residents must be relocated, the Residence Life Office Coordinator will coordinate.
- 16) Document the incident report and email the Assistant Director of Residence Life.

Harassment

The Resident Assistant on-duty will use the following protocol when harassment has been reported.

- 1) The RA will immediately respond to the where the student is located.
- 2) Discuss the incident with the student, and try and gather as much information as possible.
 - a. Who is the person harassing them?
 - b. What is their relationship with them?
 - c. How are they harassing the student?
 - d. Does the student feel safe?
- 3) Contact Public Safety if the student upon the student's request.
- 4) Contact the Residence Life staff on-call to discuss the incident and whether or not it is appropriate to separate/remove the person harassing the student from the residence hall while the incident is being resolved.
 - a. Also discuss the possibility of either student being relocated to a different residence hall if the person harassing the student lives in the same residence hall.
- 5) Document the incident report and email it to the Assistant Director of Residence Life.
- 6) A copy of report is also submitted to the Director of Student Conduct and Community Standards in the Dean of Students Office to determine if an Honor Court violation has taken place.

Major Police Involvement

The Resident Assistant will use this protocol when an incident calls for significant police involvement/presence.

- 1) Obtain as much information as possible including:
 - a. Location of Incident
 - b. Nature of Incident
 - c. Number of Persons Involved
 - d. Status of Persons Involved, including any victim(s)
- 2) If the incident involved a victim that is a student, please follow the appropriate protocol (i.e. Sexual Misconduct, Violent Incident, etc.).
- 3) Contact the Residence Life on-call staff.
- 4) Follow any instruction given by Residence Life on-call staff and Public Safety.
- 5) Document the incident report and email it to the Assistant Director of Residence Life.
- 6) A report must also be submitted to the Director of Student Conduct and Community Standards in the Dean of Students Office.
- 7) Notify the VPSA/DOS

News/Media Involvement

The RA/GA will use this protocol when an incident occurs and news/media persons respond.

- 1) Determine why the news/media is present.
- 2) Call the Residence Life on-call staff with the information and follow directions from there.
- 3) All media request will be referred to the Communication and Marketing Office.

Note: Under no circumstance should a Residence Life professional or paraprofessional speak with the media unless permission is obtained by the Assistant Dean of Wellness and Residence Life, Vice President/Dean of Students and the Office of Communications and Marketing.

Emergency Rooms

The Graduate Assistant on-duty will use the following protocol when students stay a single night in an emergency room.

- 1) The RA will immediately respond to where the student is located.
- 2) After receiving assurance from the ER staff that the student is medically stabilized and is alert, the RA will have a conversation with the student and try and gather as much information as they are willing to share.
- 3) Notify the assistant director of residence life who will meet with the student, and inform the director of residence life and/or the assistant dean of the student's status.
- 4) Coordination for temporary room should be done with the coordinator of residence life operations.

- 5) The RA/GA will assist the student with packing enough clothes, books, bedding, and toiletry for the evening, and a temporary access card will be issued.
- 6) The RA's will be notified of the temporary room change on a need to know basis.

Safe Space

A Safe Room will be available for any student(s), as needed for a pre-determined period of time. It is to be used for the following reasons:

- A student who has experienced a sexual assault, sexual harassment, and/or stalking and needs a place to stay.
- A student who is being physically abused by her/his partner and needs a temporary place to live until other arrangements are made.
- A student who had a tragedy such as a death of a roommate and does not feel comfortable staying alone in her/his room.

Procedure for Utilizing a Safe Space

- 1) The GA will notify Assistant Director of Residence Life if a safe space is needed.
- 2) The assistant director of residence life will communicate the request to the director of residence life and/or the assistant dean, who will coordinate safe space with coordinator of residence life operations, if needed.
- 3) The typical length of stay is three to four days. Any stay exceeding seven days requires explicit approval.
- 4) Upon conclusion of stay, the student must return the access card to the coordinator of residence life operations.
- 5) Residence Life will be responsible for documenting and keeping track of which student(s) the key was issued.

Sexual Misconduct

The RA/GA on-call will use the following protocol when a sexual assault, violence or misconduct is reported.

- 1) The RA/GA will immediately respond to where the student is located to provide support and resources.
- 2) Attempt to determine whether immediate medical assistance is required. The RA/GA will provide resources and/or referrals and/or facilitate student's access to medical services.
- 3) Explain confidentiality guidelines and practice.
 - a. Explain the obligation to report the incident to the College Title IX Office.
 - b. Report to the Title IX Coordinator, who will determine if further investigation is warranted, but the victim is not obligated to proceed further.
- 4) Have a conversation with the student and try and gather as much information as they are willing to share.
 - a. Encourage the victim to preserve evidence.
 - b. Explain the option to contact with a counselor immediately over the phone. (using the hotline)
 - c. Explain option to contact Public Safety. They can file a report, but are not obligated to proceed..
 - d. Note that if safety of students is in jeopardy, Public Safety must be notified immediately.
- 5) Document the incident report and email it to Assistant Director of Residence Life. The Assistant director will forward to the Title IX Officer.

Violent Incident (assault/physical altercation)

The Residence Life staff will use this protocol when an incident is violent in nature and involves a physical altercation or assault.

- 1) Contact and Residence Life on call staff and Public Safety.
- 2) Obtain as much information as possible including:
 - a. Location of incident
 - b. Nature of incident
 - c. Number of persons involved
 - d. Status of persons involved, including any victim(s)
- 3) If the incident involved a victim that is a student, please follow the appropriate protocol (i.e. Sexual Misconduct, Violent Incident, etc.).
- 4) Document the incident report and email it to Assistant Director of Residence Life.
- 5) A report should also be submitted to the Director of Student Conduct and Community Standards in the Dean of Students Office.
- 6) The Vice President and Dean of Students must also be notified.

Weapons

The Residence Life Staff will use this protocol when a weapon is reported on campus.

- 1) Obtain as much information as possible including:
 - a. Location of the weapon(s)
 - b. Persons involved
 - c. Type of weapons
 - d. Source of the information
- 2) Contact Public Safety immediately, and follow any instructions they give.
- 3) Document the incident report and email it to Assistant Director of Residence Life.
- 4) Incident report must also be forwarded to the director of student conduct and community standards
- 5) VPSA/DOS must also be notified.

Wellness Checks

The Residence Life staff will use the following protocol when a wellness check is initiated by someone concerned for a student.

Procedure for Wellness Checks in Residence Halls

- 1) Residence Life receives a call from a concerned family member, staff/faculty staff member or friend.
- 2) If the student is there, the RA/GA will prompt the student to contact the concerned person if necessary and to offer any support needed.
- 3) If student is not located, staff will provide an updated communication and a follow-up visit. If student is not located after 24 hours, please notify the assistant dean.
- 4) The assistant dean will notify Public Safety and VPSA/DOS

Procedure for Wellness Checks in Avery Glen Apartments

- 1) Residence Life receives a call from a concerned family member, staff/faculty staff member or friend.
- 2) If the student is there, the RA/GA will prompt the student to contact the concerned person if necessary and to offer any support needed.
- 3) If student is not located, staff will provide an updated communication and a follow visit.

***Please see Missing Person Protocol in Student Handbook

On-Call Communication

The Residence Life on call staff will use the following protocols when:

- Any serious incident on the “Need to Know” list occurs (**see below**).
- The RA/GA needs advice for any situation.

Note: The call is NOT an imposition! **Never sit on information.** When in doubt, always err on the side of making the call.

When calling, be prepared with the following facts (**refer to the Calling-Up Information Sheet**):

- Student Name
- Student Information: on-campus residence, class year, hometown if known
- Description of Events
- Student’s Condition
- Status of All Students Involved
- Plans for Emergency Contact Notification (if transported to a hospital)

“Need to Know” List

- Arrest of a Residence Hall Student (regardless of where the arrest occurred)
- Campus Wide Emergencies
- Death of a Student (on or off campus)
- Facility problems (flood, heat, damage caused by weather, major vandalism)
- Fire
- Fire Alarm
- Fire Extinguisher Discharge
- Harassment
- Major Police Involvement
- Medical Transportation of Students
- Mental Health Crisis
- Mental Health Hospitalization
- Missing Student
- News Media Involvement
- Room Change (Emergency)
- Safe Rooms
- Sexual Misconduct

- Violent Incident (Assault/Physical Altercation)
- Weapons
- Wellness Checks

Protocol for Contacting Emergency Contact

Parent/Guardian (Emergency Contact) Notification Policy

In general, parent/guardian (emergency contact) notification is not necessary for the majority of situations faced by the on-call response team. When the on-call staff determines that a parent/guardian should be notified, the on-call staff member (where possible) gives the student an opportunity to call the parent/guardian first. If a student opts not to call parent/guardian or emergency contact, please convey information to the assistant dean, who will determine whether to contact a parent/guardian/emergency contact, and who will make the contact. Typically, parents/guardians (emergency contact) are to be notified in the following circumstances:

- 1) When the student is an imminent threat to self and hospitalization is required or if the student has life threatening medical conditions.
- 2) When the student is hospitalized for a psychiatric purpose and the hospitalization is involuntary, a parent/emergency contact should be called as soon as possible (unless clinically contraindicated). When the hospitalization is voluntary, an Assistant Dean will be consulted before making a decision to call the parents/emergency contact.
- 3) When the student is involved in a situation that has legal implications, involves some sort of law enforcement or includes an arrest, the Assistant Dean will typically contact the VP/DOS and together, the determination will be made as to whether the parents/emergency contact should be contacted.
- 4) When the student is an imminent threat to others, the Assistant Dean would typically involve Public Safety as appropriate and they will warn potential victims if at all possible. In this circumstance, the VP/DOS will be consulted before making a decision to call the parents/emergency contact.

Exception: When a student under 18 years of age is involved in an emergency incident or hospitalized, the parents/guardians (emergency contact) are contacted as soon as reasonably possible by authorized personnel.

Procedure for Notification:

- 1) Obtain the student's emergency contact information (phone number, address, name, relationship to student)
- 2) Contact the assistant dean and provide with the information gathered
- 3) Assistant Dean or authorized personnel will call the emergency contact number and request to speak with the listed emergency contact listed for the student
 - a. If a voicemail message is received, ***follow the Voicemail Protocol below***
- 4) Briefly introduce yourself
- 5) Inform the emergency contact of the reason for calling
- 6) Provide the emergency contact with contact information for appropriate emergency department
- 7) Provide the emergency contact with contact information for Residence Life staff
 - a. The Residence Life and Wellness Center telephone number should be provided during normal business hours. Wellness Center 404.471.7100 Residence Life 404.471.6408
- 8) Ask the emergency contact if they have additional questions.

Sample Notification Script

Hello, my name is **(insert name)**. I'm the Graduate Assistant on duty at Agnes Scott College calling on behalf of Residence Life. I'm calling to inform you that **(insert resident's name)** has been transported to **(insert hospital name)** because **(brief reason for transport)**. **(Resident's name)** was transported to the hospital at approximately **(insert time)**. His/her status is **(provide any factual, objective information that you have about the resident's status)**.

If you would like to contact the hospital, the telephone number is _____.

Voicemail Protocol

When voicemail is reached, the Assistant Dean or authorized staff person will leave a brief message requesting the emergency contact to return their call. The Assistant Dean or authorized personnel should attempt to call the emergency contact at least one more time within twenty-four (24) hours. The severity of the situation may necessitate additional attempts to establish contact.

Do not provide any specific information about the situation in the voicemail. Direct communication mitigates the risk of panicking the emergency contact due to miscommunication and limited information. And, direct communication allows the emergency contact the opportunity to ask clarifying questions.

Procedure for Voicemail

- 1) Briefly introduce yourself
- 2) Inform the emergency contact about whom you're calling
- 3) Request the emergency contact to return the call.

Sample Voicemail Message Script

Hello, this call is for **(name of emergency contact)**. My name is **(insert name)**. I'm the Graduate Assistant on call at the Agnes Scott College calling on behalf of Residence Life. This call is regarding **(insert resident's name)**. Please contact me at **(this Number)** at your earliest convenience.

International Student Emergency Contact Protocol

The Graduate Assistant on call will use the following protocol when the emergency contact has an international phone number.

Notify the Assistant Dean of Wellness that you are responding to a situation involving an international student. The Assistant Dean will communicate with the emergency contact on file of the international student (if appropriate).

Helpful Phone Numbers

| | |
|--|----------------|
| Wellness Center | 404.471.7100 |
| Wellness Center On-Call..... | 404.780.0925 |
| Wellness Center Director | 404.447.1840 |
| Public Safety..... | 404.471.6400 |
| Assistant Dean of Wellness & Residential Living..... | 404.291.1300 |
| Dean of Students Office | 404.471.6449 |
| Title IX Coordinator | 404.471.6547 |
| Day League | 404.377.1428 |
| National Suicide Prevention Hotline | 1.800.273.8255 |
| Trevor Project | 1.866.488.7386 |
| Georgia Crisis and Access Line | 1.800.715.4225 |
| Crisis Text | 741741 |