

## **Emergency Procedures at the University of St. Thomas**

### ***Death of faculty or staff***

- Any member of the university who learns of the death of faculty or staff, or a member of their immediate family, should inform the President's Office.
- The President's Office will notify Human Resources, the Executive Vice President & Chief Administrative Officer and the Executive Vice President & Chief Academic Officer.
- Human Resources then will contact the following offices: Dean of Students, Personal Counseling, Campus Ministry, University Relations and the deceased's academic department.
- University Relations will put the information about the death of a faculty or staff member on systemwide e-mail. The information will include the notice of death, funeral arrangements and information, asking for prayer and support for family and friends of the deceased, and a statement of the availability of personnel from Personal Counseling or Campus Ministry to assist anyone who is dealing with this crisis.
- Human Resources, the Business Office and the office in which the person was employed will take other necessary actions. The Dean of Students, Campus Ministry, and Personal Counseling offices will organize any efforts to help members of the St. Thomas community deal with the death (i.e., prayer service or memorial Mass) and will reach out to friends and family members of the deceased in any way that is helpful to them.
- The University Action and Response Team will convene to: a) inform classes about the death and deal with student response; b) offer pastoral response to the needs of any students or colleagues; c) plan any immediate gathering of university members to deal with the news; and (d) decide on the official response from the university (i.e., flowers, personal contact; funeral attendance).
- The Dean of Students Office will notify Public Safety and Parking Services to lower the flag in the lower quad to half-mast on the day (and for the duration of that day) when the university hears of the death. A sign will be posted near the flag explaining why the flag is at half-mast. They will also contact the appropriate party to toll the chime for 5 minutes when the university hears of the death.
- The Dean of Students will have information regarding funeral arrangements put on the UST closed circuit TV.
- Campus Ministry and Personal Counseling will take appropriate long-term action to help members of the St. Thomas community deal with the death, including emergency debriefing with impacted faculty, staff, and/or students.

### ***Death of a student (graduate or undergraduate)***

- If a student dies while on campus, Public Safety will secure the immediate area, control the scene and coordinate any law enforcement investigations.
- Any member of the university who learns of the death of a student should inform the University Registrar or Dean of Students offices, which in turn will notify the offices listed below.
- When one of the alumni dies, notify the Alumni Office and the University Registrar's Office.
- In the case of an undergraduate student, the University Action and Response Team will convene to: a) determine how classes will be informed about the death and to assist in dealing with student response; b) offer pastoral response to the needs of any students or professors; c) plan any immediate gathering of university members to deal with the news; and (d) decide on the official response from the university (i.e., flowers, personal contact; funeral attendance).

#### **A. The Dean of Students will do the following:**

1. Verify accuracy by asking for a complete name and address; in some cases, there are two or more students with the same name.
2. Notify the President's Office, the Executive Vice President & Chief Administrative Officer, the Executive Vice President & Chief Academic Officer, Vice President for Student Affairs, University Registrar's Office, Campus Ministry, and University Relations. A message will be sent to all members of the University Action and Response Team.
3. Work with Campus Ministry and Personal Counseling to determine other appropriate responses, including emergency debriefing with impacted faculty, staff, and/or students.
4. If the student is a resident, Residence Life and the hall chaplain will take necessary action regarding personal property and notification of roommate, floor community and students in the residence hall.
5. If the death involves an accident where there was hospitalization or medical treatment, the Dean of Students will ask the Health Service to forward an insurance claim to the parents or spouse, if applicable.
6. Notify the on-campus Post Office, which in turn will close the student's mailbox and forward first-class mail to a parent or guardian.
7. Notify Public Safety and Parking Services to lower the flag in the lower quad to half-mast on the day (and for the duration of that day) when the university hears of the death. A sign will be posted near the flag explaining why the flag is at half-mast. They will also contact the appropriate party to toll the chime for 5 minutes when the university hears of the death.
8. Post information about funeral arrangements in their display case and on the UST closed circuit TV. They will also contact the Director of the Minneapolis Campus to post information on the Minneapolis Campus.

**B. University Relations will do the following:**

1. Send a notice of the death and other pertinent information by e-mail to the whole university. This information should include notification of death, funeral arrangements, asking for prayer and support for family and friends of the deceased, and a statement of availability for assistance from Personal Counseling and Campus Ministry.

**C. Pastoral and support response:**

1. In the case of the death of a student who lives in a residence hall, the hall chaplain, and the appropriate staff psychologist, in consultation with Residence Life, will decide on the appropriate response to the students in the residence hall. The hall director and chaplain will meet with pertinent R.A.s to develop an appropriate response, such as gathering and notifying members of the floor community and residence hall.
2. For commuter students, the Dean of Students or Campus Ministry will respond to any roommates or housemates of the deceased and will contact family members to offer any appropriate support.
3. Campus Ministry and any other pertinent university personnel will gather in the days following the death to develop appropriate follow-up with family members, friends and classmates. Campus Ministry also will offer the possibility of a memorial Mass or prayer service that could be held at the university.
4. Campus Ministry and Personal Counseling will deal with any long-term follow-up for those dealing with the death.

**D. The University Registrar's Office will do the following:**

1. Change addresses  
For undergraduates make all addresses inactive except parent and guardian addresses.  
For graduate students deactivate all addresses except permanent (SPAIDEN)
2. For currently enrolled students complete a withdrawal according to procedures with a W9 and remove future registrations (SFAREGS).
3. Place a registration hold on student account using code 00 (SOAHOLD).
4. Change general student record to IS, inactive (SGASTDN or SFAREGS – depending upon registration status) or create new general student record if death occurs between academic terms.
5. Check the 'deceased' flag and enter the date (SPAPERS).
6. Notify the Business Office, Office of Student Financial Services, Alumni and Development of the change.
7. In the case of a death of a graduate student, contact the Director and Registrar for said student's program so they may handle the above-stated concerns.

**E. The Business Office will do the following:**

1. Reverse all fees and tuition charged for the current term.
2. Check that the Office of Student Financial Services has removed aid for the current term.
3. If after items 1 and 2, there is a credit balance on the account, send a refund to the student at the parent or spouse address along with a statement showing a cleared account. If there is a debit balance, write off the balance and send a statement showing a cleared account. (If there is a third-party billing, the credit of fees is given to the sponsor.)

***Suicide attempts on-campus***

In the case of a suicide attempt on-campus, the person who finds a student in this crisis first should call (96)2-5555 or 911 and report the incident as a medical emergency.

**Response to a suicide attempt of an undergraduate resident student:**

1. Appropriate staff members from Residence Life and Campus Ministry will develop a plan for dealing with roommates, the floor community and potentially the full community in the residence hall.
2. The on-call psychologist will be contacted as necessary (either at the time of the suicide attempt or during the next work day) to further determine appropriate follow-up action for the student who attempted suicide and for the student residential community.
3. If there are roommates or a circle of friends who have been affected by the suicide attempt in any manner, Personal Counseling and Campus Ministry will meet with them to determine assistance.

**Response to suicide attempt of an undergraduate commuter student:**

1. Faculty or staff who hear of a suicide attempt by a student should contact the Dean of Students at (96)2-6050 and/or Personal Counseling at (96)2-6780 report the incident.
2. Personal Counseling should make every feasible effort to contact and offer assistance to the student. Appropriate and mutually agreed-upon action should take place between the student and Personal Counseling.

**Regarding the family of any undergraduate student who attempts suicide:**

1. The appropriate Student Affairs staff (Residence Life for residents; Dean of Students for commuters) should meet with the student who attempted suicide to responsibly assess what motivated the student and to develop an immediate plan for follow-up. The follow-up will include contacting an appropriate parent/guardian/family member regarding the incident. In very unusual circumstances, the appropriate Student Affairs member, in consultation with the Vice President for Student Affairs, may make a decision not to contact a family member.

### **Response to a graduate student who attempts suicide:**

1. Public Safety and Parking Services will assist in responding to medical emergency. They will contact an on-call psychologist to report the incident.
2. If the student desires assistance or guidance, Personal Counseling will meet with the student to jointly determine follow-up.

### ***Response to a serious accident or injury to a student***

1. The office that learns of the incident will contact the Dean of Students Office. The Dean of Students Office will contact the Vice President for Student Affairs, Academic Dean of the College/School in which the student is enrolled, Academic Counseling, Personal Counseling, Campus Ministry and University Relations.
2. Campus Ministry and Personal Counseling will strategize about the appropriate pastoral and therapeutic responses, which will be decided on a case-by-case basis.
3. Academic Counseling and Personal Counseling will contact:
  - The student's professors.
  - Personal Counseling or Campus Ministry will be available (if asked) to assist professors in conveying the news and dealing with students who may be affected.
  - Enhancement Services for appropriate accommodations (if required).

4. Students in residence halls:

The hall director and chaplain will meet with the residence adviser or other pertinent parties to determine an appropriate action for:

- The student.
  - The student's roommate, the floor community, and possibly the full residential community.
  - Family and friends.
5. The Office of the Dean of the College/School in which the student is enrolled will contact the Business Office and University Registrar if there are concerns about finances, billing and the student dropping classes.
  6. University Relations will send an e-mail message to the St. Thomas community to ask for prayer and support for the student.

### ***Response to acts of violence on-campus***

The following is a general response if a violent incident takes place on-campus:

1. St. Thomas Public Safety and the local police will respond immediately to the crisis and address the needs of the victim, address the aggressor and handle crowd control.

2. The University Action and Response Team will organize appropriate university personnel to determine a response to the incident.
3. University Relations will address internal and external publications and information, and will appoint a university spokesperson to deal with the media and public inquiries.
4. The University Action and Response Team will convene to analyze the crisis, determine an appropriate plan to address the faculty, staff, and students, and to develop a long-term follow-up plan.

***Response to physical or natural disaster on-campus***

1. Public Safety will respond immediately to a crisis and will contact the local police, fire department or paramedics, and the University of St. Thomas Physical Plant.
2. Public Safety will contact one of the members of the University Action and Response Team with details of the crisis.
3. The University Action and Response Team will gather to determine an appropriate response.
4. The University Action and Response Team will call upon pertinent personnel from the university community to respond to the crisis.
5. University Relations will address internal and external publications and information, and will appoint a university spokesperson to deal with the media and public inquiries.
6. After the crisis has passed, the University Action and Response Team will analyze the crisis and decide on any necessary long-term follow-up.

Prepared by the Crisis Response Team (now called University Action and Response Team)  
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