

**UNIVERSITY OF DELAWARE
STUDENT LIFE
INCIDENT NOTIFICATION PROTOCOL**

The University of Delaware, Division of Student Life, has developed the following incident and crises notification plan. The purpose of the plan is to:

1. Provide compassionate and timely response and services to students
2. Serve as a communication link within Student Life and to the other University units
3. Ensure rapid dissemination of emergency information

Following is the protocol Residence Life staff and the University of Delaware Police Department (UDPD) use to report incidents to Student Life. Protocols and procedures exist for dealing with specific kinds of situations (e.g., death of a student) and can be provided upon request.

Residence Life Reporting Protocol

Weekday Emergency Chain of Command:

The Weekday Emergency Chain of Command should be used to report emergencies and/or crises from 7 a.m. Monday until 5 p.m. on Friday and on holidays.

1. Residence Hall Coordinator/Hall Director
2. Complex Coordinator
3. Assistant/Associate Director on Call
4. Senior Staff Member on Call

In some instances it is necessary to skip someone in the chain, but that person should be notified at a later time. It is imperative that the staff member directly concerned with the problem obtains all available information from those involved. Staff members should **NOT** notify parents. Escalate through the Chain of Command.

Weekend Emergency Chain of Command:

The Weekend Chain of Command should be used to report emergencies and/or crises from 5 pm on Friday until 7 am on Monday and on Holidays.

1. Professional Staff Member on Call
2. Senior Staff Member on Call

Depending on the emergency or situation that arises on a weekend or holiday (refer to the outline below), contact the professional staff member on call. Be prepared to describe the incident (when and where), to give the name(s) of the student(s) involved, and state what action has been taken.

It is important to distinguish between situations that should be reported quickly and those that can be reported later. Normally this notification is made to your supervisor; on weekends, however, the Residence Life professional staff member on call should be notified instead. While the following situations do not include all incidents that might be encountered, the outline gives a sense of departmental priorities. If there are any questions whether or not to report a situation, it is always better to be too cautious and report rather than wait.

Emergency/Crisis Notification Time Frames:

A. Immediate Notification -- Day or Night

- Fire
- Life-threatening situations (suicide attempts, gestures, or threats; threats to harm others)
- Mental health crises (unusual behavior, loss of touch with reality, etc.)
- Serious injury occurring in the residence halls
- Sexual assault or rape
- Major disturbances involving significant numbers of people (e.g., large illegal or disruptive parties, major confrontations, etc.)
- Drug arrests
- Alcohol overdose (where student is hospitalized)
- Significant acts that have the potential to create a significant disturbance to the community.

B. Next day Notification -- By 8:00 a.m.

- Fights (physical confrontations except as noted above)
- Serious behavioral problems (e.g. major vandalism, theft, party breakups except as noted above)
- Situations likely to become public relations problems (e.g., lawsuit is threatened, parents become involved, administrators outside of the department involved are contacted, and reporters contacting staff)

C. Items That Can Wait Until the Next Supervisory Meeting

- False fire alarms
- Minor thefts
- Minor policy infractions

Note: Please escalate situations involving facility issues such as keys, access cards, security, floods (not drips) to Facilities. If in doubt, contact your supervisor or the professional on call.

Working with Offices or Individuals Outside Residence Life:

In an emergency situation, if an outside office or individual contacts you, inform your supervisor, the professional staff member on call, or the Director of Residence Life. At the minimum, these individuals will want information. However, the situation may also necessitate their direct involvement. Do not hesitate to contact the University Police if the situation warrants it. In many cases, this should be done before consulting with anyone else. However, you should always consult with Residence Life personnel before contacting other individuals or campus offices.

**Division of Student Life
University of Delaware Police Department Notification Protocol**

Direct Information to Dean of Students

Immediate Phone Notification: (first possible opportunity) to Dean of Students

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| Death of a student |
| Suicide Act (ingestion, bodily harm) |
| Transport for alcohol or drug issue considered life-threatening (admitted to intensive care) |
| Transport for any life threatening injury or health concern (admitted to intensive care) |
| Fire, flood, or other disaster that may result in injuries or students being displaced |

E-mail Notification: (first possible opportunity) to Dean of Students

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| Transport for suicide gesture, ideation or other mental health concerns requiring committal |
| Transport for injury requiring hospitalization |
| Arrest of student with pending felony charges |
| Missing student following unsuccessful location efforts by UDPD |

Direct Information to Residence Life Duty Staff

Level 1 Situations: Immediate phone notification (first possible opportunity) to Residence Life/OSC Weekday and Weekend Duty Personnel

- Monday through Thursday 5:00pm to 8:00am: Call Residence Life Assistant/Associate Director on Call
- Friday 5:00pm through Monday 8:00am: Call Weekend Duty Residence Life Complex Coordinator or Office of Student Conduct Professional Staff on Call

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| Strong arm robbery |
| Drug arrest (criminal charges versus-OSC referral) |
| Physical assaults, including sexual assault |
| Suicide ideation/gestures |

Level 2 Situations: Traditional next-day Saturday and Sunday morning UDPD Dispatch updates via duty cell phone contact with Weekend Duty Staff Member

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| Student medical (including alcohol) transports |
| Student arrests and OSC referrals |
| Victims of low level assault or harassment |
| Non-crises student health and welfare checks |

Information Needed on All Contacts

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| Student name and date of birth |
| Campus/local address |
| Current status of student's well being |
| Any other relevant information available (student cell phone number, contact made with parent/guardian, contact made with other University of Delaware Student Life Staff, etc.) |