

MEMORANDUM

TO: Deans, Directors, and Other Administrators

FROM: Kimberly A. Mosby
Sr. Associate Dean of Students
Campus and Community Life

SUBJECT: WVU Operating Procedures for Emergencies Involving
Students and 911 Guide

DATE: August 15, 2015

As we prepare to begin the new academic year, it has been our experience that students, their friends, parents, as well as faculty and staff, will be involved in a crisis of some sort -- perhaps serious injury, accidental death, suicide, or some other unfortunate accident.

The Office of Campus and Community Life staff are available to assist you at any time, day or night, in dealing with these crises and their aftermath. We want to assure you and your colleagues that we stand ready to work with you, your staff, and the students and parents who may be affected. When you refer someone to us, we promise that we will see or talk to that person either immediately or as soon as we can locate him/her.

Enclosed is a copy of the operating procedures we use in cases of such emergencies. Although difficult to express in guidelines, empathy and compassion are, of course, integral in how our staff work with these crises. Whenever we can be of assistance to you in this regard, please call us.

I am pleased to now share with you procedures for responding to students displaying disruptive or troubling behavior. The Student Welfare Advisory Committee, or SWAC, is a committee including staff members from the Office of Campus and Community Life, Residence Halls, WellWVU and the University Police Department who are charged with developing procedures and protocols for identifying and responding to student behavior of concern. This document, the **Faculty and Staff 911 Guide**, is to provide University employees with appropriate guidelines to help you respond when interacting with students who do not adhere to classroom standards or who display behavioral or psychological disruptions in or outside of the classroom.

Please feel free to copy this information for faculty, staff, and teaching and research assistants. This information can also be found on the web at:
<http://campuslife.wvu.edu/emergencyprocedures2015.pdf>.

WVU Operating Procedures for Emergencies Involving Students

I. OBJECTIVES

To help those involved by responding in the most humane and compassionate manner possible.

To support that part of the academic community directly affected by the emergency.

II. PROCEDURES

When a serious accident, injury, or death to a student occurs, the first University representative to be called by the professional who has responded to the emergency (i.e., Director of Residence Life, WVU Hospital personnel, University Police Department officer, etc.) should be:

Kimberly Mosby

Sr. Associate Dean of Campus and Community Life
Office: (304) 293-5611
Home: (304) 296-3129
Cell: (304) 216-8227

If unavailable, please call:

Corey Farris

Assoc. Vice-President and Dean of Students
Office: (304) 293-5611
Home: (304) 296-8470
Cell: (304) 376-4300

If unavailable, please call:

Trish Cendana

Interim Executive Director of Housing and Residence Life
Office: (304) 293-4686
Home: (304) 594-1356
Cell: (304) 376-4306

In case of death or serious injury involving University student staff/faculty (i.e. work-studies and graduate students while at work), the WVU Hospital personnel, University Police Department officer, or other agency

handling the emergency are advised to call immediately:

Jim Morris

Asst. Vice-President of Human Resources
Office: (304) 293-7161
Cell: (304) 276-0729

If unavailable, please call:

Amber Tennant

Director of Employment Relations
Office: (304) 293-7238
Cell: (304) 694-5563

and

John Principe

Director of Environmental Health & Safety
Office: (304) 293-3792
Cell: (304) 680-1262

If unavailable, please call:

Kim Mosby (see phone numbers above).

It is expected that the initial call to the next of kin will be made by the agency involved, i.e., at the hospital the attending physician will call, or the police will contact the police in the home city, who will call personally at the home. In any case, after Kim Mosby is assured that the family has been notified, she will call to offer the support and help of the University.

Kim Mosby will notify Vice-President Schafer, Student Life, and Mr. Corey Farris, Dean of Students. Vice-President Schafer will be responsible for notifying the President. If Vice-President Schafer and Mr. Farris are unavailable, Kim Mosby will make the decision as to whether the President should be called and when to do so.

If the student is a resident in University-owned housing and the incident occurred elsewhere, between

the initial call from the hospital, police, etc., and the follow-up call to the student's family, Kim Mosby will call:

Trish Cendana

Interim Executive Director of Housing and Residence Life
Office: (304) 293-4686
Home: (304) 594-1356
Cell: (304) 376-4306

or

Eric O'Hara

Associate Director of Housing and Residence Life
Office: (304) 293-4901
Home: (304) 291-0905
Cell: (304) 376-4319

If an incident involves a University apartment resident, Kim will contact:

University Place
Tara Gilchrist
(304) 322-0422

University Park
Cindy Pintus
(304) 282-1841

College Park
Kevin Kauffman
(304) 680-4421

Vandalia
Ralph Schmitt
(304) 685-1030

or

Kevin Hall (304) 376-4304

Nathan Barkley (304) 376-3400

If the accident or death occurred in University-owned or leased housing or residence halls, Director Cendana will inform Vice-President Schafer and Kim Mosby.

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If the student resides elsewhere, an attempt will be made to contact roommates, landlord, or the appropriate person to:

- Inform them of the situation
- Help them deal with it
- Gain information about the student's background

If warranted by the seriousness of the accident or emergency, someone representing the University (i.e., Kim Mosby, Mr. Farris, Carruth Counseling Center Staff), will go to the residence to meet with the appropriate friends.

Incidents involving Title IX violations must be referred to the Division of Diversity, Equity, and Inclusion:

James Goins

Executive Officer for Social Justice
Office: (304) 293-8363
Cell: (304) 276-6307

If a situation occurs involving the safety or security of University property, calls to other University officials may be warranted. Kim Mosby will work with the University Police Department officers to assure that these calls are made properly.

Either Kim Mosby or a specific designee will continue to be in touch with the family in the days following.

In cases of the death or serious and incapacitating injury of a student, the Office of the Registrar, Advising, Financial Aid, Assistant Vice-President of WellWVU, and the chairperson of the department and/or the dean of the college wherein the student is studying will be notified by someone from the Office of Campus and Community Life on the following school day. Withdrawal forms,

if necessary, will be completed and the student's copy will remain on file in that office. Refunds will be processed by the Office of Student Accounts.

Academic Contacts

If a student is enrolled in:

School of Medicine, call:
Dr. Norman Ferrari
Office: (304) 293-2408
Pager (304) 598-0673

Dr. Scott Cottrell
Office: (304) 293-2408
Cell: (304) 692-2624

School of Dentistry, call:
Dr. Robert Wanker
Office: (304) 293-4301
Home: (304) 842-6467

School of Nursing, call:
Misti Woldemikael,
Assistant Dean for Student Services
Office: (304) 293-8325
Cell: (304) 777-3285

School of Pharmacy, call:
Dr. Mary Euler, Associate Dean for Student Services
Office: (304) 293-7806
Home: (913) 269-7570

Jennifer Clutter, Program Coordinator
Office: (304) 293-1552
Cell: (304) 216-4081

College of Law, call:
Gregory Bowman,
Dean for the College of Law
Office: (304) 293-3199
Cell: (304) 777-7719

Assistant Dean Janet Armistead
Office: (304) 293-7320
Home: (304) 296-3880

Additional Contacts:

Carruth Center for Psychological & Psychiatric Services
(304) 293-4431
Contact Cathy Yura

Morgantown Police Department
(304) 284-7496
Contact Capt. Sperringer

If the incident was or is part of a University group activity, i.e. fraternities, sororities, campus organizations, call:

Associate Dean and Director of Greek Life
Office: (304) 293-4605

If the incident involves and/or occurs on University property, call the Director of Environmental Health and Safety, Office: (304) 293-3792, Cell: (304) 680-1262.

In the case of death, letters of condolence will be sent by the appropriate University officials. Kim Mosby will provide names and home addresses.

WVU University Relations - News will be contacted by the appropriate individual.

III. WITHDRAWAL PROCEDURE TO BE FOLLOWED IN SERIOUS EMERGENCIES

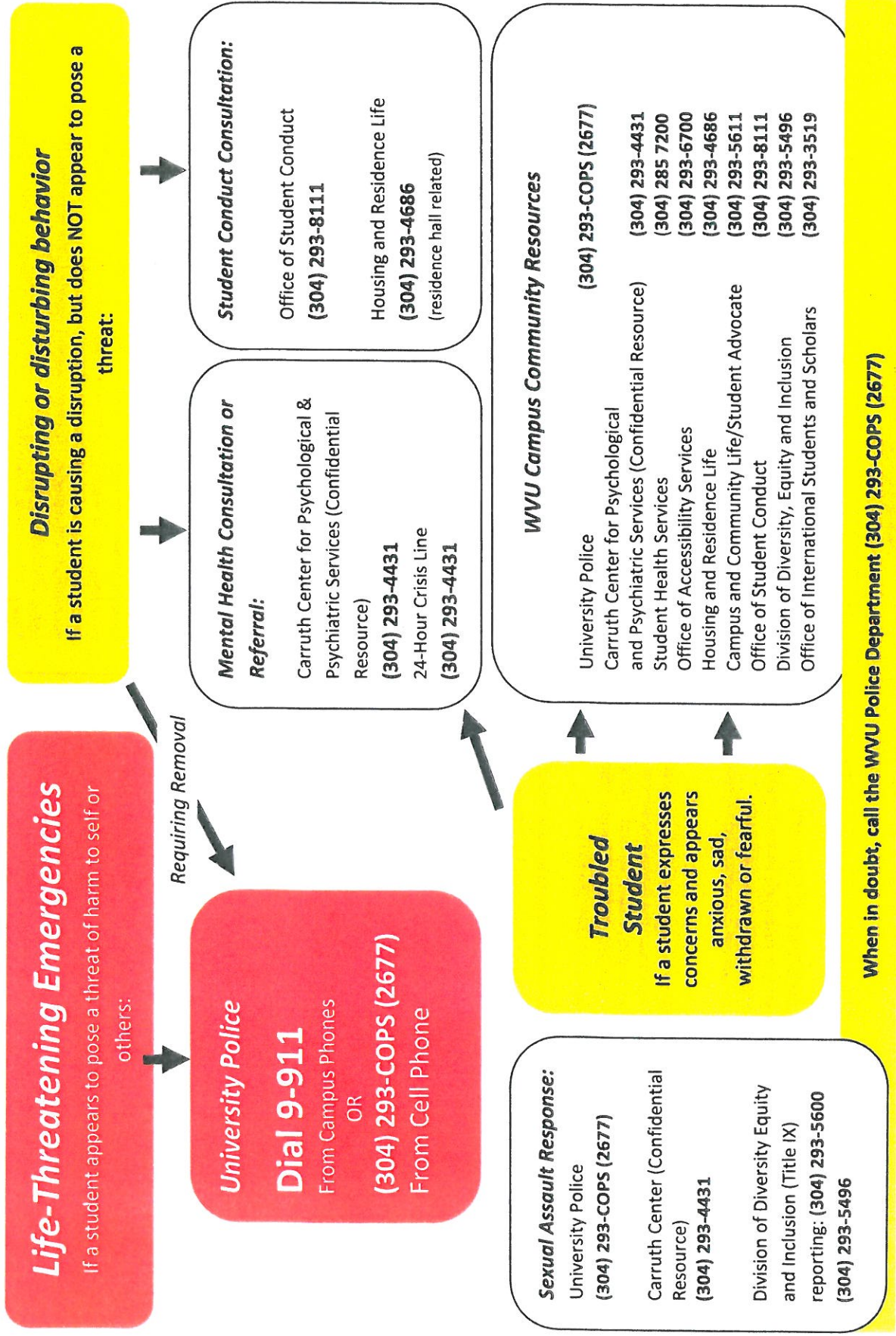
When a serious accident or injury occurs which results in the death of a student, Kim Mosby will proceed with the withdrawal. If Kim Mosby is unavailable, the Campus and Community Life staff shall proceed with the withdrawal.

Upon notification, the Office of the Registrar shall complete the deceased student withdrawal form and process it. A COPY OF THE WITHDRAWAL FORM WILL NOT BE SENT TO THE PARENTS OR SPOUSE OF THE STUDENT.

-- Revised 8/15/15 --

Faculty and Staff 911 Guide

West Virginia University –Division of Student Life



Assisting Students of Concern

Guidelines for Responding to Students of Concern

Safety First: When anyone displays threatening or potentially violent behavior, the welfare of the student and the campus community is our top priority. Coordinated professional help and follow-up care are our most effective means of preventing suicide and violence.

Trust your instincts: If you experience significant unease about a student, seek consultation from your department chair, supervisor, the Threat Assessment Team or the Carruth Center for Psychological and Psychiatric Services. Promptly report safety concerns to University Police (304) 293-2677, and Campus Student Code violations to the Office of Student Conduct at (304) 293-8111.

Listen sensitively and carefully: Vulnerable students need to be seen, heard and helped. Many students will have difficulty clearly articulating their distress. Don't be afraid to ask students directly if they feel their functioning is impaired, or have thoughts of harming themselves or others.

Be proactive: Engage students early on, setting limits on disruptive or self-destructive behavior. You can remind students verbally or in writing (e.g., in the class syllabus) of standards and expectations for campus/class conduct, and of possible consequences for disruptive behavior. Refer to the Campus Student Code for more information

(http://campuslife.wvu.edu/office_of_student_conduct/student_conduct_code).

Emphasize respect and care in supporting a campus of inclusion.

De-escalate and support: Distressed students can be sensitive and easily provoked, so avoid potentially threatening, shaming or intimidating statements. Help students connect with the University resources needed to achieve stabilization. The Carruth Center for Psychological and Psychiatric Services (<http://well.wvu.edu/ccpps>) provides consultations to faculty and staff regarding how to intervene with and support distressed or disturbing students.

Participate in a Coordinated and Timely Response: Share information and consult with appropriate University personnel to coordinate care for the student. Safeguard the student's privacy rights but also ensure that you consult with appropriate faculty or staff. Misconduct may be formally addressed through the Student Conduct process, and additional campus resources may be necessary to help reduce or eliminate the student's distress and/or disruptive behaviors. Always report serious or persistent inappropriate behavior to the Dean of Students or the Student Welfare Advisory Committee as soon as possible.

Privacy Laws and Confidentiality

The Family Educational Rights and Privacy Act (FERPA) permits communication about a student of concern in certain circumstances, including the following:

- WVU may disclose personal identifiable information from an "education record" to appropriate individuals in connection with a health/safety emergency. Information may be released to parents, police, or others, if knowledge of the information is necessary to protect the health/safety of the student or others.
- Information can be shared with University personnel when there is a legitimate need to know and should be limited to that needed to fulfill the individual's responsibilities to the University.
- In most instances, observations of a student's conduct or statements made by a student are not "education records" and are therefore not protected by FERPA. Such information should be shared with appropriate consideration for student privacy. More information is available at: <http://ferpa.wvu.edu/>; <http://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html>.

Under Title IX and BOG Policy 44, the University has certain mandatory reporting and investigative practices for faculty and staff informed of WVU students who have been victims of sexual misconduct. For more information, please visit: http://diversity.wvu.edu/policies/title_ix_compliance

WVU Resources for Faculty, Staff and Students

Carruth Center for Psychological and Psychiatric Services — The Carruth Center provides Walk-In Clinic service for any WVU student on weekdays between the hours of 8:15am and 4:45pm. Twenty-four hour crisis and consultation service are available by calling (304) 293-4431. (<http://well.wvu.edu/ccpps>)

Student Welfare Advisory Committee (SWAC) — This committee meets monthly (or more frequently as needed) to review emergency procedures, collaboratively discuss the needs of distressed students (behaviorally/psychologically), and recommend helpful interventions and resources. To refer a student concern to the committee contact: campuslife@mail.wvu.edu.

Threat Assessment Team (TACT) — TACT meets as needed to assess the potential of threatening and violent behavior at WVU and make related recommendations and interventions to address such behavior. To activate TACT, contact Chief Bob Roberts at (304) 293-2677.