

**REED COLLEGE  
COMMUNITY SAFETY  
DEPARTMENTAL DIRECTIVE**

**ON-CALL STAFF NOTIFICATIONS**

Source: Departmental Directive issued by the CS Director. Student Life On-Call Handbook.

Original publication: August 2010

Latest review & revision: February 2021

**Purpose**

The purposes of maintaining on-call staff, and of this directive, is to ensure continuous availability of supervisory and/or specially trained staff in order to effectively respond to situations involving students and the campus that occur after normal business hours and/or are urgent or represent emergencies. The purpose of specific notifications is to ensure management oversight of significant incidents in a timely manner, as well as effective communication of incidents to Reed administration and other entities, as appropriate.

**Overview**

Several key offices within Student Life maintain on-call staff, either year-round, or during the academic year. These offices include Community Safety (CS), Residence Life, the Dean of Students' office (Dean's Office), and the Health & Counseling Center (HCC). The office of Community Safety is routinely involved in situations requiring on-call staff, both directly for situations where CS staff have primary responsibility, and as a critical coordinating office for students needing services and staff who provide them.

**Policy**

Community Safety staff are required to notify one or more staff on-call for a variety of reasons, and in one or more ways (e.g., phone, email, etc.) depending on the situation. The CS On-Call Manager (CSOCM) and other on-call staff shall be notified of significant incidents according to the guidelines below and the Student Life On-Call Handbook (available in Dispatch). In most cases the CSOCM is responsible for initiating notifications to the Area Coordinator (AC) On-call, Dean On-call, Dean of Students, VP of Student Life, Public Relations, and/or other Reed administrators as appropriate to the incident, but may delegate additional notifications to a CSO or Dispatcher as necessary. The CSOCM shall notify the CS Director of specific incidents according to the guidelines below.

**Procedure**

The following offices typically have on-call staff as listed\*:

<u>Office</u>	<u>Staff On-Call</u>	<u>On-Call Times</u>
□ Community Safety	Manager: CS On-Call Mgr.	24/7/365

**REED COLLEGE  
COMMUNITY SAFETY  
DEPARTMENTAL DIRECTIVE**

- |   |                                 |                      |
|---|---------------------------------|----------------------|
| <input type="checkbox"/> Dean's office  | Assoc./Asst. Dean: Dean On-Call | 24/7/365             |
| <input type="checkbox"/> Residence Life | Area Coordinator: AC On-Call    | 24/7 (academic year) |
| <input type="checkbox"/> HCC            | Counselor: Counselor On Call    | 24/7 (academic year) |

\*Specific on-call schedules are updated regularly and available in Dispatch.

The CSOCM shall be notified according to the guidelines listed below. Whenever possible, the notification will be made by the CS staff member with the most direct first-hand knowledge of the incident. Any of the following people may rotate CSOCM duties and make up the CS On-call staff:

- ☐ CS Director
- ☐ CS Managers

**CS Director Notifications**

In addition to any guidelines listed below, and in addition to the notification of the CSOCM, the CS Director shall be *immediately* notified of any of the following by the CSOCM. If the CSOCM is not available, or if the CS Director is the Manager On-Call (MOC), notification shall be made by the CS staff most knowledgeable of the incident:

- ☐ Death of a student, or a death on or immediately adjacent to campus
- ☐ Sexual assault involving a student or any sexual assault on or immediately adjacent to campus
- ☐ Attempted suicide of a student, or any attempted suicide on campus
- ☐ Injury or illness requiring emergency medical transport and believed to be life-threatening involving any member of the Reed community
- ☐ Media: any incident where media involvement is imminent or underway
- ☐ Egregious AOD violation: distribution of illicit substances, possession of listed "hard" drugs (heroin, cocaine, or methamphetamine), other felony drug crimes
- ☐ Significant law enforcement or first responder activity on or immediately adjacent to campus
- ☐ Other: any incident that, in the judgment of the CSMOC or CSO requires notification to the CS Director

**Community Safety On-Call Manager (CSOCM) Notifications**

**Immediate CSOCM Notification Required**

(24/7/365 in-person or phone, AND e-mail)

Immediate notification means that all reasonable attempts will be made to contact the CSOCM as soon as possible, based on the incident, and attempts will continue until the notification has been made. Phone contact will be made **ONLY** with the current

**REED COLLEGE  
COMMUNITY SAFETY  
DEPARTMENTAL DIRECTIVE**

CSOCM, unless they cannot be contacted. If the current CSOCM cannot be contacted, one of the other CS On-call staff shall be notified. All e-mail notifications shall be sent to all CS On-Call Managers at [cs-ocmgr@groups.reed.edu](mailto:cs-ocmgr@groups.reed.edu).

Principle: Immediate notifications are required for situations in which there is an *immediate* need for senior level input, and/or the severity of the situation is likely to cause significant and/or long-term negative impacts to the institution, including adverse media exposure.

- Medical Emergencies
  - Death
  - Serious injury/illness (EMS transport)
  - Injury to CS staff on duty requiring medical treatment beyond basic first aid, and/or causing a loss of work time
  - Attempted suicide
- Arrests
  - Any arrest made at Reed, either by a CSO or law enforcement
- Serious AOD incidents
  - Serious AOD incidents include the following:
    - Distribution of illegal drugs
    - Manufacture of illegal drugs
    - Other felony drug crimes
    - Use or possession of “hard” drugs (heroin, cocaine, methamphetamine)
    - Illegal possession of prescription drugs in more than a single-use quantity
  - Incidents involving personal use quantities of cannabis or drugs not considered “hard” do NOT require immediate notification unless other factors make it necessary
- Use of Force
  - Any use of physical force by a CSO
- Crimes
  - Felony crimes at Reed
  - Sex crimes at Reed
  - Weapon crimes at Reed
- Significant law enforcement or first responder activity on or immediately adjacent to campus
  - Law enforcement engagement with students on campus
  - First responder (EMS, Fire) response resulting in disruptions or likelihood of media attention
- Media
  - Any incident that is likely to draw media attention within 24 hours

**REED COLLEGE  
COMMUNITY SAFETY  
DEPARTMENTAL DIRECTIVE**

- Any media arriving on campus without prior notice or Media Relations involvement
- Operations
  - Any operational incident or situation that has or is likely to cause a significant disruption of Reed operations within 24 hours (e.g., fire, power failure, water leak, etc.)
- Threats
  - Any immediate threat or imminent incident that is likely to cause injury, damage, or media attention
  - Confirmed missing student
- Community Impact
  - Any incident likely to cause immediate significant concern for members of the community and neighborhoods immediately adjacent to the campus

**24-Hour CSOCM Notification Required**

(e-mail to the [cs-ocmgr@groups.reed.edu](mailto:cs-ocmgr@groups.reed.edu) list is the primary method of contact)

24-Hour notification means that reasonable attempts will be made to notify the CSOCM of the incident within no more than 24 hours of the incident, but notification does not necessarily have to be made immediately.

Principle: 24-Hour Notifications are required for situations in which *rapid* senior level input is necessary to ensure follow-up and/or proper notifications, and/or rapid senior level involvement (required to prevent or mitigate negative impact to the institution)

- Medical Incidents
  - Any work-related injury to CS staff
  - Any medical assist reports written
- Law Enforcement Activity (non-emergent) at Reed, at a Reed event, or impacting the Reed community
  - Any law enforcement activity, requests for information, or other interactions
- AOD incidents
  - AOD incidents where a named individual is involved with alcohol or other drugs not covered under the “immediate” notification guidelines
  - Includes warnings, confiscation, complaints, and CSO-initiated activity
  - Confiscation of drug paraphernalia
- Crimes
  - Any confirmed criminal activity at Reed, or directly impacting the college
- Media
  - Any incident, activity, or information that may draw media attention or, if known, would be likely to be reported by the media
  - Media requests for information, interviews, etc.

**REED COLLEGE  
COMMUNITY SAFETY  
DEPARTMENTAL DIRECTIVE**

- ☐ Operations
  - Any unresolved operational incident or situation that is likely to cause a significant disruption of Reed operations if left unresolved
  - Any operations incident or situation that has or is likely to cause monetary losses and/or damages to Reed assets
  - Any operational incident requiring Director-level follow up or intervention not reportable above
- ☐ Threats
  - Any threat or potential incident that may cause injury, damage, or media attention
- ☐ Disruptive behavior
  - Stegophily (Roof climbing)
  - Vandalism (e.g., graffiti, driving on lawns, etc.)

**Dean of Students Office and Area Coordinator (AC) Notifications**

During business hours, the Associate to the Dean of Students is the primary resource for issues involving students in college residence halls or for any student concern or welfare issue. If the Associate to the Dean is unavailable, the Systems Coordinator or someone else in the Dean's office should be contacted. If notifying by e-mail, use [careteam@reed.edu](mailto:careteam@reed.edu) to notify Dean's office.

After hours the AC On-Call or the Dean On-Call (DoC) is the primary resource for issues in college residence halls and for any student concern or welfare issue. The following general guidelines apply to Dean's office and other On-Call notifications\*.

**Immediate notification of the Dean's office or Dean on Call (DoC) by phone is typically required for the following:**

- ☐ Death of a student
- ☐ Attempted suicide of a student
- ☐ Serious medical calls that require EMS transport of a student
- ☐ Any situation where police become directly involved with a student on campus or in a residence hall due to behavioral issues, AOD, or criminal activity
- ☐ Serious welfare concerns for a student, including threats or reports of possible suicide, evidence or reports of serious mental health issues, etc.
- ☐ Credible report of sexual assault, domestic violence, dating violence, stalking, or other violent acts involving students
- ☐ Any facility emergency involving a residence hall that is likely to negatively impact residents, such as fire, significant water leak, power/heat outage, etc.

**REED COLLEGE  
COMMUNITY SAFETY  
DEPARTMENTAL DIRECTIVE**

Immediate notification of the Dean's office or AC On-Call by phone may be required for the following. The CS OCM may be consulted to determine the appropriate notification process:

- ☐ Moderate welfare concerns for a student
- ☐ Request or need for use of the residence hall rooms reserved for emergency use. Please refer to the **Residence Hall Room Emergency Use Directive** for further and specific guidance.
- ☐ Other community welfare concerns requiring immediate attention

**Follow up notifications**

The Dispatcher or CSO should NOT send ARMS reports or summary e-mails to the Dean's office, the Dean on Call, or the AC On-Call unless directed to do so by the CS OCM. It is the responsibility of the CS OCM to review notifications, reports, etc. and make the appropriate SASSI notes and alert the appropriate On-Call and other Student Life staff.

\*Note: Detailed instructions for contacting the Dean's office and the AC On-Call are contained in the Student Life On-Call Handbook available in Dispatch and in CS directives.

**Dean On-Call (DoC) Notifications**

The CS Dispatcher or CSO(s) with the most knowledge of the situation will contact the DoC according to the appropriate directive(s) and flow chart. See **directives** for students of concern, medical calls, and mental health concerns for more information. Generally, the DoC will be called for after-hours issues related to serious medical issues and the most serious welfare concerns. If in doubt, contact the CSOCM for guidance.

**Area Coordinator On-Call (ACoC) Notifications**

The CS Dispatcher or CSO(s) with the most knowledge of the situation will contact the ACoC according to the appropriate directives and flow chart. See **directives** (as noted above) for DoC notifications. Generally, the ACoC will be called for after-hours issues related to mental health issues, including suicide risks. If in doubt, contact the CSOCM for guidance.

**Counselor On-Call Notifications**

The CS Dispatcher or CSO(s) will not routinely contact the Counselor on-Call directly unless directed to do so by the CSOCM or other on-call staff. However, in situations involving urgent mental health concerns, and where other on-call staff are not readily available, the Counselor on-Call may be contacted directly by any CS staff.

**REED COLLEGE  
COMMUNITY SAFETY  
DEPARTMENTAL DIRECTIVE**

Students should NOT be put in direct contact with the Counselor on-Call unless the CoC specifically asks to speak directly with the student. Students should not be given the direct number for the CoC. Students who wish to speak with a counselor during HCC business hours should be connected with the HCC by phone or directed to the HCC. After hours counseling needs should be directed to the 24/7 contract counseling service. These are the Reed Counseling Hotline or the Mental Health Crisis Text Line. These services are available regardless of whether or not classes are in session.

**Documentation**

NOTE: The CSOCM has primary responsibility for reviewing the information in these reports and initiating notifications with other offices. Any delay in this notification process may delay notification of critical resources, such as the HCC, Residence Life, and/or the Dean's office—potentially delaying assistance and follow up with the student. Additionally, the CSO's narrative report may be directly copied into a student's electronic student record for use by other staff. Report narratives should be as complete and accurate as possible.

General Documentation Requirements

Notifications shall be documented by the person who made the notification. Documentation should always be made in the CAD entry for the incident, and in the report narrative if an incident report is prepared.

AOD Incident Documentation

The narrative report for all AOD incidents shall be copied into an e-mail. The e-mail subject line should include the "ARMS xxxxxx" with the assigned number for the report. The narrative of the report should be pasted into the body of the e-mail. The e-mail should be sent to the cs-ocmgr@reed.edu address to ensure the current CSOCM receives the information before the CSO ends their shift. While a manager may approve completion of an ARMS report on the CSO's next shift, the e-mailed narrative must be completed and e-mailed immediately.

Medical Call Documentation

All medical assist reports involving students, regardless of whether or not there is an EMS response or transport, shall be copied into an e-mail and sent to CS On-call staff (CS On-Call Managers cs-ocmgr@reed.edu), including the ARMS number, before the CSO ends his/her shift, as per instruction for AOD incident documentation.

Mental Health Calls

All reports associated with mental health concerns for students will be documented and distributed according to the guidelines for medical calls above.

**REED COLLEGE  
COMMUNITY SAFETY  
DEPARTMENTAL DIRECTIVE**

**Delegation**

CSOCM responsibilities may only be delegated outside the listed On-call staff by the CS Director.