August 2015

Dear Colleagues:

Each year, you are called upon to manage a number of emergency situations that involve students. The Office of Student Affairs, in conjunction with the Office of General Counsel, prepared 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.

Please save this manual for future reference and discard any previous editions you may have. If you have any questions or suggestions, please contact the Office of Student Affairs at (504) 865-3030.

Sincerely,

Robert A. Reed, M.Ed.
Assistant Vice President for Student Affairs

Alicia A. Bourque, Ph.D.
Director, Counseling & Health Services

cc: M.L. “Cissy” Petty, Ph.D.
Vice President for Student Affairs and Associate Provost
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DEATH OF A STUDENT

In the event of the death of a student, the following procedures will be followed as a general guideline. 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. Those responsible for implementation should be guided by the essential communication needs required in these situations, as well as empathy, sensitivity and support for the bereaved.

Procedures

- 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 the Vice President for Student Affairs and Associate Provost, the Assistant Vice President for Student Affairs, the Director for Counseling & Health Services, University Ministry, the Associate Provost, the Dean/Associate Dean of the College the student resides, Enrollment Management, and Student Finance. The Risk Management department should also be notified for insurance purposes.

MEDICAL EMERGENCIES

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

Procedures

- 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 currently 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 injured or if the individual 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 attend to the person on site and determine if the patient’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 Executive Assistant to the Vice President for Student Affairs and Associate Provost will notify Deans, Associate Deans, and Professors of student absences.
• The Risk Management department 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**

These procedures 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.

**Procedures**

- 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. or **University Police at (504) 865-3434 after regular office hours or on weekends or holidays** and ask that the counselor on-call be contacted. You must provide the exact location of the mental health emergency to the University Police dispatcher.
- Once counseling personnel are notified by the University Police dispatcher of the emergency, a counselor will attend to the person on site and determine if the student’s condition necessitates transport to a hospital or should only receive a crisis evaluation at the University Counseling Center.
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.

Procedures

- Student requesting the 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 must 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 Vice President for Student Affairs and Associate Provost on the evaluation and medical records
- In order for a student to return to the University from 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

The broad definition of sexual assault includes oral, genital, or anal contact with an unwilling or non-consenting victim by an offender; this ranges from unwanted touching and kissing to forced intercourse. The legal penalties for rape and sexual battery are defined under Louisiana Criminal Code and university sanctions are listed in the Loyola University New Orleans Student Handbook.
**Procedures**

Title IX is a Federal civil rights law that prohibits discrimination on the basis of sex in education programs and activities. It is also prohibited by the University. Under Title IX, discrimination on the basis of sex can include sexual harassment or sexual violence. If a student believes that he or she has been a victim of discrimination on the basis of sex or are aware of discrimination occurring, the University encourages you to report the incidence. See Appendix B for Options Available to Students Following a Sexual Assault.

- Robert Reed, Assistant Vice President for Student Affairs, (504) 865-3737, is the point of contact if the complainant is a student
- Any complaint may also be made to the Title IX Coordinator or one of the Title IX Deputy Coordinators
  - Title IX Coordinator
    - Arlene McCarthy, Compliance Officer, (504) 865-2657
  - Title IX Deputy Coordinators
    - Alexandria Kelch-Brickner, Asst. Dir. Student Conduct, (504) 864-7098
    - Kellie Kennedy, Head Women’s Basketball Coach, (504) 864-7577
    - Lisa E. Schmid, Academic Counselor, Student Success Center, (504) 865-2990
    - Melanie McKay, Vice Provost for Academic Affairs, (504) 864-7197
    - Nikolina Camaj, Asst. Dir. Re
    - Pamela Galindo, Asst. Dean of Enrollment, College of Law, (504) 861-5744
    - Rachel Dirmann, Human Resources, (504) 864-7768
    - Rhonda Flot Huff, Human Resources, (504) 864-7896
    - Robert Reed, Assistant Vice President for Student Affairs, (504) 865-3737
    - Roger White, Interim Dean/Assoc. Professor (504) 865-2697
    - Ross Matthews, Director of Human Resources, (504) 864-7914

**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, he/she is frequently distressed or depressed and searching for support and help in dealing with his or her concerns. Talking specifically about suicidal 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.

**Procedures**

- 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 weekends or holidays, call University Police at (504) 865-3434 and ask to speak with the counselor on-call.

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.

Procedures
- 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.

CARE & CONCERN COMMITTEE

The Care & Concern Committee is a team of multi-disciplinary staff members who meet weekly during the academic year to discuss students of concern and to coordinate an appropriate response. Reports can be made to the Care and Concern Committee through the online form at https://publicdocs.maxient.com/incidentreport.php?LoyolaUnivNO or by contacting Robert Reed, Assistant Vice President for Student Affairs, at (504) 865-3737 or rareed@loyno.edu.
Appendix A

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.
Advice for Complainants of Sexual Assault

Sexual assault is a form of sexual harassment. It includes sexual violence, battery and misconduct. Anybody that sees sexual harassment occur should report it. A complaint may be made by a witness, an anonymous phone call or letter, or by the media. If you are a victim of sexual assault, help is available.

✓ MOVE TO SAFETY AND TELL SOMEONE THAT CAN HELP
  - You may choose to contact Loyola University’s Title IX Coordinator or a Title IX Deputy Coordinator, who can advise you how to increase your safety, how to report the assault and how to minimize disruption to your educational pursuits.
  - If you have been sexually assaulted do NOT shower, bathe, brush your teeth, or change clothes until you’ve been medically examined. This is necessary to preserve evidence.

✓ REPORT IT
  - Call University Policy (LUPD) at (504)865-3434 or by dialing “911” on any campus or “blue light” emergency telephone to report the incident.
  - You may choose to:
    1. Report the incident to LUPD and pursue university judicial action and/or criminal charges with the New Orleans Police Department; or
    2. Only report the incident without pressing charges; or
    3. Report anonymously without providing any personal information.

✓ RECEIVE A MEDICAL EXAM/ASSISTANCE
  - You can receive a free medical exam at:

    University Medical Center  
    Address: 2000 Canal Street  
    Phone: (504) 702-3000  
    "Sexual Assault Nurse Examiners (SANE) are available upon request"

✓ SEEK SUPPORT FROM YOUR FAMILY, FRIENDS, & COMMUNITY
  - University Services
    1. Counseling: University Counseling Center..........................(504)865-3835  
       University Ministry..........................................................(504)865-3226  
    2. Student Health Services..................................................(504)865-3326  
    3. Women’s Resource Center................................................(504)865-3083  
    4. Request Housing and/or Class Schedule Changes:  
       Office of Student Affairs..............................................(504)865-3030

  - Community Services
    1. Catholic Charities Sexual Assault Program/Crescent House............(504)866-9554  
    2. Metropolitan Center for Women and Children........................(504)837-5400  
       www.metrobatteredwomen.com  
    3. RAINN (Rape, Abuse & Incest National Network)......................(800)656-4673  
       www.rainn.org

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

OGC 9/1/15