These guidelines were adapted from Cornell University's Crisis Guidelines, the Johns Hopkins Counseling Center's publication "Recognizing Distressed Students," and the Johns Hopkins University Homewood Campus guidelines. While every crisis situation is different and must be handled on a case by case basis, these guidelines are intended to assist the staff or faculty member involved in determining what course of action might be appropriate for the given situation.

Additional consultation is available during the day from the Associate Dean for Student Affairs (410-955-7545 or pager 410-389-9414). The pager can be accessed on a 24-hour basis. Additional assistance is available from the Counseling Center, Garland Hall, 410-516-8278 during working hours or 410-516-7777 after 5:00pm and on weekends.

This crisis response outline is for graduate and undergraduate students at the Johns Hopkins University School of Nursing.
The School of Nursing Crisis Committee is composed of the following individuals:

- **Sandra Angell**, Associate Dean for Student Affairs
- Linda Blankenship, Registrar
- Nancy Rent, Assistant to the Associate Dean for Student Affairs (and staff to the committee)
- George Economos, Director, JHH Security
- Dr. Michael Mond, Director, Counseling Center
- Dr. Doug Fogel, Psychologist, Counseling Center
- Mary O’Rourke, Director of Admissions & Student Services
- Lynn Writsel, Director of Communications
- Derek Savage, Deputy General Counsel

**Review procedures:** The Crisis Team meets yearly to review the guidelines and update them as appropriate. They also meet immediately following a crisis situation for a thorough debriefing. At that time the procedures are revised as necessary and appropriate.

Dean Angell is the main contact and leader of the team. In her absence, the primary back-up contact is Director of Admissions & Student Services, Mary O’Rourke, and the secondary back-up contact is Registrar, Linda Blankenship.
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The purpose of these guidelines is to ensure that:

1) Students and others directly involved in a crisis receive appropriate support;

2) As confidentiality permits, members of the School of Nursing community and others are informed of crisis situations so they can respond appropriately to:
   a) students in crisis
   b) other affected students (roommates, close friends)
   c) other affected members of the community
   d) parents and relatives
   e) inquiries from local or national media

3) Notification is given so administrators are able to minimize confusion and update necessary University records;

4) University-wide issues are addressed.

Prevention is our first goal. Therefore, anyone who is aware of a potential crisis involving students should:

1) Do what they can to alleviate the situation,

2) Notify whatever office is responsible for that area, so corrective action can be taken, and

3) Notify JHMI Security Department at 410-955-5585 or Homewood Security at 410-516-7777 (depending on location of incident) and the Associate Dean for Student Affairs at 410-955-7545 or pager 410-389-9414 for consultation, referral, and support.

Assessment and notification: Anyone who identifies hazardous conditions or other problematic situations (such as bomb threats, fire risks, or anticipated disturbances) should immediately advise JHMI Campus Security Department at 410-955-5585.

The Associate Dean for Student Affairs should be notified at 410-955-7545 or pager 410-389-9414 of all crises that involve students. The Associate Dean for Student Affairs will provide consultation and advice and will advise other School of Nursing Student Affairs personnel as appropriate.
Students have a right to privacy, and there will be instances when they do not want certain information shared. At the same time, there are instances when it is necessary and legal for faculty and staff to disclose information about a particular situation to serve the best interests of the student. For example, in an emergency situation when a person represents a clear and present danger to himself or others, it is legal to reveal confidential information about the student to those with a right or need to know. In other cases, it is not so clear. Less clear situations require greater judgment. In general, it is best to secure an individual's permission before divulging any sensitive information about that person to others.

Different offices and individuals are held to different standards of confidentiality. University Health Services and the Counseling Center adhere to a medical standard whereby little or nothing is shared with others, including parents, without the student's permission, unless there is a "clear and present danger." If there is any doubt about the limits of confidentiality, it is best to consult with the General Counsel's Office or the Associate Dean for Student Affairs before divulging sensitive information.

**Judgment:** Anyone aware of a crisis situation must use a great deal of personal judgment about how to best respond. What immediate action should be taken? Who should be notified? What else should be done for the student in crisis? By whom? Who else may be affected? What support is available for them? These and other questions must be answered quickly if students in crisis are to receive adequate support, and if the University is to respond appropriately to the situation. When in doubt, consult with other professionals.

**Parental Notification:** Under statutes which govern student privacy rights, the University has the authority to contact parents of dependent students about any matter and parents of all students in life/death emergencies. The Associate Dean for Student Affairs and other student affairs staff members use professional discretion in deciding when parental notification is essential or beneficial to the student's welfare. Most of the time, the student is part of the notification process, but in some cases it is necessary to contact parents without notifying the student.

Under the following circumstances, family or significant others may be contacted:

1) Hospitalization for life-threatening or other serious illness, including illnesses which would require multiple-day stays, when the hospital does not notify the parents.

2) Hospital visits for alcohol poisoning.

3) Misconduct which is likely to result in loss of housing, suspension, expulsion, or loss of the privilege of participation in commencement ceremonies.

4) Alcohol/drug use combined with acts of violence towards self or others or significant abuse of self or others.

5) Alcohol/drug use which results in city police action.

6) Arrest.

7) Serious mental health issues.
Coordination: Crisis prevention, intervention, and follow-up are shared responsibilities throughout the School of Nursing campus. Depending on the crisis, different offices will take responsibility for coordinating the response and deciding who else to involve. In general, the Associate Dean for Student Affairs will coordinate notification and crisis intervention services for most situations. Psychological or mental health crises will usually go directly to the on-call psychologist in the Counseling Center, who will notify the Associate Dean for Student Affairs if necessary.

Coordination typically includes a number of steps:

1) Researching the situation to assess the nature and extent of the crisis;

2) Identifying those who may need support;

3) Notifying the Associate Dean for Student Affairs, JHMI or Homewood Security Department, or the on-call psychologist in the Counseling Center.

Support: A variety of help or support is available which can be given to any person affected by a crisis. Since students in crisis are often amenable to learning new ways of coping, individuals who provide support can contribute to Hopkins’ educational mission by helping students cope with and learn from their experience. Most students in crisis can benefit from personal, academic, and/or financial support.

Personal support can be provided by family, friends, acquaintances, faculty, staff, or members of the community. Providing support is a responsibility which must be shared. Anyone who recognizes that a student is in crisis, and is willing to take time to talk with the student, can be helpful. The student can then be referred to the Associate Dean for Student Affairs, the Counseling Center, or other student services for additional assistance if this support is not adequate.

Financial support in the form of short-term emergency loans are available through the Office of Student Financial Services in special circumstances. The Office of Student Financial Services can also help with long-term loans. Please call 410-955-9840 or email – finaid@son.jhmi.edu.
RECOGNIZING DISTRESSED STUDENTS

As a member of the faculty or staff you may find that you will be in a position to observe and be aware of changes in students which signal psychological distress. This is not to imply that you are to be a "watch dog," but rather that students often seek out faculty and staff to share their distress. Being cognizant of these distress signals, having some guidelines for dealing with distressed students, and being aware of appropriate referral sources that can assist you will allow you to be more in control of situations which may present themselves. Listed below are some common signs of psychological distress. These are intended to provide only basic information.

1) **Depression.** Everyone gets depressed from time to time. That is normal. Having only one symptom is usually not enough to describe someone as severely depressed. Abnormality may be defined as maintaining a larger number of depressive symptoms over a longer period of time with the symptoms tending to become progressively more severe. The symptoms of depression are: insomnia or change in sleep patterns, inability to concentrate, change in appetite, loss of ability to experience happiness or pleasure, apathy, sloppiness, crying, poor personal hygiene, feelings of worthlessness, no desire to socialize, loss of self esteem, and preoccupation with death.

2) **Unusual acting out.** This would represent a change in behavior from normal socially appropriate behavior. It would include being disruptive or overly antagonistic, and may include increased alcohol or drug abuse.

3) **Suicidal ideation.** Most suicide attempts are preceded at some point by messages that the person is considering suicide. These messages can range from "I wish I weren't here" to a very direct "I'm going to kill myself." Non-verbal messages include giving away valued possessions, and putting legal, financial, and university affairs in order. Each type of message about suicide should be taken seriously.

4) **Other signs of distress.** Again, the more symptoms observed, the more likely the individual is to be truly distressed. These signs include: drop in class attendance, drop in quality of class work, generally tense or sad appearance such as a change from normal appearance, and typically inappropriate or bizarre responses such as talking off the topic and rambling.
GUIDELINES FOR DEALING WITH DISTRESSED STUDENTS

There are no absolutely correct procedures for dealing with a distressed student. Each person has his or her own style of approaching and responding to others. Listed below are some suggestions for dealing with a distressed student.

1) Know your personal limits as a helper. You may not feel comfortable trying to help someone cope with their problem; that is, you sense that the person is in need of much more time than you can honestly give or requires much deeper exploration of the problem area. Your best course of action probably lies in helping them get to an agency which can provide the necessary services. To do this you can:
   a) reinforce the person for confiding in you; acknowledge their hurting;
   b) be accepting and non-judgmental;
   c) try to identify the problem area;
   d) indicate in a gentle but direct manner that professional assistance is the positive step which is needed to deal with the pain, and that you will assist them in finding competent professionals.

2) If you are concerned about a student's suicide potential, keep in mind that professionals assess the suicide potential, in part, by asking:
   a) What the plan for suicide is - exactly how will it be done?
   b) When and where the student intends to carry out the plan?
   c) If the student ever attempted suicide before.

The more specific and lethal the plan, the more recent a previous attempt, and the greater the ability to carry out the plan, the higher the risk for the successful suicide. You need not be afraid to ask these questions. These questions will not furnish people who are considering suicide with new ideas. Most people who are actively suicidal are more than willing to discuss their plans. Conversely, many people consider suicide from time to time in passing. The less specific and lethal the plan, e.g. "I guess I'd take a couple of sleeping pills sometime," the less likely a suicide attempt.

Again, if you are uncomfortable or have any questions in dealing with this issue, the best course of action is to consult with the Counseling Center at 410-516-8278.

3) If you believe someone to be so severely depressed or actively suicidal that you would feel uncomfortable if they simply walked out of your office, you can do the following:
   a) Call the Counseling Center, 410-516-8278 (between 8:30 a.m. and 5:00 p.m.). Inform the secretary that you need to speak with a counselor immediately and then consult with the emergency duty counselor about the immediate situation. After office hours or on weekends, you may call Campus Security Department, 410-516-7777, and they will assist you in reaching an emergency duty counselor.
   b) If the student is agreeable, you may escort or send the student to the Counseling Center in Garland Hall and ask to see the counselor-on-call. A Counseling Center staff person is available during center hours for emergencies.
GUIDELINES FOR DEALING WITH STUDENTS WHO MAY BE POTENTIALLY DANGEROUS TO OTHERS

From time to time you may become aware of or develop a concern that a student may be dangerous to others. This may be manifested by:

1) Physically violent behavior.
2) Verbally threatening or overly aggressive behavior.
3) Threatening e-mail or letters.
4) Threatening or violent material on academic papers or exams.
5) Harassment, including sexual harassment and stalking.
6) Possession of a weapon, particularly a fire-arm.

Sometimes these behaviors are the result of or are exacerbated by mental illness. You need to take appropriate action to protect both the potential victim and the potentially dangerous student. If the danger appears imminent you should contact the JHMI Security Department (410-955-5585) or Homewood Security (410-516-7777), depending on location of incident, immediately for assistance. If you are uncertain about the course of action to take it is recommended you contact any or all of the following for consultation and assistance:

a) The Associate Dean for Student Affairs, Sandra Angell, at 410-955-7545 or pager 410-389-9414,
b) The Counseling Center at 410-516-8278 (after hours through Campus Security Department - 410-516-7777).
c) JHMI Security Department at 410-955-5585 (who may contact the Baltimore Police Department if appropriate). If the incident occurs on the Homewood Campus, call 410-516-7777.

The Associate Dean for Student Affairs, the Counseling Center, and JHMI Security often work together to investigate and assess the dangerousness of a student, to help formulate preventative interventions, and outline and provide JHMI Security measures that might be available to those who have this need.

Academic support may be warranted when a student must cope with a crisis. The Office of the Associate Dean for Academic Affairs will provide academic support to students whose academic performance may be affected by a bona fide crisis. Arrangements are made on an individual basis depending on the circumstances and the judgment of faculty members and the appropriate advising offices.
What is Trauma Related Stress?

Students who have experienced a traumatic event oftentimes suffer stress related reactions. While some students may be able to cope effectively on their own, others may not. The signs to watch out for include:

- Heightened feelings of anxiety; recurring thoughts or nightmares about the event
- Having trouble sleeping or change in appetite
- Experiencing anxiety and fear, especially when exposed to events or situations reminiscent of the trauma; triggers recollections of previous loss
- Being on edge, being easily startled or becoming overly alert
- Feeling depressed, sad and having low energy
- Experiencing memory problems including difficulty in remembering aspects of the trauma
- Feeling “scattered” and unable to focus on work or daily activities. Having difficulty making decisions
- Feeling irritable, easily agitated, or angry and resentful
- Feeling emotionally “numb,” withdrawn, disconnected or different from others.
- Spontaneously crying, feeling a sense of despair and hopelessness
- Feeling extremely protective of, or fearful for, the safety of loved ones
- Not being able to face certain aspects of the trauma, and avoiding activities, places, or even people that remind you of the event.

How to Help

If you suspect a student may be reacting to a crisis or tragedy here are some strategies you can utilize to help alleviate the emotional pain that students are experiencing.

- Offer your assistance and support, though they may not readily ask for it
- Reassure their feelings of safety
- Don’t take their frustrations or other feelings personally
- Don’t tell the student, “You’re lucky it wasn’t worse.” Rather convey your understanding and empathy of their experience
- Encourage the use of friends/family and other support networks
- Encourage students to limit viewing of media coverage as they can trigger emotional reactions
- Encourage the student to remain active and try to keep regular schedule/ activities.
- Be aware that some students may need to have some time to himself/herself. Students may not be ready to talk about the tragedy right away. Check in with them to see if they are okay. Let them know you care.

If the student continues to experience a difficult time in coping with their feelings, then encourage the student to seek personal counseling. Students at School of Nursing can contact the Counseling Center at 410 516-8278.
TYPICAL CRISIS SITUATIONS

There are two main categories of crises: general crises involving a significant number of students such as fires, demonstrations or sit-ins, and crises of a more personal nature such as suicide attempts or the death of a friend or family member. General crises will typically be handled by the Response Management Team. The Response Management Team is comprised of representatives from the office of the Associate Dean for Student Affairs, the Counseling Center, JHMI Security Department, Communications, and the General Counsel's Office. Personal crises will be handled on a more individual basis as the specific situation dictates.

Procedures for handling both general and personal crises are outlined below.

Fire

1) Call 911 if the fire is on campus and in progress.

2) Notify JHMI Security at 410-955-5585. JHMI Campus Security will contact the fire department and/or the Baltimore Police to determine deaths or injuries, names of students affected, the extent of damage, and probable cause.

3) JHMI Security will contact the Associate Dean for Student Affairs with the information provided by the fire department.

4) If there are deaths or injuries, the appropriate procedures are followed (see page 15).

Student Demonstrations, Sit-Ins, or Building Takeovers at the School of Nursing

1) Notify JHMI Security Department at 410-955-5585.

2) The Director of Security or the Director's designee will notify the Response Management Team through the Crises Response Team List (see pages 24-25).
   a) The Response Management Team will convene in the Admissions Conference Room, 1st floor, School of Nursing.
   b) The Director of JHMI Security will monitor the situation on-site; other committee members will monitor the situation from off-site.
   c) The Director of JHMI Security will approach the group's leader, establish the parameters for discussion, and establish a dialogue from the JHMI Security standpoint.
   d) The Associate Dean for Student Affairs will establish guidelines for behavior with the group, particularly noting the University's stance against physically violent acts.
   e) Other Response Team members who may have particular connections to or rapport with the group also will speak to the students and act as a calming influence.

3) The Associate Dean for Student Affairs will inform the Dean of Nursing of the situation.

4) The Associate Dean for Student Affairs is the Response Team member responsible for communicating directly with the President or his designee. The Associate Dean will inform the
President of the situation. If the President is unavailable, these individuals will be called in the following order:

a) The Provost  
b) The Senior Vice-President for Administration  
c) The Vice-President and Secretary

5) The Associate Dean for Student Affairs will reiterate the President's philosophy on sit-ins and other demonstrations so that the above-named individuals can convey the message to other faculty and staff.

6) If the Associate Dean for Student Affairs is unavailable, her designee is the Director of Admissions & Student Services.

7) JHMI Security, under the guidance of the director, will assume a neutral posture to all parties involved. The JHMI Security officers will monitor property damage, and make notes of who acted in what way so that these individuals can be dealt with at a later point.

8) If necessary, an outside negotiator may be called in to assist with the negotiations.

9) The Director of Communications or her designee will act as the official University spokesperson to the media and will coordinate the public response.
PERSONAL CRISES

Arrest or incarceration

For most individuals, an arrest or incarceration is extremely stressful and is likely to be perceived as a crisis. Likewise, other students often react emotionally to a fellow student's arrest. Therefore, crisis management may be necessary any time a student is arrested or incarcerated.

1) JHMI Security should be notified immediately at 410-955-5585 when a student is arrested.

2) JHMI Security will notify the Associate Dean for Student Affairs and will contact the booking facility to verify the arrest.

3) Depending upon the circumstances surrounding the arrest, the Associate Dean for Student Affairs may contact the following:
   a) The student, upon release, to determine his or her need or desire for support or other assistance;
   b) The student's roommates, since the student will be missed;
   c) The student's family will be notified in all arrest situations;
   d) The Counseling Center in case the student was in treatment and because an arrest may affect other students.

4) If other students are significantly affected by the arrest, the Associate Dean for Student Affairs will coordinate information and support to them with the assistance of the Counseling Center and other student services departments as appropriate.

Attempted suicide

Suicide attempts vary greatly in seriousness, but any attempt must be taken seriously. Because of the sensitivity around suicide attempts and issues of confidentiality, discretion must be used when notifying anyone. The need to serve the individual's best interest must be balanced with the need to insure that the University responds appropriately.

1) If a suicide attempt is in progress:

   ON THE HOMEWOOD CAMPUS:
   
   Campus Security Department should be notified by calling x6777 (410-516-7777). Issues of confidentiality do not apply when a person's life is in danger.

   ON THE JHMI CAMPUS:

   JHMI Security should be notified by calling 410-955-5585. Issues of confidentiality do not apply when a person's life is in danger.
STUDENT CRISIS - JHU-SON  
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Security will:

a) Arrange for emergency medical transportation to hospital facility;
b) Notify the counselor-on-call in the Counseling Center;
c) Notify the Associate Dean for Student Affairs, who will coordinate the on-campus response.

2) After an unsuccessful attempt, there should be a consultation with the Counseling Center to arrange for an assessment process. Be prepared to assist with transportation.

3) To provide adequate support after making an assessment, the Counseling Center may inform the following:

a) Parents, guardians, or spouse to discuss a medical leave of absence and further treatment if appropriate;
b) The Associate Dean for Student Affairs to coordinate further support.

4) As appropriate, the Associate Dean for Student Affairs will inform:

a) The School of Nursing Dean;
b) The Associate Dean for Academic Affairs and the Program Director in case special academic arrangements need to be made;
c) The student's roommates.
d) The student's parents.

5) The Associate Dean for Student Affairs will inform the President and Provost as appropriate.

Death, suicide, serious assault, or serious threat

Major traumatic incidents involving students can have a significant impact upon the entire Hopkins community, necessitating a coordinated response. The following procedures should be followed in the event that a member/s of the student body commits suicide or is killed or injured in a manner which immediately affects a large number of students.

1) JHMI Security at 410-955-5585 or Homewood Security at 410-516-7777, depending on location of incident, should be notified immediately in the case of a student's death or suicide. JHMI Security will notify:

a) Baltimore Police Department, who will undertake the appropriate police investigation.
b) The Associate Dean for Student Affairs, who will inform the student's family and offer assistance and support.
c) The Counseling Center which can offer psychological support.
2) If the incident (or serious threat) is of a magnitude that will affect large numbers of students or attract public attention, **JHMI Security** will also notify:

   a) The Director of JHMI Security.

   b) The **Director of Communications**, who will coordinate the University's public response to the media and to the student/staff population, if warranted.

3) As soon as possible, the **Associate Dean for Student Affairs** will coordinate an on-campus response, inform the following, consult on what steps need to be taken, determine the need for additional support, and refer to appropriate individuals or agencies:

   a) The Academic Deans, appropriate Program Director, Provost and President's Office as appropriate;

   b) **University Health Services** and the Counseling Center to ascertain facts and prepare for additional required support;

   d) The student’s roommates, to offer support and assess the need for counseling.

4) If the incident affects or has the potential to affect a large number of students, a crisis center/triage room will be established in the Dean’s Boardroom (SON 5th floor). Appropriate staff will convene in the crisis center as needed. The **Associate Dean for Student Affairs** will coordinate the support offered to individuals or groups affected by the incident, which will generally include:

   a) Arranging for an appropriate staff person to accompany the student(s) to the hospital or police facilities. The staff person will remain with the student(s) as long as necessary and will accompany the student(s) back to campus. JHMI Security will provide transportation for both students and staff to and from their destinations. The student(s) will be taken back to the crisis center in the Dean's Boardroom to receive additional support before being returned to his/her residence.

   b) Offers of individual or group counseling.

   c) Participation in a loss or trauma group.

   d) Assistance in working with the JHMI Chaplaincy Office to arrange an on-campus memorial service.

5) The **Associate Dean for Student Affairs**' office will make the necessary arrangements for housing and other aspects of the visit if family members wish to visit campus.

6) Within 24 hours, the **Associate Dean for Student Affairs**' office will notify:

   a) The Registrar, who will notify appropriate faculty and update university records;

   b) The Student Financial Services and Business offices so records can be updated;

   c) The Office of International Student, Faculty, and Staff Services, if the student was an international student.
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7) Letters of condolence will be written by the Associate Dean for Student Affairs and the School of Nursing Dean.

8) The Associate Dean for Student Affairs will coordinate a follow-up meeting to assess the University's response.

Disruptive Behavior

School of Nursing students are bound by a student code of conduct which specifically defines community living standards. The Associate Dean for Student Affairs resolves cases of student misconduct directly, through the Academic Ethics Committee, or other offices as appropriate.

1) The Associate Dean for Student Affairs and/or JHMI Security should be notified when a student's on-campus behavior is disruptive to the maintenance of the academic or administrative environment, destructive to University property, or harmful to self or others.

2) JHMI Security will notify the Associate Dean for Student Affairs office of the problem, if the Associate Dean for Student Affairs has not already been informed.

3) The Associate Dean for Student Affairs will manage complaints of major policy violations regardless of where they occur and of any violation which occurs outside of University housing.

4) Cases of high sensitivity or complexity will be handled by the Associate Dean for Student Affairs.

Hospitalization

1) University Health Services should be notified immediately at x5-3250 if any student is hospitalized for illness or injury; the Counseling Center should be notified at x6-8278 if a student is hospitalized for mental health reasons.

2) When confidentiality permits, University Health Services or the Counseling Center will notify:
   a) The Associate Dean for Student Affairs;
   b) The student's parents or family;
   c) The Registrar, who will notify faculty;
   d) The student's roommates if he or she lives off-campus.

3) If the University is notified that a student was hospitalized without the knowledge or involvement of University Health Services or the Counseling Center, notify the Associate Dean for Student Affairs.

4) The Associate Dean for Student Affairs will notify everyone listed above, as well as University Health Services or Counseling Center for follow-up.

University Health Services:
Monday - Friday 8:00 a.m. – 5:00 p.m.,
Saturday & Sunday Closed
University Health Services hours may differ during the summer
Missing persons

1) JHMI Security should be notified at 410-955-5585 if a student is believed to be missing.
   a) JHMI Security will consult with the local police, Reed Hall Housing Office, roommates, and parents, guardians, or spouse if appropriate to determine whether or not an investigation should be initiated.
   b) JHMI Security will then inform the Associate Dean for Student Affairs about the details of the situation and need for additional support so she can coordinate a response.
   c) If there is substantial reason to believe the student is missing, JHMI Security will inform the appropriate police agencies.

2) The Associate Dean for Student Affairs will contact:
   a) The School of Nursing Dean, the appropriate Academic Associate Dean(s), Provost, and President’s Office;
   b) The Director of Communications, who will coordinate the public information;
   c) The roommates and friends who may need additional support;
   d) The Counseling Center, and other student affairs offices so they can provide support to anyone affected by the disappearance.

3) When the student is located, the Associate Dean for Student Affairs should be notified so she can inform all those who were previously contacted.

Physical Assault

1) Ensure that the victim receives treatment at University Health Services or the Johns Hopkins or Union Memorial emergency room.

2) If the assault occurs on campus, notify JHMI Security at 410-955-5585. If it occurs off-campus, Baltimore City police also should be called on 911.

3) JHMI Security will notify the Associate Dean for Student Affairs office, who will handle the incident through the normal disciplinary channels.

4) The Associate Dean for Student Affairs will:
   a) contact University Health Services to insure the student received necessary medical treatment;
   b) meet with the victim to determine what, if any, additional support the person may need, and arrange that support if desired;
   c) inform the student of what disciplinary action can be taken.
Recent death of family member or of a friend

1) Notify the **Associate Dean for Student Affairs**' office at 410-955-7545. After verifying the death, the Associate Dean for Student Affairs will notify the following offices as appropriate:
   a) Appropriate Academic Associate Dean(s) and the Registrar, who will notify the faculty if the student is missing classes;
   b) The Counseling Center, which can offer additional support if the person desires it;
   c) Campus Ministries, which can also offer support if desired.

2) A letter of condolence will be sent to the student from the **Associate Dean for Student Affairs**.

Serious Injury or Illness

1) If anyone is experiencing a serious medical emergency contact the following in the order listed:
   a) 911, request an ambulance and provide the 911 operator with the information requested
   b) JHMI security 410-955-5585: security will assist EMS personnel and University Health Services to follow for follow-up

2) If in doubt, **University Health Services** should be notified about any case of serious student injury or illness. They will arrange for evaluation and medical treatment or transportation to a medical facility. If the injury or illness occurs after regular clinic hours, call JHMI Security at 410-955-5585 for transportation directly to the Johns Hopkins Emergency room, and notify University Health Services later.

3) As appropriate, **University Health Services** will notify the Associate Dean for Student Affairs and the student's parents or family.

4) If the student will miss more than five days of classes, **University Health Services** will notify the Associate Dean for Student Affairs, who will notify the faculty.

5) If the student's injury or illness warrants a leave of absence from the University, the **Associate Dean for Student Affairs** will notify the appropriate offices and coordinate the necessary paperwork.

6) In the case of a contagious illness, e.g. meningitis, the **Associate Dean for Student Affairs** will notify the School of Nursing Dean, the Provost’s Office, **University Health Services**, and the General Counsel’s Office. The **Provost’s Office** will send an e-mail to the university community outlining the illness, and will include the student’s name and class schedule, given the case of public health and safety issues. The e-mail will be sent as soon as possible. The **Director of Communications** will initiate contact with the press.

Sexual Assault

Incidents of sexual assault or abuse are a concern on college campuses across the country. Frequently, the perpetrator is known to the victim, and the victim is reluctant to report the incident to the police, although she/he may want action taken within the University. Cases involving charges of sexual assault which the victim does not want to report to the police, or situations in which the victim is uncertain of what
she or he wishes to do, will be investigated by the Associate Dean for Student Affairs. The confidentiality of the victim will be protected.

If the victim decides to formally charge the assailant through the police, the University will still take independent disciplinary action through the Associate Dean for Student Affairs.

If an incident of sexual assault is reported to you, and the victim is willing to make a formal complaint to the police, you should:

1) Contact JHMI Security at 410-955-5585 or Homewood Security at 410-516-7777 depending on location of incident.

2) Security will:
   a) Advise the victim of her or his option to file criminal charges with the local police and to file University charges through the Associate Dean for Student Affairs' office;
   b) Notify the local police and assist the victim with her or his interactions with the police;
   c) Local police will transport the victim to an approved rape treatment center for medical treatment -
      Mercy Medical Center (Baltimore City Rape Crisis Center)
      410-332-9499
      301 St. Paul Place, Baltimore, MD 21202;
   d) Notify the victim of their option of access to existing counseling and follow up health care services for students on campus and in the community;
   e) Notify the Associate Dean for Student Affairs.

3) The Associate Dean for Student Affairs will:
   a) Meet with the complainant to discuss the incident;
   b) Ensure medical attention is provided if necessary;
   c) Arrange for support from the Counseling Center if warranted and provide information about other victim services;
   d) Explain the process for taking disciplinary action through the University (in addition to whatever action is taken through the police department) if another university member is the assailant;
   e) Arrange alternative classes or housing if the victim so requests and if such classes and housing are reasonably available.

If the complainant does not want to report the incident to the police, or is unsure what she/he wants to do:

1) Contact the Associate Dean for Student Affairs at 410-955-7545;
2) The Associate Dean for Student Affairs will:
   a) Meet with the complainant to discuss the incident and explain the options available, including the process for taking disciplinary action if she/he wants to file a formal complaint through the University (if the assailant is also a student);
   b) Ensure medical attention is provided if necessary;
   c) Arrange for support through the Counseling Center if warranted and provide information about other victim services;
   d) Arrange alternative classes or housing if the victim so requests and if such classes and housing are reasonably available.

3) If the complainant decides to file a formal complaint through the University, the Associate Dean for Student Affairs will:
   a) Contact the Director of JHMI Security;
   b) Initiate a formal investigation into the charges.

4) If there is any likelihood that because of its nature or the number of persons involved the incident will become public, the Associate Dean for Student Affairs will:
   a) Inform the School of Nursing Dean, the Provost, and the President;
   b) Inform the Director of Communications, who will coordinate public response.

Sexual Harassment

Sexual harassment is inimical to an appropriate learning and working environment and will not be tolerated. If a complaint of sexual harassment is made, it must be promptly investigated.

1) Reassure the complainant that she or he took the appropriate action by discussing the incident with you.

2) Attempt to determine what course of action the victim wishes to pursue. Does she/he want to make a formal complaint, or is she/he simply looking for strategies to end the offensive behavior?

3) If the complainant wishes to make a formal complaint, she/he can do so by contacting any of the following:
   a) the dean of the division
   b) the University's Compliance and Conflict Resolution Officer
   c) the Office of the General Counsel

4) If the complainant does not want to make a formal complaint, or is uncertain about what to do, she/he should be referred to the following:
   a) the University's Compliance and Conflict Resolution Officer at 410-516-8075;
b) the Counseling Center for emotional support and help in sorting through their options.
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<th>IMPORTANT PHONE NUMBERS</th>
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<td>Admissions &amp; Student Services (SON)</td>
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<td>Affirmative Action Office</td>
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<td>Associate Dean for Student Affairs</td>
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