

Emergency Response Tips

How to Respond:

- Remember to seem confident and calm.
- Analyze the situation and follow the correct procedures outlined in your manual and use your resources as needed.
- Correctly follow up with your supervisor and complete documentation:
 - MUPD/Emergency responders coming to the building call HCOD.
 - Conduct concerns where police presence was not needed, please fill out a maxient report.
 - Students of concern: follow up with your Hall Coordinator through email.

Maxient Tips:

- Record Names and Titles of all parties.
 - Resident Johnny Johnson
- Record student id number, room numbers, and take notes of important quotes.
- Write the report in third person.
 - Don't use I or we
- Use person's title or last name more than pronouns.
- Be objective and focus on who, what, where, when and why without putting in personal opinions.
- Write the report in the order of what happened.
- Use formalized language such as marijuana instead of weed.
- Write the report within one hour after it happened.
- Use an individual's full name the first time you use it then you can use it first or last name the rest of the report.
- If someone is listed in the report then make sure to list them in the involved parties portion of the form.

Fire

What To Do:

- If the alarms are not already sounding pull the fire alarm at the closest station.
- Knock on resident's doors to have them evacuate to your meeting location.
- Get the emergency checklist from the HC Office. Evacuate building according to Fire Alarm Checklist.
- Meet at the evacuation location and use THD mobile and/or building floor plans to account for all residents. Report any information of residents still in the building to the RHC or AC responding to the fire.
- Use fire extinguisher only if safe to do so.
- Front desk should evacuate the building after securing the desk and taking the roster and keys with them to the evacuation location.

Things to Remember:

- Sometimes a fire alarm will be reported to an RA; however, it could be that the protective box over the alarm has been removed or knocked loose. If you are hearing a siren but the fire alarm is not going off, place the plastic cover over the alarm to stop it.

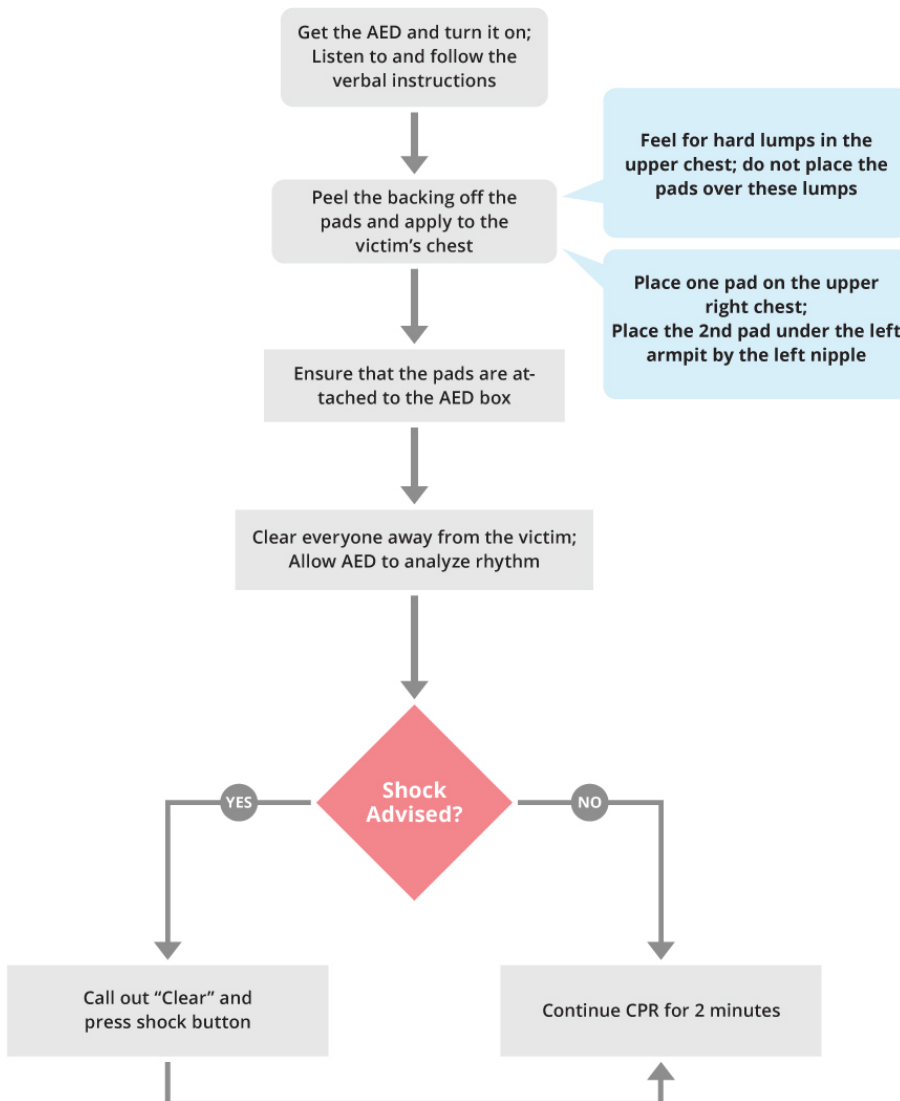


Medical Emergency:

What To Do:

- When alerted to a medical emergency **call 911**.
 - Remember to communicate the location details clearly.
- Do not move the resident unless told to do so by emergency personnel.
- Do not provide any first aid that you are not trained in. If you have had previous first aid training you can provide necessary aid at your discretion.
- Have another staff member meet the ambulance arriving on scene and escort paramedics to the injured resident.
- Use the student's emergency information on THD mobile to provide relevant medical and emergency contact information to emergency personnel.
- Call the HCOD as soon as you can to alert them of the emergency.

AED Machine:



Severe Weather

Earthquake:

- If you can, evacuate the building and head to the designated location.
- Front desk staff should close and lock the desk while taking the keys and rosters with them to the evacuation destination.
- If injuries exist **call 911** and let the RHC know.
- Using THD and/or the laminated floor plans note residents located in the evacuation destination. Let your HC know of residents still located in the building.
- You should remain in the evacuation location until you are given permission by residential life to return to the building.
- If the HC of the building is not present you should report to the HCOD.

Tornado:

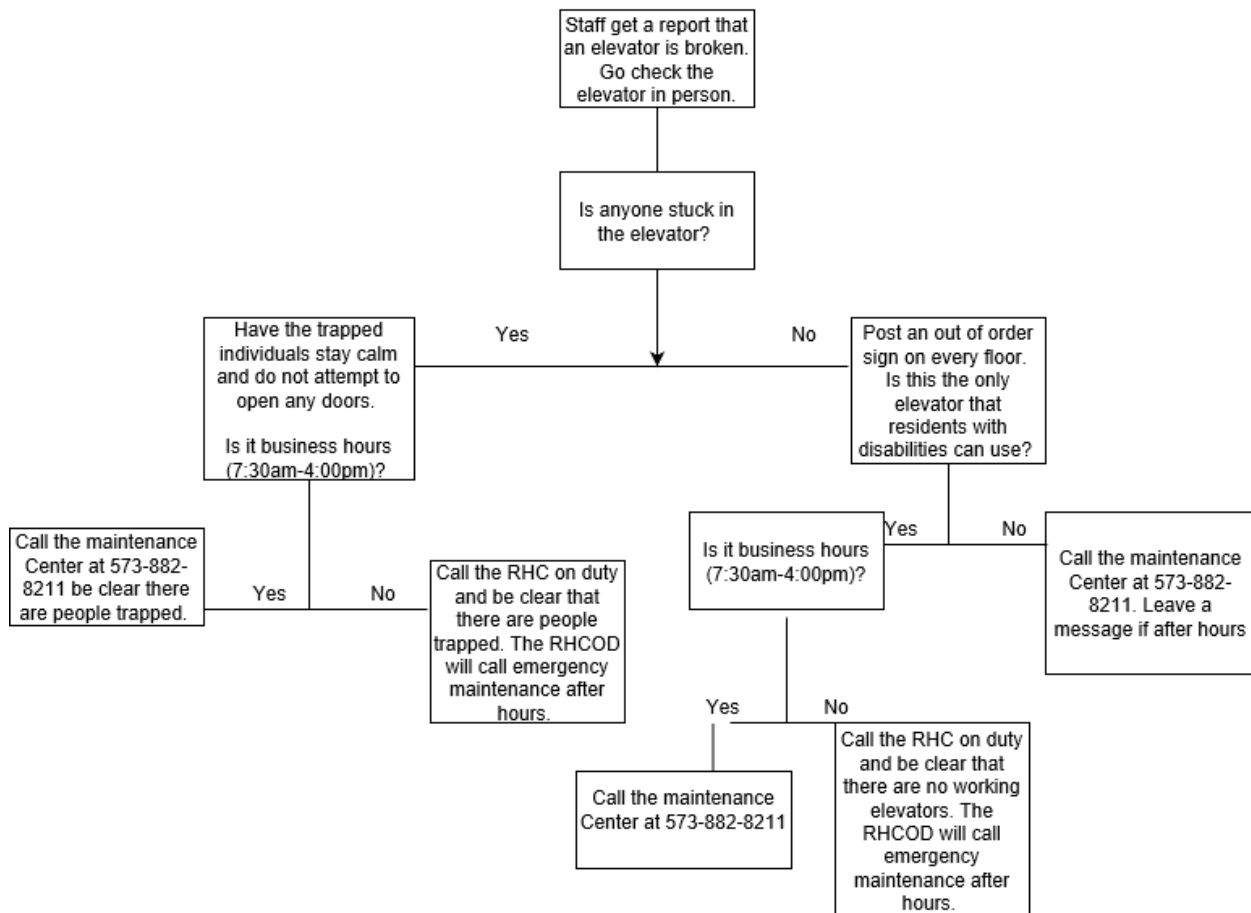
- MU Alert will be active when a Tornado Warning goes into effect. Residential Life staff will alert student staff to start moving residents to the shelter locations.
- When the alarms start get the emergency bag, including the radio and batteries.
- Notify residents to evacuate to the shelter location.
- Front desk staff should lock up the desk, take the keys and roster and then head to the shelter location.
- Using THD mobile and/or laminated floor plans to account of residents in the shelter location. Inform RHC of anyone remaining in the building outside the shelter location.
- All occupants must remain in the shelter location until the warning expires.

Building Emergencies

Facility Emergency:

- When alerted to a building issue, student staff should report in person to take a look at the problem.
- During business hours: any concerns should be called to Mizzou facilities office at 573-882-8211.
- After hours floor staff should call the HCOD if the concern is an emergency
 - Emergencies include:
 - Concern will cause potential harm to a person (step in the stairwell broke)
 - Potential further harm to the facilities (water leaks)
 - A security concern (broken window on the first floor)

Elevator:



Mental Health Concerns

Psychological concern:

- When alerted to a student of concern staff should respond in person straight away. Assess the individual and gather information about any mental health diagnosis, circumstances, concerns, and coping strategies.
- Assess if there is any concern regarding self-injury, suicide or homicide.
 - Is the student is a threat to themselves or anyone else **call 911**. Do not leave the student alone. Have another staff go and meet emergency responders.
 - After calling 911 call the HCOD and alert them of the situation.
 - If the student is not an immediate threat, but there are concerns, call the HC during hours or HCOD after hours to help get the student to the counseling center (573-882-6601) in 119 Parker Hall.
- Remember the counseling center has a 24/7 mental health professionals the student can talk to. The number can be found on the back of the student ID card. 572-882-6601
- After the situation please talk with the HCOD and the counseling center if need be to address your mental health as well. Dealing with crisis can cause second hand trauma so please communicate if you need help.

Suicide Threat:

- When alerted about a resident that has threatened suicide or is a suicide risk, staff should respond straight away and inquire about the threat directly.
- Establish contact and ask about their recent experiences and what led them to this decision. Listen actively and carefully, letting them feel your concern. Offer emotional support and continued assistance. Tell them you're available and willing to talk.
 - Assess concerning behavior or red flags
 - Ask "Has it reached the point that you have thought of ending your life?"
 - If they respond yes then ask about any specific plans. You can ask "Have you found yourself thinking of a way you might kill yourself?" Get any plan details. If safe and possible remove the means for suicide.
 - Do not leave the student alone. During business hours, walk them to the Counseling Center (119 Parker Hall, 573-882-6601) or **call 911**. After hours consultation with a trained counselor for the student or the staff member assisting is available through the Counseling Center number (573-882-7201).
- If the student is planning on committing suicide **call 911** and then the HC or the HCOD depending on the time of day.

Suicide Attempt:

- If alerted of a suicide attempt staff should **call 911**.
- Contact the HC (during hours) or HCOD (after hours) as soon as possible.
- Give medical personnel any information that you have, make them aware that the injury is believed to be self-inflicted. Do not remove any weapons or drugs without emergency personnel permission.

Title IX

Sexual Assault:

- Remember with any disclosure of sexual assault you are a mandated reporter and must report to Title IX.
- When a resident discloses to a staff member, remember to respond with empathy and compassion and help them decide what action they would like to take:
 - Medical treatment can happen at the student health center or emergency room
 - Filing a police report call MUPD for on-campus assaults at (573-882-7201); call CPD for off-campus assaults at (573-442-6131).
 - Emotional support and advocacy from campus and community resources
 - RSVP Center (573-882-6638)
 - Counseling Center (573-882-6601)
 - True North (573-875-1370), a 24-hour hotline, will send an advocate to help in person if called
- Collect any information the survivor is willing to share.
- Contact the HC or HCOD for further instructions and for follow up.
- Create a report in Maxient for Title IX
- A staff member from the Office of Civil Rights and Title IX will reach out directly to the survivor and may reach out to involved staff.

What Qualifies As Title IV:

- https://cm.maxient.com/reportingform.php?UnivofMissouriSystem&layout_id=12
- When in doubt fill out the maxient report and the Title IV office can make the final decision.
- Any situation the is about the following should be reported
 - sexual misconduct
 - pregnancy
 - sexual harassment
 - stalking
 - dating/intimate partner violence
 - sexual exploitation
 - sexual orientation
 - gender identity
 - gender expression
 - age
 - genetic information
 - disability
 - veteran status

Student Death

In Hall:

- **Call 911.**
- Contact the HCOD or HC of the building depending on the time of day.
- The circumstances of the situation will dictate required follow-up and you will receive guidance and support from other departmental staff.

Out of Hall:

- Contact the HCOD and Building RHC depending on time of day.
- Work with Residential Life colleagues to verify the accuracy of all information and appropriate timing before sharing information to residents or other students.
- The circumstances of the situation will dictate required follow-up and you will receive guidance and support from other departmental staff.

Media Protocol

- The department wants to work effectively with the media both in promoting our activities and keeping them informed in the event of crises. This is done through coordination and collaboration with the MU News Bureau (329 Jesse Hall, 573-882-6211). Here are general guidelines for working with the media:
- When contacted by the media, refer reporters to the Associate Director of Residential Life or the MU News Bureau. You may indicate that any contact with the media or official comment from Residential Life is only done by the Associate Director of Residential Life or the News Bureau.
- Follow-up with an email to the Associate Director and the MU News Bureau and the MU News Bureau, notifying them of the referral and the topic.
- Alert your supervisor.
- If reporters are asking for specific details about the institution (e.g. demographics, etc.), refer them to the MU News Bureau (329 Jesse Hall, 573-882-6211).
- Additional guidelines:
 - Reporters are permitted to film outside of the buildings. They should only be asked to move if they are creating an obstruction or interfering with normal operations.
 - Reporters are not permitted to film inside the building. Exceptions are made during move-in or other special events, but the Associate Director of Residential Life or the News Bureau must approve any exceptions.
 - With permission of a student, reporters may come into the building but can only film, photograph and/or record audio in the student's personal room with expressed permission of all room-/suite(s).
- If in doubt, don't hesitate to contact the MU News Bureau for assistance. For questions after hours professional staff may contact Christian Basi at 573-228-0886 (cell) or Liz McCune at 573-239-7408 (cell).

