

**2018-  
2019**

Loyola  
University  
New Orleans

Office of  
Student Affairs

# **CRISIS MANUAL OF STANDARD OPERATING PROCEDURES**



INTERIM EXECUTIVE DIRECTOR OF STUDENT AFFAIRS

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September 2018

Dear Colleagues:

Each year, you may be called upon to manage a number of emergency situations that involve students. As a result, the Office of Student Affairs, in conjunction with the Office of Government and Legal Affairs, prepare a Crisis Manual of Standard Operating Procedures for your information and use. This will help to ensure that each situation is handled in a professional and consistent manner, with the proper individuals notified. **If you become aware of an imminent threat of violence to the campus, please call University Police immediately at (504) 865-3434.**

I would especially like to thank Amy Boyle, M.A., Director, Residential Life; Diana Ward, Ph.D., Chief Student Conduct Officer and Deputy Title IX Coordinator; Todd Warren, Chief of University Police; and Tommy Screen, JD, Office of Governmental and Legal Affairs, for their work and in-depth review of both policy and procedure. This collaboration among offices ensures that the university community is served well.

Please save this manual for future reference and **discard any previous editions** you may have. If you have any questions, suggestions or I can be helpful in anyway, please contact me.

Sincerely,

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# Table of Contents

<b>MEDICAL EMERGENCIES .....</b>	<b>4</b>
<b>MENTAL HEALTH EMERGENCIES.....</b>	<b>5</b>
<b>MEDICAL WITHDRAWALS .....</b>	<b>5</b>
<b>SEXUAL ASSAULT .....</b>	<b>6</b>
<b>STUDENT ARREST.....</b>	<b>6</b>
<b>STUDENT DEATH.....</b>	<b>6</b>
<b>SUICIDE IDEATION.....</b>	<b>7</b>
<b>SUICIDE ATTEMPT.....</b>	<b>7</b>
<b>BEHAVIORAL INTERVENTION TEAM.....</b>	<b>8</b>
<b>THREAT ASSESSMENT TEAM .....</b>	<b>8</b>
<b>Appendix A.....</b>	<b>9</b>
<b>Appendix B.....</b>	<b>10</b>

## MEDICAL EMERGENCIES

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These guidelines should be followed during any accident, injury or illness occurring on campus involving a currently enrolled Loyola student. These practices address any unforeseen incidents during which a student (or students) sustain physical injury, physical trauma or become physically ill. See Appendix A for a Statement on Confidentiality.

- For on-campus medical emergencies involving currently enrolled Loyola students immediately call **University Police at (504) 865-3434** and ask that Emergency Medical Services (EMS) be dispatched. You must provide the exact location of the medical emergency/injured party to the University Police dispatcher. **Student Health Services staff does not respond to medical emergencies away from the clinic.**
- For off-campus medical emergencies involving currently enrolled Loyola students, call **911** and provide the dispatcher with the off-campus address of the student. Then, call **University Police immediately at (504) 865-3434** to inform of the situation.
- Do not move the individual if severely injured, may have sustained a head injury, is in severe pain, or has a possible fracture(s).
- Once EMS personnel are notified by the University Police dispatcher of the injury or illness, emergency medical technicians and/or paramedics will respond and attend to the person on site and determine if the student's condition necessitates transport to a hospital or should only receive first aid treatment.
- University Police will notify the Office of Student Affairs of the emergency medical situation in order for follow-up care to be provided by Student Health Services.
- The Interim Executive Director of Student Affairs will notify Deans, Associate Deans, and professors of student absences.
- The Office of Risk Management should be notified for insurance purposes for cases involving major paralytic conditions, second or third degree burns, amputation or loss of use or loss of extremity, traumatic brain injury, loss of sight or hearing, injury resulting in incontinence, and/or bodily injury that is the outcome of services provided by Loyola's Student Health Services staff.

### *Examples of Medical Emergencies*

- Severe injury or allergic reaction
- High fever
- Uncontrolled bleeding
- Difficulty breathing and/or wheezing
- Chest or severe abdominal pain
- Loss of consciousness or disorientation
- Traumatic brain injury or spinal cord injury
- Severe headache
- Eye injury/visual changes
- Severe or persistent vomiting
- Swallowing a poisonous substance
- Signs of alcohol poisoning or drug overdose

## MENTAL HEALTH EMERGENCIES

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These guidelines should be followed during situations that involve a student's potential for harm to self or others due to physical or psychological reasons. See Appendix A for a Statement on Confidentiality.

- For on-campus or off-campus mental health emergencies involving a currently enrolled Loyola student, immediately call the **University Counseling Center at (504) 865-3835 during regular office hours, Monday-Friday, 8:30 a.m. – 4:45 p.m. Press “1” at the voicemail prompt if after hours or on holidays/weekends.**
- Once counseling personnel are notified of the emergency, a counselor will determine if the student's condition necessitates transport to a hospital or other intervention.

### *Examples of Mental Health Emergencies*

- Suicidal or homicidal thoughts with intentions and/or plan
- Recent trauma (e.g., sexual assault, physical abuse)
- Death of a loved one
- Psychosis (e.g., disorientation, disorganized speech, unusual thoughts, active visual or auditory hallucinations)
- Impulsive, violent/dangerous behavior or writing

## MEDICAL WITHDRAWALS

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At times, students experience psychological or physical difficulties (e.g., depression, substance abuse/dependence, uncontrolled disordered eating behaviors, epilepsy, etc.) that cause severe impairment to the point that the student cannot benefit from the academic program and intensive treatment is warranted.

- A student requesting a medical withdrawal should call the **University Counseling Center at (504) 865-3835** and schedule an appointment with the Director for Counseling & Health Services. Medical withdrawals must be made within the term being requested (during illness). There are no partial medical withdrawals for a term, and the institutional refund policy applies.
- The Director for Counseling & Health Services meets with the student and conducts an evaluation.
- At the time of the evaluation, the student may be asked to present a letter from his or her primary treatment provider to the Director for Counseling & Health Services with the reason(s) for the medical withdrawal, a statement to the severity of the condition, and a recommendation for a withdrawal from the University.
- The Director for Counseling and Health Services submits a recommendation to the Interim Executive Director of Student Affairs based on the evaluation and medical records.
- In order for a student to return to the University following a medical withdrawal, he or she must be cleared by both the Director for Counseling & Health Services and the student's primary treatment provider.

## SEXUAL ASSAULT

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Loyola University New Orleans complies with Title IX of the Education Amendments of 1972, which prohibits discrimination (including sexual and gender based harassment, assault and sexual violence) based on gender in the University's educational programs and activities. Title IX also prohibits retaliation for asserting or otherwise participating in claims of gender discrimination. The University will take prompt and effective steps to end any sexual or gender-based harassment and discrimination, assault and/or sexual violence as well as to eliminate any hostile environment. It will take prompt and effective steps to prevent the recurrence of the prohibited conduct, and remedy any effects on the victim or others as appropriate.

All University employees, other than counselors, pastors, or advocates and those employees legally regarded as confidential sources, must bring reports of violations of this policy, including sexual and gender-based harassment, assault and violence that they observe or learn about, immediately to the attention of the Title IX Coordinator or appropriate Deputy Title IX Coordinator. Reports can be made securely and electronically via the [Title IX Report Form](#). For details regarding the Title IX policy and procedures pertaining to students, please refer to the Student [Code of Conduct, Section 5](#).

**See Appendix B for Options Available to Students Following a Sexual Assault.**

## STUDENT ARREST

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In the event of a student arrest, University Police and the Office of Student Affairs will be notified in order to communicate with family.

### *Guidelines*

- The university department first informed of the arrest of a student should notify University Police at (504) 865-3434. University Police in turn will notify the appropriate university office and department designees.

## STUDENT DEATH

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Loyola University has developed guidelines to be followed in the event of a student death. Realizing that death can occur under a number of different circumstances (accident, natural causes, etc.) there is great need for flexibility and good judgment. Considering the very sensitive and unpredictable nature of a death, no procedure can describe in absolute detail all the steps that have to be taken. However, the Guidelines for Responding to a Student Death were designed to guide Loyola's response efforts. Those responsible for implementation should be guided by these protocols, as well as empathy, sensitivity and support for the bereaved.

### *Guidelines*

- The university department first informed of the death of a student should notify University Police at (504) 865-3434. University Police in turn will notify EMS, NOPD, and the appropriate university office and department designees.

- Refer to the “Guidelines for Responding to a Student Death” (available on the Office of Risk Management’s Intranet site - <http://finance.loyno.edu/risk/intranet>) for established response protocols.

## SUICIDE IDEATION

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At one time or another, an individual may consider suicide as a possible solution to situational and/or psychological concerns. At the time the individual is thinking about suicide, the person is frequently distressed or depressed and searching for support and help in dealing with concerns. Talking specifically about suicide ideation to an individual considering suicide actually REDUCES the risk of a suicide attempt. INDIVIDUALS WHO TALK ABOUT SUICIDE, EVEN IF CASUALLY, SHOULD ALWAYS BE TAKEN SERIOUSLY. Individuals who commit suicide have usually told important people in their lives of their intent.

### *Guidelines*

- If a student expresses suicidal thinking **during regular office hours, Monday-Friday, 8:30 a.m. – 4:45 p.m., call the University Counseling Center at (504) 865-3835** and ask to speak with a counselor immediately or walk the student directly to the University Counseling Center on the second floor of the Danna Student Center, room 208, for a crisis appointment.
- If a student expresses suicidal thinking **after regular office hours or on holidays/weekends, call the University Counseling Center at (504) 865-3835 and press “1” at the prompt** to be connected to the UCC Counselor On-call.

## SUICIDE ATTEMPT

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If a suicide attempt is suspected or has been confirmed, the most immediate consideration is acquiring medical assistance. Even if the attempt appears minimal, acquiring medical treatment is imperative.

### *Guidelines*

- If the suicide attempt occurred **on-campus**, call **University Police immediately at (504) 865-3434** and request Emergency Medical Services (EMS) to be dispatched to the location.
- If the suicide attempt occurred **off-campus**, call **911** and provide the dispatcher with the off-campus address of the student. Then, call **University Police immediately at (504) 865-3434** to inform of the situation.

## BEHAVIORAL INTERVENTION TEAM

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The Behavioral Intervention Team (BIT) is a multi-departmental group who convenes weekly to discuss students of concern and coordinate the necessary outreach, support, and referrals. The BIT reviews reports wherein conduct or events are cause for concern - whether behavioral or academic - including but not limited to changed mood/appearance, death of a loved one, personal wellness, academic difficulty, considering leaving the University, excessive absences from courses, and other academic concerns.

### ***Guidelines***

If you know of a student who is experiencing any signs or stressors, we encourage you to submit a report through the [online reporting system](#). This form is only monitored during regular business hours (Monday-Friday 8:30am - 4:45pm) and may not be immediately reviewed. Contact University Police at (504) 865-3434 IMMEDIATELY if there is risk to self or others.

## THREAT ASSESSMENT TEAM

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The mission of the multi-disciplinary Threat Assessment Team at Loyola University New Orleans is to determine if an individual poses, or may reasonably pose, a threat of violence to self, others, or to the community and to intervene to avert the threat and maintain the safety of the University. The Threat Assessment Team is comprised of representatives from student affairs, law enforcement, human resources, counseling services, risk management, emergency management, general counsel, and academic affairs.

### ***Guidelines***

If you know of a community member who may pose a risk to self or others, contact University Police at (504) 865-3434 IMMEDIATELY.



## Appendix A

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### **CONFIDENTIALITY**

Strict confidentiality laws are upheld and firmly respected in both Student Health Services and the University Counseling Center. All medical and psychological records are kept confidential in a secure, limited access location and are not part of a student's academic record. Copies of medical records or other medical/psychological information such as appointment attendance are released only with the express written consent of the student. Students can voluntarily sign release forms in either Student Health Services or at the University Counseling Center.

## Appendix B

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Title IX is a federal law that prohibits sex discrimination in education programs and activities that receive federal funding. Under Title IX, discrimination on the basis of sex can include sexual harassment, sexual exploitation, sexual verbal abuse, nonconsensual sexual intercourse and sexual conduct, stalking, intimate partner violence, domestic abuse, and discrimination within housing, athletics, and employment.

If you believe you have been a victim of discrimination on the basis of sex or are aware of discrimination occurring, Loyola encourages you to use one of the resources below. Reports can be made anonymously.

Move to safety and tell someone that can help. You have several options:

**Contact the Loyola University Title IX Deputy Coordinator:** Dr. Diana Ward, Chief Student Conduct Officer and Title IX Deputy, [dmward@loyno.edu](mailto:dmward@loyno.edu) or **504-864-7151**.

- The Loyola University Deputy Title IX Coordinator can advise you on the Title IX process, review your options and provide interim measures to increase your comfort and safety. Please note, the Title IX coordinator will NOT reach out to the alleged respondent without first consulting the complainant.

**Contact Loyola University Police Department (LUPD):** File a report with LUPD by calling **504-865-3434** or by dialing '911' on any campus blue light emergency telephone to report the incident.

When filing a report with LUPD, you may choose to:

- Pursue university judicial action\* and/or criminal charges with the New Orleans Police Department (NOPD).
- Only report the incident without pressing charges.
- Report anonymously.

### **Receive a medical exam/assistance:**

You can receive a free medical exam at:

University Medical Center

2000 Canal Street

504-702-3000

\*Sexual Assault Nurse Examiners (SANE) are available upon request.

### **Seek Support from your Friends, Family and the Community**

#### 1. University Services

University Counseling Center: 504-865-3835

University Ministry: 504-865-3226

Student Health Services: 504-865-3326

Loyola University Title IX Deputy: 504-864-7151

Women's Resource Center: 504-865-3083

#### 2. Community Services:

New Orleans Family Justice Center: 504-866-9554 (24hr crisis line)

RAINN National Sexual Assault Hotline: 1-800-656-HOPE (4673)

Metropolitan Center for Women & Children: 504-837-5400 (24hr crisis line)

\*University judicial action is not related to and is independent of any criminal proceedings in a court of law.