

RESIDENCE LIFE & HOUSING DUTY PROTOCOLS

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THE PURPOSE OF DUTY

Engaging the Community

- First and foremost, duty serves as a consistent and reliable form of community engagement where Resident Assistants (RAs) are visible stewards of Residence Life & Housing’s mission of “Residence Life & Housing provides the foundation for a safe and inclusive home where community engagement is not only supported – it’s expected. Building meaningful relationships within invested and engaged living environments, residents learn how to become conscientious, caring, and equity-minded leaders on campus and within their local communities.”
- When classes are generally over, RAs provide a presence in the residence halls attentive to residents who may need support, and encourage students to interact in healthy, mutually beneficial ways.
- Through community walks, RAs provide friendly faces and opportunities for peer connection as they greet residents in lobbies, lounges, common areas, apartments and suites. The RAs also create a community hub in the area office, providing small-scale resident interactions and community development activities.

Promoting Safety & Wellbeing

- As we seek to create residential communities where students can be academically and personally successful, we must provide a living environment that is physically, emotionally, and psychologically safe.
- RAs on duty support physical wellbeing by ensuring entrances and exits are secure and working correctly, and in areas with Front Desks is done in collaboration with Desk Attendants.
- RAs can support students in submitting maintenance requests and reporting other physical hazards. RAs also uphold residents’ right to a living environment where they can sleep and study by proactively addressing noise disturbances or other disruptive behaviors.
- RAs on duty are also a daily presence to ensure that our residence halls physically manifest our commitment to inclusive, just, and equitable communities. During community walks, RAs are attentive to any outward expression of bias or discriminatory beliefs leading to documentation, removal, and accountability.
- RAs on duty may be the first to notice indicators of potential high-risk behavior. By noticing warning signs and providing early intervention, RAs on duty often prevent future harm or injury.

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Providing Care & Support

- Between 8:00 pm – 8:00 am, almost all campus offices are closed. The RAs on duty are the primary source of support for students experiencing personal and interpersonal crises. RAs on duty de-escalate situations and help residents discern what resources they need at that moment and which resources they can connect with the following day.
- RAs on duty often provide outreach or response to students experiencing roommate conflicts, academic or personal stressors, and physical or mental health emergencies.
- The RA Duty process allows RAs to care for residents and each other. While individual RAs will build close relationships with their residents, it is physically, emotionally, and psychologically exhausting to be the sole support for those residents 24/7. RAs who are not on duty know that the RA who is on duty is only a phone call away and prepared to provide support if their residents need anything.

DUTY TOOLS & RESOURCES

RA Duty Phone

- Each area staff has one designated duty phone. Prominently post this number within your area and communicate it to your residents. All emergency response numbers are programmed into the RA Duty Phone. In addition, you may use the Duty Phone to take pictures during incidents as appropriate.
- RA Duty Phone Numbers:
 - Hillside - 443-632-8023 (combined duty with Thea Bowman, Hammerman & Butler)
 - Charleston Gardens – 443-632-5311
 - Newman - 437-761-1122
 - Champion – 443-992-6672
 - Eastside – 443-632-8377

UV Phone Sanitizing Station

- Every area office has a PhoneSoap Sanitizing Station to store the RA duty phone in-between duty nights.
- Before using the phone, RAs on duty should sanitize the duty phone using the UV Sanitizing Station. Lift the lid, lay the phone inside, and shut the lid. The lightning bolt logo should light up and remain lit for approximately 10 minutes. Once the light turns off, the phone is sanitized and ready for use.

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RA Duty Log

- Accessed within The Bridge, the RA Duty log is a communication tool for area staff. Fill out the duty log in its entirety after each community walk. The purpose of the log is to share with other RAs and Residence Life & Housing (RL&H) staff what took place in the area the past night. In addition, it provides individual RAs with information if any of their residents experienced an emergency or disruptive behavior. Finally, it allows the team to note any trends (positive or negative) that are happening across various nights.

Duty Calendar

- The Duty Calendar is available on the RL&H Outlook shared calendar for Duty, and the Duty Calendar lists every RL&H staff member on duty from RAs through professional staff. Therefore, they can reference the Duty Calendar if an RA is trying to find their duty partner or wants to know other staff on duty with them.
- Staff must update all duty changes and switches here.

Area Coordinator on duty – 443-992-6668

- On any given day, an Area Coordinator (AC) is always on duty during the academic year. ACs serve on duty 24 hours a day, and RL&H staff can reach them outside of RA duty hours. The AC on duty provides guidance to RAs and will respond to the scene of an incident during more serious situations outlined in this manual.
- The AC on duty phone number is in the RA Duty phones. RAs are encouraged to enter this number into their personal phones as well.
- The AD on duty number should **never be shared directly with residents or others** outside RL&H.
 - Anyone can reach the AD on duty by calling Campus Police Dispatch at 410-617-5081.

Assistant/Associate Director on-call – 443-992-6667

- On any given day, there is always an Assistant or Associate Director on-call during the academic year. Assistant or Associate Director serves on-call 24 hours a day, and RL&H staff can reach them outside of RA duty hours. This level provides guidance to RAs and ACs on duty and will respond to the scene of an incident during more serious situations outlined in this manual.
- The Assistant or Associate Director on-call phone number is in the RA Duty phone. The Assistant or Associate Director on-call number should **never be shared directly with residents or others** outside of RL&H.
 - Anyone can reach the Assistant or Associate Director on-call by calling Campus Police Dispatch at 410-617-5081.

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Campus Police Dispatch –410-617-5911

- Dispatch serves as the campus' main emergency number. In addition, it can connect students or RAs to various resources on campus, including but not limited to Campus Police Officers and RL&H staff.
- Dispatch is also the best way to ensure the Baltimore City emergency teams can access the campus. Throughout this manual, pay attention to procedures (like medical injury) that instruct RL&H staff to contact Campus Police as a first step to ensure a speedy response from Baltimore City emergency teams.
- Given Loyola's campus's unique structure, Campus Police is the best resource to direct ambulances or fire safety to the exact location of the emergency.
- Campus Police can connect you with Facilities' after-hours maintenance.

Building Master Key

- Master keys should only be accessed when necessary to perform specific position responsibilities. These are most common to perform “Lock-outs” or when instructed by an AC, most frequently during Health and Safety inspections or Hall Openings/Closings.
- When taking a Master Key, please follow these guidelines:
 - Only the person who removed the key may hold it
 - Most Master Keys require a card swipe to access. Staff may only use their key to access the lock box and then are responsible for that master key until they properly return it to the lock box.
 - Return the key immediately after use.
 - Do not hold the key any longer than necessary.
 - Return the key to the same location in the key box that it was initially in
- **Inappropriate use or loss of the Master Key could result in a loss of position.**

After-Hours Counseling Services - 410-617-5530

- The University provides after-hours counseling support through two primary means: ProtoCall and the Counseling Center on-call staff. ProtoCall is counseling support from licensed counselors and psychologists over the phone. ProtoCall is available 24 hours a day, every day of the year. ProtoCall functions as an extension of the Loyola Counseling Center, and they communicate directly with the Counseling Center after speaking to a student. The Counseling Center staff also serve in a rotation and are available over the phone and, if necessary, in some situations, can be available in person.

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COVID-19 PRACTICES AND PROCEDURES

- COVID-19 is the name of the disease caused by the new coronavirus called SARS-CoV-2 or the novel coronavirus. COVID-19, as used in our policies and procedures handbook, refers to both the virus and the disease it causes. Due to the COVID-19 pandemic, RL&H implemented additional safety measures per Student Health Services and public health guidelines. These procedures could resume when it is determined necessary for our staff and community's safety. Actions taken that could resume include:
 - Required use of PPE
 - Housing restrictions
 - Limitations to guests in residence halls
 - Restricted access to residence halls
 - Additional precautions to duty response and community walks
 - And other steps recommended by health professionals
- Special Note – Your health and safety are paramount. If you feel unsafe, please immediately remove yourself from situations and communicate with a supervisor.

RA DUTY PROCEDURES & EXPECTATIONS

General RA Duty Procedures & Expectations

- Duty starts at 8:00 pm and ends at 8:00 am the following day.
- While on duty RAs:
 - Call or text the AC on duty by 8:15 pm to report in
 - Hold the duty phone and respond to all calls to the phone
 - Complete two Community Walks
 - Complete the Duty Log after each Community Walk
 - Submit incident reports or maintenance requests as needed
- RAs on duty must remain in their residential area throughout the entire duration of their duty shift. RAs should not select nights to be on duty when they have other campus commitments or classes or have early morning commitments that would take them out of their residential area. If any RA on duty needs to miss any part of that duty time, the RA must have the time away approved by a supervisor from their area before the night they are on duty. Another RA must fill in during this time.
- RAs may not be intoxicated while on duty
 - Do not consume alcohol or other controlled substances while on duty for at least 12 hours before the start of your shift.

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What to Carry While on duty

- Duty Phone – One member of the duty team should always have the duty phone on their person from 8:00 pm – 8:00 am
- Closed-Toe Shoes – For your safety, please wear comfortable closed-toe shoes while on duty
- A notetaking device – Whether it’s a pen and paper or a notes app on the duty phone, ensure you have something to record notes at the moment.
 - a. *When using a phone to take notes, be mindful not to seem like you are texting or posting to social media during a resident interaction.*
 - b. *If it is ever necessary to use the camera for photo documentation, clearly communicate when and why you are taking a photo to those involved.*
- Homework or Study Materials – As long as you are still accessible to students, use your time in the RA Duty Office to get ahead on your academic work.

Duty Phone Expectations

- The duty phone must be picked up at the RA duty office by 8:00 pm each night and returned to the charging/sanitizing station by 12:00 pm (noon) the next day.
 - When returning the phone, be sure to sanitize it.
 - Lift the lid, lay the phone inside, and shut the lid. The lightning bolt logo should light up and remain lit for approximately 10 minutes. Once the light turns off, the phone is sanitized and will be ready for the next person.
- Before using the duty phone, RAs on duty should again sanitize it using the UV Sanitizing Station. Lift the lid, lay the phone inside, and shut the lid. The lightning bolt logo should light up and remain lit for approximately 10 minutes. Once the light turns off, the phone is sanitized and ready for use.
- RAs on duty must call or text the AC on duty by 8:15 pm each night to report in for duty.
- RAs on duty are responsible for all calls that come into the phone during their shift. Do not place the duty phone on silent or vibrate.
 - If you miss a call or receive a voicemail, the RAs on duty are responsible for calling the person back as soon as possible.
- Do not forward the RA Duty Phone to another line.
- Do not use the duty phone for personal calls or messages.
- Answer all calls that come to the phone with the following greeting:
 - “[area] RA on duty. This is [name]. How can I help?”
- The following day, when returning the phone, ensure it is plugged in and placed in the UV Sanitizing Station.
- Note: Regardless of campus closures for inclement weather, the duty phone must be picked up by 8:00 pm and held until 8:00 am. However, during inclement weather affecting campus,

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conducting full community walks of the areas (except for Newman and Campion) may be unsafe. Possible scenarios for staff safety during walks include icy sidewalks/roads, unplowed paths, heavy winds, etc. Consult with the AC on duty to determine whether you should complete walks.

Community Walks

- During each night of duty, RAs must complete two “community walks.”
- A community walk consists of walking each floor/stairwell of your community, past each residential room, and through all common areas, laundry rooms, study nooks, and stairwells.
- Both RAs on duty must complete community walks together. RAs should never split walks or conduct community walks alone for safety and accountability.
- Community walk times – RAs can vary the exact time that they go on community walks, but generally, they should start within the following time ranges:
 - Sunday-Wednesday
 - Community Walk 1 – 8:00 pm – 9:00 pm
 - Community Walk 2 – 11:00 pm – 12:00 am (midnight)
 - Thursday-Saturday
 - Community Walk 1 – 9:00 pm – 10:00 pm
 - Community Walk 2 – 1:00 am – 2:00 am
- During all community walks, RAs should be attentive to the resident's physical, social, psychological, and emotional well-being in their area, considering that residents will likely need different types of support throughout the evening.
- During the first community walk, RAs should focus heavily on community engagement.
 - Conversing with residents, they pass on the walk
 - Stopping to engage with residents in lobbies and common areas
 - Scanning the community for anything that violates our standards of an inclusive and welcoming community
 - RAs should also provide early intervention for any potential high-risk behaviors
- During the second community walk, RAs should focus on safety and well-being.
 - RAs should pay attention to any physical security issues (tampering with fire safety equipment, propped doors, et.) and any indications that a resident’s physical or psychological safety may be at risk.
- Put in Maintenance Requests for observed damages that may include:
 - Damaged exit signs; trash; spills; lights that are out; vandalism; anything out of the ordinary.
 - Immediately contact Campus Police for any urgent concerns (doors not working correctly, leaks, power issues, bodily fluids [i.e., vomit, blood], broken windows, etc.

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Duty Log

- Accessed through The Bridge, the RA Duty log is a communication tool within area staffs. **Fill out the duty log in its entirety after each community walk.** The purpose of the log is to share with others what took place in the area the past night. In addition, it provides individual RAs with information if any of their residents experienced an emergency or disruptive behavior. Finally, it allows the team to note any trends (positive or negative) that are happening across various nights.
- Each night the RAs on duty are responsible for completing all parts of the duty log, including:
 - Any lockouts
 - A report of all calls that come into the duty phone (include time, caller, and a summary)
 - Resident engagement questions
 - Community Walk summaries
 - Maintenance concerns
 - Residents of concern
- Be detailed in duty logs (to inform the area of what is happening in their communities) while maintaining resident privacy. If responding to a sensitive incident (policy violation, mental health concern, etc.), be mindful not to share full details in the duty log (since it is read by the entire team.)
 - For instance, having responded to a room due to a policy violation and having filed an Incident Report in Maxient, RAs on duty should write in the log, “I submitted an incident report related to an incident in Room 234.”
 - If you spoke with a resident regarding a private matter, RAs on duty could write, “Provided support to a resident on the 4th floor – additional information provided to the AC via e-mail/the AC on duty is providing a report.”
- While the primary role of the Duty Log is for internal communication, please keep in mind that it is an official University report that could be read later by other members of the University, including residents mentioned within the Duty Log.

Incident Reports

- These reports are official University reports documenting all instances when a member of the RL&H team responds to a student concern or policy violation. Almost any time an RA on duty responds to an incident, they should complete an incident report. Instances when an incident report is NOT necessary:
 - Informational calls between the RL&H team
- If it is ever unclear if a report is required, RAs should consult with the AC they are on duty with.

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- Write reports immediately after an incident to help you remember important facts and details. Confer with the AC on duty if there are challenges with this deadline.
- Before writing the report, consult with other staff members involved in documenting the incident. **Write down important facts such as the time, place, people involved, direct quotes of what was said, and who did what.** At incidents with multiple staff members present for one incident, coordinate and determine who will submit the final report with all accounts.
- Once submitted, Maxient has an automated process to send Incident Reports to designated staff.
- See “Writing Incident Reports” for more detailed instructions and tips on how to write an Incident Report.

NOTE: If responding to a Title IX incident, please use the Sexual Violence, Relationship Violence, and Stalking Report instead of the standard Incident Report. Those who receive this report are limited to those required to receive this type of report.

NOTE: If responding to a Bias incident, please use the Report Bias Form instead of the standard Incident Report. Those who receive this report are limited to those required to receive this type of report.

Additional Expectations

- If you are unsure how to handle a situation or need support, calling the AC on duty is always best. If you cannot reach the AC on duty, leave a voicemail and try contacting them again. Call the AC on duty again. If the AC on duty does not answer, call the Assistant/Associate on-call. All these numbers are in the RA Duty Phone.
- **It is your responsibility to reach someone.**
- Do not consume alcohol or other controlled substances while on duty or 12 hours before starting your duty shift.
- Never transport a student in your vehicle.
- Submit incident reports immediately after responding to an incident. If it is a “busy night,” you may submit incident reports to Maxient by 9:00 am.
- Review this document before you begin duty.

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AC DUTY PROCEDURES & EXPECTATIONS

General AC Duty Procedures & Expectations

- AC Duty Hours
 - The AC on duty is on duty 24 hours a day
 - During weekdays 8:30 pm – 5:00 pm, Campus Police, Health Services, and the Counseling Center will first call the main RL&H office (410-617-5081). As necessary, the central office staff will coordinate response with the area staff or the AC on duty.
- AC Duty Shifts
 - ACs serve on duty for multiple days at a time. The current AC on duty is responsible for ensuring a seamless transition to the following AC on duty.
 - “Weekday” – Monday at noon to Thursday at noon
 - “Weekend” – Friday at noon to Thursday at noon
- ACs must be knowledgeable of the Duty procedures and expectations outlined throughout this document.
- During duty, ACs:
 - Hold the duty phone and respond to all calls to the phone. The AC duty number is NOT distributed to students. ACs should expect to receive calls from the following campus partners who have the number:
 - RAs on duty
 - Associate/Director on-call
 - Campus Police Dispatch
 - Dean of Students, Women’s Center, SSWP, and AVP of Student Development
 - Coordinate the response of RAs. The AC on duty monitors and adjusts the workload for RAs on duty, ensuring that staff is not overexerting themselves.
 - Check-in with RAs on duty to ensure they practice self-care, find time for sleep, self-care, proper eating, and appropriately utilize resources and team members to prevent exhaustion.
 - Respond in person to situations that require an RL&H presence as outlined in this manual.
 - Submit Incident Reports for any calls or incidents that require your response.
 - Monitor all incoming Incident reports and then coordinate appropriate follow-up.
 - Ensure all RAs submit incident reports by 9:00 am or communicate pertinent information to the Assistant/Associate on-call and appropriate campus partners.
 - During weekends, the AC on duty is responsible for ensuring appropriate follow-up occurs with students through an RA or yourself.
 - ACs on duty must be able to respond to incidents in person within 15 minutes of a call.

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- Do not consume alcohol or other controlled substances while on duty or at least 12 hours before the start of your shift.
- ADs will record all duty switches and changes in the Duty Calendar in the RL&H Outlook Calendar.

What to Carry While on Duty

- Duty Phone
- AC Duty Bag – contains an iPad mini, charger, parking lot gate clicker, gloves, and a duty binder with pertinent information.
- Hand Sanitizer – When you cannot quickly access a sink to wash your hands, ensure your hand sanitizer is available.
- Closed-Toe Shoes – For your safety, please wear comfortable closed-toe shoes while on duty
- A notetaking device – Whether it’s a pen and paper or a notes app on the duty phone, make sure you have something to record important notes at the moment. *When using a phone to take notes, be mindful not to seem like you are texting or posting during a resident interaction. If it is ever necessary to use the camera for photo documentation, clearly communicate to those involved when and why you are taking a photo.*

Duty Phone Expectations

- The AC duty phone must always answer when the on-call system is active. ACs must coordinate with each other to ensure a seamless transition between duty shifts.
- Before using the duty phone, ACs on duty should sanitize it using a UV Sanitizing Station located in the main office and area offices. Lift the lid, lay the phone inside, and shut the lid. The lightning bolt logo should light up and remain lit for approximately 10 minutes. Once the light turns off, sanitation is complete.
- After sanitizing the phone, please ensure the phone is unforwarded and receiving calls. To do so, dial *73 and press the call button.
- ACs on duty are responsible for all calls that come into the phone during their shift. **Do not place the duty phone on silent or vibrate.** If there is a missed call or a voicemail, the AC on duty is responsible for returning the call as soon as possible.
 - If the AC on duty anticipates challenges in answering the phone (i.e., health appointments, meetings, etc.). In that case, they are responsible for coordinating with another AC to receive calls and respond appropriately while they are indisposed.
 - To forward the phone, dial *72, then dial the number you are forwarding to.
- Do not use the duty phone for personal calls or messages.
- Answer all calls that come to the phone with the following greeting:
 - “AC on duty. This is [name]. How can I help?”

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- Do not give out the AC duty phone numbers. If necessary, students and families can call Campus Police at 410-617-5010 to connect to the AC on duty.
- The following day, ensure that the phone is plugged in and placed in the UV Sanitizing Station when returning the phone.
- Note: The AC must pick up the duty phone regardless of campus closures for inclement weather. However, in inclement weather affecting campus, it may be unsafe to respond in person. Possible scenarios to consider for staff safety during walks include icy sidewalks/roads, unplowed paths, damaging winds, etc. Consult with the Assistant/Associate on duty to determine an appropriate response if in person is not possible.

Confirming RAs are on duty

- The AC on duty is responsible for ensuring that the RAs on duty check-in and are in their areas for their respective parts of campus.
- RAs on duty are to call or text the duty phone between 8:00 pm - 8:15 pm
- The AC should confirm that both RAs for an area have reported for duty
- If an area fails to call in for duty, refer to the RL&H Outlook shared Duty calendar and attempt to reach the RAs on their cell phones (found in StarRez).
 - If an RA assigned to duty does not check-in, connect with the other RA to find another available RA in that area to help with duty coverage.
 - Email the area AC explaining the evening situation.
- RAs are responsible for completing two community walks each night of duty (see RA Duty Procedures and Expectations.) Regardless of campus closures for inclement weather, duty hours remain intact. In consultation with the on-call team they may determine that RAs on duty do not need to conduct outdoor community walks.

Incident Reports

- An official University report documenting all instances when a member of the RL&H team responds to a student concern or policy violation. Almost any time someone responds to an incident they should complete an incident report.
- Instances when an incident report is NOT necessary:
 - RAs reporting in for duty
 - Informational calls between the RL&H team
 - Informational calls from Campus Police or campus partners
 - Calls from RAs who have procedural questions or need guidance on how to respond to a situation
- If it is ever unclear if a report is necessary, ACs should consult with the Assistant/Associate on-call.

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- Write reports immediately after an incident occurs – this will help you remember important facts and details. If a delay is necessary, you may submit the incident report no later than 9:00 AM the morning after the incident. Confer with the Assistant/Associate on-call if there are challenges with this deadline.
- Before writing the report, confer with other staff members involved in documenting the incident. Write down important facts such as the time, place, people involved, direct quotes of what was said, and who did what. If multiple staff members are present for one incident, coordinate to submit the final report with all accounts.
- Once submitted, Maxient has an automated process to send incident reports to designated staff.
- See “Writing Incident Reports” for more detailed instructions and tips on how to write an incident report.

NOTE: If responding to a Title IX-related incident, please use the Sexual Violence, Relationship Violence, and Stalking Report instead of the standard RL&H Incident report. Those who receive this report are limited to those required to respond to the report.

NOTE: If responding to a Bias incident, please use the Report Bias Form instead of the standard RL&H Incident report. Those who receive this report are limited to those required to respond to the report.

Calling the Next level

- If you ever need to report an incident per this document, are unsure how to handle a situation, or need support, it is always best to call the Assistant/Associate on-call.
 - If you cannot get a hold of the Assistant/Associate on-call, leave a voicemail, and try calling again in 3-5 minutes.
 - Call the Director's cell phone if you still cannot get a hold of the Assistant/Associate on-call.
 - If you still cannot reach any of these individuals and cannot wait for a callback, continue calling off-duty Associates, followed by the Dean of Students, and finally, the Vice President for Student Development.
- **It is your responsibility to contact someone**

Transportation

- When possible, transport yourself when responding to duty situations. You can walk, drive, and park near the location with your “Emergency Parking” hang tag. If you need support responding to a situation, please contact Campus Police to request help responding to an incident. Please explain who you are, where you are, and where you must get to.

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- If helpful, a vehicle can be available through the motor pool that ACs can request to help with transportation.
- If you have transportation expenses, save your receipts, and the Office will reimburse you.
 - Parking costs
 - Ride Share costs
 - You will need to complete a green reimbursement form and include your receipts.
- Never transport a student in your vehicle.

RESPOND, RECORD, REPORT, FOLLOW UP

Respond, Record, Report, & Follow Up is a simple way to understand your primary role in addressing situations. When addressing any situation, it is important to remember that we should be coming from a place of care. Our purpose in addressing situations is to ensure the residents are safe and well. We focus on supporting residents and community needs, not seeking out policy violations. When responding to incidents on duty, the priority is the safety of our students and staff. We want to ensure that students are well cared for and that staff is safe when responding to incidents.

RESPOND

- Assess the situation.
- Call up to the next level if you have questions or an emergency.
- Follow the guidance that is given to you by that individual.
- Call Campus Police at (410) 617-5911 for immediate assistance in an emergency. You may also reach Campus Police by dialing (410) 617-5010.

RECORD

- Pay attention to and record the following details:
 - Names of students involved and room numbers, if possible
 - Date and time
 - Background leading to the situation, if applicable. If it is a mental health concern, it may be important to know the following:
 - Does the student have a history of concerns?
 - Has the student been sleeping regularly?
 - Has the student been eating regularly?
 - Have they been using drugs or alcohol?
 - Have you noticed any significant changes in the individual's behavior?

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- Have they mentioned harming themselves?
- Have they mentioned any incidents of bias that have taken place?
- Have they been upset or keeping to themselves lately?
- Have you noticed any marks that may indicate bodily harm?
- What exactly and specifically took place?
- Who was contacted?
- Any resulting actions (hospitalization, withdrawal, etc.)
- Other students' concerns or reactions

REPORT

- Complete a detailed incident report in Maxient as soon as possible (typically, the deadline is by 9:00 am the following morning).
- Communicate with other staff as necessary and directed by the AC on duty.

FOLLOW UP

- Check-in with affected students the following day to follow up and see if they have any additional needs.
- Communicate updates to the AC on duty or of the area as directed.

WRITING INCIDENT REPORTS

Access the RA Incident Report form:

- **The Bridge:** link included with other resources on group page.
- **Inside Loyola:** Go to (or search for) RA Communications – Look for “RA Incident Report” under Links on the right-hand side of the page.
- **Bookmark** in your favorite browser:
https://cm.maxient.com/reportingform.php?LoyolaUnivMD&layout_id=6
- Before writing the report, confer with other staff members involved in documenting the incident. Write down important facts such as the time, place, people involved, direct quotes of what was said, and who did what. This will help you as you start to write your report.
- Write reports immediately after an incident occurs – this will help you remember important facts and details. Submit the incident report no later than 9:00 am the morning after the incident unless otherwise noted.
- You may want to type the description of the incident into a word document first. Copy and paste the document into the Incident report after you write and spell-check the document in a

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word processing program. All incident report information and pictures are confidential, and staff should delete them after uploading them to Maxient.

- **Do not save incident reports or drafts to computers or personal devices.**

- **BE SPECIFIC** in recording events (i.e., how many people, how much alcohol, what types of alcohol and where [i.e., which table or part of the kitchen], name the people in the report). For example, instead of “He was drunk,” write, “He appeared intoxicated due to his red eyes and slurred speech, and he smelled like alcohol.” Record relevant times that things occurred (e.g., phone calls, attempts to leave the room several times, student fell asleep).
- Record relevant observations (what you see, hear, and smell) related to the incident. (Was there a smell of alcohol in the room? What signs of substance use did you observe in the student? Was the smell of alcohol stronger when they spoke? Did the cups smell like alcohol? etc.). Report information in chronological order.
- Ask appropriate questions to gather all relevant information (**e.g., who was drinking? How much did they drink? are they 21? Who’s alcohol?**) If they refuse to answer, document that. If they say they were not involved, make sure you gather details and ask them what they were doing. Remember to be as detailed as possible.
- Write reports in the third person. Once you’ve identified someone for the first time using a title and full name (i.e., Resident John Smith, Non-Loyola student Jane Hall, RA Sam Brown), you can then use their last name (Smith, Hall, or Brown). It should always be clear who you refer to and distinguish who is doing what throughout the report.
- Use proper grammar, style (paragraphs), and appropriate language. When possible, use direct quotes. Students will see and read these reports and conduct hearing officers/panels.
- Include all information from an incident – even if you did something or said something wrong during the incident. It is much better to acknowledge mistakes than to wait for them to surface during a hearing.
- Double-check the report for clarity before submitting it. This is especially important when writing reports late at night/early in the morning.
- If you forgot to gather specific information, follow up with the individuals involved in the incident to collect the information or speak with others on the response team to see if they have or can access missing details. Then, add additional information to the incident report before submitting it.
- Ensure all attachments (e.g., photos, email, etc.) added to the Incident Report are in PDF format. If you are considering taking a photo of something in the room, be mindful of taking pictures of objects specifically related to the policy violation.
- **DO:** Take a picture of a sign, poster, or object with biased language written on it. There is value in taking a picture of it.
- **DON’T:** Take a panoramic picture or video of the whole room “to be sure you don’t miss something.”

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- DON'T: Take pictures of a resident without their consent. (If a physical injury from a fight and a picture is required, Campus Police can take that photo.)

INCIDENT REPORTS SHOULD NOT CONTAIN

- **Your opinion of individuals.**
- Your knowledge of other incidents involving that student.
- Your emotional reaction to the incident.
- General terms that are vague and do not give the reader information. (Ex. The word “uncooperative” - How were they uncooperative? What did they say? What did they do?)
- Example incident report:

RA Jason Rogers and RA Sandra McCoy responded to a call from RA on duty Ryan Evans around 1:10 am about a noise complaint at Newman 904W. When RA Rogers and RA McCoy arrived at 904W around 1:15 am, Officer Brooks and Lieutenant McGinniss were already present in the room. There was a collapsible table set up on the left side of the living room against the wall with red solo cups arranged in triangles, filled with a yellow liquid that smelled like beer, and beer bottles and cans present on the collapsible table, on the kitchen table, and in the kitchen itself. There were 5 open cans and 2 closed cans of Busch light on the collapsible table, 8 empty Natural Light cans on the kitchen table, and 6 open cans and 3 empty cans of High Noons on the right counter next to the stove. These three students live in the room and were present during this time: Resident Arthur Reed, Resident Michael Owen, and Resident Ethan Ryan. The three other residents who live in this room are Kevin Cowe, June Smith, and Cal Hanlan but were not present in the room at this time. RA Rogers began to collect IDs, and RA McCoy began to document the alcohol. At least 10 students ran past campus police and outside of the door before they could be documented. Resident Owen said all of the students present in the room were under 21 years old. These are the names of the other students in the room:

Cassie Marino – Claimed not to have her student ID or state-issued ID on her
 Jonny Dent – off-campus guest from Morgan State University ID Number: S 782 428 917
 Grant Johnson - 1714399
 Sidwell English and Amanda Waldorf – Guests of Loyola Student Emma Seagun, resident of the 2nd floor of Newman West
 Julian Faust – claimed not to have state or student ID
 Theodore Bazos was visiting Michael Pikus (1719999). Michael was not present in the room or may have run out
 Manny Borelli - 1714444

RA McCoy then had the residents who live in the room place all the alcohol on the table so it could be documented. There were 8 red solo cups filled with beer, which RA Roberts and

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RA McCoy had the Residents of room 904 dump out in the kitchen sink. There was also one empty bottle of Barefoot wine present on a desk on the right side of the living room. After all of the alcohol was documented, RA Roberts and RA McCoy asked the residents who lived in the room to dump out all of the alcohol in the kitchen sink and to throw away all of the cans, bottles, and red solo cups. RA Roberts and RA McCoy then explained to Resident Reed, Resident Owen, and Resident Ryan that the incident would be documented and that they would be contacted within a few days from the Associate Director. Before leaving the Campus Police officers and RA Roberts and RA McCoy asked the residents if they had any further questions, to which all residents responded “No.” Residents Ryan, Owen, and Reed were highly cooperative and listened to Campus Police and RA Rogers and RA McCoy.

RESPONDING TO INCIDENTS OFF-CAMPUS

Overview

- Non-commuting, non-first-year students may choose to live off-campus. In past years, approximately 300-350 students have decided not to live in Loyola housing options. Loyola and RL&H strive to support all students in crisis, although they rarely ask to be present for off-campus situations. To effectively support off-campus students without drawing on-duty resources away from the on-campus population, the response to off-campus emergencies involving off-campus students is modified below.

Response Procedures

- Campus Police may respond to off-campus medical/alcohol emergencies or contact Baltimore City response teams directly.
- Campus Police can directly connect the student to ProtoCall for off-campus mental health concerns.
- When the University receives notification that an off-campus student requires transportation to a hospital, the AC on duty will contact the student’s emergency contact. In instances involving alleged sexual assault, follow protocols for Sexual Assault/Sexual Misconduct.
- Complete documentation, support, and follow-up following standard protocols in consultation with the Assistant/Associate on-call.

RESPONDING TO THE SOCIAL

Overview

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We do not have residential students at the Social this year and will only respond here for an “Off-Campus” emergency.

- Loyola University Maryland has a master lease for apartments at:
 - The Social - 3900 N. Charles Street
- Residents who reside here through RL&H assignments are on-campus residents. Therefore, these residents must continue to abide by the *Housing Contract* and the Community Standards, like all students.
- Commuter students may have their lease and would still be expected to follow the *Community Standards* but would not adhere to the *Housing Contract*.
- RL&H will respond to and support all students during crises. In addition, non-emergency matters (maintenance concerns, noise complaints, etc.) will have staff on-site to address them.
- On-campus students living at these locations will be on the Emergency Roster (Star Rez).
- Commuter students at these locations will be on the Off-Campus Student List (Teams).

Response Procedures

- We may will receive calls for emergencies at The Social after business hours. Calls may be from the Dean of Students, Health Services, Counseling Center, Student Support and Wellness Promotion, the Women’s Center, the Counselor on duty, or the AC on duty. Emergency calls during the University’s business hours will be routed first to the AC on duty.
- RL&H staff members will respond in person to the emergencies listed below. Before responding to the situation, consult with AC on Call or Assistant/Associate on call.
 - **Intoxicated Student/Alcohol Transport**
 - **Bias**
 - **Drug**
 - **Loss of a Family Member**
 - **Missing Student**
 - **Physical Altercation**
 - **Self-Harm & Suicide Ideation/Attempt**
 - **Sexual Assault/Sexual Misconduct**
 - **Stalking**
 - **Student Death**
- When responding to The Social, RL&H has collaborated with Motor Pool to access a vehicle to support transportation.
- Should staff opt to drive themselves to the scene, parking at The Social is available on the north side of the building (right side when looking at the building from Charles St.) by parking in the visitor parking.

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- RL&H staff can access The Social by pressing the button at the main door to be granted access by the front desk staff. The desk has staff 24/7.
- Master Keys are available in the RL&H office, master key release.
- Complete documentation, support, and follow-up according to standard protocols.

ACCESSING AFTER-HOURS COUNSELOR /COUNSELOR ON DUTY

Overview

- The University provides after-hours counseling support through two primary means: ProtoCall and the Counseling Center on-duty staff. ProtoCall is counseling support from licensed counselors and psychologists over the phone. ProtoCall is available 24 hours a day, every day of the year. ProtoCall functions as an extension of the Loyola Counseling Center, and they communicate directly with the Counseling Center after speaking to a student. The Counseling Center staff also serve in an on-call rotation and are available over the phone and in person.
- Students may directly access ProtoCall. There is a broad distribution of the ProtoCall number to students as a primary resource for mental health support after-hours and weekends. The Counseling Center encourages campus partners to share this number directly with students they work with who may benefit from this after-hours resource. Counseling Center staff will receive all reports of student ProtoCall use and will coordinate with campus partners for follow-up with the student during business hours if needed.

Contact Information

- Students, RAs, and ACs can access ProtoCall by calling 410-617-5530. This internal Counseling Center number forwards to the After-Hours Counselor when the office is closed.
- Whenever someone speaks with the After-Hours Counselor, they will provide a number to call them back if they get disconnected, or there are phone problems. That number is 800-307-8999. ACs can also use this if you need to follow up on an earlier call.
- If the internal Counseling Center number does not connect to ProtoCall, you can utilize a backup number in the AC Duty Phone. The backup number should be a last resort. The number is 855-243-1931.
- In addition to the After-Hours Counselor (ProtoCall), the Counselor on-call can be reached by the AC on duty when necessary. The AC on duty or Assistant/Associate on-call can use the counselor on-call number in the AC and Assistant/Associate Duty Phones.

Overview of Call Flow

- *When RAs are made aware that a student contacted the After-Hours Counselor for any of the following reasons, they should notify the AC on duty:*
 - Anxiety/panic attacks

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- Reports of cutting (determine degree and risk)
- Depression or anxiety, but no concern of harm to self
- The student makes odd statements, postings, tweets, blogs, etc.
- *When RAs are made aware that a student contacted the After-Hours Counselor for any of the following reasons, they should notify the AC on duty:*
 - Past sexual assault (did not occur within the past 5 days)
 - Witnessed a traumatic event (depends on the degree)
 - Suicide ideation
 - A threat of harm to self or others
 - Psychotic break
 - It is necessary to contact a counselor after hours during the summer or when the University is closed for breaks
- *If a student is experiencing any of the following, you must contact the AC on duty and call the Counselor on duty directly:*
 - Suicide attempt (call after medical professional, if needed, is notified)
 - The student is incapable of speaking to ProtoCall due to a psychotic break (not due to intoxication)
 - Large-scale trauma/witnessed a traumatic event
 - Death of a student
 - ProtoCall recommends transporting the student to the hospital for evaluation
 - The student is non-compliant with ProtoCall's recommendation to go to the hospital
 - Student shares that they are a client of the Counseling Center
 - *Recent sexual assault (within the past 5 days) - Only if unable to reach the Director of the Women's Center (Melissa Lees).
- *The AC on duty will contact The Counselor on duty, who will need to be present for the following:*
 - Death of a student
 - Large scale trauma
 - *Recent sexual assault (within the past 5 days) - Only if unable to reach Melissa Lees
- *The Counselor on duty is always available (during their regular duty schedule). ACs reserve the right to call them to consult when needed.*

RESPONDING TO LARGE GATHERINGS

Crowd Management

- Each resident assigned to a room is allowed to have two guests. For example, if 6 students are living in a room/apartment/suite, a total of 18 people could be in the unit. Another example is that if there 2 students living there, 6 people could be allowed in the unit.
- If residents exceed the guest limit, then all guests must leave.

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- As guests exit, RAs are to remain in the doorway and collect ID information from guests while exiting the room and leaving the hall.
 - Record the name and ID number or take a photo of the IDs on the duty phone and delete them after writing the IR.
 - If Loyola student use their Loyola ID.
 - If no Loyola ID is available, collect any photo ID available
- Once the guests have all left, RAs can work with the residents assigned to the room to gain further information.
- RAs should do the following:
 - Ask for residents to open all doors for a visual sweep. i.e., bedroom, bathroom, closets, etc.
 - RAs should explain the point of this visual sweep is to ensure that all students are safe.
 - This aims to identify if people are hurt, sick, passed out, need medical attention, etc.
 - If staff observe other violations while doing a visual sweep for student safety, they should note and address them.
 - Call Campus Police at (410) 617-5911 for immediate assistance in an emergency. You may also reach Campus Police by dialing (410) 617-5010.
 - If you are unsure what to do or feel you need support, contact your AC.

ALCOHOL POSSESSION/CONSUMPTION

Overview

- Loyola University Maryland fully supports and requires compliance with Maryland’s alcoholic beverage laws. These laws include prohibitions on the possession or consumption of alcohol by persons under age 21; furnishing alcohol to or obtaining alcohol for a person under age 21; and misrepresenting one’s age to obtain alcohol. Only those students who are 21 years of age and older are permitted to have alcohol in their apartments. Guests who are 21 years of age and older may not bring alcohol to a room/apartment/suite where at least one person is under the age of 21. Students 21 years of age or older may possess and consume alcohol in the privacy of their rooms, suites, or apartments in single-serving containers only. The University expects all of age students who choose to consume alcohol to drink responsibly.

RA Procedures

- The RA(s) should identify **who** and **why** they are in the room.
- While remaining in the doorway, RAs should identify the residents assigned to the room to speak with.
- Collect guest IDs and then ask guests to leave the room

- As guests exit, RAs are to remain in the doorway and collect ID information from guests while exiting the room and leaving the hall. You may take a photo of the IDs on the duty phone and delete pictures after writing the IR.
 - Record the name and ID number or take a photo of the IDs on the duty phone and delete them after writing the IR.
 - If Loyola student use their Loyola ID
 - If no Loyola ID is available, collect any photo ID available
- Once the guests have all left, RAs can now work with the residents assigned to the room to gain further information.
- If there appear to be more people in the room than the RAs feel comfortable approaching, they can call Campus Police or the AC on duty to assist in the documentation.
- If any guests state that they are not a Loyola student. Ask them to present another form of ID. Describe the guest, including what they are wearing during the incident, to assist in future camera reviews.
 - Instruct non-students to leave the hall immediately since they do not have a room assignment in the building.
 - If a guest is registered to stay overnight or has no transportation from campus consult with the AC.
- If a policy violation has occurred (under-aged alcohol consumption/possession, excessive amounts of alcohol [non-single serving containers], drinking games, etc.):
 - Document the amount and types of alcohol and other details (drinking apparatuses, people in space, table with Ping-Pong balls, actions/words of students, etc.).
 - Ask the room's residents to pour all remaining alcohol down the drain.
 - Escort the residents to the dumpsters to recycle empty containers.
 - Answer questions residents may have.
- Assess the surroundings for individuals who may be at risk for alcohol intoxication. Conduct a brief visual inspection of each room within the unit.
 - Open all doors for a visual inspection of all rooms. i.e., bedroom, bathroom, closet, etc.
 - Visual inspection is to check for additional individuals and other violations.
- Inform residents that you want to identify if people are hurt, sick, passed out, need medical attention, etc.
 - If such concerns are apparent, contact Campus Police and engage the Intoxicated Student protocol for additional steps.
- Submit an area duty log with minimal details.
- Submit an IR to Maxient (if a violation occurred) with full details of the incident.
 - Submit incident reports as quickly as possible following an incident.
 - If it is a “busy night,” incident reports must be submitted to Maxient no later than 9:00 am the following morning.

ARRESTED STUDENT/WARRANT FOR ARREST

Overview

- Campus Police may receive notification that police are on campus to arrest a student. If so, Campus Police will contact the main office or AC to relay the appropriate information. Often Campus Police will try to coordinate to have the student brought to 5104 York Road to their office to reduce the disruption that could occur in the residence halls. Arrests usually occur off-campus; Loyola is not involved in the arrest process or the legal/criminal/civil processes that follow an arrest. Depending on the time of the arrest, the student could spend over 16 hours or longer in Central Booking.
- Sometimes we may receive notification that a warrant is out for a student's arrest. Campus Police will contact the Main Office or AC on duty to relay the appropriate information. The AC on duty will coordinate to locate the student and help direct the student to 5104 York Road. A practice that allows the arrest to occur with minor disturbance to the community. BCPD can issue warrants from 6:00 am-9:00 pm for misdemeanors and 24 hours a day for felonies.

RA Procedures

- If you learn of a student arrest, relay this information to the AC on duty or the main office, depending on the time of day. Gather all pertinent information about the student and any details of the incident, if possible.

AC Procedures

- If you learn of a student arrest, gather all pertinent information about the student and the incident, if possible.
- Notify the Assistant/Associate on-call
- Upon guidance from the Assistant/Associate, call the student's emergency contact and share the details and contact information for Central Booking: 410-545-8122.
- Follow up with friends or roommates affected by the situation.
- Try to determine when the student will return to campus.

BIAS ACTS AND BEHAVIORS INCIDENT PROTOCOL

Overview

- This protocol serves as a basis for the response by RL&H staff to a biased event. The Community Standards describes a bias incident as:
 - Bias related behaviors include but are not limited to:
 - Negative actions against an individual or group because of their actual or perceived race, sex, color, national or ethnic origin, age,

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religion, disability, marital status, sexual orientation, genetic information, military status, gender or gender identity, any other legally protected classification, or other targeted aspects of one's identity.

- Creating a climate that supports, encourages, or initiates an uncomfortable environment for any community member.
- Whenever a biased event occurs on campus, it is essential to respond quickly and efficiently. Therefore, it is necessary to document all incidents of bias immediately. For incidents that directly threaten physical harm or other concerning policy violations, contact Campus Police. In any instance of a bias event, the safety and security of students is the primary concern for RL&H staff response.

NOTE: If the nature of the incident is personally upsetting, please immediately reach out for additional support. We know bias can have detrimental effects and do not want staff to respond to triggering situations. You are part of a team, utilize your resources, and request help from supervisors or on-duty RL&H staff.

Assess

- As a RL&H staff member, you may be the first person to observe a bias event or have one reported to you. If this occurs, gather the following information:
 - Determine what happened, where it occurred, and when it happened or discovered
 - Who is the victim(s), if known
 - Who are the perpetrators(s), if known
 - Who are the witnesses to the event
 - Photograph the reported bias if appropriate
 - Proper documentation is important as removing the bias display is often urgent to prevent further harm to the community.

RA Response

- If you learn about a bias incident, relay this information to the AC on duty, your AC, or the main office, depending on the time of day. This information needs to be shared immediately with another RL&H staff member. Gather all pertinent information about the student and details of the incident.
 - If a roommate perpetrated the bias, please be sure to communicate that information.
- If evidence needs to be collected or vandalism requires photographic documentation, request a response from Campus Police.
- If possible, cover any inappropriate vandalism. If possible, cover items with paper, lock off an area, etc.
 - Do not remove or erase until after Campus Police has secured evidence of the incident.

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- Be a resource. Offer support and share resources to students affected by the biased event. This might include the following options: Counseling Center or ProtoCall, ALANA, CCSJ, Dean of Students office, Disability Support Services, Office of Equity and Inclusion, RL&H, or the Women’s Center.
- Report the incident in Maxient with an “Incident report” and the “Bias Report” as soon as possible; provide pictures with submitted reports if applicable.
 - Both reports are necessary as they will initiate different types of University responses and reporting structures – when reported by RL&H.
 - If a community member submits a report independently, the “Bias Report” is their best option.
- Follow-up. There are other actions that you can take to follow up after a bias incident occurs. Some may be active, while others may be passive. Both are important to reinforce safe living spaces and educate students about the event. Actions you might take could include:
 - Talk with residents individually to assess how they are doing.
 - Refer to additional resources as appropriate.
 - Have your floor or building write a community statement reinforcing student respect and safety.
 - Create a bulletin board that addresses the issues/concerns of the targeted group and how residents can make a difference.
 - Consult with the area's Assistant Director to send a community communication.
 - Be open and available to talk to residents as necessary.

AC Procedures

- The AC should immediately contact the Assistant/Associate on-call or the next-level responder and relay known information.
- Ensure any evidence is collected and documented.
- Offer support and resources to students who may be affected by the biased event. This may include the following options: Counseling Center or ProtoCall, ALANA, CCSJ, Dean of Students office, Disability Support Services, Office of Equity and Inclusion, RL&H, or the Women’s Center.
 - Also, be attentive to support for responding staff members. Ask if they need additional support.
- If individuals were targeted, discover if there are any requests or resources we can provide that would help address any immediate concerns.
 - Share this with the Assistant/Associate on-call if this occurred within their unit.
 - Ask if the student feels comfortable/wants to remain in their room.
 - Offer the opportunity to utilize the guest apartment (following Guest Apartment protocol and availability) and ask if they have someone they would prefer to stay with. Allow the student to choose an option where they are most comfortable.

- If the roommate was the perpetrator of the biased event, share this with the Assistant/Associate on-call to determine if a room relocation is appropriate.
 - If a student needs a temporary relocation, engage in emergency relocation procedures.
- Report or ensure it has been submitted in Maxient with both forms (Incident report and Bias Report) as soon as possible; if applicable, provide pictures with submitted reports.
 - Both reports are necessary to initiate different types of University responses and reporting structures.

CAMPUS HIGH IMPACT EVENT PROTOCOL

Overview

- This protocol serves as guidance for incidents where there is an event with high impact or potential high impact to our residential community. Types of events could occur away from our campus, but still result in a meaningful impact to our community.
- This policy focuses on outlining communication and resources available to Residence Life staff to ensure support and effective sharing of information.
- As a RL&H staff member you may learn about these type of events while on-duty, off-duty, on or off-campus and at any time during the day. Regardless of when or how you learn about an event of this magnitude, we ask that you gather the following information:
 - Determine what happened, where it occurred, and how you learned about the information.
 - Identify individuals or groups involved.
 - Who are the perpetrators(s), if known.
 - Who are the witnesses to the event.
 - Capture anything you can document.
 - Social media posts.
 - Information that is shared with you.
- Be aware of “Bystander Effect” and “Diffusion of responsibility.”
 - Do not assume anyone else on the staff will report the incident or assume that professional staff members already know about the incident.
 - When you learn about an event share it with the RL&H on-duty team so we can take appropriate actions.
 - If you are discussing the event laterally, ensure someone raises it to the next level responder.

RA Response

- If you learn about a high impact event, relay this information to the AC on duty, your AC, or the main office, depending on the time of day. This information needs to be shared immediately with another RL&H staff member.
 - **If there is an active safety concern or threat to campus or individuals on campus, contact Campus Police first.**
 - Note – Please be patient with Campus Police Dispatch if you suspect there might be a high volume of calls to dispatch at the same time. While on the phone please be succinct, share known information, and ask for specific follow-up if necessary.
 - Communicate with the AC on duty, your AC, or the main office that you called Campus Police and provide a summary of the conversation.
 - Gather all pertinent information about the event and how you learned about it.
 - Describe the scope of impact – how many residents are talking about it or asking you for information.
 - Make sure you are sharing information up the chain and avoid lateral communication.
- After sharing with AC you may offer the following general guidance to residents as you await more information
 - Encourage student staff to take the following precautions.
 - Share the University is aware of the situation and directives will be shared as appropriate.
 - Avoid sharing information with other students that is not provided by a credible source.
 - Share information that the University (RL&H staff, Campus Police, etc.) shared with you
 - Let residents know that during the emergency some University functions may slowdown or pause as we navigate the current situation (i.e. shuttles may be stopped, escort service may get paused, food services may pause, FAC may not be available, etc.)
 - We do not have infinite resources and some conservation of resources may be necessary on a short term basis.
 - We will play “catch up” at the conclusion of the event.
 - Be aware of their surroundings.
 - Protect themselves and take steps to remain safe.
 - Avoid the area of concern.
 - Stay in groups with friends.
 - Let them know more specific guidance is pending.

AC Procedures

- The AC should immediately contact the Assistant/Associate on-call or the next-level responder and relay known information.

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- Report information including type of incident, scope of impact, and source of information.
- Ensure Dispatch/Campus Police is aware of this information.
- Ask if there are any immediate concerns or questions that student staff have or want answers for.
- Consult with Assistant/Associate to determine next steps
 - Identify action plan
 - Identify what information needs to be shared with RAs
 - If an update is necessary to provide to on-call RAs coordinate a call across all duty iPhones (ensure you remain in contact with RAs to both gather more information and to share information)
 - **Avoid texting as context may be lost in a group message**
 - If an update is necessary to provide all RAs
 - Short communication can be sent through a text using StarRez
 - Long communication can be sent through email

DRUG & DRUG PARAPHERNALIA POSSESSION

Overview

- Loyola University Maryland fully supports and requires compliance with federal and state laws regarding controlled substances and drug paraphernalia. For purposes of this policy, “drug” includes:
 - substance used to change mood or alter reality
 - abusing prescription medication – for example, use of medication not as prescribed
 - and “look-alike” substances
- *NOTE – While marijuana may have changed legal status in Maryland, it is still prohibited on the federal level and requires the University to continue prohibiting its possession and use.*

RA Procedures

- If an RA learns about a potential or actual drug-related activity (not as a first-hand observer), they should report it to their AC. If the RA becomes aware of potential or actual drug-related activity actively happening during business hours (M-F, 8:30 am-5:00 pm), RAs can call the AC on duty or the RL&H main office at 410-617-5081. If the RA becomes aware of potential or actual drug-related activity outside University business hours, they should contact the AC on duty.
- If an RA encounters or suspects active drug use (e.g., by the odor of marijuana in the hallway), the RA should assess whether they can pinpoint the smell to a specific room or an individual.

- If not, the RA should document the suspected drug use within the RA Duty Log for that day – no further action is required.
- If yes, the RA should call the AC on duty or the RL&H office, depending on the time.
- RAs should remain outside and away from the suspected room but within eyesight and earshot while waiting for a responding staff member. Additionally, RAs should note any individual(s) who leave/enter the space and any words, sounds, and/or smells coming from the room.
- Once the AC or next-level responder arrives, RAs will provide updated information and assist as instructed.

Note: Do not enter a resident's room unless the AC or next-level responder requests.

- RAs should consult with the lead SL responder on the scene to determine what information to include in a report.
- RAs should include minimum details in the area's Duty Log.
- RL&H (Assistant/Associate on-call) will authorize Campus Police searches of student rooms.
- **RAs may not conduct searches of student rooms and belongings.**
- With the presence of RL&H, Campus Police will conduct searches of student rooms.
- RAs should contact their leadership team to ascertain the best way to support residents involved in the incident.

AC Procedures

- If an RA, or Campus Police calls to report suspected drug use and identify where the drug use occurs (as outlined in the RA procedures). The AC should respond themselves. If AC is on the scene, determine if there are drugs or paraphernalia within the room.
 - The AC on-duty
 - If items are present, ensure to work with Campus Police to confiscate the contraband.
 - There is reason to believe that the residents of this space are distributing or selling drugs (i.e., the presence of a scale, distribution bags, or statements made by residents present in the room.)
 - There is an indication of additional safety risks present in the room.
 - Students were non-compliant with responding staff.
 - If not, and you believe there is enough indication of drug use (strong smell of drug use, items used to mask the smell or block airflow from the room, small baggies, scale, etc.).
 - Request Campus Police responds to the room as well.
- When arriving on the scene, the AC should introduce themselves to occupants, confirm the evidence of the suspected drug use, and determine that all involved are safe and do not need medical attention. ACs should then gather from the individuals involved whether they have used drugs/paraphernalia, where drugs/paraphernalia are in the apartment, etc.

Updated 5/13/24 NFA

- A room search is unnecessary if the occupants are cooperative and the AC has sufficient reason to believe they collected all drugs and paraphernalia.
- However, if the AC has reason to believe a room search is required (based on stipulations listed above). In that case, the AC must call the Assistant/Associate on-call, provide details of the items found in the room and the behavior of the residents, and request permission to conduct a full or partial room search.

Only the Assistant/Associate can authorize a room search.

- If a room search is approved, Campus Police will execute the search. Please wait with students, explain what is happening, be supportive, and allow Campus Police to complete the search. While Campus Police searches the room, the assigned occupant(s) can observe the Campus Police officer as the execute the search.
 - Campus Police should take photographs of all prohibited items discovered.
 - Campus Police will then log and confiscate all prohibited items.
 - They will then share a document confirming all confiscated items that PS and RL&H staff must sign.
- The AC should then inform the residents of the next steps in the student conduct process and notify students that possession of drugs or drug paraphernalia **could result in removal from housing**.
- The AC must then strongly encourage the residents to call their parents, guardians, or support figure(s) at that moment, preferably in front of the AC, and notify them of the incident and possible sanction outcomes. If they do not contact them at the moment, the residents must contact their parents, guardians, or support figure(s) by 5:00 pm the next business day.
- The AC should then dismiss all individuals not assigned to the unit. Campus Police should escort any off-campus visitors off the property.
- The AC should check in with the RAs and collaborate on completing a thorough report. Multiple reports may be necessary if responding staff have different information, and individuals should write reports from their perspectives.

FIRE ALARM/FIRE PROTOCOL

Overview

- The safety of the residence halls is paramount to RL&H and Loyola University Maryland. Fire Safety will conduct one scheduled fire alarm drill each semester. Times will be communicated to the AC of each area but should not be communicated to the RAs or residents.

General Procedures

- If encountering a fire, evacuate the hall, and while evacuating, pull the fire alarm to alert the building.
- React to all fire alarms as if an actual fire exists.
- Exit the building via the closest exit.
- Go to the building's rally point (outlined below) and encourage other residents to go with you once there follow directives given by emergency personnel.
- At rally point, introduce yourself (name and role in RL&H) to the Campus Police Officer on scene and support Campus Police in guiding students to the specified location, sharing instructions, and offering support as needed.

Common Instructions

- RAs should exit the building. Do not use the elevators during a fire alarm.
- Wait until Campus Police or Baltimore City Fire personnel to give the "all clear" before returning to the building.
- Move to your Rally Point – locations specified in the following section
- Continuously encourage residents to move toward the rally point far from the building.
- Include the incident in the duty log.

Area Specific Directions

- *Campion Tower*
 - Rally Point:
 - North of Campion Tower, as close to Claver and Dorothy Day as possible.
- *Charleston Area*
 - Rally Points:
 - Hopkins Court: the grassy area between Seton and Southwell
 - Lange Court: the grassy area to the west of Lange, near the dumpsters
 - Seton Court: all buildings meet on the lawn in front of the Health Center
 - Southwell: the grassy area to the north of the building/volleyball court
- *Eastside Area*
 - Rally Points:
 - Ahern: in the pay parking lot nearest the Library and Thea Bowman
 - Aquinas: Aquinas parking lot
 - McAuley: behind McAuley/Aquinas dumpsters
 - Rahner Bokel: the grassy area between Bokel and Tantallion
 - Rahner Crowson: grassy/fenced area adjacent to Crowson and Notre Dame Ln
 - Rahner Gallagher: grassy/fenced area adjacent to Crowson and Notre Dame Ln
 - Rahner Tantallion: the grassy area between Bokel and Tantallian
- *Gardens Area*
 - Rally point:

- The back of the volleyball pit.
 - If an RA is the first staff member to reach the Gardens parking lot, stand by the recycle station closest to the Gardens volleyball pit and instruct residents to continue toward the rally point near the volleyball pit.
- *Hillside Area*
 - Rally point:
 - The Butler Parking Lot & the Art Studio.
- *Newman Towers*
 - Rally point:
 - The back of the parking lot to the north of West Tower. Encourage residents to continuously move toward the north fence and stay out of the road far from the building.

On-Duty Response to Fire in Residence Halls

- If Campus Police contacts you to report a fire that occurred within a residential area:

AC Directions

- Respond in person to the Rally Point
- If a fire has caused damage, contact the Assistant/Associate on duty (and the Associate Director for Housing Operations, even if they are not on duty)
- Follow directions from the Assistant/Associate
- If a student needs a room relocation, engage in emergency relocation procedures
- Follow up with affected students the following day and as needed

GUEST APARTMENT USAGE GUIDELINES

Overview

- RL&H has a guest apartment to provide temporary housing for students needing an emergency space, parents, guardians, or family members who must come to campus for emergencies, and special department guests such as candidate interviews.
- The guest apartment is in Avila 103. A key and an access card are in a key wallet in the key cabinet under the counter beside the water cooler in the main office. Located in the lower left-hand cabinet is the “Area Keys” box that contains the key wallet. There is also a binder in the key box, which includes a log of guest apartment use. Anytime the guest apartment is in use, update the record. Approval to grant apartment access to someone comes from the Associate on duty.
- ACs can check the occupancy graph in StarRez to determine if a single or other space is currently available for an emergency. These rooms are up to date on the occupancy graph.

Updated 5/13/24 NFA

RL&H Procedures

- The Guest Apartment availability is included on the shared Outlook calendar. The AC on duty should also check with the Program Assistant or Housing Operations before a weekend to verify if the apartment is available. The Program Assistant monitors the occupancy of the guest apartment and updates the calendar when it is in use and the status of the apartment.
- If the AC on duty encounters a situation in which they believe the Guest Apartment would be beneficial and appropriate to utilize, the AC should seek approval from the Assistant/Associate on call. Examples of situations in which the use of the Guest Apartment is appropriate:
 - Emergency contacts are in route to campus to support their student in crisis.
 - Temporary relocation of a student due to facilities issues.
 - Temporary relocation of a student due to conduct (physical altercation, harassment, etc.).
 - The student requires a single space temporarily
- Then follow the “Relocation of Student” protocol
 - AC provides the apartment guest with access and describes how to get to Avila.
 - AC fills out the Guest Apartment log in the binder.
 - AC provides instructions on how to return the key and access card, which depends on the length of stay and situation.
 - For example, if an emergency contact responds to campus for an alcohol transport, the guest can return the key and card to the Associate/Director on duty during their meeting the next day.
 - IN THEIR REPORT, the AC should include that they used the Guest Apartment, to whom, and with what instructions.

Follow Up Procedures

- The Program Assistant should check the Guest Apartment log daily and is responsible for coordinating cleaning and restocking the unit.
- The Program Assistant is responsible for following up with guests to make sure they vacate the apartment when necessary and return the key and access card. This may include communicating with area ACs, or the Director for Student Conduct to understand timelines for relocation/vacating the apartment.
- The Program Assistant should coordinate with office assistants to ensure cleaning of the apartment bedding laundered and ready for new occupants. RL&H office assistants help with these tasks.

HARASSMENT PROTOCOL

Overview

Updated 5/13/24 NFA

- Harassment is defined as abusive, threatening, or seriously offensive language or other behavior that adversely affects an individual's living, working, or learning environment. It can include technology, graffiti or written messages, verbal, phone calls or text messages, profanity or lewd pictures, and singling out an individual or group due to identity or language meant to incite violence.

RA Procedures

- If an RA receives information that a student is the victim of harassment:
 - The RA should meet with the student to gather more information. Including the type of harassment, who is doing the harassment, and any evidence (screenshots, text messages, photos, etc.).
 - The RA should notify the AC on duty.
 - If the student feels they are in immediate danger, notify Campus Police.

AC Procedures

- If the AC receives information that a student reports harassment
- The AC should meet with the student to gather more information.
 - Introduce yourself as the AC On duty
 - Share that you are aware the student may have experienced harassment
 - Share that you need to meet with them to learn more about the incident, offer resources, and help determine the next steps.
 - Identify a location where the student is comfortable meeting (student room, office, phone, virtual, or another area), then meet the student in that location.
 - Experiencing harassment may be traumatic. Allow the student to identify their preference and be prepared to change at the student's request (i.e., the student asks to remain on the phone call but then requests an in-person response or vice versa).
 - If a requested response does not seem to align with the magnitude of the incident reported, please consult with Assistant/Associate to determine the next steps.
- The AC should gather more information, including the type of harassment, who is doing the harassment, and any evidence (screenshots, text messages, photos, etc.).
- If the student feels they are in immediate danger, notify Campus Police.
- The AC should notify the Assistant/Associate on call and consult about the next steps.
 - If the person doing the harassment is a student, there may need to be further follow-up with that student to gather information.
 - The AC will share all pertinent information with the Assistant/Associate on-call to determine the following steps, which may include a no-contact letter or relocation.
- The AC on duty should consult about the next steps.

- If the person doing the harassment is a student, there may need to be further follow-up with that student to gather information.
- Depending on the severity and nature of the harassment, the AC should consult with the Assistant/Associate on-call.
 - The AC on duty will consult with the assistant/associate on-call to determine the following steps, which may include a no-contact letter or relocation.
- If the person doing the harassment is not a student, the AC, in consultation with the Assistant/Associate, can work with Campus Police to request a no-trespass notice.

INFECTIOUS DISEASE

Overview

- RL&H staff are sometimes called on to respond to or support students and communities dealing with infectious diseases. The safety of RL&H staff members is paramount, and we developed these guidelines in conjunction with Student Health Services staff and other health officials. Some examples may include MRSA, mumps, and meningitis. None of these illnesses spread through the air or proximity. They spread by direct contact with an infected site (MRSA) or droplet sharing (mumps and meningitis). Students will usually self-report an incident of MRSA. MRSA is resistant to antibiotics and, in some rare cases, can become life-threatening. The Health Center will usually report a diagnosis of mumps or a suspected diagnosis of mumps. Mumps can be painful but is not life-threatening. Meningitis has many flu-like symptoms and is diagnosed after a student has gone to the Health Center or the hospital due to flu-like symptoms and stiff neck, confusion, and/or headache. Viral meningitis is often easily treated, but bacterial meningitis can be life-threatening and requires immediate medical attention.
- Today's most prevalent illness is COVID-19, a disease caused by the new coronavirus called SARS-CoV-2 or the novel coronavirus, COVID-19. Due to the COVID-19 pandemic, RL&H has adjusted specific policies and procedures to promote the health and safety of our staff and residents, as directed by Student Health Services and public health officials.
- The University will set and update as necessary quarantine and isolation protocol specific for COVID-19.

RA Procedures

- Follow all directives given by RL&H staff. Serious concerns or concerns impacting many residents, you will receive email communication with specific instructions about the disease, proper safety protocols, and any necessary follow-up or outreach to the community.

AC Procedures

- Follow all directives given by RL&H staff. Serious concerns or concerns impacting many residents, you will receive email communication with specific instructions about the disease, proper safety protocols, and any necessary follow-up or outreach to the community.
- For suspected cases of meningitis, communicate with the Assistant/Associate on-call. You must remain in contact with the student until a diagnosis is confirmed. You may need to utilize the RAs on duty to help other students (roommates, friends) with questions or concerns.
- Communicate with emergency contacts that the student is going to the hospital and help keep parents/guardians updated about the situation.
- Keep the Assistant/Associate updated about the situation.
- Communicate with the Assistant/Associate on-call about whether to call a Jesuit to respond to the hospital. This is done if the student is in a life-threatening situation. They can also help other students (roommates, friends) or parents/guardians with concerns.
- If the emergency contact responds to the hospital, work with the Assistant/Associate to offer the guest apartment.

INTOXICATED STUDENT & ALCOHOL TRANSPORT

Overview

- Students may abuse alcohol to the point of jeopardizing their health and safety. **Therefore, RL&H staff members will respond in person to situations where students have consumed potentially unsafe alcohol levels to support students' safety.**

RA Procedures

- If a student displays any of the following conditions (indicators of alcohol poisoning), call 410-617-5911 to contact Campus Police and emergency personnel for their assessment as well as the AC on duty.
 - Difficulty standing or walking alone
 - Confused and/or clumsy behaviors
 - Difficulty holding a conversation
 - Appears unaffected by pain or injury
 - Difficulty staying awake
 - Vomiting
 - Unconscious
 - Pale or bluish skin
 - Skin is cold or clammy
 - Breathing is slow/shallow or irregular
 - Less than 8 breaths a minute
 - More than 10 seconds between breath
- Designate an individual to meet Campus Police or emergency personnel at the building's entrance and escort them to the student's location.

Updated 5/13/24 NFA

- Gather information from the student(s) or others nearby, including name, class year, room location, student ID number, amount and type of alcohol consumed, if there was drug use or other use of other substances (including prescription medication), injuries, and additional relevant information.
- If emergency personnel determine that the student does not need immediate medical attention:
 - Encourage friends to contact RL&H or Campus Police if the situation worsens.
 - Assess the surrounding community to determine if anyone needs your assistance in answering questions, managing rumors, etc.
 - Designate an RA or AC to check on the student the next day.
 - Submit an Incident Report in Maxient.
- If emergency personnel decide to transport the intoxicated student to an emergency room for further evaluation:
 - Assess the community to determine if anyone needs your assistance in answering questions, managing rumors, etc.
 - Submit an Incident Report in Maxient.
 - The student may return to the community the next day. You may need to help in confirming the student has returned to campus.
 - When the student returns, you should check in with them to see how they are doing and let them know that you are available if they have any questions or need further support.

AC Procedures

- If you come upon a dangerously intoxicated student, follow the RA procedures. Additionally, please contact RA staff within the building,
- If an RA or Campus Police contacts you, gather information including name, class year, room location, student ID number, amount and type of alcohol consumed, drug use or other substances use (including prescription medication), injuries, and additional relevant information.
- **ACs will respond in person to situations where students have consumed potentially unsafe alcohol levels to support students' safety.**
- If emergency personnel decide to transport the intoxicated student to an emergency room for further evaluation:
 - Notify the Assistnat/Assocaites on call providing information regarding which hospital the student is going to, the student's status, and what led up to the incident (where the student was drinking, how much they consumed, and any additional known information).
 - Direct RAs to manage any community impact (roommates, friends, rumors, etc.).

Updated 5/13/24 NFA

- Campus Police is available to bring students back to campus after a trip to the hospital.
- Submit an Incident Report in Maxient.
- Contact the Assistant/Associate on-call when a student transport occurs to determine a time for a meeting with the student and emergency contacts the next day. This can be done ahead of time by asking the Assistant/Associate for their availability/schedule for the following day.
- If there is a student transport, contact emergency contacts and discuss the following:
 - The student is en route to the emergency room for being dangerously intoxicated.
 - Inform emergency contact that we have sent a staff member with their student to the hospital, and we expect them to respond to the hospital to be with their student.
 - Provide hospital name and contact information (ER phone number, address).
 - Ask for the best way to contact them with updates.
 - Share with the family member that there will be a “Return to Campus” meeting tomorrow for the student, the Assistant/Associate on-call, and we would expect them to participate in that meeting as well.
 - Inform them of the time of the next day’s meeting with the Assistant/Associate on-call. The student will not be allowed to return to residing in the residence halls until this meeting occurs.
 - Please contact the Assistant/Associate on-call to see if the Avila Guest Apartment is available for the emergency contact (then follow that protocol).
 - Communicate updates to the emergency contact as they arise.

LOSS OF FAMILY MEMBER/GRIEVING STUDENT

Overview

- RL&H may receive information that an important person in a student’s life has died and inform the student of the loss or be present and available when the student receives the notification. In addition, RL&H should partner with the Counseling Center or Campus Ministry to support the student in this difficult time.
- RL&H may help with logistics, including finding the student, finding the best space to meet with the student, helping with travel arrangements, food, packing a suitcase, etc. Additionally, we may receive requests to help follow up with the student in the evening, contacting Academics Affairs (re: missing class) and CARE Team.
- Counseling Center or Campus Ministry will often serve as the individuals delivering the news (or, in those cases we may accompany delivery to an RA, or student with a known relationship). RL&H may help in creating a safe space in which to tell the student, and sitting with them for a bit; advising RL&H partner when it is time to transition to helping the student with logistics; arranging for follow-up regarding spiritual/psychological care.

Updated 5/13/24 NFA

- If we are taking the call about the information from a parent/support person, utilize the following questions:
 - Any concerns about timing (e.g., social media postings?)
 - Do you prefer a priest, campus minister, or someone from the Counseling Center to be involved?
 - If one of the above is to deliver the news, what, specifically, should the student be told? Anything to be avoided?
 - Or, do they prefer that the student is connected with a family member, who would then deliver the news (and in this case, do they prefer which of the above would be present/available)?
 - What was the relationship with the person who passed (how close, etc.)?
 - What are the circumstances surrounding the loss (e.g., was the death expected)?
 - How will the student likely take in this news (i.e., how might they react; will they want to be alone; etc.)?
 - Are you going to want the student home? Travel plans?
 - How/when will the family be available for the student to reach them?
 - Are there any local supports that we could consider?
- If you learn about a student experiencing a sudden loss, ensure to communicate to AC, AC to Assistant/Associate, and Assistant/Associate should communicate to the Director of Residence Life.

RA Procedures

- When an RA learns that a student has recently lost a loved one, they should communicate to that area's AC with the name of the student and relevant information (who was lost, timeframe, the student's behavior, etc.) to engage appropriate resources.
- The RA should offer support to the student if they feel comfortable. Refer to *Mental Health: Emotional Concern* protocol for guidance on how to support.
- This information should be submitted in an incident report so the information can be captured and shared with Care Team.

AC Procedures

- The AC of the area and the Assistant/Associate on call should be informed about the loss and provided specific information to share with the student.
- During University hours, the Counseling Center or Campus Ministry to request the area AC or the AC on duty to accompany them to inform the student.

Updated 5/13/24 NFA

- The notification team should determine the immediate and short-term needs of the student and assist in providing support (e.g., scheduling an appointment with the Counseling Center, speaking with a Jesuit, packing a suitcase to go home, getting food, etc.). More information is in the list below:
 - MEET WITH THE STUDENT, SHARE NEWS, AND HELP WITH LOGISTICS (in some cases, you will be breaking the news directly to the student; in others, you will instead be telling the student their family needs to speak with them, and that you will remain (either outside or inside the room) to be available after)
 - Make sure there are no interruptions. Switch off cell phones, etc.
 - At this point, given such an unusual meeting, the student is likely already upset and expecting bad news. Do not delay, and don't talk too much.
 - Briefly introduce yourself, and say you have painful news.
 - Use plain, simple language, softly spoken but brief and to the point. Do not avoid saying the person has *died*. Do not use euphemisms. Then wait for questions.
 - Be prepared for the range of responses, from stunned silence to extreme distress and hysteria. Confusion and denial are common.
- In most cases, people who hear bad news will take in only a small amount of what is shared. So silently or briefly validate that they correctly understand what has happened, and gently correct them if necessary.
- You might need to repeat yourself several times.
- Again, keep it simple. Do not further overwhelm the person. Give them time. **Silences are okay.**
- Ask if there is anyone they would like to speak with or have present.
- Unless they explicitly ask for a hug, avoid the use of touch.
- If it seems helpful, encourage them to express their feelings, but don't overdo it.
- You will likely not be with them for long. They will need to transition to practicalities: connecting with family, and possibly travel plans, packing, etc.
- If they continue to be distraught and unable to focus on the next steps for what seems like an unproductively long time, you might need to gently nudge them toward the necessity of this transition. At this point, RL&H staff will assist them with these tasks.
- Be sure to debrief/share your experience with a supervisor, colleague, or trusted confidant ideally that same day/night. There is no getting around that this is a very distressing experience, and you will need to work through it with someone.
- RL&H will notify Academics and the CARE Team. RL&H will also notify the Counseling Center or Campus Ministry (whoever was not present).
- Ask the RA to follow up with the student and/or roommates shortly after as directed by the AC.

Updated 5/13/24 NFA

AC Procedures (if the student is already aware of the loss)

- Gather relevant information from the informant.
- Relay information to the Director of RL&H and to the CARE Team.
- Instruct the RA to follow up with the student and/or roommates of the student experiencing the loss shortly after as directed by the Assistant/Associate.

MAINTENANCE CONCERN

Overview

- Regular work hours for Environmental Services (EVS) and Facilities are 7:30 AM to 4:00 PM each weekday. The following outlines incidents that are justifiable emergencies requiring immediate attention. For all incidents that require immediate attention during regular business hours, RL&H staff should contact Facilities at 410-617-2200. For incidents occurring after hours needing immediate attention, RL&H staff should contact Campus Police at 410-617-5010.

RA Procedures

- In situations that require cleaning services outside of regular work hours, please follow these guidelines:
 - Minor Maintenance Concerns—a minor concern can reasonably wait to be fixed the next business day. Keep in mind that the next business day is not always the next day, taking weekends and university holidays into account.
 - Submit a Maintenance Request through Inside Loyola or have the residents affected (if in a living space) submit the request.
 - Note the incident in the area's Duty Log if the concern came to staff attention while on duty.
 - Check on the status of the repair/follow up with the residents after two business days. If the issue is on-going, send an email to the area's AD for additional follow-up.
 - Examples of minor concerns include: *clogged or broken sinks/toilets when another other sink/toilet is available in the living space; mice; ants; broken light fixtures; broken exit signs; resident key issues; access issues not affected the security of the building; security cameras; damage to hallways/carpets; air conditioning/heat issues; broken furniture*

Updated 5/13/24 NFA

- Wireless issues: Please submit work ticket to the Office of Technology Services.
- Immediate Attention Required—maintenance concerns may need immediate attention when they pose a risk to the health and safety of residents. Concerns may also require immediate attention when they compromise the security of the building or pose a risk of causing sizeable damage to property.
 - Call Facilities/Environmental Services at 410-617-2200 to report the concern during business hours or call Campus Police at 410-617-5010 after hours.
 - Wait in the area until personnel arrives to identify and fix the concern. If the issue is ongoing, call the AC on duty.
 - Post signage to divert residents from encountering the maintenance concern.
 - Support students who may be negatively affected. Refer to appropriate resources as needed.
 - Note the incident in the area’s Duty Log and an email to the AC.
 - Follow up with any students who were affected the following day.
 - Examples of concerns requiring immediate attention: *clogged or broken sinks/toilets when no other sink/toilet is available in the living space; water leakage that potentially may cause flooding; bodily fluids (blood, feces, vomit, etc.) in common areas; possible power outage in a living space; broken windows; broken exterior doors; non-functioning card swipes; resident has possibly lost both Loyola ID and room key; garage door open and will not remain closed; fire extinguisher released; fire safety devices malfunctioning/damaged*
- Possible Relocation of Student Required—maintenance concerns requiring immediate attention may also need to involve the temporary relocation of a student if the maintenance concern creates an unsafe, hazardous, or insecure living environment.
 - Follow the protocol for Immediate Attention Required
 - Call the AC on duty and explain the situation and why relocation of the student may be necessary.
 - If RL&H staff member arrives on the scene; follow any directive given by the AC.
 - Report incident in Duty Log or via email, depending on AC instructions.
 - Follow up with any students who were affected the following day.
 - Examples of concerns that may require student relocation: *fire; flooding; broken windows; not securable main room/apartment doors*

AC Procedures

Updated 5/13/24 NFA

- If there is significant damage or a potential need to relocate residents, report to the scene to assess the situation.
- Contact the Associate Director for Housing Operations and notify them about any damage to facilities. Contact the Associate/Director on duty to consult about student relocation.
- Follow Relocation of Student(s) procedures.
- Assistant/Associate will assist in managing parents/guardians or other emergency contacts.
- Follow up with any students who were affected the following day.

MEDICAL INJURY/ILLNESS

Overview

- Students may become injured or encounter illnesses ranging from minor concerns to life-threatening situations. RL&H staff members should respond to student injuries and illnesses to allow the University to best care for the individual student and the student's community. In addition, injuries and illnesses can often lead students and their families to heightened stress and anxiety levels. RL&H strives to support both student and family in these potentially challenging moments to support the health, safety, and academic excellence of the student and community.

RA Procedures

- If a student comes to you or you hear about a student with an injury or illness, use the following guidelines to assess the seriousness of the injury/illness.
- Minor Injury/Illness—a minor injury/illness is non-life threatening, poses little to no risk of significant permanent changes in a student's health, and does not involve a loss of consciousness.
 - If the concern can reasonably wait until the next business day, encourage the student to schedule an appointment with Student Health Services as soon as possible.
 - If the student needs professional care sooner than the next business day, encourage them to go to the Emergency Room or local Urgent Care facility.
 - **Do NOT drive residents who are seeking care in your vehicle.**
 - If a student has an urgent medical concern or question that cannot wait until Student Health Services reopens the next day
 - The student can call our **On-Call Service* through Sinai Hospital at (410) 583-9396**, and the on-call physician will be able to assist them.

Updated 5/13/24 NFA

- Make sure the student identifies themselves as a Loyola University Student and leave their name and number for the return call.
 - **Please note that the on-call providers do not have access to SHS health records or the ability to help schedule appointments.*
 - *Please also be advised that the on-call service is only available during the Academic Year.*
 - If the student plans on going to the Emergency Room, notify the AC on duty (after hours) or RL&H (410-617-5081) and encourage the student to call their emergency contacts.
 - Send an email to your AC or current supervisor.
 - Follow up with the student and provide an update to your AC on their wellbeing.
 - Examples of minor injuries/illnesses include *cuts requiring stitches; sprained ankles/joints; the flu; colds; rashes*
- *Immediate Attention Required*— medical injuries/illnesses may need immediate attention when they pose a greater risk to the health and safety of the resident, including permanent loss of ability and/or life or the danger is unknown.
 - Call Campus Police at 410-617-5911 to have emergency medical personnel dispatched.
 - Call the AC on duty and provide details as to the symptoms/ injury.
 - Wait in the area until personnel arrives to assess the student.
 - Support students in the community who may be negatively affected. Refer to appropriate resources as needed.
 - Follow up with the community and affected student as directed by AC.
 - Examples of concerns requiring immediate attention: *injury to the head; loss of consciousness; unknown illness with unusual symptoms; possibility of unknown factors (i.e., potential drug use).*
 - **Campus Police is available to bring students back to campus after a trip to the hospital**
 -

AC Procedures

- If the injury/illness appears to be life-threatening, consult with the Assistant/Associate on-call. They will instruct the AC to assist in supporting roommates, friends, and the community.
- Contact the student's emergency contact(s) if the student is not able to. Provide available information about injury or illness. If they decide to come to Baltimore, offer the guest apartment, if available.

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- Work with Assistant/Associate to contact the Director of RL&H and the Dean of Students.
- If the student's family asks about catholic support, work with an Assistant/Associate to contact a Jesuit and request their presence at the hospital.
- In the following days, follow up with any students who were affected.

MENTAL HEALTH: EMOTIONAL CONCERN/STUDENT IN CRISIS

Overview

- A crisis is an emotionally significant event or radical change in a person's life. It is crucial to understand when an individual's mechanisms for coping are threatened. The individual may be more dependent upon external sources of support than at other times in their life. Many individuals in crisis will seek help. However, some will not. Some will want help but are too scared to ask. They may give off verbal and non-verbal cues to let people know how they feel and that something is wrong.

Characteristics Commonly Exhibited by People in Crisis:

- | | | |
|---------------------------------------|----------------------|-----------------------|
| • Agitation | • Helplessness | • Panic |
| • Changes in eating & sleeping habits | • Inability to focus | • Pressure |
| • Confusion | • Irrationality | • Resentment |
| • Sadness | • Irritability | • Restlessness |
| • Fear | • Isolation | • Seeming overwhelmed |
| • Frustration | • Mood changes | • Withdrawal |

RA Procedures

- Gather information: Listen to the individual and ask open-ended questions. Allow the person to speak freely about the situation and how they are feeling. Let the student discuss how it is affecting their daily life.

Guiding questions:

- What caused the event to occur?
- What events led up to the crisis?
- How did this person react to the situation?

- Determine the nature of the crisis: Is it physical or emotional? Does it have qualities of being both? If Self-Harm and/or Suicide Ideation is present, refer to the Self Harm and Suicidal Ideation Protocol.
- Determine the severity of the crisis: If you feel you cannot handle the crisis or it is too challenging, contact the AC on duty.
- Encourage the expression of feelings: It is essential you are empathic rather than sympathetic. Allow the individual to express themselves. When the individual feels ready and capable, the situation can be discussed and will be more effective.
- Use your active listening skills:
 - Reflect feeling & content to the person to be sure that you understand what they are saying
 - Help clarify the student's feelings
 - Focus on the "here and now," not what was or what might be
 - Be supportive and do not confront or judge coping behaviors observed
- Refocus the problem: Based on the clarification of feelings and events, where is the individual now, and where does the individual want to be?
 - Refrain from making assumptions
 - Attend to both feelings and content
- Help the individual take positive actions:
 - Prioritize the individual's concerns
 - Establish goals that work toward a solution with the individual involved
 - Highlight the array of resources available (Counseling Center, Campus Ministry, RL&H, ADESS, etc.)
- Work with the community to help those who also might be affected. If necessary, make referrals to appropriate resources.
- Submit an email Incident Report (IR) to the AC by the next morning.

AC Procedures

- Gather information about the situation from the RA.

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- Engage the student in conversation about potential resources and support on and off-campus.
- If the student is expressing ideas of self-harm/suicide, engage the Self-Harm/Suicide Ideation Protocol.
- If the student is upset but can be seen by the Counseling Center the next business day, refer the student to schedule an appointment.
- Consider the use of ProtoCall to assist when the threshold for calling the Counselor on-call is not met, but the student could benefit from speaking with a counselor at the moment.
- If the student is encouraged by ProtoCall or the on-call counselor to go to the hospital, follow the Mental Health Transport procedures outlined below. Call the Assistant/Associate on-call and provide update.
- Submit report in Maxient.

MENTAL HEALTH: SELF HARM & SUICIDAL IDEATION/ATTEMPT

Overview

- Students who engage in self-harming behavior may be experiencing varying psychological issues ranging from anxiety to thoughts of death. As students engage in self-harming behaviors such as cutting, excessive vomiting, misuse of medication, and/or harmful use of alcohol and/or other drugs, it is not always clear the student's intent. RL&H's role in supporting a student who has, or is, engaging in self-harming behavior is to get the student in contact with a professional who can assess them accurately or, if necessary, get them medical attention.
- Your role in an incident that involves self-harm or a possible suicide attempt is to report the details for what you know to the AC on duty and/or to Campus Police. There is not an expectation for you to be the one to determine if a student is safe or in danger of detrimental self-harm.

RA Procedures

- If immediate medical assistance is needed, call Campus Police at 410-617-5911 or 911. Once they are on the way, contact the AC on duty.
- If immediate medical assistance is not necessary, indicate to the student that you are concerned and that you will have to notify the AC on duty.
- Contact the AC on duty and describe the details of the incident.

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- If necessary, the AC on duty will contact the Assistant/Associate on duty and the Counselor on-call to determine the level of follow-up with the student.
- Please remember that all information is private, and it is the resident's right to be kept that way. In dealing with other residents and floor members who are aware of the problem, always check with your AC before sharing any information.

AC Procedures

- During an active situation, **respond to the location of the incident and speak directly with the student engaged in the self-harming behavior.**
 - **AC must respond if there has been a suicide attempt.**
- In many cases, it is unclear if the student is/will require medical attention and/or if the student needs further intervention with a mental health professional. If you feel the student is in medical danger, contact Campus Police immediately.
- If the student needs medical attention, contact Campus Police to have emergency medical personnel assess the student. Contact the Assistant/Associate to consult if they should contact the Counselor on-call.
 - If the student needs to be transported to the hospital outside of business hours, the AC should follow the Mental Health Transport procedures outlined below.
 - Notify the Assistant/Associate on-call. Instruct RAs to help manage rumors and concerns in the community.
 - If ProtoCall/Counselor on-call has been accessed and recommends transport to the hospital for mental health concerns (not medical needs), the AC on duty should contact Campus Police to request a mental health transport.
- If the student does not seem to be in imminent danger (has not expressed ideation or a plan), assess whether the Counseling Center can see the student on the next business day. Call ProtoCall to assist in the current situation. Then contact the Assistant/Associate on call to discuss follow-up.
 - Stay with the student until it has been determined in consultation with the Assistant/Associate and/or Counselor on-call/ProtoCall that the incident is resolved for the time being or the student has been transported to the hospital.
- Document the incident immediately and submit in Maxient.
- When reporting the details of the incident, describe the details of the incident. For example, if the student told you they took 12 Advil, report to the AC/Campus Police/Counselor, “I am with a student who reported taking 12 Advil.” Do not call and report, “I am with a student who overdosed,” or “I am with a student who has attempted suicide.”
 - **Simply report the details.**

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MENTAL HEALTH: TRANSPORT

During regular business hours the Counseling Center will arrange transport to the hospital (most often St. Joe's) through Pro Care, a private ambulance company Loyola has contracted with to support students dealing with mental health concerns.

After hours, RL&H staff will support transport to the hospital through Pro Care. If transportation by Pro Care is not possible, Hart to Heart or Campus Police are options to transport the student to the hospital. RL&H staff will generally utilize ProtoCall for further assessment and recommendations. If ProtoCall recommends that the student needs transportation to the hospital (and in certain other situations listed below), the Counselor on-call may also need notification.

Consult the Counselor on-call when:

- Student reports a recent sexual assault (within 5 days)
 - **Only if Melissa Lees is not available**
- The student has attempted suicide (call made to Counselor on-call after medical professionals receive notification). Counseling Center staff may also need to provide support to roommates of the student.
- The student is unable to speak with ProtoCall counselor due to a psychotic break, not due to intoxication.
 - ProtoCall would likely recommend “involuntary” assessment at the hospital if student is intoxicated, and they are adept at managing such a process.
- Death of a student
- Large scale trauma/witnessing of a traumatic event
- ProtoCall recommends that the student receives transportation to the hospital for evaluation
- The student is non-compliant with ProtoCall recommendation to go to a hospital
- Student shares that they are a current client of the Counseling Center AND there is a concern about the student's safety, but the student is not being taken to the hospital (e.g., RL&H has some concern, but ProtoCall indicates that assessment at the hospital is not necessary).

Counselor on-call will need to be present in any case of:

- Recent sexual assault (within 5 days)
 - **Only if Melissa Lees is not available**
- Student death
- Large scale trauma

Initial Steps

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- AC will connect a student with ProtoCall or a counselor on-call.
- ProtoCall counselor completes the assessment and provides recommendations to the student
- AC will then speak with ProtoCall counselor to review these recommendations and facilitate a plan for the student
- If ProtoCall counselor recommends that student receives transportation to hospital and student is agreeable, AC will follow hospital evaluation procedures

Hospital Evaluation Procedures

- ***Pro Care is 1st choice for transport. Hart to Heart may be available if Campus Police is not a viable option.**
 - The AC on duty will contact Campus Police (if not already on site) to inform them that ambulance transport is necessary through **Pro Care**, Hart to Heart (HtoH), or possibly city paramedics, if Pro Care or HtoH is not a viable option. Based on the location of the incident, Campus Police will provide direction to where the ambulance should go on campus, and a Campus Police Officer will meet the ambulance in that location (see general guidelines below):
 - Notre Dame Lane and York Road: Rahner, Aquinas, McAuley, Ahern, East Residence Hall
 - Millbrook Road and Cold Spring Lane: Butler, Hammerman
 - Charles Street and Cold Spring Lane: West Side Residence Halls
- AC on duty will contact Campus Police, who will contact the ambulance (Pro Care (410-823-0030 Option 1) if unable to support, then try Hart to Heart (866-276-9554) for transport to **St. Joseph's Hospital Emergency Room** (Pro Care and HtoH have agreed to transport students to St. Joe's as the primary hospital for mental health concerns). The AC will inform the dispatcher where they should send the ambulance on campus. Dispatch should then provide the AC on duty with an estimated time of arrival from the Pro Care.
- Should transport need to be arranged through city paramedics, Campus Police will call 911 and make the arrangements. (NOTE: If the ETA from Pro Care is more than an hour and a half, Campus Police will transport the student to St. Joe's)
- The AC on duty should have the student complete the *Release of Information* form that Loyola and St. Joseph's have agreed to use (available on the RL&H Share Point site). This is the form that gives permission for Loyola and St. Joseph's to communicate. Students are almost always relieved to know that this can happen and are amenable to signing the form. Language to use with the student might be something like, "As part of continuing to offer you support in the best way we can and to help you not feel alone during this process, Loyola wants to make sure we are able to communicate with St. Joseph's about your needs and well-being. This will allow us to advocate for you, including arranging any academic accommodations you might need. We need your signature on this form that we developed with St. Joseph's that gives us permission

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to communicate with them.” Talking about this as a natural part of the process is very helpful – if you are hesitant, the student is much more likely to be hesitant as well. If the student does become resistant, talking with your supervisor or consulting with the on-call counselor will be helpful. This signed forms (ROI, MOU, initial care form and Loyola Supports You handout) should then be provided to the paramedics when they arrived with instructions to relay it to the nurse in the ER.

- *Please be sure to take a photo with the duty phone so we also have a record of the signed forms.*
- Please relay the following information to the dispatcher: student’s name, date of birth, estimated weight, and brief description of concerns (e.g., depression with suicidal ideation). If the AC does not know the estimated weight, there is no need to ask the student.
- The AC on duty will contact the student’s family to inform them of the student’s status and concerns, recommendation for hospital evaluation, and the need for them to come to meet the student at the hospital. **Provide St. Joseph’s ER phone number to the parent/guardian (410-337-1228).** Explain the process fully to the family member to ensure that they feel their student is being well taken care of.
- The AC will contact the Counselor on-call to inform them of pending hospital evaluation. Counselor on-call will provide consultation to facilitate the process (e.g., speak with student, family, etc.).
- **ProtoCall** will provide assessment information to St. Josephs (via Becky Brush or active Charge Nurse) and Loyola’s Counselor on-call.
- **Counselor on-call** will contact the hospital to ensure that necessary information has been shared with the hospital by ProtoCall, as well as ensuring the MOU and ROI are signed (St. Josephs has these documents on file).
- Dispatch will contact Campus Police when the ambulance is 10 minutes away from the meeting location.
- A Campus Police vehicle will meet the ambulance at the appropriate location with amber lights flashing and lead the ambulance to the residence hall.
- The student may be walked down to the ambulance by RL&H and/or Campus Police staff when the ambulance arrives. AC on duty will provide signed Release of Information and Memorandum of Understanding to paramedics.
- The student is transported to St. Joseph’s Hospital and admitted to the ER. Paramedics will provide signed Release of Information and Memorandum of Understanding to ER staff.
- If student is not admitted to inpatient unit, the **student will contact Campus Police** for transportation back to campus. AC will ensure that safe return to campus/appropriate housing situation is provided (e.g., check-ins, remaining with student until parents/family arrive). Counselor on-call will provide consultation as needed.
- The student may contact Campus Police for return transport to campus if discharged from the ER.

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- The AC on duty will submit an incident report in Maxient.

Documentation and Communication

- Thorough documentation and timely communication within and between departments is an essential part of effective crisis management. The following guidelines are provided to assist with this process:
- Within RL&H
 - ACs are expected to complete the incident report notifying the appropriate University staff.
- Within the Counseling Center
 - Counselor on-call will inform the Director or Associate Director of Counseling Services to inform them that after-hours intervention is occurring. Consult via telephone with Assistant/Associate Director as necessary, and always inform them of a student death or large scale trauma.
- Between Departments
 - During the evening of the intervention at the hospital, leadership of RL&H (Assistant/Associate on duty) will inform the Director of RL&H and the Dean of Students and Vice-President of Student Development that an after-hours intervention is occurring and being managed. This communication will be brief and serve as a “heads up” that further communication and appropriate follow up will occur through the Vice President at the start of business on the following workday.
 - The Director of RL&H will provide a more thorough account of the intervention to the Dean of Students and the Vice-President at the start of business on the next workday.
 - Counseling Center staff will inform the Vice-President at the start of business on the following workday that an intervention has occurred and provide relevant information.
- **Follow Up:** RL&H and Counseling Center staff members who were primarily involved will make an effort to review the case in a timely manner to create an opportunity to debrief and then share lessons learned with their respective staffs. RL&H and Counseling Center Directors will make an effort to similarly review cases as a form of quality assurance. Regular review will allow for continuity of care and a well-developed sense of coordination and collaboration.

ROLES

- **Student Needs**
 - To be kept safe
 - An effective assessment and recommendations for follow up
 - To be informed about the process and their options
 - A sense of security/comfort/not being alone

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- Effective follow-up
- Involvement of appropriate supports – both professional and personal (e.g., family)
- **RL&H Roles/Function**
 - First responders
 - Gather information
 - Assure student safety
 - Make determinations about student needs
 - Connect student for appropriate assessment and intervention (e.g., use of ProtoCall, consultation with CC, communication with Campus Police as needed)
 - Notification of family and provision of appropriate support (e.g., housing accommodations, connection with Dean’s office)
 - Provide a safe, healthy housing environment for students returning to residence AND other community members
- **ProtoCall Roles/Function**
 - Phone assessment and recommendations (e.g., counseling, hospitalization, additional assessment)
 - Phone support of students
 - Guidance to LU personnel on need for additional intervention
 - Provision of information to LU and other care providers (e.g., hospital)
- **Counseling Center Roles/Function**
 - RL&H
 - Provide consultation/support to SL as they deal w/students w/urgent needs, ProtoCall, hospital, parents/guardians
 - Ensure that necessary/sufficient info from SL, students, CC data, collaterals (importance of front end assessment) is collected and provided
 - Help with compliance of going to and/or staying at the hospital
 - Be available for consultation with family members. This is particularly helpful when a parent/guardian has expressed concern/resistance in regards to student going to the hospital.
 - Consult to ensure that safe return to campus/appropriate housing situation is provided
 - Note that CC supervisor and SL supervisor may be part of consultations as well
 - ProtoCall
 - Offer appropriate consultation in their decision making
 - Ensure that their data is provided to other constituents as needed

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- Hospital
 - Help ensure that Memorandum of Understanding & signed release (St. Joe's can do this) are used
 - Make clear any concerns about “fleeing into health,” lack of supervision in residence halls, etc., and make sure that appropriate follow up care recommendations/referrals are made
 - Guide student & family to make appropriate decisions. When this doesn't happen, they are more likely to be regular consumers of the crisis response system.
 - Dean of Student Office
 - Get info to Dean's Office in the morning (both ProtoCall report and our ancillary data)
 - Help manage post-hospital needs (e.g., family, safety on campus)
 - Overall: Ensuring transfer of information from campus-based resources to mental-health practitioners and vice-versa (note: ProtoCall does this as well)
- **Hospital Roles/Function**
 - Thorough assessment
 - Obtain Memorandum of Understanding & signed release of information form
 - Provide Recommendations for treatment
 - Maintain safety of the student (e.g., use of sitter in ER)
 - Possible start of treatment (e.g., inpatient or intensive outpatient services)
 - Provide needed referrals
 - Communicate with student, family, school as appropriate, including provision of documentation to Dean of Student's office
 - **Dean of Students Roles/Function**
 - Communicate with family and hospital regarding disposition and follow up care (e.g., attendance at discharge meeting)
 - Contact Academic Services (note: SL and/or CC may assist with this depending on how/when the system first became aware of the student in distress)
 - Facilitate withdrawal process when needed
 - Ensure appropriate recommendations/follow up care are available and utilized
 - Maintain safety on campus and in the residence hall for the individual and community members (e.g., determining student's readiness to return to halls)
 - Provide coordination of care/services post-critical incident for university personnel (e.g., DSS accommodations, housing, parental involvement, dietary needs, academic accommodations, etc.)

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- Maintain contact w/ student during follow up receipt of services to ensure continued supports are in place

MISSING STUDENT PROTOCOL

Policy Statement (from *Community Standards*)

- Loyola takes the safety of its students very seriously. Any student who has been reported missing will be reported to Campus Police. Campus Police will **immediately** notify local law enforcement authorities.

There is no mandatory waiting period for reporting to local police.

Emergency contacts may be notified. A thorough investigation will be conducted to include a residence hall room search, a review of security camera footage, the student's access control card, class attendance, email and social network sites, and discussions with friends and roommates. Missing person contact will be notified when reliable information about their student is available.

- If there is reason to believe a student may be missing, students, faculty, and employees should contact Campus Police (410-617 5911). Students and employees can also report students who they believe are missing to the Dean of Students Office (410-617-2842) or the office of RL&H (410-617-5081). All students must provide the University with updated permanent and local address and emergency contact information every year or when changes occur. Residents have the option to register a confidential contact person they want notified in case they are determined to be missing. Students are advised about the option to register a contact person during the housing selection process.
- For students under the age of 18, who are not emancipated, the notification will be made to the student's custodial parent or guardian and any other designated contact person.
- The University will cooperate with all law enforcement agencies involved in a search for a missing student as prescribed by law. This policy will be administered in accordance with FERPA and the Higher Education Opportunity Act of 2008.

RL&H Procedures

- If a RL&H staff member receives information that the student has failed to show up at events to which the student has committed, friends cannot locate the student, or the student has made no contact, the RL&H staff member should report that the student is missing to the AC of their area or AC on duty (after hours).

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- The AC on duty will then attempt to contact the student via cell phone, roommates, classes, camera footage, etc., and may contact Campus Police to assist in accessing swipe card records.
- If contact with the student is not made with the student, notify Campus Police who will then communicate with Baltimore City Police to assist in locating the student.
- Assistant/Associate on-call should also contact the student's missing person contact at this time.
- RL&H staff should continue to seek information related to the student's location and supporting roommates, friends, and the community as needed.

PHYSICAL ALTERCATION PROTOCOL

Overview

- RL&H staff members, as employees of the University, are required to report any incident of physical assault of which they become aware. A physical assault is the infliction or attempts to inflict harmful or offensive touching or contact upon a person. Such conduct includes verbal threats and/or intimidation. RL&H staff takes threats of actions seriously and thus will respond to threats even if no act of physical harm occurs.

RA Procedures

- Remain calm.
- **Do not attempt to break up a physical altercation.**
- Do not attempt to judge the validity of the complaint if it is reported to you post altercation.
- Contact Campus Police and notify the dispatcher if someone is injured so they can dispatch medical personnel.
- Call the AC on duty.
- Stay in the vicinity until Campus Police, and AC on duty arrive(s).
- Submit an Incident Report in Maxient.

AC Procedures

- Respond to the scene of the incident/location and gather information.
- Share with the student(s) what your role is and that you are there to provide them with support and assistance in accessing resources available on campus.
- Consult with Assistant/Associate on-call to determine if anyone involved in the assault needs an immediate removal from campus or room relocation.
 - If so, conduct emergency room changes as necessary.
- Issue no contact letters to those involved in the altercation.

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- If you receive a report of a physical altercation after the fact, follow up as soon as possible with the persons involved.
 - Contact Campus Police.
 - Consult with Assistant/Associate on-call if anyone involved in the assault requires a room change or removal from campus.
 - If so, conduct emergency room changes as necessary.
 - Issue no contact letters, if necessary.
- Document any additional information and submit it as part of a Incident report in Maxient.

QUIET & COURTESY HOURS VIOLATION

Overview

- RL&H staff members should interrupt behavior that contributes to a noise level that can be detrimental to the academic environment of the residence halls. Courtesy Hours established 24-hours a day mean that noise must always be kept at a reasonable, courteous level so as not to disturb neighbors or roommates. Quiet Hours ensure that students can sleep and study according to their own needs and preferences. During quiet hours, each student is responsible for ensuring that noise is not at a level that disturbs anyone else who may be studying or sleeping.
- Quiet Hours in all residences are as follows:
 - Sunday through Thursday 11 p.m. to 10 a.m.
 - Friday and Saturday 1 a.m. to 10 a.m.
 - Quiet hours are in effect 24 hours a day during the final exam period.

RA Procedures

- If an RA comes across a room from which an excessive level of noise is emanating, the RA should knock on the door.
- Once the door is open, the RA should instruct the residents to lower the noise level to an acceptable level.
- If there is no indication of additional policy violations (alcohol, drugs, etc.), record the incident in the area duty log. If this room has already received a warning, document the incident in Maxient.
- If the residents are not compliant with the RA's request but continue to violate quiet/courtesy hours, the RA should document the incident in Maxient.

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RELOCATION OF STUDENT(S)

Overview

- RL&H may temporarily or permanently relocate a student due to conduct concerns, hostile environments, medical needs, and other factors. A student's relocation is not taken lightly and will only occur when the student's health and/or safety is concerned. If appropriate, RL&H on duty staff should ask students to utilize friends they may have on-campus before relocating students to vacant spaces to maintain the availability of finite resources for other emergencies that may arise. Typically the guest apartment or medical singles are available for temporary relocation.
 - ACs can determine vacancies using the Occupancy Graph in StarRez.

RA Procedures

- When there is a student relocation, RAs may ask to help follow up or check in with students in their temporary spaces. Floor/stairwell RAs will receive a notification when new residents are permanently assigned to their floors/stairwells and should reach out and welcome them to the community.

AC Procedures

- The AC should determine what space is most appropriate given the situation. Please refer to the Guest Apartment Usage Guidelines protocol if utilizing the guest apartment or a medical single. If the guest apartment is not available, the AC should consult the occupancy graph in StarRez.
- Permanent relocations need approval through the Housing Operations staff during regular business hours.

Follow Up Procedures

- The Program Assistant should check the Guest Apartment log daily. In addition, the Assistant Director for Housing Operations should follow up on any temporary relocation that utilized spaces from the vacancy list.
- The Program Assistant is responsible for following up with any students/guests to make sure they vacate the apartment when necessary and return the key and access card. This may include communicating with the Director of Student Support and Wellness Promotion, area

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ACs, or the Director for Student Conduct to understand timelines for relocation/vacating the apartment.

- The Program Assistant should coordinate with office assistants to ensure cleaning of the apartment, bedding laundered, and ready for new occupants. RL&H office assistants help with these tasks.
- The Assistant Director for Housing Operations is responsible for collecting keys from temporary spaces. Students return to their original room or are assigned to a new room and complete the room change process.

SEXUAL ASSAULT

Overview

- The purpose of this protocol is to ensure trauma-informed best practices of ensuring victims' rights to access confidential resources allowing them to speak freely and discuss options without the information shared with others. We utilize a three-prong approach for responding to sexual assault, including RL&H staff members, Campus Police, and Melissa Lees/Counseling Center. We each play unique roles in this process.
- First, each department should help support the victim. RL&H staff focus on possible housing accommodations/relocation, no contact letters, and general rights of the victim. Campus Police helps liaison with BCPD, if the victim wants to file a criminal report. Melissa Lees/Counselor on-call focuses on Loyola supports as well as off-campus supports (TurnAround, etc.) and also helps explain the SAFE (Sexual Assault Forensic Exam) procedure, what happens during the exam at Mercy Hospital, and can accompany the victim to the ER if needed.
- Definitions of behavior that fall under this response protocol:
 - **Sexual assault** is defined as penetration, no matter how slight, of the vagina or anus with any body part or object, or oral penetration by a sex organ of another person, without the consent of the complainant. This definition includes any gender of the complainant or respondent.
 - **Fondling** is defined as the touching of the private body parts, including but not limited to breasts, buttocks, or groin of another person, for the purpose of sexual gratification, without the consent of the complainant, including instances where the complainant is incapable of giving consent because of their age or because of their temporary or

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permanent mental incapacity. This would include someone (person A) making another person (person B) touch their (person A) private body parts sexually without their (person B) consent.

- **Statutory Rape** is defined as non-forcible sexual intercourse with a person who is under the statutory age of consent which is 16 years of age in the state of Maryland (which means the victim must be under 16); however, 14- and 15-year-olds may consent if the offender is less than four years older than the victim.
- **Incest** is defined as non-forcible sexual intercourse occurs between persons who are related to each other within the degrees wherein marriage is prohibited by law.
- RL&H staff members are often the first on the scene. Be mindful of what the victim needs to know in that moment. We are here to support them. We cannot promise confidentiality but can ensure privacy. Our ability to act may be limited by what is shared with us. Remember that when you are talking with a student, if you feel as if they may disclose something to you, always compassionately interrupt and say, “It sounds like you are about to share something private with me, and I’d like to help you in any way possible. However, if you disclose something like harm to self or others or sexual misconduct, I will share the information with my supervisor to ensure you have all the options available. If you’d like, I can connect you with a confidential resource that does not require reporting what you share.”
- We should all be mindful of having a victim retell the events over and over. We should also be aware of tone, presence, non-verbal communication, and word choice when interacting with a victim.
- As the first on the scene, it is good to remember:
 - Medical needs are paramount.
 - The window of time for evidence preservation and collection is approximately 120 hours.
 - The victim may not want us to take any action, but the University must weigh this against our responsibility to keep the community safe and do our due diligence.
 - Remember to let the student know a confidential resource is on the way to offer support and resources.
 - The confidential resource will explain the following to the victim:
 - Showering or changing clothes can destroy or damage evidence. The decision is up to the victim.
 - Clothing or other evidence is best preserved in a paper bag.
 - The victim does not have to make an immediate decision about pursuing criminal charges.
 - The victim does not have to immediately decide about filing a report with RL&H or Campus Police.

RA Procedures

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- If an RA learns about a sexual assault, the RA should call the **AC on duty** immediately.
 - Respond to the student and seek to determine if there are any medical concerns. Asking, “Do you need medical attention?” is a good place to start. If there are medical concerns, call the AC on duty and relay this information so the AC on duty can notify Campus Police.
 - Explain that you are required to call the next level of staff. You can also let the student know a confidential resource will respond. Let them know that it may be best to wait to share any details until the confidential staff is available.
 - Ask if it is ok to sit with the student until the AC or Melissa Lees/Counselor on-call arrive or if they prefer if you waited outside the space.
 - Wait for direction from the AC on helping with support and follow-up of roommates or friends.

AC Procedures

- If a student speaks to you directly or you are the first to learn about an assault, follow the below steps.
 - Respond to the student. If other staff are present, it may be beneficial to speak with the staff in private for just a moment to determine what has already been shared. Assess where the conversations have been taking place and if your presence is needed. Also, assess if it’s beneficial to move to a different space due to privacy concerns, where the incident occurred, etc.
 - Seek to determine if there are any medical concerns. Asking “Do you need medical attention?” is a good place to start. If there are medical concerns, notify Campus Police.
 - Let the student know that you are a resource and here to support them. Explain that you are required to call up to the next level of staff. Let them know that it may be best to wait to share any details until the confidential staff arrives.
- If the AC learns about a sexual assault, they should notify the Assistant/Associate on-call. They should also contact Melissa Lees (if the incident occurred within 5 days) at 845-242-8808. If the AC cannot reach Melissa Lees, they should call the Counselor on-call (if the incident occurred within 5 days). If the incident occurred more than 5 days ago, use ProtoCall when you are with the student and offer the student a counselor over the phone. If a student requests Campus Police, ask them to be discreet and send the shift supervisor.
 - If other staff are present, it may be beneficial to speak with the staff in private for just a moment to determine what has already been shared. Assess where the conversations have been taking place and if your presence is needed. Also, assess if it’s beneficial to move to a different space due to privacy concerns, where the incident occurred, etc.

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- Reinforce the small team of support. Explain that Melissa Lees/Counselor on-call is a confidential resource, and anything shared with Melissa Lees/Counselor on-call will remain confidential. Explain that Melissa Lees/Counselor on-call can also explain about local resources.
 - If the incident occurred more than 5 days ago, explain that you can call a counselor now, and the counselor is a confidential resource. Anything they tell the counselor on the phone will remain confidential. If after speaking with the emergency counselor, the student chooses to go to Mercy Hospital, you should connect them with Melissa Lees of the Counselor on-call, so they have the option of being accompanied by a Loyola staff member during their SAFE.
- Explain that Campus Police can be called as a resource that can explain information about the criminal process.
- Ask the student about support people that they may want to reach out to.
- Consult with Melissa/Counseling Center and the Assistant/Associate about the next steps, which could include relocation or no contact letters. If the incident happened in the student's space, they might want to stay in another location.
- Help with support and follow-up of roommates and friends by providing on-campus resources should they need more support in the future.
- Determine a plan for follow-up with the student.
- Submit two reports.
 - 1) Incident Report – This is a general report indicating you had a response to a specific area, but without details. This notifies the RL&H staff that there was a response but protects and limits details.
 - Sexual Misconduct Report - Compile your interactions, observations, and information into a report. The AC will most likely add to this report based on their interactions, observations, and information. The AC will most likely need to coordinate to complete the report. This report will be limited in distribution to the folks who need to know about sexual misconduct responses.

SEXUAL HARASSMENT

Overview

- Sexual harassment is defined as conduct on the basis of sex which may include such behavior as unwelcome sexual advances, requests, and other verbal, written, or electronic communications or physical conduct of a sexual nature when (1) an employee of the University conditions the provision of an aid, benefit, or service of the University on an individual's

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participation in the unwelcome sexual conduct; or (2) unwelcome conduct determined by a reasonable person to be so severe, pervasive, and objectively offensive that it effectively denies a person equal access to the University's education program or activity.

- RL&H staff members are often the first on the scene. Be mindful of what the victim needs to know in that moment. We are here to support them. We cannot promise confidentiality but can ensure privacy. Our ability to act may be limited by what is shared with us. Remember that when you are talking with a student, if you feel as if they may disclose something to you, always compassionately interrupt and say, "It sounds like you are about to share something private with me, and I'd like to help you in any way possible. However, if you disclose something like harm to self or others or sexual misconduct, I will share the information with my supervisor to ensure you have all the options available. If you'd like, I can connect you with a confidential resource that does not require reporting what you share."

RA Procedure

- If an RA learns about sexual harassment, the RA should notify the AC on duty.
- If the student feels they are in immediate danger, notify Campus Police.

AC Procedures

- If an AC learns about sexual harassment, they should meet with the student to gather more information. This includes information about the harassment, who is doing the harassment, and any evidence (screenshots, text messages, photos, etc.).
- If the student feels they are in immediate danger, notify Campus Police.
- Inform the student that if they would like the University to investigate reports of sexual harassment, they can contact the Title IX office. Retaliation is not tolerated.
- The Title IX Office will reach out to offer supportive measures and options after receiving this report.
- The AC should notify the Assistant/Associate on duty and consult about the next steps.
 - The AC on duty will communicate with the assistant/associate on-call to determine the next steps, which could include no contact letters or relocation.
 - The AC on duty will follow up with any affected individuals as directed.
- The Title IX Office will reach out to offer supportive measures and options after receiving this report.
- Ensure the students receive a copy of the Notice of Rights and Options, available in our shared resources.
- If the person doing the sexual harassment is not a student, the AC, in consultation with the Assistant/Associate, will work with Campus Police to request a no-trespass notice at the complainant's request.

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- If the person doing the sexual harassment is an employee, Title IX will work with HR to address the situation.

DATING AND DOMESTIC VIOLENCE

Overview

- The purpose of this protocol is to ensure trauma-informed best practices of ensuring victims' rights to access confidential resources allowing them to speak freely and discuss options without the information shared with others. Loyola is determined to provide a campus environment free of violence for all members of the campus community. For this reason, we do not tolerate dating or domestic violence and are committed to supporting victims of dating or domestic violence through the appropriate provision of safety and support services. We utilize a three-prong approach for response to stalking, which includes RL&H staff members, Campus Police, and Melissa Lees/Counseling Center. We each play unique roles in this process. Each department should help support the victim. RL&H staff focus on possible housing accommodations/relocation, no contact letters, and general rights of the victim. Campus Police helps liaison with BCPD if the victim wants to file a criminal report. Melissa Lees/Counselor on Call focuses on immediate safety planning, Loyola supports, as well as off-campus supports (TurnAround, etc.).
- Dating Violence encompasses a wide range of behaviors, including sexual assault, physical abuse, and other forms of violence committed by a person who is or has been in a social relationship of a romantic or intimate nature with the complainant. The existence of such a relationship shall be determined based on the complainant's statement and with consideration of the length of the relationship, the type of relationship, and the frequency of interaction between the persons involved in the relationship. For the purposes of this definition, dating violence includes, but is not limited to, sexual or physical abuse or the threat of such abuse. Dating violence does not include acts covered under the definition of domestic violence.
- Domestic Violence encompasses a wide range of behaviors including sexual assault, physical abuse and other forms of violence committed by a current or former spouse or intimate partner of the complainant; by a person with whom the complainant shares a child in common; by a person who is cohabitating with or has cohabitated with, the complainant as a spouse or intimate partner; by a person similarly situated to a spouse of the complainant, or by any other person against an adult or youth complainant protected from those acts by domestic or family violence laws of Maryland.

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- RL&H staff members are often the first on the scene. Be mindful of what the victim needs to know in that moment. We are here to support them. We cannot promise confidentiality but can ensure privacy. Our ability to act may be limited by what is shared with us. Remember that when you are talking with a student, if you feel as if they may disclose something to you, always compassionately interrupt and say, “It sounds like you are about to share something private with me, and I’d like to help you in any way possible. However, if you disclose something like harm to self or others or sexual misconduct, I will share the information with my supervisor to ensure you have all the options available. If you’d like, I can connect you with a confidential resource that does not require reporting what you share.”

RA Procedure

- If an RA learns about dating or domestic violence, the RA should notify the AC on duty.
- Respond to the student and seek to determine if there are any medical concerns. Asking, “Do you need medical attention?” is a good place to start. If there are medical concerns, call the AC on duty and relay this information so the AC on -duty can notify Campus Police.
- Explain that you are required to call up to the next level of staff. You can also let them know a confidential resource will be provided. Let them know that it may be best to wait to share any details until the confidential staff arrives.
- Ask if it is ok to sit with the student until the AC or Melissa Lees/Counselor on Call arrive or if they would feel more comfortable if they waited right outside the space.
- Wait for direction from the AC on helping with support and follow-up of roommates or friends.
- If the student feels they are in immediate danger, notify Campus Police.

AC Procedures

- If the AC learns about dating or domestic violence, they should notify the Assistant/Associate on call. They should also contact Melissa Lees while responding in person. She can be reached at 845-242-8808. If the AC cannot reach Melissa Lees, they should call the Counselor on Call. If a student requests Loyola Campus Police, ask them to be discreet and send the shift supervisor.
- If the student feels they are in immediate danger, notify Campus Police.
- Seek to determine if there are any medical concerns, if not already established. Asking, “Do you need medical attention?” is a good place to start. If there are medical concerns, notify Campus Police.
- Respond to the student in person. If other staff are present, it may be beneficial to speak with the staff in private for just a moment to determine what has already been shared. Assess where the conversations have been taking place and if your presence is needed. Also assess if it’s

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beneficial to move to a different space due to privacy concerns, where the incident occurred, etc. Reinforce the small team of support.

- Let the student know that you are a resource and here to support them. Explain that you have to call up to the next level of staff. Let them know that it may be best to wait to share any details until the confidential staff arrive.
- Explain that we have a small team of support we want to offer in the moment. Let them know that Melissa Lees/Counselor on Call will be responding. Let them know that Campus Police can also respond if needed/requested.
- Explain that Melissa Lees/Counselor on Call is a confidential resource, and anything shared with Melissa Lees/Counselor on Call will remain confidential. Explain that Melissa Lees/Counselor on Call can also explain about local resources and will do safety planning. Melissa Lees will assess risk, and if it's determined that there's an ongoing threat, Melissa Lees will call Campus Police to consult.
- Explain that Campus Police can be called as a resource and can explain information about the criminal process.
- If the student does disclose concerns about stalking, ask the student "Do you feel safe?"
- Ask the student about support people that they may want to reach out to.
- Consult with Melissa/Counseling Center and the Assistant/Associate about next steps, which could include relocation, no contact orders, or seeking a protective order. If the incident happened in the student's space, they may want to stay in another location.
- Determine a plan for follow up.
- Work with the AC on helping with support and follow up of roommates and friends by providing on-campus resources should they need more support in the future.
- Compile your interactions, observations, and information into a report. You may need to include information from the AC report or combine your reports based on who was on the scene when and who has what information.

STALKING PROTOCOL

Overview

- The purpose of this protocol is to ensure trauma-informed best practices of ensuring victims' rights to access confidential resources allowing them to speak freely and discuss options without the information shared with others. Loyola is determined to provide a campus environment free of violence for all members of the campus community. For this reason, we do not tolerate stalking and are committed to supporting victims of stalking through the appropriate provision of safety and support services. We utilize a three-prong approach for response to stalking, which includes RL&H staff members, Campus Police, and Melissa

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Lees/Counseling Center. We each play unique roles in this process. Each department should help support the victim. RL&H staff focus on possible housing accommodations/relocation, no contact letters, and general rights of the victim. Campus Police helps liaison with BCPD if the victim wants to file a criminal report. Melissa Lees/Counselor on Call focuses on immediate safety planning, Loyola supports, as well as off-campus supports (TurnAround, etc.).

- RL&H staff members are often the first on the scene. Be mindful of what the victim needs to know at that moment. We are here to support them. We cannot promise confidentiality but can ensure privacy. Our ability to act may be limited by information shared with us. Remember that when you are talking with a student, if you feel as if they may disclose something to you, try to compassionately interrupt and say, “It sounds like you are about to share something private with me, and I’d like to help you in any way possible. However, if you disclose something like harm to self or others or sexual misconduct, I will share the information with my supervisor to ensure you have all the options available. If you’d like, I can connect you with a confidential resource that does not require reporting what you share.”
- Loyola defines stalking as engaging in the course of conduct directed at a specific person that would cause a reasonable person to fear for their safety or the safety of others or suffer substantial emotional distress.
- Stalking behaviors include any behaviors or activities occurring on more than one occasion that collectively instill fear in a victim and/or threaten their safety, mental health, or physical health. Such behaviors and activities may include, but are not limited to, the following:
 - Non-consensual communication, including face-to-face communication, telephone calls, voice messages, e-mails, written letters, gifts, or any other communications that are undesired and place another person in fear.
 - Use of online, electronic, or digital technologies, including: - Posting of pictures or information in chat rooms or on Web sites - Sending unwanted/unsolicited email or talk requests - Posting private or public messages on Internet sites, social networking sites, and/or school bulletin boards - Installing spyware on a victim’s computer or cell phone - Using Global Positioning Systems (GPS) to monitor a victim.
 - Pursuing, following, waiting, or showing up uninvited at or near a residence, workplace, classroom, or other places frequented by the victim.
 - Surveillance or other types of observation, including staring or “peeping”
 - Trespassing
 - Vandalism
 - Non-consensual touching
 - Direct verbal or physical threats
 - Gathering information about an individual from friends, family, and/or co-workers
 - Threats to harm self or others

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- Defamation – lying to others about the victim
- As the first on the scene, it is good to remember:
 - Medical needs are paramount.
 - The student may not want us to take any action, but the University has to weigh this against our responsibility to keep the community safe and do our due diligence.
 - If the student has not disclosed any details, remember to offer them a confidential resource.
- The confidential resource will explain the following to the victim:
 - How to obtain a protective order 24/7 from either Baltimore City or Baltimore County (depending on where the incidents occurred).
 - The victim does not have to make an immediate decision about pursuing criminal charges.
 - The victim does not have to immediately decide about filing a report with RL&H or Campus Police.

RA Procedures

- If an RA receives information that a student has concerns about stalking behaviors, the RA should call the AC on duty immediately.
- Respond to the student and seek to determine if there are any medical concerns. Asking, “Do you need medical attention?” is a good place to start. If there are medical concerns, call the AC on duty and relay this information so the AC on -duty can notify Campus Police.
- Explain that you are required to call up to the next level of staff. You can also let them know a confidential resource will be provided. Let them know that it may be best to wait to share any details until the confidential staff arrives.
- Ask if it is ok to sit with the student until the AC or Melissa Lees/Counselor on Call arrive or if they would feel more comfortable if they waited right outside the space.
- Wait for direction from the AC on helping with support and follow-up of roommates or friends.
- If the student feels they are in immediate danger, notify Campus Police.

AC Procedures

- If the AC receives information that a student has concerns about stalking behaviors, they should notify the Assistant/Associate on call. They should also contact Melissa Lees at 845-242-8808. If the AC cannot reach Melissa Lees, they should call the Counselor on Call. If a student requests Loyola Campus Police, ask them to be discreet and send the shift supervisor.
- Respond to the student. If other staff are present, it may be beneficial to speak with the staff in private for just a moment to determine what has already been shared. Assess where the

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conversations have been taking place and if your presence is needed. Also, assess if it's beneficial to move to a different space due to privacy concerns, where the incident occurred, etc.

- Seek to determine if there are any medical concerns, if not already established. Asking, “Do you need medical attention?” is a good place to start. If there are medical concerns, notify Campus Police.
- Let the student know that you are a resource and here to support them. Explain that you have to call up to the next level of staff. Let them know that it may be best to wait to share any details until the confidential staff arrives.
- Explain that we have a small team of support we want to offer at the moment. Let them know that Melissa Lees/Counselor on Call will be responding. Let them know that Campus Police can also respond if needed/requested.
- If other staff are present, it may be beneficial to speak with the staff in private for just a moment to determine what has already been shared. Assess where the conversations have been taking place and if your presence is needed. Also, assess if it's beneficial to move to a different space due to privacy concerns, where the incident occurred, etc. Reinforce the small team of support.
- Explain that Melissa Lees/Counselor on Call is a confidential resource, and anything shared with Melissa Lees/Counselor on Call will remain confidential. Explain that Melissa Lees/Counselor on Call can also explain local resources and do safety planning. Melissa Lees will assess risk and help determine if there is an ongoing threat. Finally, Melissa Lees will call Campus Police to consult.
- Explain that Campus Police can be called as a resource and can explain information about the criminal process.
- If the student does disclose concerns about stalking, ask the student, “Do you feel safe?”
- Ask the student about support people that they may want to reach out to.
- Consult with Melissa/Counseling Center and the Assistant/Associate about the next steps, which could include relocation, no contact orders, or seeking a protective order. If the incident happened in the student's space, they might want to stay in another location.
- Determine a follow-up plan.
- Please work with the AC on helping with support and follow-up of roommates and friends by providing on-campus resources should they need more support in the future.
- Compile your interactions, observations, and information into a report. You may need to include information from the AC report or combine your reports based on who was on the scene when and who has what information.

STUDENT DEATH PROTOCOL

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Overview

- RL&H staff is critical in responding to the death of a student who was a member of the campus community. Consult with the Director or Associate Director of RL&H to ensure that an appropriate “team” of staff and facilitators attend. This team requires a briefing before a meeting with the community begins.

RL&H Response Procedures

- If any RA, or AC of RL&H learns of a student death, that person should contact the AC on duty immediately.
 - The AC on duty should contact the Assistant/Associate on-call, Counselor on-call, and AC of the affected area.
 - Assistant/Associate should contact the Director of RL&H to work with Dean of Students/VP Office to coordinate contacting parents/guardians and other senior administrators.
 - ACs schedule an immediate/early morning meeting with RAs to share information and follow-up procedures.
 - Assistant/Associate on duty with the Director of RL&H coordinates staff members to meet in the main RL&H office to share information.
 - The AC on duty or AC of area (depending on availability) coordinates with RA, Associate, Counseling Center and/or Jesuits to follow up with the community *immediately*, including the roommate(s), suitemate(s), and floor/hall community.
 - The AC should also be available to provide direct support to the RA team if necessary. Once the AC team has confirmed communication with all impacted residents, they will report back to the Associate Director or Director of RL&H.
 - The Associate Director or Director will contact the Counseling Center to coordinate support services for all impacted students. And may notify Campus Ministry to help provide support for impacted students.
 - Once informed during the emergency meeting, the RAs of the affected area may be asked to plan floor meetings to inform students. Alternatively, it might be helpful to have a building meeting, depending on the size of the area and other circumstances. The Counseling Center Staff and dyad partners may also be present for these meetings. If RAs of the affected area are asked to plan floor meetings to inform students, these meetings need to happen in the timeframe given by the AC.
 - The RA should bring the community back together later after students have had time to process the news of the death.

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- After all of the information is passed on and questions arise, it is important to have RL&H staff work with individuals or small groups to express their feelings. Continue to utilize support from the Counseling Center and other campus resources during this time.
- Staff members should meet with a representative from Counseling Center and or access the Employee Assistance Program to address their feelings and concerns surrounding the student death.

THEFT OF PROPERTY

Overview

- When you are alerted to a theft of a student's property, follow this procedure. Connect the student with Campus Police directly to allow for more accurate information to be shared to locate the missing property promptly.

RL&H Procedures

- Meet with the complainant(s) to learn more about the incident and document the occurrence in Maxient.
- If the victim believes they know who stole the property and it may escalate the situation to an unsafe level, contact the AC on duty.
- Encourage the complainant(s) to contact Campus Police to file an official report. You may want to contact Campus Police with the complainant(s) and remain until Campus Police arrives to collect their information.
- Complete an Incident Report and submit in Maxient.

VANDALISM & EXCESSIVE DAMAGE

Overview

- Document all vandalism to vending equipment, laundry equipment, room furnishings, public facilities, or any University property in an Incident Report within 24 hours. Vandalism in residence halls is often indicative of a lack of shared responsibility among community members. When vandalism occurs in the halls, it is important to promote opportunities for

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students to engage in conversation about the impact of vandalism on them as individuals and the community as a whole.

RA Procedures

- Contact Campus Police to document the vandalism/excessive damage.
- Note the damage & submit a service request to Facilities via 410-617-2200 or Inside Loyola.
- Notify the AC of the area via email or on the area's duty log.
 - If the damage suggests a greater lack of respect for the community, consult with the AC and schedule a community meeting so that you and the residents within your community can discuss the damages and their impact on the floor and hall in which the incident occurred.
- At the meeting, it is important to focus the discussion on residents and how vandalism has impacted them. Try to facilitate a conversation with students to explore their thoughts, feelings, and reactions to vandalism. The point of this is that, whether in attendance at the meeting or not, those who participated in the vandalism will likely hear their discussion at the meeting. The impact of peer feedback can be beneficial in convincing students not to repeat this kind of behavior. In addition, explore the residents' potential thoughts, feelings, and reactions of Environmental Services staff.
- Other goals of the meeting include a discussion of how to keep vandalism from occurring on the floor from a community perspective, encouraging residents to come forward with any information they have regarding the incident, and relating the vandalism to the agreements or standards the floor community has set. Should vandalism continue into what appears to be a pattern, it may be necessary to provide an even more structured response. Consult with your AC before and after the meeting.

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