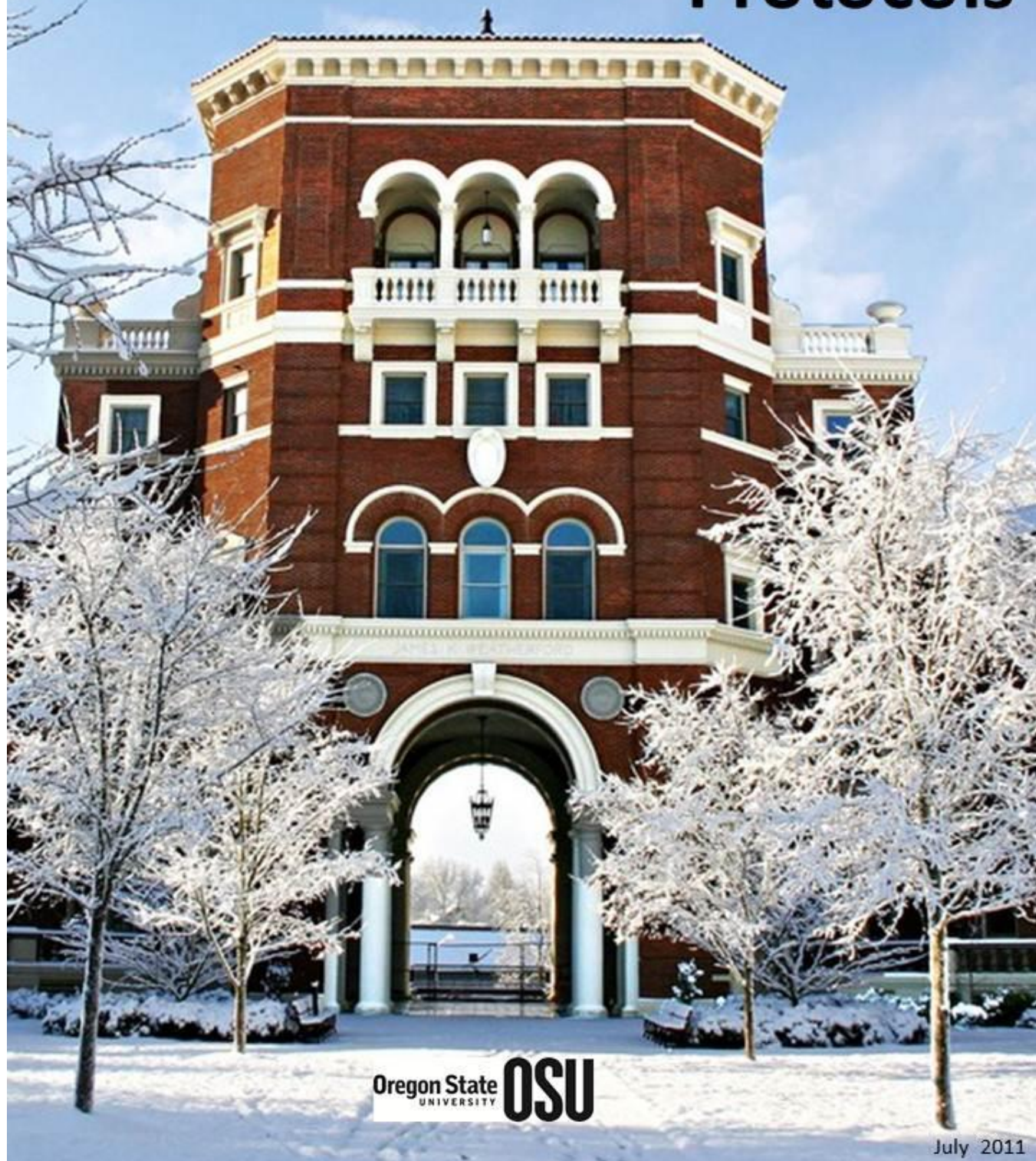


Student Care Team Protocols



Oregon State
UNIVERSITY **OSU**

July 2011

These procedures have been prepared for use in responding to emergencies involving the OSU community. Any inaccuracies in this document should be directed, in writing, to Dean of Student Life at the address below.

Office of the Dean of Student Life
Student Care Team
541-737-3343

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GLOSSARY

Affinity Groups - Affinity groups are student-defined support-systems that may be based on identity, interest, background or belief. These are groups that a student identifies with, participates in, or has a connection to and can be places for the Student CareTeam to find partners, support, or information. Examples of affinity groups include, but are not limited to: International Student and Faculty Services, INTO OSU, Educational Opportunity Programs, Intercultural Student Services, Cultural Centers, Student Involvement, Greek Life, or a student club or organization. The Student Care Team will determine which, if any, Affinity group it is appropriate to work with to best support a student on a case by case basis.

CAPS - Counseling and Psychological Services

CCT - Community Care Team

SCT - Student Care Team

DHS – Department of Homeland Security

DPS - Department of Public Safety

GSH – Good Samaritan Hospital, Corvallis

HSRC – ASOSU Human Services Resource Center

IDEA - International Degree and Education Abroad

INTO OSU - Intensive English Language Emersion program offered collaboratively between INTO and OSU

ISAS - International Student Advising and Services

Living Groups - Living groups are any group in which a student lives. Examples include: residence halls, co-operative housing, Greek Residences, and off-campus housing with roommates. These living groups can be places for the Student Care Team to find partners or information. These living groups may also need a level of care depending on the situation. The Student Care team will determine how and when to connect with a living group and the amount and type of information to be shared to best support a student on a case by case basis.

SCCS - Office of Student Conduct and Community Standards

UHDS - University Housing and Dining Services

OVERVIEW AND PURPOSE

The Student Care Team (SCT) was formed to address student concerns and concerns about student behavior that may be disruptive to the integrity of the learning environment. Specific examples of these concerns may include, but are not limited to: student conduct not applicable to jurisdiction under Oregon Administrative rules; suicide attempts; sexual or physical assaults; activities or events that may have an impact on the campus community and impact a student's ability to stay in school or the safety of the community. The SCT also functions as an interdisciplinary problem-solving unit where multiple departments and personnel are working collaboratively to support a student or are impacted by a particular student(s) behavior

Mission: The purpose of the SCT is to assess and coordinate the response to significant campus situations and events, which require intervention in order to assist the community and its members to return to a more homeostatic state of functioning. These events may include: student death or significant trauma, problematic student situations involving medical or psychological concerns, and campus emergency situations that directly affect the well-being of students. Issues of inappropriate student conduct are the domain of the Student Conduct and Community Standards director. SCT reports to the Vice Provost for Student Affairs.

Student Care Team

Dean of Student Life	Counseling & Psychological Services
Department of Public Safety	University Housing and Dining Services
Oregon State Police	Student Conduct and Community Standards
Student Health Services	Academic Success Center
International Student Advising and Services	Disability Access Services

A larger group of response personnel will be asked to collaborate with SCT as needed. The Student Care Team will determine which, if any, of the following departments it is appropriate to work with to best support a student on a case by case basis. Possible departments and agencies the SCT may collaborate with but is not limited to:

Affirmative Action Office	Human Resources
Alumni Office	OSU Facilities
Benton County Mental Health	Registrar
Business Affairs	Religious Advisers Association
Corvallis Police/BCSO	Sexual Assault Support Services
DA-Victim Assistance	Student Involvement
Good Samaritan Hospital	Vice Provost for Student Affairs
Head Adviser/Dean's Office	

Additionally, the SCT collaborates as needed with community partners such as medical providers, law enforcement, other first responders and community service agencies.

The following is an outline of procedures to be used by the campus community in responding to significant student situations calling for a response.

Method of Operation: SCT will meet regularly (every week) to foster good working relationships, to share information, to engage in training, and to debrief events/situations. Each team member is also responsible for the development and maintenance of liaison relationships with the offices and agencies within their purview. Records of all meetings and actions taken will be maintained by the Office of the Dean of Student Life.

ROLES AND RESPONSIBILITIES OF THE COORDINATING UNITS

Office of the Dean of Student Life (DOSL)

DOSL coordinates response to urgent/emergency situations and serves as observer for SCT. This may include convening SCT and/or delegating responsibilities as needed. Instances which may in any way be seen by students as being disciplinary or adversarial would be passed to another administrative unit represented on SCT to make the contact and referral to CAPS should those services be needed. Should this occur, that unit will provide the leadership and coordinate the response.

Counseling and Psychological Services (CAPS)

CAPS will coordinate trauma debriefing and work with other units (e.g., UHDS, Academic Head Advisers, Greek Life, etc.) to insure individual and group psychological and trauma debriefing services are available to those affected by the trauma.

Issues regarding psychologically distressing or distressed students and/or incidents where CAPS has the potential for being the treating agency will refer the administrative lead to another of the Coordinating Units. CAPS can serve as a consultant and can be present for a meeting with the student. That meeting must be called by another administrative unit and should occur in offices other than CAPS offices. The student must be made aware of the role of the CAPS representative in this context.

Disability Access Services (DAS)

DAS advises and coordinates services as needed in situations involving students who have a documented disability to ensure that their accommodation needs are met.

International Student Advising and Services (ISAS)

ISAS assumes the primary role in gathering background information when a situation involves international students. ISAS provides information and staff support in an appropriate manner that promotes the health and safety of the international student community.

University Housing and Dining Services (UHDS)

UHDS coordinates/handles situations involving residential students. Residential students are those students who live in residence halls, cooperative houses, family housing or other University recognized living group. UHDS provides information and staff support in an appropriate manner that promotes the health and safety of individuals and the university residential community.

Student Health Services (SHS)

SHS assumes the primary role in responding to campus problems of a medical nature (e.g., hepatitis outbreak in residence hall, meningitis outbreak, TB exposure, etc.) and coordinates

needed services from other departments as necessary. SHS may take the lead in coordinating response to other campus problems if requested or if SHS is the first to be notified of the problem.

When the SHS clinic is closed, a nurse advice line is available for medical consultation on a 24-hour basis throughout the year. Instructions for contacting the advice line are explained on the SHS after-hours outgoing message.

Student Conduct & Community Standards (SCCS)

SCCS coordinates disciplinary response to allegations of violations of University regulations or law. SCCS will work with CAPS and SHS to intervene with students who are in severe psychological and/or medical distress.

GENERAL PROCEDURES

A person involved with a student emergency typically should contact the Department of Public Safety at 737-7000 (emergency only) who will notify SCT (see coordinating unit directory). If a member of SCT learns of a student emergency, that member typically notifies the SCT.

When an emergency occurs, The Department of Public Safety notifies SCT who should follow these basic procedures:

- A. Assess the situation in order to understand and be able to communicate the nature of and extent of the emergency
- B. Notify other members of SCT
- C. Identify those who may be affected and need support, including friends, roommates, partner, spouse, family, faculty, etc. Identify all communities that may be involved
- D. Notify appropriate offices according to protocols. If a student is a member of a community that has incident protocols in place, (i.e. athletics, ROTC, SARPA, ISFS/INTO) be sure to collaborate with this office
- E. Communicate that appropriate services are provided (direct and indirect)
- F. Follow-up to evaluate what services have taken place and the impact of those services in allowing closure to the emergency
- G. Initiate further actions if needed
- H. Conduct a post-emergency review with key participants of the emergency team to assess the situation and the adequacy of current procedures. Be cognizant of possible post-emergency types of academic and personal support that might be needed. Issues of confidentiality should be identified
- I. Provide follow up services as needed

CONFIDENTIALITY

The members of SCT, as administrative agents in an educational institution, adhere to the laws and standards governing the disclosure of information to third parties both within and external to the University. Such information is only disclosed on an administrative need to know basis and only according to the relevant statutes that govern such disclosure.

The Student Health Services and the Counseling and Psychological Services are governed by additional laws and ethical codes regarding the disclosure of information (medical and psychological records) to third parties of clients or patients under their care. Both agencies adhere to the relevant laws and ethical codes governing the practice of medicine and/or psychology. Generally, this means that neither agency will disclose information to any external person or agency without specific consent except in cases of danger to self or others. Both agencies however are able to take from others information that may be helpful in their dealing with a particular student client/patient. For particular legal/ethical codes governing these specific practices, contact the Director of each agency.

CONTACTING PARENTS

Often we use the Federal Educational Rights to Privacy Act (FERPA) to frame our relationship and the ways in which we communicate with parents about students. However, our experience with a wide range of issues involving students and our desire to help them has revealed that using FERPA for guidance has proven to be inadequate. We know that the issues with which we grapple and the judgment we are called upon to exercise is not accounted for in a document (FERPA) concerned with legalities. The closest FERPA comes to addressing the concerns that arise when a student's health or well-being is at-risk is the passage that states:

- *Generally, schools must have written permission from the parent or eligible student in order to release any information from a student's education record. However, FERPA allows schools to disclose those records, without consent, to the following parties or under the following conditions (34 CFR § 99.31):*
 - *Appropriate officials in cases of health and safety emergencies*

The educational “compact” that we enter into with students and their parents requires that we use our most sound educational judgment to design programs, deliver services, and provide response to the unique needs and issues they present. This sound judgment requires that we enlist any educational partner(s) who we believe might assist us in alleviating distress, addressing emergencies, or resolving disruptions in the life of a student or our educational community. In rare situations this judgment will directly challenge the boundaries we have operated within, because of our desire to comply with our interpretation of FERPA.

Guidelines for involving parents

The following guidelines represent examples of health and safety concerns significant enough to warrant involvement of the parent:

- In our judgment, involvement of the parent could save a student's life;

- In our judgment, we are incapable of carrying out our “ethical care” responsibility to the student without involving the parent, and no other agency at our disposal is capable, able, or willing to do so;
- In our judgment, we believe the parent possesses valuable information that can lead to successful management of an otherwise unmanageable situation;
- In our judgment, we believe our credibility as a responsible institution/professional will be seriously compromised among those who hold us accountable if the situation involving the student leads to tragic consequences that we could foresee and that could have been averted by involving the parent.

While no guidelines or operating philosophy can fully account for all of the situations we will encounter, we should feel empowered to use the guidelines above and the professional judgment that comes through each of our professional lenses to guide our decision-making relative to contacting parents.

USE OF EMAIL

Email will be used by SCT to communicate information and actions taken in situations that are being responded to and dealt with by SCT. Efforts will be made to protect the identity of students involved by using discretion in the use of personally identifying information, especially on updates and follow-up messages. It is acknowledged that e-mail is not considered a secure or confidential means of communication but will be utilized by SCT for timely notification.

In relevant correspondence please begin all emails to the SCT that are sensitive with a statement along these lines:

This email contains confidential student information. Further disclosure may be a violation of FERPA. Do not forward or copy the message.

When using e-mail to notify SCT member of an incident, share what is known as well as what is unknown, such as current address.

LAW ENFORCEMENT INVESTIGATIONS

When the student emergency is part of a law enforcement agency open investigation it is inappropriate for SCT to comment on the situation. SCT members should refer inquiries to the law enforcement agency.

SPECIFIC SITUATIONS AND STEPS TO FOLLOW

ASSAULTS

Rape and Sexual Assault

(See Appendix A)

Physical Assault

When it is determined that a person has been assaulted, SCT will attempt to address the needs of the alleged victim and assailant, and those affected by the assault. It is assumed that those immediately involved will contact ambulance (911) if a medical emergency exists to ensure that those in need of medical treatment receive it at the Good Samaritan Emergency Room or OSU Student Health Services. The Department of Public Safety will advise on appropriate transport.

Contact Public Safety (541-737-3010) if they have not already been contacted. If the assault occurs off-campus, first notify Corvallis police (911) and then contact Public Safety, who will notify OSCCS. Public Safety will initiate the Campus Alert procedure as necessary.

SCT members will notify and coordinate various services as appropriate, and will maintain documentation of actions taken.

- _____1. If student is international student, notify ISAS Director (or designated back-up)
- _____2. Notify Vice Provost for Student Affairs, and other administrators as appropriate. If VP is unavailable, DOSL will notify the President's Office.
- _____3. Notify News and Communications
- _____4. Document all steps taken

Threats to Others

The majority of threatening actions will be handled without the involvement of SCT. Occasionally, however, a situation which results in a more severe disruption to the University community will require a more coordinated response. Upon receiving notification from DPS, SCT will convene and coordinate a response as needed.

STUDENT DEATH

Death or Suicide

The impact of a student death whether by suicide, accident or natural cause can have a profound effect on the students and faculty of the University. The sudden and usually violent death by suicide is particularly difficult for students and faculty. Regardless of one's knowledge about suicide, the actual event usually triggers reactions of denial, numbness, shame, guilt, anger and at times, post-traumatic stress symptoms. Unresolved grief feelings can produce blame and resentment. Immediate and ongoing support within the school is important to faculty and students' successful resolution of grief.

SCT members will notify and coordinate various services as appropriate, and will maintain documentation of actions taken.

- _____1. Notify SCT members
- _____2. Notify the Department of Public Safety and OSP which, if necessary, will coordinate with proper authorities in state and out of state to contact, in person, the parents/legal guardians or spouse to inform them of the death
- _____3. If student is international student, notify ISAS Director (or designated back-up)
- _____4. Notify Vice Provost for Student Affairs, VP Support Staff, or VP designee who will coordinate notification of the executive staff as appropriate. If VP is unavailable, DOSL will notify the President's Office.
- _____5. Notify News and Communications
- _____6. Notify Academic Personnel
- _____7. Notify Registrar's Office (which is responsible for making adjustments in enrollment and academic records)
- _____8. Notify Business Affairs Office (which will arrange for possible refunds of tuition and housing charges, eliminate account receivable billings and inform/coordinate with Financial Aid Office)
- _____9. Notify Alumni Office (which will adjust records and mailings)
- _____10. Notify Human Resources (for Student Employment) - to notify employer/supervisor
- _____11. Notify Affinity Groups
- _____12. Document all steps taken

Special Procedures for International Student Deaths

Contact the Director (or designated backup) in International Student Advising and Services immediately to consult about the many special considerations that are involved when the deceased is an international student, (for example: language, culture, customs, religious practices, Department of Homeland Security and Embassy contacts, availability of family members to handle arrangements, etc. In addition to the above items, SCT and International Student and Faculty Services or INTO OSU should consider informing and offering support to other students from the same country that may be affected.

For Emergency Procedures for study abroad students see Appendix B

DISRUPTION OF ACADEMIC ENVIRONMENT

Suicide Attempt

When it is determined that a person has actually made an attempt, appropriate and immediate action is necessary. An attempted suicide can be distressing not only to the individual but to friends, students, faculty, and staff as well. A situation presenting imminent danger or need of crisis management requires immediate action to ensure the safety of the individual and the stability of the community. Confidentiality issues should be addressed and honored.

SCT members will notify and various services as appropriate, and will maintain documentation of actions taken.

- _____1. SCT is notified of the suicide attempt when it is determined that a student's behavior could be further harmful to himself or herself, other students, or cause disruption to the University
- _____2. Student Health Services or CAPS will follow-up with Good Samaritan Regional Medical Center and Benton County as appropriate
- _____3. If student is international student, notify ISAS Director (or designated back-up)
- _____4. Provide support and assistance to students and others who may have had contact with the student
- _____5. Consider contacting parents/guardians if support is needed.
- _____6. Document all steps taken

Serious Mental Health Concerns including Attempted Suicide

Students who are believed to be at risk of harming themselves or others or who are unable to attend to their basic human needs may come to the attention of SCT from various avenues. The behavior of these students may be in violation of the Student Conduct Regulations and in such cases, the Office of Student Conduct and Community Standards is the appropriate office for referral and consultation. There are, however, some instances where that behavior is not in clear violation of the Student Conduct Regulations but may pose some potential risk to self or others. In these instances, SCT will assess relevant information and will formulate an intervention plan specific to the circumstances.

SCT members will notify and coordinate various services as appropriate, and will maintain documentation of actions taken.

Questions to be addressed:

- _____ 1. Who has had direct contact with the student?
- _____ 2. From whom have reports originated?
- _____ 3. What information is available (e.g., inability to care for self, disruption to community, etc.)
- _____ 4. Is there relevant data upon which to call the student for a face-to-face meeting?
If yes, who will initiate this meeting?
Who will attend this meeting?
- _____ 5. Based upon assessment and data available the following are options for intervention:
 - _____ Contact Benton County Mental Health for consultation/intervention
 - _____ Refer student to CAPS for service
 - _____ Initiate a welfare check by police (911)
 - _____ Refer student to SHS for service
 - _____ If student is international student, notify ISAS Director (or designated back-up)
 - _____ Notify parents, guardian, or adult family member
 - _____ Initiate civil commitment proceedings (two-party petition)
- _____ 6. Document all steps taken

Arrest or Incarceration

Assess the situation in order to understand the emergency and coordinate appropriate response procedures. An arrest or incarceration can be extremely stressful and is likely to be perceived as an emergency by the student being arrested as well as other students close to the situation.

In most instances, the disruption to the community in an arrest situation would likely be localized and would not necessitate a response by SCT but rather by specific units. In those rare instances where the arrest provides significant disruption to the community, SCT members will notify and coordinate various services as appropriate, and will maintain documentation of actions taken.

- _____1. Attempt to make contact with the student to determine his/her need or desire for support services (i.e., academic services, notification of next-of-kin etc.)
- _____2. If student is an international student, contact ISAS Director (or designated back-up)
- _____3. Contact OSP and Public Safety (541-737-3010) if they are not already involved
- _____4. Contact Corvallis Police Department or other law enforcement agency depending on jurisdiction
- _____5. Notify News and Communications, to provide accurate information for news release
- _____6. Notify Academic Personnel
- _____7. Notify OSU Legal Adviser
- _____8. Provide support and assistance to students and others who may have had contact with the student
- _____9. Provide immediate emergency support to those affected and provide any follow-up debriefing
- _____10. Assess for possible violation of Student Conduct Regulations and consequent University Action
- _____11. Document all steps taken

Disruptive Behavior

Serious disruptive behavior is defined as behavior which is disruptive to the maintenance of the academic environment, destructive to University property, or constitutes a threat to the student's or other's well-being. For more information on what constitutes disruptive behavior see Student Conduct Code, division 15.

SCT members will notify and coordinate various services as appropriate, and will maintain documentation of actions taken.

- _____1. Assess the situation in order to understand the emergency and coordinate appropriate response procedures. (Note: Even though disruptive behavior may be the result of a mental or medical condition, it is best to focus on the student's behavior and its consequences during the emergency to ensure a student's right to due process.)
- _____2. Contact Dept. of Public Safety if they have not already been contacted
- _____3. Contact Corvallis police (911) if the disruptive behavior is occurring off campus
- _____4. If student is an international student, contact ISAS Director (or designated back-up)
- _____5. Notify Academic Personnel and/or Adviser
- _____6. Notify the Vice Provost for Student Affairs, Support Staff, or designee who will coordinate the notification of the executive staff
- _____7. Document all steps taken

Shooting on Campus

In the event of a campus shooting, it is recognized that coordination and control of the University response will be directed by law enforcement, University News and Communication Services, and others at the President's Cabinet level.

Upon receiving notification from DPS of a shooting incident on campus, SCT will convene and initiate procedures consistent with the procedure dealing with Disruptive Behavior.

The Community Care Team will convene after the emergency has been resolved to attend to campus wide concerns.

Public Protests, Demonstrations, or Riots

When information is received that students are planning a demonstration or that a demonstration is in progress, SCT will plan and implement strategies to minimize behavior that is disruptive, destructive, or unsafe. SCT will notify and invite appropriate offices to convene in order to develop strategies aimed at decreasing the chances of the protest and demonstration escalating into a riot.

SCT members will notify and coordinate various services as appropriate, and will maintain documentation of actions taken.

- _____1. Assess the situation in order to understand the emergency and coordinate appropriate response procedures
- _____2. Notify SCT members
- _____3. Notify Department of Public Safety and OSP if the demonstration will be occurring on campus
- _____4. Notify Corvallis Police and Benton County Sheriff if appropriate or if the demonstration will be occurring off campus
- _____5. If student(s) is/are international student(s), notify ISAS Director (or designated back-up)
- _____6. Notify Vice Provost for Student Affairs, VP Support Staff, or VP designee who will coordinate notification of the executive staff as appropriate. If VP is unavailable, DOSL will notify the President's Office.
- _____7. Notify News and Communications, with accurate information for news release
- _____8. Notify Academic Personnel
- _____9. Notify Affinity Groups
- _____10. Notify Facilities Services if buildings are involved
- _____11. Notify Human Resources Director
- _____12. Document all steps taken

Post-Public Protests, Demonstrations, and Riots

In consultation with the Vice Provost for Student Affairs and Public Safety, SCT and other appropriate offices will convene regarding the following:

- _____1. Assess the situation in order to understand the incident and coordinate appropriate response procedures (e.g., public forum, proactive response, etc.)
- _____2. If arrests have been made or are likely to be made, determine what and how support will be provided for those affected
- _____3. For people involved or impacted by the event, offer support services and debriefing
- _____4. Assess degree of disruption in various venues (e.g., medical distress, property damage, psychological distress, residential disruption, etc.)
- _____5. Develop plan and assign responsibilities for follow-up including documentation of actions taken
- _____6. Document all steps taken

INJURY

Serious Injury, Illness, or Hospitalization

The vast majority of those in the University community who suffer a serious injury, illness or hospitalization will do so without involving SCT. Students suffering from serious medical illnesses are responsible for requesting (or finding someone to request) appropriate academic considerations.

Occasionally, however, a student, faculty member, staff member or campus visitor suffering from a serious illness or injury will be brought to the attention of SCT. This will generally occur because the problem causes some degree of disruption to the University community.

Bystanders at the scene of an accident or serious medical incident and/or friends of the patient often inquire about details about the patient's medical condition, believing they have a right to know this information. **Care must be taken to avoid unnecessary inquiry and/or disclosure of medical information without the patient's permission.**

SCT members will notify and coordinate various services as appropriate, and will maintain documentation of actions taken.

- _____1. Assess the situation in order to understand the emergency and coordinate an appropriate response
- _____2. If incident involves International Student(s), notify ISAS Director (or designated back-up)
- _____3. Notify parents, guardians, spouse, and/or partner if appropriate and as confidentiality permits (Next-of-kin notification is most often accomplished by emergency department personnel or State Police)
- _____4. Notify Vice Provost for Student Affairs, VP Support Staff, or VP designee who will coordinate notification of the executive staff as appropriate. If VP is unavailable, DOSL will notify the President's Office
- _____5. Notify News and Communications
- _____6. Notify Academic Personnel
- _____7. Notify Affinity Groups
- _____9. Notify Human Resources - Student Employment Services
- _____10. Connect with Emergency Department physician to explain ramifications of the incident and request release of information from the patient to SHS and/or University administration
- _____11. Document all steps taken

FIRE

The following procedures are to be implemented when a fire is of the magnitude that injuries have occurred or damage is sufficient so that occupants need to be accommodated elsewhere, either on or off-campus.

SCT members will notify and coordinate various services as appropriate, and will maintain documentation of actions taken.

- _____1. Notify Department of Public Safety (541-737-3010) to determine deaths, injuries, names of students affected, the extent of damage, and probable cause. If there are any deaths or injuries, the appropriate emergency procedure should be followed
- _____2. Notify Vice Provost for Student Affairs, VP Support Staff, or VP designee who will coordinate notification of the executive staff as appropriate. If VP is unavailable, DOSL will notify the President's Office
- _____3. If incident involves International Student(s), notify ISAS Director (or designated back-up)
- _____4. Notify News and Communications
- _____5. Contact Risk Management (737-4712) regarding claims
- _____6. Notify Academic Personnel
- _____7. Notify Affinity Groups
- _____8. Notify Human Resources - Student Employment Services
- _____9. CAPS will offer immediate emergency assistance for those affected by the fire and follow-up debriefing
- _____10. SHS will coordinate with Good Samaritan Regional Medical Center regarding injured students
- _____11. SHS will coordinate follow-up medical assistance
- _____12. SHS will contact community emergency services such as Red Cross to determine if they can provide assistance for victims
- _____13. ASOSU Human Services Resource Center will coordinate with campus and community partners to determine what assistance can be provided to affected students.
- _____14. Document all steps taken

Missing Persons

SCT members will notify and coordinate various services as appropriate, and will maintain documentation of actions taken.

- _____1. Notify Department of Public Safety and OSP
- _____2. Department of Public Safety notifies SCT members
- _____3. Department of Public Safety and OSP will consult with SCT and all other relevant personnel to determine whether or not an investigation should be initiated
- _____4. If student is a residential student, refer to UHDS procedures (Appendix D)
- _____5. If incident involves international student(s), contact ISAS Director (or designated back-up)
- _____6. Notify Vice Provost for Student Affairs, VP Support Staff, or VP designee who will coordinate notification of the executive staff as appropriate. If VP is unavailable, DOSL will notify the President's Office
- _____7. Notify News and Communications
- _____8. Notify Academic Personnel
- _____9. Notify Affinity Groups
- _____10. Notify Human Resources - Student Employment Services
- _____11. CAPS will provide support and debriefing services for members of the university community affected by the incident
- _____12. All units will identify students who may need additional assistance and support and coordinate with appropriate offices
- _____13. SCT will coordinate information and services with investigating law enforcement personnel
- _____14. Document all steps taken

When student is located, SCT members will notify offices/persons with whom they have been in contact.

Location of student may also necessitate mobilization of additional procedures (e.g., Serious Injury, Illness or Hospitalization, etc.)

Other Emergencies (bomb threats, flood, electrical outage, etc.)

It is impossible to predict every emergency involving students. Anyone who becomes aware of a student experiencing an emergency that is not covered in the above guidelines should:

- _____1. Contact Public Safety and OSP
- _____2. Contact SCT for consultation and support
- _____3. Provide whatever support possible using the guidelines outlined in this document
- _____4. Document all steps taken

APPENDIX A

SEXUAL ASSAULT RESPONSE & PREVENTION ALLIANCE OREGON STATE UNIVERSITY

The Sexual Assault Response & Prevention Alliance (SARPA) was developed to strengthen and formalize the coordination of services offered by agencies that respond to sexual assaults involving Oregon State University students. Our hope is that these alliances will benefit residents of the greater Corvallis community as well.

The purpose of SARPA is:

- (a) to function as a multidisciplinary network to provide caring and effective response to sexual assaults;
- (b) to develop and implement effective communication within and across agencies while protecting confidentiality of involved students;
- (c) to develop written guidelines describing policies and procedures for sexual assault response within and between agencies; and
- (d) to utilize internal and external input and feedback to assess sexual assault response, identify needs, and work collaboratively to enhance our resources and services.

SARPA recognizes sexual assault as a form of interpersonal violence that significantly affects sexual assault victims/survivors and disrupts safety and trust within the broader community. Sexual assault is defined as any non-consensual sexual contact, ranging from unwanted touching to oral, vaginal, or anal penetration. The type of force used by assailants ranges from emotional coercion (pressure, intimidation, threats of emotional and/or physical harm) to physical violence (restraining, hitting, use of weapons). In addition to assailants' use of force, the absence of consent may be related to survivors' incapacitation caused by alcohol and other drugs. Sexual assault is a term that describes a range of behaviors which violate Oregon State law and the OSU Student Conduct Regulations.

SARPA is committed to:

- (a) insuring and supporting survivors' safety, confidentiality, and empowerment to make informed choices and to determine their process of recovery and healing;
- (b) insuring due process for persons accused of sexual assault through the legal system and campus disciplinary system; and
- (c) offering support services to individuals and/or groups connected with survivors and the accused to facilitate healing within our community and the rebuilding of safety and trust.

SARPA participants include representatives from the following agencies:

- ASOSU Safe Ride
- Benton County District Attorney's Office Victim Assistance Program
- Center Against Rape and Domestic Violence (CARDV)
- Good Samaritan Regional Medical Center
- OSU Counseling and Psychological Services and Sexual Assault Support Services
- OSU Dean of Student Life Office

- OSU Department of Public Safety/OSP
- OSU Intercollegiate Athletics
- OSU International Student and Faculty Services
- OSU Office of Greek Life
- OSU Student Conduct and Community Standards
- OSU Student Health Services
- OSU University Housing and Dining Services (Residential Life)
- OSU Women's Center

SEXUAL ASSAULT RESPONSE NETWORK: RESOURCES AND SERVICES

MEDICAL SERVICES

Medical services, including treatment for physical injury and tests for sexually transmitted diseases and pregnancy, are available through OSU Student Health Services and Good Samaritan Hospital Emergency Department. Forensic sexual assault exams, for collection of physical evidence, are administered only at SHS Good Samaritan Hospital Emergency Department.

OSU Student Health Services	541-737-9355
Good Samaritan Hospital Emergency Department	541-768-5021

REPORTING OPTIONS

Survivors who choose to report sexual assaults have the following options: (a) file a report with the police to pursue legal investigation and possible charges against assailants; (b) file a report with the Student Conduct Program to seek protection and possible disciplinary action against assailants; complete a Sexual Assault Incident Information Form to report the occurrence of the assault while maintaining anonymity.

Oregon State Police and OSU Department of Public Safety	541-737-3010
OSU Student Conduct Program	541-737-3656
Sexual Assault Incident Information Form	541-737-7604

SUPPORT AND ADVOCACY SERVICES

Support and advocacy services include individual counseling, group counseling, referral information, and educational materials about sexual assault. Advocates are also available to accompany survivors in the hospital emergency room and to offer support for survivors who pursue action in the legal and/or campus disciplinary systems.

CARDV Hotline	800-927-0197	or	541-754-0110
Center Against Rape and Domestic Violence (CARDV)			541-737-7604
District Attorney's Office Victim Assistance Program			541-766-6815
OSU Counseling and Psychological Services			541-737-2131
OSU Housing and Dining Services			541-737-4771
OSU Sexual Assault Support Services Coordinator			541-737-7604
OSU Women's Center			541-737-3186

MEDICAL SERVICES

OSU Student Health Services

If Acute (within 7 days of assault):

- _____ Perform a forensic physical exam and evidence collection (if less than 84 hours since assault) or refer to Good Samaritan Hospital (GSH)
- _____ Notify emergency department personnel if student goes to GSH
- _____ Offer CARDV advocate (541-754-0110)
- _____ If student chooses not to have a forensic exam done, assist in transportation to a safe location

For All Cases (both acute and non-acute):

- _____ Offer medical services, as necessary
- _____ Encourage student to speak with the Sexual Assault Support Services Coordinator
- _____ Offer sexual assault brochure
- _____ Briefly review student conduct and OSP/CPD options
- _____ Complete Sexual Assault Incident Information form (notify student)
- _____ Notify Medical Director

Good Samaritan Hospital Emergency Department

- _____ Contact Center Against Rape and Domestic Violence or District Attorney's Victim Witness Program for survivor advocate
- _____ Contact Corvallis Police or Oregon State Police
- _____ Provide medical services, including forensic exam, as appropriate
- _____ Refer patient to OSU Student Health Services and Sexual Assault Support Services Coordinator for follow-up care
- _____ Manager of Good Samaritan Emergency Room Department will notify Student Health Services Medical Director and Sexual Assault Support Services Coordinator by email to inform them that an OSU student received medical services related to sexual assault

REPORTING OPTIONS

Oregon State Police & OSU Department of Public Safety

- _____ Dispatchers collect as much information as needed to effectively dispatch the call to an Oregon State Police Officer and other emergency response personnel as appropriate
- _____ File report and complete investigation as appropriate
- _____ Inform Student Conduct Program of allegations of criminal misconduct involving students
- _____ Develop and distribute safety alert bulletin, as appropriate
- _____ Media communications and press releases about criminal investigations are the responsibility of the investigating agency and/or the Benton County District Attorney. The Executive Director for University Communications and Marketing shall handle all media contacts made to the University.

OSU Student Conduct Program

Response to Survivor

- ___ When informed by survivor, law enforcement, staff or other third parties, the Student Conduct Program (SCP) may consult with Sexual Assault Support Services and/or Residential Life, Greek Life, Student Affairs Administrative Response Team and/or Vice Provost for Student Affairs to verify jurisdiction and plan response.
- ___ A meeting will be scheduled with the survivor, Sexual Assault Support Services Coordinator, and SCP. During the meeting, the following will be covered:
 - ___ Confidentiality
 - ___ Disciplinary procedures and/or legal options
 - ___ Range of possible resolutions (mediation, suspension, expulsion, etc.)
- ___ Availability of support in the community: D.A.'s Survivor Assistance Program; CARDV; medical services; counseling; housing options; academic accommodations; and financial aid.
 - ___ Copy of the University's Sexual Assault Information brochure provided

Response to Accused Student

- ___ The SCP sends written notice to accused student, restricting contact with survivor and requesting a preliminary meeting to discuss the disciplinary process.
- ___ At the preliminary meeting, the following will be discussed:
 - ___ Assess danger to the community
 - ___ On-going criminal investigation & relation to campus disciplinary process
 - ___ Restrictions
 - ___ Disciplinary review options and possible resolutions
 - ___ Counseling and support services

Living Groups

- ___ If rape/sexual misconduct occurred in an OSU living group, SCP will inform the appropriate adviser/officer(s), and work with them to explore community health and educational needs, and consider possible group violations.

Response to Community

- ___ SCP informs News & Communication Services of possible media contacts.
- ___ SCP releases periodic reports of conduct violations and sanctions in aggregate form to community, though Conduct web site, <http://oregonstate.edu/studentconduct/home/>

Sexual Assault Incident Information Form

The Sexual Assault Incident Information Form is available to OSU students, faculty, and staff to provide information about sexual assaults which have not been formally reported.

The SAIIF may be completed anonymously. There is also the option for the person completing the form to leave her/his name and number so that the Sexual Assault Support Services Coordinator can make follow-up contact. A campus and community resource list is included with the form. The SAIIF is also available on the web at the link below.

Completed forms are returned to the Sexual Assault Support Services Coordinator.

Sexual Assault Support Services: <http://oregonstate.edu/counsel/sexual-assault-support-services>

SUPPORT & ADVOCACY SERVICES

OSU Sexual Assault Support Services Coordinator

- ___ Phone and/or in-person contact may be made with the Sexual Assault Support Services Coordinator (SASSC) by survivors of sexual assault and their support persons
- ___ SASSC will assess the following issues and assist with appropriate contacts and referrals:
 - ___ Safety issues, including needs for alternative housing
 - ___ Medical follow-up, including forensic exam
 - ___ Reporting options including police and student conduct program
 - ___ Academic support and accommodation
 - ___ Personal support system
 - ___ Needs for continued counseling and/or advocacy
- ___ SASSC will discuss confidentiality with clients and request releases of information as needed to consult with other OSU departments and community agencies

OSU Counseling and Psychological Services (CAPS)

- ___ Discuss confidentiality issues and CAPS Informed Consent
- ___ Provide crisis intervention, individual counseling, or group counseling as determined appropriate to support survivors' recovery process
- ___ Refer client to Sexual Assault Support Services Coordinator, as appropriate, to provide counseling and advocacy as survivors make decisions about reporting the assault, seeking medical follow-up, academic concerns, and other issues
- ___ As appropriate, refer to other sources of counseling and assistance as needed

OSU Women's Center

- ___ For Medical Services: If within 7 days, send to SHS or Good Samaritan Hospital Emergency Room, offer to call CARDV for hospital advocate. If after 7 days, send to SHS to facilitate immediate care.
- ___ Physical Safety Issues: Contact Sexual Assault Support Services Coordinator (SASSC) for information on alternative living arrangements if survivor is an OSU student, or CARDV if the survivor is a community member.
- ___ Emotional Support: Contact SASSC or the on-call counselor at CAPS. If Women's Center staff is concerned about the emotional state of the survivor, request survivors' permission to consult, call immediately, and offer to escort the client directly to either SASSC or the on-call counselor.
- ___ Desire to Report: Options available include: Oregon State Police (on-campus), Corvallis Police (off-campus), Sexual Assault Incident Information Form.
- ___ Women's Center staff will seek assistance through one of the counseling resources to debrief as needed.

OSU Housing and Dining Services

- _____ Assess safety concerns and needs for alternative housing
- _____ Support survivors in making decisions regarding reporting, seeking medical follow-up, contacting Sexual Assault Support Services Coordinator, CAPS, CARDV or other support services
- _____ Discuss confidentiality issues, informing the survivor that you may need to consult with Residential Life Leadership Team (RLLT)) and University Counseling and Psychological Services
- _____ RLLT will assign a contact/support person to the survivor and the alleged perpetrator as appropriate

Center Against Rape and Domestic Violence (CARDV)

For Adult Clients:

1. Assess safety needs, *i.e. is the client safe now? is the rapist gone?*
2. Respond to client's emotional needs, *i.e. decrease panic, slow things down, help determine next steps.*
3. Discuss options with client and advocacy available: *adult client may report or choose not to report, seek medical care or choose not to seek medical care, come to shelter, request other advocacy services, or choose not to have advocacy.*
 - Legal—reporting to police:
 - advocate can help determine which law enforcement agency to call, *i.e. Linn or Benton County Sheriff's office, Albany Police Department, Corvallis Police Department, OSP, etc.*
 - advocate can be with client, if client chooses, when client calls police (client could come to office, for example)
 - advocate can make the call to police to arrange for client to make report, if client asks advocate to do so
 - advocate can stay with client while she makes initial report and during follow-up/detective's interview
 - Medical—exam at SHS or GSH Emergency Department for evidence collection (if report is made) or for STI/prophylactic care:
 - explain purpose of medical exam, services available to client
 - if a report has been or will be made, advocate can explain the forensic evidence collection exam (also called the 'rape kit')
 - advocate can transport client to SHS or GSH Emergency Department, if it is safe to do so, or meet client at hospital
 - advocate can stay with client during hospital exam and during police interview
 - advocate can phone ahead to let SHS or GSH Emergency Department know that client and advocate are on their way
 - Discuss other needs and offer appropriate referral information, *i.e. shelter, restraining/stalking order, Victim's Assistance, Crime Victim's Compensation, OSU Sexual Assault Support Services contact information, etc.*
 - Make certain that client has contact information for CARDV, and that advocate has contact information for client for follow-up and to be able to offer ongoing legal advocacy; *i.e. advocate can be present for legal justice system follow-up interviews,*

meetings with District Attorney, through hearings, trial, and sentencing of rapist.

For clients under age 18: CARDV has an agency policy that we report all instances of sexual abuse, sexual assault, or rape of a minor; the minor and the minor's guardian do not have a choice about whether or not a report is made. All other advocacy and referral services, as listed above, are available to teen client or to adult guardian of child client.

Benton County District Attorney's Office Victim Assistance Program

The District Attorney's Office Victim Assistance Program provides services to crime victims as mandated by Senate Bill 936, Measure 40, Crime Victim Bill.

- _____ Provide hospital advocate as appropriate when contacted by Corvallis Police Department
- _____ Make immediate and personal contact with the survivor(s) to provide case status information and release information
- _____ When a defendant is in custody, notify the survivor of any scheduled release hearing and maintain contact with survivors throughout the duration of the case providing specific services: release information, case status information, Crime Victim Compensation application, Victim Impact Statement and Restitution forms and appropriate community referrals.
- _____ Provide support services to both survivors and their family members, including assignment of a personal advocate who remains with the survivor and family throughout the duration of the case and accompanies survivors to all court hearings.
- _____ Provide appropriate referrals to OSU departments and community resources and services as needed for survivors and their families.

Source: Sexual Assault Response and Prevention Alliance,

Will be updated December 2011

Maintained by: Sexual Assault Response and Prevention Alliance

APPENDIX B

OREGON STATE UNIVERSITY EMERGENCY PROCEDURES FOR STUDENTS ABROAD on OSU Programs

For emergencies involving OSU students who are on campus there are procedures and protocols as outlined in the SCT Guidelines which is maintained by the Office of the Dean of Student Life.

For students abroad please follow these steps in reporting an emergency

1. BUSINESS HOURS (8:00am – 5:00pm Pacific Standard Time)

- A. International Degree and Education Abroad 541-737-3006
- B. Michelle Justice, Director..... 541-737-6458
- B. If no answer at IDEA, contact the Office of the Dean of Student Life.....541-737-8748

2. AT NIGHT AND ON WEEKENDS

- A. Phone the following IDEA staff at home at any time:
 - Michele Justice, Director, OSU IDEA..... 541-231-5981 (cell) or 541-738-0569 (home)
 - IDEA 24-Hour Emergency Number.....541-231-5981

- B. If you are unable to reach the IDEA staff at home, phone **OSU DEPARTMENT OF PUBLIC SAFETY at 541-737-3010**

- Identify yourself
- Provide a telephone number where you can be reached
- Provide a brief description of the emergency
- Ask DPS to contact the on-call staff member from International Degree and Education Abroad
- If no one is available from IDEA, ask that the information be conveyed to the Dean of Student Life
- If you want the Dean of Student Life to call you back before any action is initiated, clearly state so in the message

3. If parents have not yet been notified by the student, request permission from the student for you or another OSU official to call the parents or guardians directly and/or check student application for permission. If this is a medical and/or life-threatening emergency, contact the parents without question.

NOTE: Whenever possible it is preferable for students to contact parents or guardians themselves.

4. If it is a **MEDICAL EMERGENCY**, provide to IDEA or the Office of the Dean of Student Life the names of the hospital and doctor(s) treating our student.

5. If student needs to be evacuated, IDEA staff will coordinate contacts with program and insurance providers

6. IDEA will notify or consult with (depending on the type of emergency) to arrange for evacuation and/or care for the student:

- A. Office of the Dean of Student Life*
- B. Office of Student Conduct* (conduct/law enforcement)
- C. CAPS* (Counseling & Psychological Services)
- D. University Advancement (Assistant VP for News and Communications*)
- E. Student Health Services*
- F. In-country health providers
- G. Dean or Adviser in the sponsoring study abroad program
- H. Study abroad colleagues
- I. General Counsel's office
- J. Families of other students on the program, if necessary
- K. U.S. State Department Citizens Emergency Center or Centers for Disease Control
- L. U.S. Embassies abroad (Resident Director may inform embassy if appropriate)
- M. Program and Insurance Providers

** Member of OSU's Student Care Team (SCT)*

7. Keep a detailed action/activity log: date, time, who, what, when, where

8. Media reporters. DO NOT answer requests from the media for information on any incident.

Refer all media calls to Todd Simmons in the

University Advancement office 541-737-0790

9. File a report with IDEA after the emergency is over.

Updated May 2011

Maintained by OSU International Degree and Study Abroad Office

APPENDIX C

NOTIFICATION TO THE OSU AND LARGER COMMUNITY ABOUT AN IMMEDIATE THREAT

DPS, OSP and the University Department of News and Communication Services receive information from various offices/departments on campus, such as the Office of Environmental Health and Safety (EH&S), Radiation Safety, and others. The Director of DPS and the Station Commander of OSU-OSP will authenticate the report and confirm whether there is an emergency or dangerous situation that poses an immediate threat to the health or safety of some or all members of the OSU Community. In that event, the Director of DPS, the Station Commander of OSU-OSP and the Director of News and Communication Services will determine the appropriate segments of the campus or larger community to receive emergency notification and determine the contents of that communication. When an emergency as described above is confirmed, the Director of DPS, the Station Commander of OSU-OSP and the Director of News and Communication Services will, without delay and taking into account the safety of the community, initiate the notification system using some or all of the systems described below, unless issuing a notification will, in the judgment of the first responders (including, but not limited to: OSP, CPD, and/or the CFD), compromise the efforts to assist a victim or to contain, respond to, or otherwise mitigate the emergency.

The University's Emergency Notification System has various means for communicating information quickly. Some or all of these methods of communication may be activated in the event of an immediate threat to the OSU campus community. These methods of communication may include printed notices posted at campus locations affected by the emergency, network emails, emergency text messages and voice mail messages that can be sent to a phone or PDA. Individuals can sign up for this service on the OSU website at:
<http://oregonstate.edu/helpdocs/osualert>.

Under the heading "How do I access or sign up for OSU alerts," click on the Log In link and you will be able to register for these alerts. Individuals can also call an OSU recorded information telephone line at **541-737-8000** for updates in the event of an emergency on campus. Command staff for Corvallis Police Department and the Benton County Sheriff's Office as well as staff members from the local Benton County 9-1-1 Dispatch Center have been included to receive emergency messages from our Emergency Notification System. Additionally, DPS and OSP vehicles are equipped with Public Address Systems and these vehicles can be strategically placed throughout the campus to facilitate communication through the PA system. The Director of University News and Communication may issue a press release through local newspaper, radio or television media.

Updated May 2011
Maintained by OSU Department of Public Safety

APPENDIX D

RESIDENTIAL EDUCATION MISSING PERSONS PROTOCOL

There are occasions when a parent, roommate, or others may contact a member of the Residential Education staff to inquire as to a person's location or presence in the hall out of concern for them. Residential Education recognizes that there are different levels of concern for a resident's location. A student may choose to miss class or spend time away from their room. These situations on their own do not constitute a missing person. If the student's whereabouts are not known and the person can articulate a specific concern (e.g. unusual concerning behavior, threats the student may have made against themselves, extended periods of no contact with persons with whom they usually have contact) Residential Education staff will follow this procedure.

Any time a person is reported to be missing as noted above, the following protocol should be followed:

1. The staff member should attempt to make contact at the student's room, with roommates and others that may have knowledge of where the resident may be or confirm that they were seen recently and has every reason to believe that the student is safe.
2. If the resident is not at their room, the RA should call the resident's registered cell phone or room phone number.
3. If the resident does not answer their phone, the staff member should then consult with other residents known by the person who was reported missing.
4. If no one knows of the whereabouts of the resident, then the staff member calls the RD for the hall or RD on duty.
 - a. Staff should articulate the initial report and additional information gathered via steps 1-3.
 - b. Staff should also state the specific steps that were made to contact the resident
 - c. Staff should also share any other helpful information asked by the RD to the best of their ability
5. The RD or RD on duty should then follow up with the Department of Public Safety (DPS) (541-737-3010) to inform them and follow their lead on next steps.
6. The staff member (RD or the student staff member) should then document the incident in "Advocate".

Updated 2011

Maintained by: University Residential Education