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CHIEF STUDENT AFFAIRS OFFICER

# **CRISIS MANUAL OF STANDARD OPERATING PROCEDURES**



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January 2021

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, prepares 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; Asia Wong, LCSW-BACS, Director, University Counseling and Health Services; Diana Ward, Ph.D., Chief Student Conduct Officer and Title IX Coordinator; Todd Warren, Chief, 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. Additionally, if you would like to have Dr. Ward and I present to college or staff meetings to review this information and engage in a question/answer session, we would be happy to do so. Please reach out to us at [studentaffairs@loyno.edu](mailto:studentaffairs@loyno.edu) to schedule. If you have any questions, suggestions, or if I can be helpful in any way, please contact me.

Sincerely,

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## **MEDICAL EMERGENCIES**

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 a physical injury, physical trauma, or become physically ill.

- 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 them 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 Chief Student Affairs Officer will notify Deans, Associate Deans, and professors of student absences.
- The Office of Government and Legal Affairs 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 an 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

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- 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

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.

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. If after hours or on holidays/weekends, call 504-865-3854 to reach the counselor on call.

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

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 or

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designee. 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 or designee 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 or designee with the reason(s) for the medical withdrawal, a statement of the severity of the condition, and a recommendation for a withdrawal from the University.
- The Director for Counseling and Health Services or designee submits a recommendation to the Chief Student Affairs Officer 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 or designee and the student's primary treatment provider.

## **SEXUAL ASSAULT**

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, resident ministers, Student Health Services staff, 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; such reports should include all of the details reported or observed by the reporting party including any involved parties' names. Those regarded as private sources, like trained advocates from the Women's Resource Center, must also 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; private sources, however, are allowed to omit the involved parties' names at the request of the victim or survivor. 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](#).

## **STUDENT ARREST**

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

### **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 Office of Student Affairs. The Chief Student Conduct Officer, or designee in the Office of Student Affairs, will then call the arrested student's family.

### **STUDENT DEATH**

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 a great need for flexibility and good judgment. Considering the very sensitive and unpredictable nature of 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.

### **SUICIDE IDEATION**

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 complete a suicide attempt 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 counselor on call at 504-865-3854.

### **SUICIDE ATTEMPT**

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.

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**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 them of the situation.

**BEHAVIORAL INTERVENTION TEAM**

The Behavioral Intervention Team (BIT) is a multi-departmental group that 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, food and/or housing insecurity, and other academic or non-academic concerns.

**Guidelines**

If you know of a student who is experiencing any signs of distress or significant stressors, we encourage you to submit a report through the [online reporting system](#). This form is only monitored during regular business hours (Monday-Friday, 8:30 a.m. – 4:45 p.m.) and may not be immediately reviewed. Contact University Police at (504) 865-3434 IMMEDIATELY if there is an imminent risk to self or others. Please note – as part of this process, the BIT works very hard to maintain confidentiality for students so they trust the work the BIT is doing; as a result, if you submit a report, the BIT does not generally report back or communicate with you about the details of how we'll be working with individual students.

**THREAT ASSESSMENT TEAM**

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 composed of representatives from student affairs, law enforcement, human resources, counseling services, emergency management, and general counsel.

**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.