



MAKING IT HAPPEN.

STUDENT EMERGENCY AND CRISIS PROTOCOLS

Colleagues:

As you know, Upstate Medical University is committed to providing a learning environment that is safe, supportive and productive. To that end, I offer the following guidelines for responding to emergency or crisis situations involving students.

Please know that these guidelines are not all-inclusive nor exhaustive; that would not be possible or practical. The purpose of this resource is to provide “need it now” information and suggested courses of action. It is safe to assume two things about student crisis situations: no two scenarios are exactly the same; and no single person is well-versed in all issues and concerns. For these reasons, we’ve provided brief and usable information so that any individual who is aware of a potential student emergency situation may:

1. Recognize behavioral indicators.
2. Understand seemingly unusual actions.
3. Know to whom and how such situations should be referred for appropriate action.

In every case of incident response, use of personal judgment about how best to respond is a given. What immediate action should be taken? Who should be notified? What else should be done for the student? Who else may be impacted? These are all questions worthy of consideration and, if we are to respond appropriately, require quick action. In the pages that follow you will find information organized by “issue” including descriptions and step-by-step suggestions of how to respond.

It is my hope that this document will prove useful as we all work together to best respond to student crisis and emergency situations. If you have questions or concerns regarding a particular protocol, please don’t hesitate to consult with staff members as indicated on the resources pages.

Sincerely,



Julie R. White, Ph.D.  
Dean of Student Affairs

# DISRUPTIVE/THREATENING BEHAVIOR

Disruptive or threatening behavior is any student's on-campus or off-campus behavior that interferes with the learning environment or the academic activities of other students, is damaging to the property of Upstate Medical University or the members of the Upstate community, or constitutes a threat to the student's or others' safety and well-being.

## SIGNS TO LOOK FOR:

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### **Disruptive or threatening behaviors may include:**

- Direct or implied threats of violence.
- Challenges to fight.
- Shoving.
- Physical attacks.
- Verbal attacks/screaming/shouting.
- Stalking.
- Threatening phone calls, emails, or other correspondence.
- Acts of harassment.
- Destruction of property (University property or property of a member of the University community).
- Public Intoxication.
- Behavior which regularly interferes with effective class management.
- Behavior which disturbs the peace.
- Behavior which interferes with the performance of the duties of a university official (e.g., failure to comply with an authority).
- Theft.
- Unauthorized entry.
- Tampering with university equipment (e.g., fire alarms, elevators, wiring, and plumbing).

## WHAT TO DO:

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- Immediately notify **University Police** (315-464-4000) when a student's **on-campus behavior** is disruptive or threatening.
- **Notify the local police** when a student's **off-campus** behavior is destructive or threatening.
- Contact the **Dean of Student Affairs** (315-464-4816). The Dean will notify appropriate offices and individuals as needed and determine the degree to which other students have been affected by the disruptive behavior and may require support. In addition, disciplinary action may be taken.
- Consult with **Student Counseling** (315-464-3120) to determine if psychological problems might be contributing to the disruptive behavior and to identify the degree of psychological support needed for the student and others involved.

### Binghamton Campus

- **Call 911.**
- Contact the **Director of Student Affairs** at 607-772-3532.
- Director of Student Affairs will contact the **Dean of Student Affairs** and **Student Counseling**.





# CAMPUS PROTEST

Students are free to voice dissent and to demonstrate in an orderly and peaceful manner. Picketing or demonstrating must not interfere with the normal flow of pedestrian or vehicular traffic or with the entrances to buildings and must not interfere with the normal functioning of the University. Failure to abide by these guidelines may lead to University discipline, including the use of the Rules for the Maintenance of Public Order. For more information please see the student Handbook Appendix – Rules and Regulations for Maintenance of Public Order on Premises and Procedures for the Giving of Reasonable Advance Notice.

## WHAT TO DO:

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- If you encounter a demonstration or group picketing, or if you hear rumor of a possible protest, contact:
  - **University Police** at 315-464-4000
  - The **Dean of Student Affairs** at 315-464-4816

## Binghamton Campus

- Contact the **Director of Student Affairs** at 607-772-3532.
- Director of Student Affairs will communicate with the **Dean of Student Affairs**.



## BIAS RELATED INCIDENT

Hate crimes, also called bias crimes or bias-related crimes, are criminal activity motivated by the perpetrator's bias or attitude against an individual victim or group based on perceived or actual personal characteristics, such as their race, color, national origin, ancestry, gender, religion, religious practice, age, disability or sexual orientation regardless of whether the belief or perception is correct.

### WHAT TO DO:

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- If you are a victim of, or witness to, a hate/bias crime on campus, report it to **University Policy** by calling 315-464-4000. They will investigate and follow the appropriate judicial procedures.
- Refer victims of bias crime or bias incidents to **Student Counseling Services** at 315-464-3120.

More information about bias-related and bias crimes, including up-to-date statistics on bias crimes is available from the **Chief of University Police** at 315-464-4134.

## BIZARRE/ERRATIC BEHAVIOR

Any bizarre/erratic behavior or extreme change in behavior may signal that a student is in distress and requires intervention. The competition and pressure associated with the current academic climate, on top of more general life difficulties, can be very stressful for many. Some students can adequately cope with these stressors, but when stress exceeds the student's capacity to cope, stress becomes distress.

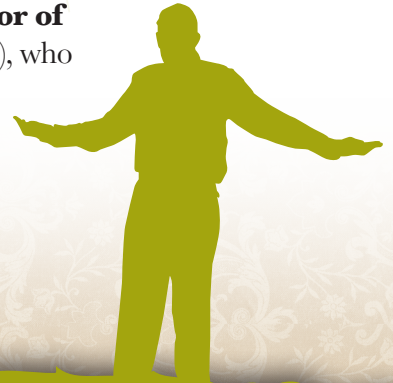
### SIGNS TO LOOK FOR:

- Excessive procrastination and very poorly prepared work, especially if inconsistent with previous work.
- Infrequent class attendance or frequent tardiness with little or no work completed.
- Dependency (e.g., the student who hangs around after class or makes excessive appointments).
- Listlessness, low mood, lack of energy, or frequently falling asleep in class.
- Marked changes in personal hygiene.
- Impaired speech (very rapid or very slow) and disjointed thoughts.
- Repeated requests for special consideration (e.g., deadline extensions).
- Expressed suicidal thoughts verbally or in writing; expressions of hopelessness and helplessness.
- Physical evidence of self-harm (e.g., cuts on arms or legs) or other unexplained injuries.
- Excessive weight gain or loss.
- Behavior which regularly interferes with effective class management.
- Frequent or high levels of irritable, unruly, abrasive, or aggressive behavior; mood swings.
- Exaggerated emotional responses.
- Unable to make decisions despite your repeated efforts to clarify or encourage.
- Bizarre behavior that is obviously inappropriate for the situation (e.g., talking to something/someone that is not present).
- Students who appear overly nervous, tense or tearful.
- Social isolation/withdrawal from friends and family.
- Intoxication, hangover, or other after affects of misuse.

## WHAT TO DO:

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- Talk to the student in private about your concern. Be as specific as possible in stating your observations and reasons for concern. Listen carefully to everything the student says.
- Repeat the essence of what the student has told you so your attempts to understand are communicated.
- Avoid criticizing or sounding judgmental.
- Maintain the boundaries of your relationship; know your limitations with respect to your role in the student's life. When you feel you have helped as much as you can, seek another option.
- Refer the student to **Student Counseling Services** (315-464-3120) and provide him/her with contact information. Offer to help the student place the call and make the appointment while you are together. Offer to accompany the student to meet with a counselor if appropriate.
- If the student resists referral and/or you remain uncomfortable with the situation, contact **Student Counseling** (315-464-3120) to discuss your concern. Notify the Director if you feel the situation is an emergency or urgent enough to require immediate assistance.
- If the situation is a true emergency (involves threat to personal or public safety), immediately contact **University Police** (315-464-4000). If in Binghamton, call 911.
- Contact the **Dean of Student Affairs** (315-464-4816) about your concern and the steps taken. If in Binghamton, contact the **Director of Student Affairs** (607-772-3532), who will, in turn, communicate with the **Dean of Student Affairs**.





# ARREST/INCARCERATION

The arrest of a student could result from an incident that occurs on or off campus by University Police or other local police agency. The Chief of University Police will notify the Dean of Student Affairs if a student is arrested on campus or if s/he is informed of a student being arrested off campus.

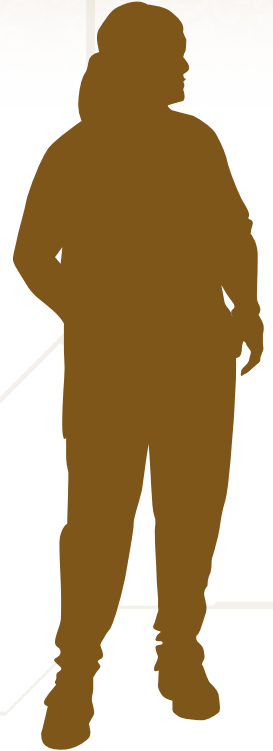
## WHAT TO DO:

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If you are informed of the arrest of a student:

- Obtain as much information as possible from the person informing you of the arrest.
- Notify the **Dean of Student Affairs** (315-464-4816), who will in turn notify University Police and the College Judicial Coordinator.
- **DO NOT** talk to the media about any information you have been given.

If a student is incarcerated, the Dean of Student Affairs will notify appropriate offices depending on the severity of the situation. The Dean will also make contact with the student when appropriate.



## SUSPICIOUS BEHAVIOR

Members of the Upstate Medical University campus community should help maintain a safe campus by being aware of persons not displaying an Upstate ID, exhibiting suspicious behavior or placing others at risk. This behavior should be promptly reported to University Police.

### WHAT TO DO:

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- Do NOT approach suspicious individuals.
- If you observe a suspicious person on the Syracuse campus, notify **University Police** (315-464-4000). If in Binghamton, call 911. Be prepared to provide:
  - Description of the person(s) involved
  - Location of the incident
  - Nature of incident (suspicious activity)
- If you are a victim or a witness to any on-campus offense, promptly notify **University Police** (315-464-4000).



A **suicide crisis** is a **time-limited occurrence signaling immediate danger of suicide**. Most people committing suicide give some clue as to their intentions before they make an attempt. During a time of suicide crisis, the suicidal person sees suicide as the only solution to a set of overwhelming feelings or unbearable circumstances. While suicidal people often do not really wish to die, the intense emotional distress often blinds them to alternative solutions.

## SIGNS TO LOOK FOR:

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- **Precipitating Event:** A recent event that is particularly distressing such as **loss** of loved one, end of a relationship, or career **failure**. In considering whether a person may be suicidal, it is extremely important that the precipitating event be evaluated from that person's perspective. What may seem of minor importance could be extremely distressful and painful for the person in crisis.
- **Observable signs of serious depression:** Unrelenting low mood, pessimism, hopelessness, desperation (anguish + urgency for relief), anxiety, inner pain/tension, withdrawal, sleep problems.
- **Increased alcohol and/or other drug use.**
- **Recent impulsiveness, unnecessary risk-taking, or self-destructive behavior.**
- **Threatening suicide or expressing a strong wish to die:**

This may be indirect. Be alert to such statements as, "My family would be better off without me." Sometimes those contemplating suicide talk as if they are saying goodbye or going away.

- **Making a plan:** Giving away prized possessions; Sudden or impulsive purchase of a firearm; Obtaining other means of killing oneself such as poisons or medications; Putting affairs in order.
- **Deterioration in functioning** at work or socially.
- **Unexpected rage or anger.**

## WHAT TO DO:

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### If a student approaches you:

- **Remain calm and listen.** Communicate an understanding and active emotional support. Reserve judgment. Do not attempt to argue anyone out of suicide. Let the person know you care, that he/she is not alone, suicidal feelings are temporary, depression can be treated, and problems can be solved. Avoid the temptation to say, "You have so much to live for," or "Your suicide will hurt your family."
- **Deal directly with the topic of suicide.** Don't be afraid to ask whether he or she is considering suicide, or even if they have a particular plan or method in mind.
- **Encourage problem solving and positive actions.** Encourage

him or her to refrain from making any serious, irreversible decisions during a crisis. Talk about positive alternatives to establish hope.

- **Maintain the boundaries of your relationship;** know your limitations with respect to your role in the student's life. When you feel you have helped as much as you can, seek another option.
- **Refer the student to Student Counseling Services** (315-464-3120) and provide him/her with contact information. Offer to help the student place the call and make the appointment while you are together. Offer to accompany the student to meet with a counselor if appropriate.
- **Contact Student Counseling** (315-464-3120) to provide information.
- **If the situation is a true emergency** (involves immediate threat to personal or public safety), **or is after hours immediately contact University Police** (315-464-4000) in Syracuse or 911 in Binghamton.
- **Immediately contact the Dean of Student Affairs** (315-464-4816).

### **If you are concerned about a student exhibiting warning signs but not seeking your help:**

- **Contact Dean of Student Affairs** (315-464-4816) in Syracuse or the **Director of Student Affairs** in Binghamton (607-772-3532).
- **Contact Student Counseling** (315-464-3120).
- **If after hours,** contact **University Police** (315-464-4000).





# SUICIDE ATTEMPT

**A suicide attempt follows a suicide crisis and is any action taken in an effort to end one's life.** Suicide attempts vary greatly in lethality, but any attempt must be taken seriously, especially as those who have a serious attempt are much more likely than others to attempt or complete suicide in the future.

## SIGNS TO LOOK FOR:

- **Person seems excessively sedated, drugged, or disoriented.**
- **Person cannot be aroused from sleep.**
- **Visible signs of injury (cuts on arms or red marks/bruises on the neck).**
- **Empty medication bottles, weapons, or other means of suicide are present.**



## WHAT TO DO:

**If an attempt is in progress:**

- **Remain calm.**
- **If in Syracuse, notify University Police immediately at 315-464-4000.** They will arrange for emergency medical transportation to University Hospital and notify **Student Health and Student Counseling** for follow-up care. **If in Binghamton, call 911.**
- **Do not leave the person alone** until help is available.
- **In Syracuse, notify the Dean of Student Affairs** (315-464-4816) and **in Binghamton, notify the Director of Student Affairs** (607-772-3532). The Dean of Student Affairs will notify appropriate offices and individuals as needed.

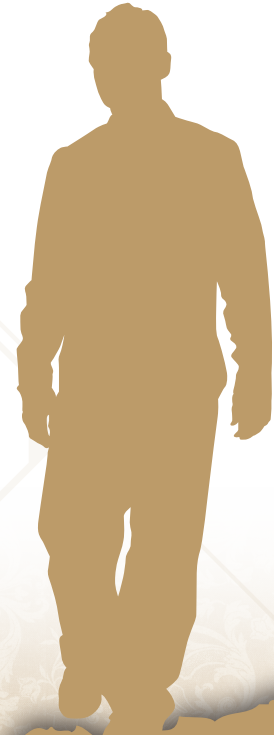
## SEXUAL ASSAULT/MISCONDUCT

Nonconsensual sexual activity describes a continuum of sexual offenses, including rape, attempted rape, date/acquaintance rape, sexual assault, and other forms of nonconsensual sexual activity. In any sexual assault situation, the victim of a sexual assault has the right to refuse medical services and/or the initiation of law enforcement.

### WHAT TO DO:

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- If the incident involves physical injury or a fleeing offender, in Syracuse, contact University Police at 315-464-4000 immediately, and in Binghamton, call 911.
- If the assailant is known, inform **University Police** or the police.
- If the assailant is a student, inform the **Dean of Student Affairs** (315-464-4816).
- If you learn of an assault after it has happened:
  - Refer the victim to appropriate medical services (emergency room).
  - Refer the victim to **University Police** to make a report.
  - Refer the victim to **Student Counseling** (315-464-3120).
  - Contact the **Dean of Student Affairs** (315-464-4816) in Syracuse, and **Director of Student Affairs** in Binghamton (607-772-3532).



# RELATIONSHIP VIOLENCE

**Relationship violence** is any verbal, written, physical, sexual, or other acts of violence, threat, or intimidation directed at another individual with whom the aggressor is involved in an intimate relationship. **Relationship violence is the leading cause of injury to women.** Although it occurs in heterosexual and homosexual relationships, the predominant pattern is male abuser/female victim.

## SIGNS TO LOOK FOR:

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### **A victim of relationship violence may:**

- make excuses for, or minimize, the batterer's behavior.
- fear his/her partner's temper/anger.
- act ambivalent, guilty—feel responsible for his/her partner's behavior.
- seem fearful of her/his living conditions.
- feel isolated and distrust others.
- have few friends and limited contact with others.
- be emotionally and economically dependent upon the batterer.
- have poor self-image and low self-esteem.
- have been abused as a child or witnessed the abuse of others.
- express anger, embarrassment or shame.
- feel powerless to escape the situation; fear ending the relationship.
- believe she/he might be insane.
- **have unexplained injuries that may go untreated.**

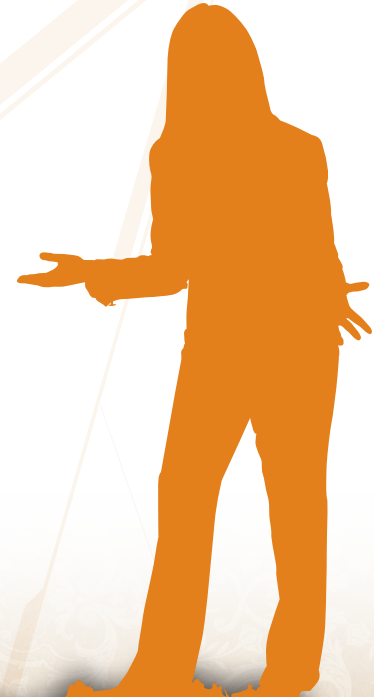
### **Perpetrators of relationship violence may:**

- anger easily
- hit, punch, slap, or push their partner
- constantly criticize their partner for little things
- force sex
- humiliate their partner in front of others
- stalk or check up on their partner all of the time
- constantly accuse their partner of being unfaithful
- discourage relationships with family and friends
- try to control their partner's activities

## WHAT TO DO:

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- If the incident involves physical injury, a fleeing offender, or other highly disruptive circumstances, **contact University Police** (315-464-4000 in Syracuse and 911 in Binghamton) **immediately** and, if appropriate, request **emergency medical services**.
- If the incident does not constitute an emergency, **involve University Police** to ensure appropriate law enforcement action is taken, and if possible, that the parties are separated to avoid further violence, threat, or intimidation.
- **Refer the student to Student Counseling** and provide him/her with contact information. Offer to help the student place the call and make the appointment while you are together. Offer to accompany the student to meet with a counselor if appropriate. **Contact Student Counseling** (315-464-3120) to provide information.
- If appropriate, help the student to identify an alternate place to stay to ensure safety.
- **Notify the Dean of Student Affairs** (315-464-4816) in Syracuse and the **Director of Student Affairs** in Binghamton (607-772-3532).
- Follow up with the student during the next day to determine whether additional services are needed.
- **If a student approaches you to talk about violence in his/her relationship:**  
Listen without judging. Ask direct questions, gently. Don't rush into providing solutions. Offer your support and caring. Emphasize that violence in a relationship is never acceptable and that it is likely to continue without any intervention. Explain that it is possible to leave the relationship, and help is available.





# STUDENT DEATH

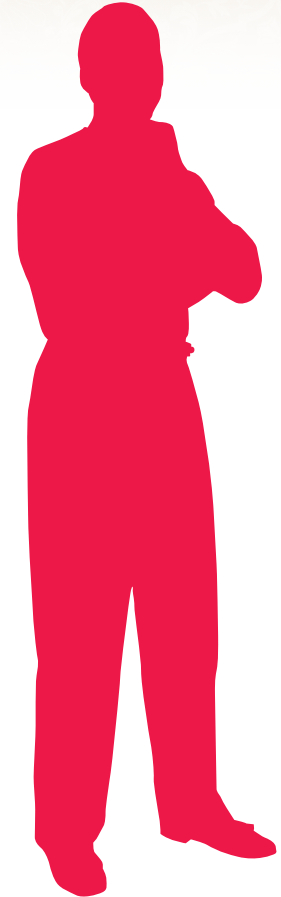
Any student's death, whether by suicide, accident, or natural causes, has a significant impact on the entire Upstate Medical University community, necessitating a coordinated response. It is not always clear what the final cause of death is, and labeling it "a suicide" can be especially upsetting to parents and friends. Therefore, **sensitivity and discretion are always required.**

## WHAT TO DO:

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If you learn of a student's death:

- **Immediately notify University Police** (315-464-4000).
- **Contact the Dean of Student Affairs** (315-464-4816). The Dean of Student Affairs will notify appropriate offices and individuals as needed.



## ALCOHOL ABUSE/DRUG USE

Faculty most often identifies student alcohol abuse when irresponsible, unpredictable behavior affects the learning situation or when a combination of health and social impairments associated with alcohol/drug abuse sabotages student performance. Because of the denial that exists in most substance abusers, it is important to express your concern about the student not in terms of suspicions about alcohol and other drugs, but in terms of specific changes in behavior or performance.

### SIGNS OF ALCOHOL ABUSE AND DRUG USE

- Loss of time from school.
- Loss of interest in friends or previous relationships.
- Loss of interest in activities which were once of interest.
- Difficulty sleeping.
- Poor judgment.
- Mood fluctuations.
- Not fulfilling promises or obligations.
- Drinking outside of a social setting.
- Showing up intoxicated in inappropriate settings.
- Usually drinking to the point of intoxication.
- Experiencing memory blackouts during or after drinking.

### WHAT TO DO

- Do not ignore signs of intoxication in the classroom or academic setting.
- Address the student privately about their behavior that is of concern.
- Offer support and concern for the students overall well being.
- Do not make allowances for the student's irresponsible behavior.
- Do not convey judgment or criticism about the student's substance abuse.
- In Syracuse, refer the student to **Student Counseling** (315-464-3120) or **Student Health** (315-464-5470). Call the point of referral to express your concern.
- **Notify the Dean of Student Affairs** (315-464-4816) in Syracuse and the Director of Student Affairs in Binghamton (607-772-3532).
- **Contact University Police** (315-464-4000) if the student is disruptive, uncooperative, hostile or endanger of injuring himself.

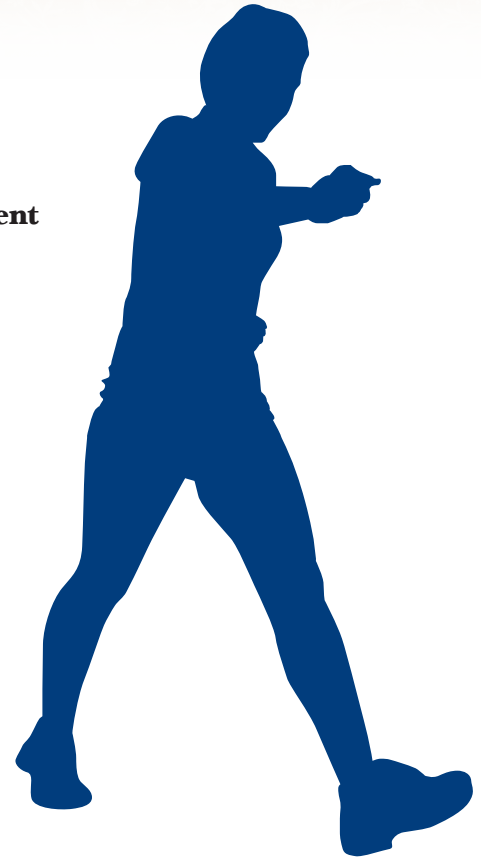
# PHYSICAL ASSAULT

A physical assault may occur on or off campus, and may involve both students and non-students. A physical assault may be an isolated incident or may be a sign of long-term abuse.

## WHAT TO DO:

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- In Syracuse, call **University Police** immediately (315-464-4000), and in Binghamton, call 911. Authorities will respond to the situation and call for an ambulance if necessary.
- If you learn of an assault after it has happened:
  - Refer the victim to appropriate medical services, if needed (Emergency Room; Student Health).
  - Refer the victim to **Student Counseling** (315-464-3120).
  - Contact the **Dean of Student Affairs** (315-464-4816) in Syracuse or the **Director of Student Affairs** in Binghamton (607-772-3532).



## MISSING STUDENT

A missing student generally falls into two categories on a college campus. The first and less critical is missing classes or student absence. These are generally first noticed and reported by faculty members or on occasion other students. In most cases, unaccounted-for students are simply “on their own time” and nothing more comes of it as the student chose to be absent.

The second case is more serious when it is determined the student is truly missing.

### WHAT TO DO IF A STUDENT HAS BEEN REPORTED AS MISSING:

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- Contact the office of the **Dean of Student Affairs** (315-464-4816) in Syracuse or the **Director of Student Affairs** in Binghamton (607-772-3532).
- The Dean or Director’s office will:
  - Attempt to contact the student using contact information previously provided by the student.
  - Check with faculty members to see if the student is attending their classes.
  - Contact other students that likely would know the student.
  - Affirm the credibility of the source of missing student report
- If the Dean or Director’s office cannot locate the student or suspects foul play or injury they will contact **University Police**.
- University Police will launch an investigation and contact appropriate parties for information (e.g. roommates, family members, classmates, deans, faculty, employers, etc.).
- If University Police has substantial reason to believe a student is missing, they will inform appropriate law enforcement agencies and the Dean of Student Affairs.
- The Dean of Student Affairs will inform individuals and offices as appropriate.
- The Dean of Student Affairs will contact other students impacted by the situation to offer support and will call in counseling resources as needed.
- When the student is located, the office of the Dean of Student Affairs will be notified so those previously contacted can be updated.





A student medical/health crisis results when the health of a student is threatened and requires immediate medical attention. This may result from a worsening of a pre-existing medical condition, catastrophic onset of illness, accident, physical attack causing bodily harm, consequence of an infectious disease, substance abuse or overdose, exposure to a hazardous substance or other causes not immediately apparent.

## LEVELS OF RESPONSE:

### Serious Medical Emergency

- **Call 911 immediately** (on campus: 315-464-4000) in the event of a student in severe distress (ongoing loss of consciousness, severe and/or escalating pain, breathing difficulty, significant blood loss, seizures) or other conditions if there is concern about rapid deterioration in condition. It is always preferable to over-react than to minimize the situation. Stay with the student until emergency care arrives.
- **Notify Student Health** (315-464-5470) about the student as soon as possible. Students are also instructed to notify Student Health if they require care in the Emergency Room.

### Urgent Medical Situation

- **Call Student Health** (315-464-5470) during usual hours of operation (M – F, 7:45 am – 5:00 pm). An urgent medical situation may include brief fainting episode, laceration with minimal blood loss, possible fracture, concerning painful episode without other symptoms complicating symptoms or other symptoms that do not seem to constitute a medical emergency. Arrange for the student to be accompanied to Student Health.
- If Student Health is closed, accompany the student to the **University Hospital Emergency Room** or call for medical transport if necessary.

### Non-urgent Medical Condition

- **Refer to Student Health** (315-464-5470).

### Hospitalized Student

- **Notify Student Health** (315-464-5470) if you are made aware of a recently hospitalized student. Students are also instructed to notify Student Health if they are hospitalized.



## STUDENT CRISIS/EMERGENCY PROTOCOL CONTACT INFORMATION

Concern	Refer To	Business Hours Contact Info	After Hours Contact Info
Death/Suicide	University Police	315-464-4000	
	Rural Metro Ambulance	315-471-0102	
	Dean, Student Affairs	315-464-4816	
			UPD: 315-464-4000 <i>(will contact Dean via cell)</i>
Medical Emergency	University Police	315-464-4000	
	Rural Metro Ambulance	315-471-0102	
	Student Health	315-464-5470	
Hospitalization	Student Health	315-464-5470	
	Residence Director	315-464-5106	
	Dean, Student Affairs	315-464-4816	
			UPD: 315-464-4000 <i>(will contact Dean via cell)</i>
Missing Persons	University Police	315-464-4000	
	Dean, Student Affairs	315-464-4816	
			UPD: 315-464-4000 <i>(will contact Dean via cell)</i>
Arrest or Incarceration	University Police	315-464-4000	
	Dean, Student Affairs	315-464-4816	
			UPD: 315-464-4000 <i>(will contact Dean via cell)</i>
Inappropriate, Disruptive, Erratic, Threatening Behavior	University Police	315-464-4000	
	Dean, Student Affairs	315-464-4816	
	Student Counseling Services	315-464-3120	
<ul style="list-style-type: none"> <li>• Physical Assault</li> <li>• Rape</li> <li>• Non-Consensual Sexual Activity</li> <li>• Relationship Violence</li> <li>• Bias Related Incident</li> </ul>	University Police	315-464-4000	
	Rural Metro Ambulance	315-471-0102	
	Dean, Student Affairs	315-464-4816	
	Student Counseling Services	315-464-3120	
			UPD: 315-464-4000 <i>(will contact Dean via cell)</i>
Binghamton Campus Issues	Director, Student Affairs	607-772-3532	UPD: 315-464-4000 <i>(will contact Dean via cell)</i>



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