

**Crisis Information for Faculty and Staff
2008 - 2009**

The information below is designed to give you information that you might find helpful when confronted with a difficult student situation.

Psychological Issues

Counseling Services, Chance Hall, Ext. 4289

Monday – Friday, 8 a.m. – 5 p.m.:

Psychological emergency during business hours:

- Call 4289.
- Identify that you have an **urgent** or **emergency** situation.

Psychological emergency after business hours:

- Call Public Safety at ext. 4911 and ask the dispatcher to contact a member of the Counseling Services staff.
- Provide information such as a callback number and a brief explanation of the situation.
- If a counselor is not available, the On-Call Professional (OCP) will be contacted (see below).

A staff member from the Counseling Center or the OCP will contact you or respond directly to the situation ASAP, typically within 15 minutes.

If a student is disruptive, psychotic or imminently suicidal:

- **Call Public Safety, 4911 first.**
- **Contact Counseling Services directly if it is during regular business hours.**

Your and the student’s safety comes first.

Emergency Situations:

An emergency situation needs to be dealt with immediately. Examples include: expressing wish to harm self or others; uncontrollable disruptive behavior in class or office; loss of contact with reality. Call for assistance. Try to remain calm while you are waiting for others to arrive.

Urgent Situations:

An urgent situation should be addressed within 24 hours. Urgent issues include dramatic change in grade, mood, absences, class interactions or hygiene/dressing; vague threats of harm to self or others; disturbing writings or e-mails. Counseling Services reserves time each day to respond to students who are in need of **urgent** attention.

Current Staff:

MJ Raleigh, director of counseling services, psychologist

TBD, assistant director of counseling services, counselor

Ms. Kyle Bishop, part-time counselor

Center for Children and Adolescents, consulting psychiatrist (four hours a week)

Ms. Candace Daniels, Wellness Coordinator/Sexual Assault Response and Prevention Coordinator

Please note that due to confidentiality laws, staff will not be able to communicate back to faculty about a referred student. We recommend that faculty follow up with the student after a referral by “checking in” with the student, i.e., “How are things going for you?” or “Did you find your visit to Counseling Services helpful?” or ask them to bring you a confirmation of attendance. The Counseling Services staff can provide faculty with advice, support, and suggestions on dealing with student issues.

Medical Emergencies

Health Center, Chance Hall, Ext. 4289

Monday – Friday, 8 a.m. – 5 p.m.

Saturday - 11 a.m. – 3 p.m.

Evenings and Weekends – Contact Public Safety at ext. 4911

Life-threatening situations:

- Call or send someone to call 9-911 (local emergency response from an on-campus phone).
- Then, call Public Safety (ext. 4911) to let them know that an ambulance is enroute to your location.
- Provide all the information that is requested, especially the location of the person needing medical attention.
- If you know first aid or CPR, use your skills. If not, try to seek assistance from someone nearby until medical help arrives.
- Health Center staff do not perform routine “house calls;” but they can be requested to a scene if and when there is a true medical emergency during normal work hours. Examples of emergencies include: Profuse bleeding, diabetic incidents, heart attack, stroke, difficulty breathing or no breathing or pulse, chest pain or pressure, severe allergic reaction (anaphylaxis), severe asthma attack, seizure activity, injury to head, neck, back (person should not be moved), severe fracture (person should not be moved)

Non-life-threatening situations:

- Call Public Safety at ext. 4911.
- If the student can walk, he or she should be encouraged to go to the Health Center in Chance Hall during normal business hours.

Current Staff:

Alberta Hickman, RN, director of health services
Karen Mumbert, RN, assistant director of health services
TBD, RN (part-time)
Jeffrey C. Brown, MD, contract physician from Shah Associates

Please note that the Health Center staff will not discuss a student’s medical care with faculty unless the student has provided written consent.

Crime

Office of Public Safety, 24 hours a day, 365 days a year.

Crime in progress:

- Call 4911 immediately.

Crime after the fact:

If you become aware of a crime (including hate crimes and sexual assaults) after the fact, encourage the student (or employee or visitor) to contact Public Safety to file a report about the incident. Filing a report does not necessarily obligate the student to follow-through with judicial action (on-campus) or legal action (off-campus). It provides a mechanism for follow-up if desired at a later date.

On-Call Professional (OCP)

A member of the Student Affairs staff is on-call after normal work hours (after 5 p.m. and throughout the weekend) to respond to problems every night that students are on campus as well as during vacations. Each of OCPs has a Masters degree in counseling, student development or a related field and is trained to respond to emergency situations involving students. These staff members are accessible by pager and/or cell phone. Joanne Goldwater is available 24 hours a day, seven days a week.

To reach an OCP:

- Call Public Safety at ext. 4911 and ask the dispatcher to page the On-Call Professional.
- Provide information such as a callback number and a brief explanation of the situation.
- The OCP will contact you or respond directly to the situation ASAP, typically within 15 minutes.

Current OCP Staff:

- Joanne Goldwater, associate dean of students (Anne Arundel 102, ext. 4207)
- Marc Hume, assistant director of residence life (Anne Arundel 102, ext. 4207)
- Kelly Smolinsky, area coordinator – residence life (Dorchester 255, ext. 4655)
- Derek Young, area coordinator – residence life (Campus Center 104, ext. 2138)
- Krystal Dains, area coordinator – residence life (Dorchester 205, ext. 4623)
- Clint Neill, coordinator of student activities and judicial programs (Campus Center 150, ext. 4209)
- Tricia Realbuto, coordinator of orientation and service programs (Campus Center 143, ext. 4209)

Case Management Team:

The mission of the Case Management Team (CMT) is to informally share information regarding student behavior, issues, and concerns occurring in and out of the classroom in order to provide support services and to try to ensure the welfare of the student and the community. Faculty, staff, and student staff members are encouraged to share concerns and/or observations about a student with a member of the team.

Current CMT Members:

- Associate Dean of Students (convener)
- Assistant VP for Academic Services
- Coordinator of Advising Programs/ADA Coordinator
- Assistant VP for Campus Operations (representing Public Safety)
- Coordinator of Judicial Programs
- Director or Assistant Director of Counseling (consultant)

Consultation and Assessment Team:

The Consultation and Assessment Team (CAT) meets on an as-needed basis to provide consultation to the Dean of Students. Meetings are called to assess and manage situations involving students where behavior is potentially dangerous to others or is extremely disruptive. The team coordinates responses to situations and provides recommendations to the Dean of Students. Faculty, staff, and student staff members are encouraged to share concerns and/or observations about a student with a member of the team.

Membership:

- Dean of Students
- Associate Dean of Students (representing housing)
- Assistant VP for Academic Services
- Director or Assistant Director of Counseling (for psychological/behavioral consultation)
- Assistant VP for Campus Operations (representing Public Safety)
- Coordinator of Judicial Programs
- College Attorney
- Faculty, department heads, and other staff who are affected by the situation (case-by-case)