

# Emergency Response Protocols



**DIVISION OF STUDENT AFFAIRS**  
**MIDDLESEX COMMUNITY COLLEGE**  
**2016 - 2017**

# EMERGENCY RESPONSE PROTOCOLS

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## **Introduction**

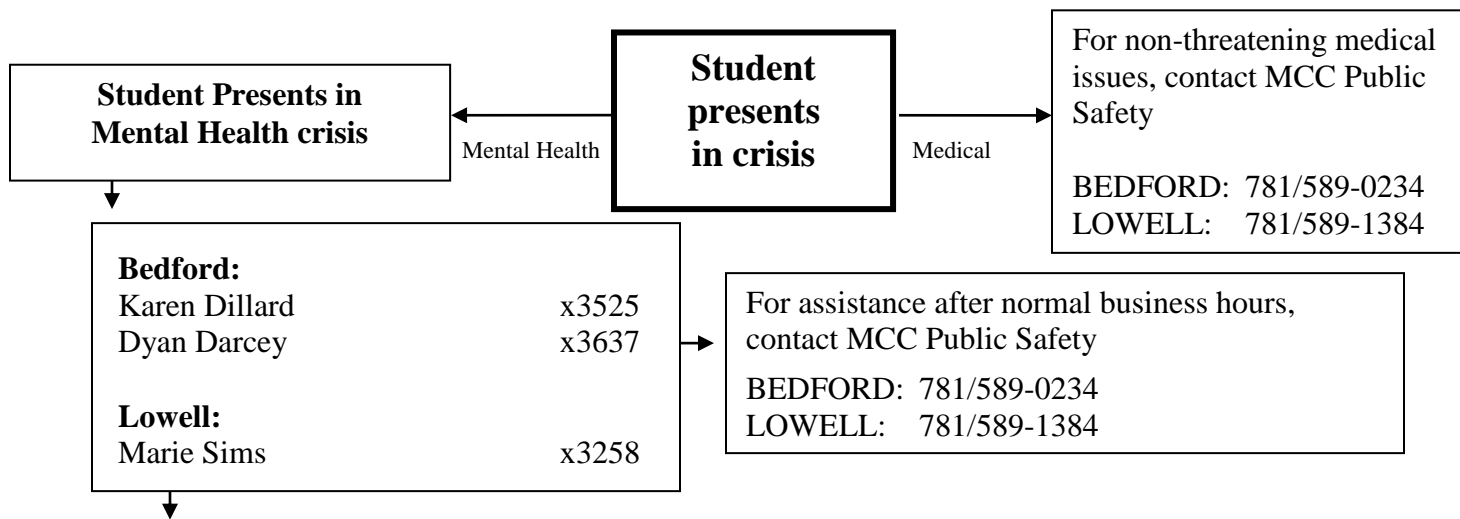
The intent of this manual is to provide guidance for Student Affairs staff when faced with emergencies involving MCC students. While this document does not cover every possible situation, it does supply the basic administrative guidelines necessary to cope with most circumstances. These protocols are to be followed by all Student Affairs personnel.

Whenever an emergency affecting students or the campus reaches proportions that cannot be handled by these routine measures, the College's Emergency Management Team will determine appropriate steps using its Emergency Management Plan\*. The Dean of Students serves on that team and is always the first call (after 911) from Student Affairs staff.

\*The College's Emergency Management Plan is located in the Public Safety Office.

## Emergency Protocol for Crises

**NOTE: For urgent medical issues or if danger to health and safety is imminent, call 911.**



<b>Student Assessment and Intervention Team (SAIT)</b>		
<b>Pam Flaherty,</b>	Dean of Students (Chair)	<b>X3631 or 781/760-1222</b>
<b>Dan Martin,</b>	Director of Public Safety	<b>X3751 or 781/589-0165</b>
<b>Lynn Gregory,</b>	Personal Counselor (Bedford)	<b>X3635</b>
<b>Marilyn Yeo,</b>	Personal Counselor (Lowell)	<b>X3257</b>
<b>Pat Demaras,</b>	Asst. Dean, International/Multicultural	<b>X3256</b>
<b>Susan Woods,</b>	Associate Dean, Student Support Services	<b>X3641</b>
<b>Rebecca Newell,</b>	Assistant Dean of Students	<b>X3763 or 781/760-1901</b>
<b>Pat Bruno,</b>	Dean of Academic, Career, Transfer, Advising	<b>X3273</b>
<b>Lonnie Armstrong</b>	Coordinator, Veteran's Resource Center	<b>X3158</b>
<b>Leslie Stafford</b>	Director, Trio Program for Student Achievement	<b>X3273</b>

\*Mental Health Crisis  
 is most often defined as when a student:

- expresses suicidal ideation
- is in danger of hurting self or another person
- is psychotic and behaving in a manner that is unsafe.

There may be other serious situations that need to be addressed on a case by case basis. Please contact a Personal Counselor for consultation and support.

If you cannot contact any of the above personnel and danger is imminent, call 911.

## ***Accidents on Campus and at off-site MCC Sponsored Events***

In all cases staff should follow medical emergency protocol in the following section.

### **Protocol**

#### ***Notifications***

- 1.) In all cases, Public Safety must be notified. They will connect with the student to fill out an incident form.
- 2.) If the accident or injury occurred during an athletic or other student engagement event, Assistant Dean of Students must be notified. Contact 781/760-1901.

#### ***Facilities Issues***

In all cases staff should follow medical emergency protocol above when necessary. If any of the following facilities related issues arise *and* involve a student, notify the Dean of Students immediately.

- Elevator not functioning correctly
- Electrical Hazard
- Gas leak
- Fire alarm
- Lock out/in
- Lab equipment hazard
- College transportation concern
- Etc.

### **Protocol**

#### ***Notifications***

- 1.) Call 911 if there is a medical emergency; For non-life threatening, call Public Safety (Bedford: 781/589-0234 or Lowell: 781/589-1384)
- 2.) Contact Facilities (Bedford: 781/280-3757; Lowell: 978/656-3203)
- 3.) Contact Public Safety (Bedford: 781/280-3539; Lowell: 978/656-3201)
- 4.) Contact Dean of Students (781/280-3631 or 781/760-1222)

#### ***Gathering Information***

- 1.) Attempt to determine student's demographic information: name with correct spelling, ID number, address, date of birth.
- 2.) Identity of person who reported the incident.
- 3.) Student's emergency contact information.

# Medical Emergencies

## Assessing the Emergency

### Life-Threatening

If you perceive the student to be in imminent danger, contact 911. Trained EMT and can recommend transportation or ambulance consultation.

### Non-Life Threatening

If the student is able to think and communicate calmly, ask the student to consult with Public Safety. First Aid kits are available throughout campus. (Alert Bedford: 781/589-0234 or Lowell: 781/589-1384).

### Transported

- 1.) Encourage student to contact their parents, or ask student who they would like notified.
- 2.) Staff obtain hospital name.
- 3.) Determine if anyone will be accompanying the student to the hospital, and get their name.

### Not Transported

- 1.) Public Safety files reports.
- 2.) Student Signs waiver.

*If there is concern about the fact that the student was not transported, consult with Dean of Students.*

## Protocol

### Notifications

- 1.) When transported, call Dean of Students (X3631 or 781/760-1222).

*\*The Dean of Students should be contacted for the following medical emergencies and all transports.*

*The following are examples of medical emergencies:*

<i>Loss of Consciousness</i>	<i>Physical Assault</i>
<i>Self Injury</i>	<i>Student Death</i>
<i>Transport of a Minor</i>	<i>Alcohol or Drug induced transports</i>

*This list is not exhaustive, if you are questioning the seriousness of an incident CALL.*

- 2.) Notify Public Safety (Bedford: 781/589-0234 or Lowell: 781/589-1384). Public Safety staff will follow-up with preparing an incident report and will share that with the Center for Health & Wellness (CHW). The CHW will follow up with a wellness-check for the student.
- 3.) A member of the SAIT team will decide based on the information provided whether or not there is cause to notify the emergency contact of the medical emergency. If the Dean of Students is notifying emergency contact she will do so, while communicating that it is possible that the hospital destination of the ambulance can change mid-transport. In addition, categorizing the level of the emergency can be helpful in making a decision whether or not to notify.

Some additional points to consider:

### Student Not Transported

In some cases, we may have concern about the student's well-being despite the fact that the student was not transported. Because students may refuse transport, or because responding EMT's may see a situation as less critical, the Dean of Students may consider contacting the emergency contact to inform them of our concern.

### *Life-threatening situation*

In the case of a life-threatening situation, the emergency contact should be notified immediately, if available. The Dean of Students will determine the most appropriate person to make that call. If Dean of Students is unavailable, contact the Vice President of Academic and Student Affairs who will make the family contact. The person determined to contact the parents **MUST** have the hospital telephone number and other important information available when this call is made.

### *Minors*

In any case involving a minor, one under 18 years of age, the Dean of Students or designee will notify the guardians immediately. The person determined to contact the parents **MUST** have the hospital telephone number and other important information available when this call is made.

### *All other cases*

In all other cases not involving a life-threatening situation or a minor, notification to emergency contacts should be on a case-by-case basis and by the most appropriate person to make the contact (e.g. the student, physician, Dean of Students or designee). Emergency notification should be made for students hospitalized.

### ***Other contacts to consider***

Depending on the nature of the incident and the manner in which the Dean of Students was notified, there may be other campus notifications to be made in order to increase communication and open up avenues for additional information regarding the student.

### *Public Safety*

The Director of Public Safety can be consulted with if necessary. This person will work with local law enforcement and other campus emergency management personnel if the situation requires it.

### *Personal Counselor*

Personal Counselors are available for either the student or for the MCC community. Depending on the nature of the incident, a student may need to share the experience of the trauma with a professional to ease anxiety, sleep disorders, lack of concentration, etc.

### *Professors, Academic Advisor, Department Head, Coaches, Mentors*

This should be done on a case-by-case basis, at the Dean's discretion, and with the student's input. If student is unable to attend class for medical emergency the Dean's Office may send a letter to professors informing them of the expected length of absence.

### ***Gathering Information***

- 1.) Nature of Injury, Illness or Condition.
- 2.) Student's demographic information: name with correct spelling, ID number, campus address.
- 3.) Identity of person who reported the incident.
- 4.) Nature and description of incident.
- 5.) Student's emergency contact information.
- 6.) Obtain hospital information (i.e. name and phone number).
- 7.) Determine if anyone accompanied the student and their name.

### ***Additional Considerations***

- At the Dean of Student's discretion, depending on the individual circumstances one might check with the student regarding his/her needs and desires or visits to the hospital may be requested.
- Depending on the situation, additional follow-up may be necessary to support the parents (or the family members).
- Students may contact Public Safety for a ride back to campus once they have been discharged if they need to retrieve their vehicle or other belongings.

## *Seizure Activity on Campus*

To insure the safe and appropriate response to the needs of individuals with a documented seizure disorder, the following protocol is recommended:

In some instances, a seizure may require treatment as a medical emergency.

**Personnel should follow the medical emergency assessment and protocols outlined on pg. 5 & 6 of the Emergency Response Protocols.**

### *Student known to Disability Support Services*

If the student has declared and documented a disability and informed Disability Support Services of their seizure condition and appropriate protocols, this information will be included on the student's Accommodation Form. It is up to the student, however, to share their accommodation form with their faculty. Note: Language will be included on the Accommodation Form which permits sharing the nature of the condition with other appropriate MCC Departments, as needed.

### *Student known to DSS, but has no specific request or Not known to DSS*

If the student has not requested a specific protocol or one is not known, the Standard Operating Procedure will be to call 911 for qualified emergency medical technician assistance. Follow up with a call to Public Safety at Bedford: 781/589-0234 or Lowell: 781/589-1384.

## **Protocol**

### *Notifications*

- 1.) If accommodation form with information about specific protocol has been shared by the student with a particular faculty or staff, that protocol is followed.
- 2.) When protocol is unavailable or unknown, call 911.
- 3.) Alert Public Safety (Bedford: 781/589-0234 or Lowell: 781/589-1384).
- 4.) When transported, call Dean of Students (X3631).

### *Gathering Information*

- 1.) Make 911 call before gathering information.
- 2.) Attempt to determine student's demographic information: name with correct spelling, ID number, etc.
- 3.) Identity of person who reported the incident.
- 4.) Student's emergency contact information.
- 5.) Obtain hospital information if transported (i.e. name and phone number).
- 6.) Determine if anyone accompanied the student and their name.

### *Additional Considerations*

- A student with a known disclosed and documented active seizure disorders will be encouraged to wear a medic alert bracelet and register their condition with both Disability Support Services.
- In the event that an individual who is not currently a registered student, including visitors and guests, suffers a seizure on campus, the 911 protocol will be used.



## ***Serious Injury/Student Death***

### **Protocol**

#### ***Notifications***

- 1.) If a staff member becomes aware of any serious injury or student death, they should immediately contact the Dean of Students directly to share this information.
- 2.) The Dean of Students will immediately notify the President's Office and will consult with other offices as needed.
- 3.) The Dean of Students will direct the notification of the following persons/offices as needed:
  - a. Director of Public Safety
  - b. Associate Dean of Student Support Services
  - c. Registrar (enter in Banner as deceased; if close to graduation posthumous degree may be considered)
  - d. Student Accounts (cease all billing activity)
  - e. Financial Aid
  - f. Assistant Dean of International Students – *if student is an international student*
  - g. Dean of Academic Department for student's major
  - h. President's Office (for letter to student's family)
  - i. SAIT Team

#### ***Procedures***

The Student Assessment and Intervention Team (SAIT) will analyze the situation and consider the following: faculty notification, family information centers, counseling resources for student's classes, etc.

The Division of Student Affairs can offer support for members of the MCC community: (Dean of Students will assign and coordinate as needed).

## ***Missing Person Concern***

Due to the nature of the community college student, it is not possible to determine missing status. When there is serious concern where the absence has alarmed multiple individuals and the situation is brought to the attention of SAIT, the members will consider the circumstances and the Dean of Students will take appropriate action (if any) or investigate on a case by case basis. All missing student allegations should be brought immediately to the attention of the Dean of Students.

## *Evacuation Procedure for Persons with Disabilities*

### *Procedures*

- Staff and faculty should make every attempt to ensure that all students leave the building quickly, following EXIT signs in corridors.
- Emergency evacuation signs are posted near every emergency exit as well as a notice regarding location of a first aid kit in each building.
- When the room is emptied, the staff/faculty member, whenever practical, should check to see that all windows and secondary exits are closed. Upon leaving a room, close the door but **DO NOT LOCK**
- After evacuating the building, go a safe distance from the building to ensure personal safety and to allow emergency vehicles and responders ready access to the area. Follow directions of campus safety staff and emergency responders.

DO NOT turn lights or any electrical device on or off.

DO NOT use elevators to exit.

DO NOT reenter the building for any reason.

For students and staff with disabilities requiring assistance:

- Respect the directions of the person who has a disability. For example, student who is visually impaired may ask to take someone's arm or put their arm on someone's shoulder as they file down a staircase.
- If the person has a guide dog, the dog will take the lead in an evacuation.
- If any person is impeding egress of others, ask them to move aside and then offer assistance, if possible
- If a person cannot evacuate via stairs, be sure to notify college safety staff using one of these numbers: X 3201 (Lowell); X3539 (Bedford) from any MCC phone OR call 911 via cell phone. Be sure to identify yourself, the nature of the person's disability, and your location. First responders will be notified to respond to that location using appropriate equipment to ensure safe evacuation.
- Once out of the building and in a safe location if necessary, ensure that someone stays with the person until their situation is resolved.

## *Communicable Diseases*

The purpose of this protocol is to guide our actions to prevent and/or limit the introduction or spread of communicable illnesses onto our campus and surrounding community.

The Emergency Management Team and Public Safety staff recognize that students' medical diagnoses are considered confidential information between the student and their medical professionals. In dealing with contagious diseases on campus, personnel may need to contact various offices to relay important information to ensure student safety and/or welfare. Students who fail to follow treatment and/or orders prescribed by their doctors or Public Safety may be subject to temporary suspension.

See <http://www.mass.gov/eohhs/docs/dph/cdc/reporting/rprtbdiseases-lboh.pdf> for a list of diseases considered reportable by the Center for Disease Control.

### **Protocol**

#### *Notifications*

- 1.) If any staff member becomes aware of a transmittable illness, parasitic infestation, or the potential for contagious outbreak, contact the Dean of Students immediately.
- 2.) The Dean of Students will work with Public Safety, Environmental Health & Safety Officer, and members of the Emergency Management Team to determine if there is imminent threat or concern.
- 3.) The Dean of Students will notify the Vice President of Academic and Student Affairs, The President's Office, and other administration if necessary.
- 4.) If necessary, the Dean of Students (or designee) will notify facilities, food service, and other personnel as required.
- 5.) A determination related to notification of individuals and/or the campus community, will be decided by the Dean of Students and the Emergency Management Team.

#### *Gathering Information*

- 1.) Under the direction of the Dean of Students, information on infected students will be collected and tracked in a confidential manner with the sole purpose of following the locations of possible infection and support services for the students upon re-entry.

#### *Additional Considerations*

- The coordination of masks, gloves or any other necessary items will be handled by Public Safety staff.
- In the event an infected student is currently participating in a clinical experience through the MCC Health Careers Programs, additional measures will be taken. These may include reporting to the CDC and working with the site hospital on other protocol. The Department of Public Health and Dean of Health Careers will assist with this process.
- When available information will be posted on the Middlesex website for concerned staff and students. Additional information can be found with the Center for Disease Control and Prevention ([www.cdc.gov](http://www.cdc.gov)).
- As a general rule, those individuals who are diagnosed with a communicable disease and who have been cleared by a physician not to be infectious to others, will be permitted to attend classes/work and utilize college facilities in an unrestricted manner.

## *Mental Health Emergencies*

The following procedures are a guide for any Student Affairs staff member who may have to respond to a mental health emergency. Every situation is unique, and staff members should use their best judgment in handling the circumstances at hand. Staff members should not handle a student crisis alone. Colleagues can provide support, assist in decision-making, and help with practicalities like making phone calls, and staying with the student.

A mental health emergency is generally defined as when a student's thoughts and actions are beyond their control. The student may be in imminent danger of harming himself/herself or others, or the student may be psychotic (e.g., expressing irrational/bizarre thoughts and behaviors that indicate that they have completely lost touch with reality) and behaving in a manner that is unsafe.

There are other sensitive student situations that may arise when a counseling intervention may be necessary, but when the student does not need an immediate mental health evaluation for safety. For these less serious situations, if a personal counselor is not available for direct assistance or consultation, the staff member should use their best judgment in assessing the situation and in problem-solving to meet the student's needs. The staff member should share information about MCC's Personal Counseling Services with the student and encourage them to follow-up with a personal counselor. Finally, the staff member should notify the personal counselor at their campus about the situation and how they handled it.

Although this protocol is meant to address mental health emergencies, it is important to keep in mind that not all mental health crises present in the same way. If at any time you observe concerning behavior on the part of a student – please follow these steps and consult with a member of the Student Assessment and Intervention Team (SAIT).

### **Protocol**

#### *Notifications*

- 1.) If there is **immediate** concern for safety related to **mental health**, e.g. a student is in imminent danger of hurting themselves or someone else:
  - Call 911
  - Call MCC Public Safety    Bedford: 78/589-0234                      Lowell: 781/589-1384
  - Follow the flowchart, *Emergency Protocol for Student Crises*.
- 2.) For social adjustment issues or personal concerns (e.g. relationship breakup, family issues, death of a friend), call administrative support staff (Bedford: X3630, X3525, or Lowell X3258) or a personal counselor (Bedford: X3635 or Lowell: X3257).
- 3.) For mental health emergencies, the local Emergency Services Program (ESP) can assist with decision making as to whether a student needs to be evaluated or where the student should be transported.

**BEDFORD:**  
**Advocates Community Crisis Stabilization Program**  
**675 Main Street, Waltham**  
**781/ 893-2003, 800/540-5806**

**LOWELL:**  
**Northeast Behavioral Health Community Crisis Stabilization Program (aka Lahey Health Behav. Svcs.)**  
**391 Varnum Avenue, Lowell**  
**978/455-3397, 800/830-5177**

### ***Gathering Information***

While waiting for assistance, attempt to gather information from the student if the situation allows for it. Do not attempt to counsel the student.

- 1.) Obtain basic information from the student: name with correct spelling, student ID number, birthdate, home address, Emergency Contact information.
- 2.) Does this person have a support system on campus? Is there someone they would like to speak with? If they indicate someone and give you permission to contact them, see if you can reach them.
- 3.) Is the student able to calm down and talk about the issue in a clear manner?
- 4.) What is the nature of the problem?
- 5.) If the student has felt like this before, what does s/he usually do that helps?
- 6.) Note the identity of person who reported the situation, if not you.
- 7.) The Dean of Students will work to determine if this student has a history of mental health issues, or has an existing relationship with the Personal Counseling, Disability Support, or TRIO.

### ***Evaluation***

#### **1. If a personal counselor or other member of the SAIT determines an evaluation is required and the student is willing to go voluntarily:**

- In Bedford, staff should try to find out what health insurance the student has. The Emergency Services Program (ESP) will come on site to evaluate a student with Mass Health, but otherwise they will come on campus only in rare cases. If the student has private insurance, the ESP will determine where the student should be transported: either to **Advocates** Emergency Services location at 675 Main Street, Waltham, or to an area hospital.
- In Lowell, staff should contact **Northeast Behavioral Health** (391 Varnum Avenue, Lowell) to determine if the student should be evaluated on site or transported there.
  - a. Staff should contact any of the cab companies listed below to arrange transportation for the student to be evaluated. If a cab does not arrive in a reasonable amount of time, another cab should be called. The Administrative Assistant for Student Services at each campus has a fund of \$100 for emergency cab fares. At least one professional staff member should ride with the student and someone should follow behind in a separate car. The staff member should remember to get a receipt from the cab driver for documentation purposes.

Bedford	Yellow Cab	781/862-4600 (Lexington)
	Burlington Ctr. Taxi	781/272-0700 (Burlington)
	Billerica Taxi	978/729-3302 (Burlington)

Lowell	A & M Taxi	978/446-7900
	Town Taxi	978/970-0202

- b. **STAFF SHOULD NOT TRANSPORT STUDENTS IN THEIR OWN VEHICLES.** If the student is willing to be evaluated but unable to be transported by taxi (due to their emotional or physical condition) then an **ambulance** should be called. **Dial 911** for both campuses. If a staff member chooses and it seems appropriate, s/he can ride with the student in the ambulance. Another staff member should follow behind in a separate car.

**2. If a personal counselor or other member of the SAIT determines an evaluation is required and the student is NOT willing to go voluntarily:**

- a. The Emergency Services Program will assist in arranging for a Section 12 to be issued and for sending police/ambulance to transport the student (a Section 12 allows for an involuntary evaluation only).
- b. If the student is an immediate danger to themselves or others, and leaves the premises, the staff member should call 911.

**Note:** If the staff member is aware that the student has dependent children, s/he should call an Emergency Contact on behalf of the student. If the student's car is left in the parking lot/garage overnight, notify the campus manager: Bedford: John Lyons X3528; Lowell: Colleen Cox X3284

***Additional Considerations***

- *Notification of Emergency Contact* - A member of the SAIT will make every effort to inform the student's Emergency Contact.
- *Minors (students under the age of 18)* - The student's parents/guardians will be contacted by the Dean of Students or designee. If the student is voluntary, the parents should pick up the student from the College and transport him/her for the evaluation. A staff member may choose to follow in his or her own car. The staff member should not ride in the parents'/student's car. If the parents cannot come to campus, parental consent to have the student evaluated on-site by the local ESP should be obtained. **Staff members must not transport underage students in their own vehicles, nor can the student be transported by cab.** If the student is involuntary, or the parents cannot be located, an ambulance must be called in order to transport the student.
- *Return to Campus* – If an evaluation is required for a student, an updated status report written by a medical professional is required upon their return to the College.
- *Documentation* - All serious student situations should be documented. The documentation should be shared with the staff member's supervisor, as well as the personal counselor at the campus where the incident occurred. All mental health emergency situations (as defined above) **must** be carefully documented. This documentation should be sent to Dean of Students, Pam Flaherty, with a copy sent to the personal counselor on your campus.

***The Student Assessment and Intervention Team***

<b>Pam Flaherty,</b>	Dean of Students (Chair)	<b>X3631 or 781/760-1222</b>
<b>Dan Martin,</b>	Director of Public Safety	<b>X3751 or 781/589-0165</b>
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# Student Code of Conduct Violations

Refer to the Student Handbook for details on procedure for alleged code of conduct violations.

## **Protocol**

### *Notifications*

- 1.) When faced with a possible code of conduct violation, contact Public Safety or the Dean of Students.
- 2.) For behavior concerns that are not code violations (or if you are not sure), fill out a small incident report and submit it to the Dean of Students Office.

### *Gathering Information*

- 1.) Attempt to obtain student information including name and A#.
- 2.) Collect names of any witnesses.
- 3.) Note time, location, circumstances.

## *Other Behavioral Incidents*

Additional concerns related to civility on campus may include: classroom disruptions, smoking policy infringement, offensive language, etc. can be reported via a small incident form as well.

## **Protocol**

### *Notifications*

- 1.) When faced with an incident of incivility, use your judgment about speaking directly to the students involved.
- 2.) Fill out a small incident report and submit it to the Dean of Students Office.

### *Gathering Information*

- 1.) Attempt to obtain student information including name and A#.
- 2.) Collect names of any witnesses.
- 3.) Note time, location, circumstances.

### *Additional Considerations*

- Conduct occurring off-campus at an MCC-sponsored event or program is governed by the Middlesex Community College Student Handbook.
- The College reserves the right to take disciplinary action against a student for off-campus conduct (non-MCC-related) when such conduct adversely affects the College community or poses a threat of harm to the College community. When learning of such alleged conduct, inform the Dean of Students.



# *Physical Assault*

## **Protocol**

### *The Violence is happening*

- 1.) Contact Public Safety
- 2.) Contact 911 if there is a large crowd, potential for riot, weapons, risk of serious injury
- 3.) Do not try to get in the middle of the dispute; we need you to be able to let us know what is going on.
- 4.) Once Public Safety/police arrive please defer to them and they will let you know what else is needed.
- 5.) Fill out a small incident report and submit it to the Dean of Students immediately.

### *The Violence has happened*

- 1.) Contact Public Safety
- 2.) Contact 911 if necessary (i.e. someone is injured)
- 3.) Contact the Dean of Students Office immediately and make them aware of the situation.
- 4.) Fill out a small incident report and submit it to the Dean of Students immediately.

### *Notifications*

- 1.) After gaining a sense of the incident, consult with the Dean of Students or designee to discuss action items.
- 2.) Dean of Students may relocate any individuals that feel unsafe; may issue no contact orders to students involved; may walk the student through requesting a legal restraining order; temporarily suspend students pending a conduct hearing.
- 3.) If appropriate, Dean of Students will connect with the Director of Public Safety to determine need for police involvement (i.e. gang related or criminal activity)
- 4.) Code of Conduct procedures will be followed as appropriate.

### *Gathering Information*

- 1.) If possible, gain an understanding of the nature of the assault and the names of those individuals involved. Staff should also explain that Public Safety will arrive and assess any medical needs.

### *Additional Considerations*

- **Student Arrested** - If a student is arrested for assault, the Dean of Students may issue a temporary suspension.

## *Restraining/Harassment Order*

If you are informed of an existing order involving an MCC student, notify Public Safety. The Dean of Students will determine if there is a need for adjusting schedules, classes, or other activities.

## ***Criminal Activity***

A Campus Security Authority (CSA) has the responsibility on campus to report specific criminal activity. Most Student Affairs staff are considered CSAs and are required to attend annual training and forward crime information appropriately.

CSAs, determined by MCC and required by the Clery Act, have significant responsibility for student and campus activities. This also includes Public Safety and security officials. All CSAs have a responsibility to forward crime information to the Director of Compliance upon receipt of the information.

### **Protocol**

#### ***Notifications***

- 1.) When informed of criminal activity that is imminent or in process, contact Public Safety or 911 immediately.
- 2.) When informed of prior or recent criminal activity on campus, file a security report with Public safety and alert the Dean of Students.
- 3.) Follow up with a CSA form and forward to the Director of Compliance.

#### ***Gathering Information***

- 1.) Attempt to obtain student information including name and A#.
- 2.) Collect names of any witnesses.
- 3.) Note time, location, circumstances.

## **Acts of Intolerance**

Middlesex Community College students, faculty, staff and visitors must be free from conduct that has the purpose or effect of interfering with an individual's academic or professional performance and creating an intimidating, hostile, or demeaning educational experience. This policy condemns all conditions and all actions or omissions, including all acts of verbal harassment or abuse, which deny or have the effect of denying to an individual his/her rights to equality, dignity and security in violation of his/her rights guaranteed under the law.

### ***Bias Motivated Incidents***

#### **Protocol**

##### ***Notifications***

1.) If a student feels his/her rights have been breached under this policy, the grievance process under the Affirmative Action Plan is a mechanism for resolution. All inquiries related to affirmative action, nondiscrimination and diversity, including Title VI and Title IX, should be directed to the Affirmative Action Office (781-280-3536).

##### ***Gathering Information***

1.) The investigation in these circumstances will be conducted by the Affirmative Action Officer, Reggie Nichols.

## ***Sexual Violence, Sexual Harassment, Domestic & Dating Violence, Stalking***

The primary concern of the responder in a sexual assault incident must be the emotional and physical well-being of the survivor. Circumstances and the survivor's needs may vary greatly. Staff should follow this format keeping in mind the needs of the survivor as the primary focus.

Sexual assault, as defined in the Federal Bureau of Investigation Uniform Crime Reporting System includes; forcible and non-forcible offenses, and is a criminal offense. When an allegation of sexual assault is made, the College will inform the alleged victim of their right to pursue criminal prosecution under the Massachusetts criminal statutes. In addition, appropriate campus disciplinary action may be pursued.

All allegations of sexual assault will be handled with privacy and integrity and will be investigated. The College investigates and resolves these cases in accordance with the Affirmative Action Policy which is available in the Human Resources Office or at: [www.middlesex.mass.edu/DiversityAndEquityAffairs](http://www.middlesex.mass.edu/DiversityAndEquityAffairs). Reports of alleged violations of Title IX involving students will be investigated by the Title IX Officer in conjunction with a member of Student Affairs. Investigation will occur and action may be taken whether or not the student wishes to remain confidential.

### **Protocol**

If an incidence of rape or sexual assault has just occurred and a student is immediately reporting to or confiding in you\*:

1. Provide the student with a safe place. Treat them with courtesy, sensitivity, dignity, and understanding
2. Inform the student of your obligation to report the incident. The College has a duty to investigate and take action whether or not the student wishes to remain confidential.
3. Ensure they do not wash, eat, drink, douche, clean, use the bathroom, or change clothes to avoid weakening evidence.
4. Invite the student to call a friend or someone they trust and encourage them to get medical attention immediately.

\*Note: If you are the first to hear the complaint, you are the sole witness should this become a criminal case.

### ***Notifications***

- 1.) If occurred on campus contact Public Safety at BEDFORD: 781/589-0234 OR LOWELL: 781/589-1384 and 911.
- 2.) Inform the Dean of Students (who will inform the Title IX Coordinator).
- 3.) Contact the Personal Counseling staff if they can be a resource.

All other non-urgent complaints of a sexual assault, sexual harassment, domestic or dating violence should be reported immediately to the Title IX Coordinator & Director of Compliance, Alisa Chapman (781/280-3536).

**SAIT Members**  
**Emergency Contact Information**

<b>NAME</b>	<b>TITLE</b>	<b>EXTENSION</b>	<b>CELLPHONE</b>
Pat Demaras	Assistant Dean of International and Multicultural Affairs	X3256	
Lynn Gregory	Personal Counselor	X3635	
Pam Flaherty	Dean of Students	X3631	781-760-1222
Dan Martin	Director of Public Safety	X3751	781-589-0165
Rebecca Newell	Assistant Dean of Students	X3763	781-760-1901
Susan Woods	Associate Dean-Student Support Services	X3641	
Marilyn Yeo	Personal Counselor	X3257	
Pat Bruno	Dean of Academic, Career, Transfer, Advising	X3212	
Lonnie Armstrong	Coordinator, Veteran's Resource Ctr	X3158	
Leslie Stafford	Director, TRiO/PSA	X3273	

## **Student Affairs Policies & Procedures**

*Additional procedures for non-emergency related student referral*

**Domestic Travel** The Beacon, A Guide for Clubs and Organizations

**Funding for Student Initiatives** The Beacon, A Guide for Clubs and Organizations

**Student Grievance Procedure** The Student Handbook

**Grade Appeals** The Student Handbook

**Conduct** The Student Handbook

**Immunization Requirements** [www.middlesex.mass.edu/healthservices/immun.asp](http://www.middlesex.mass.edu/healthservices/immun.asp)

**International Student** International Student Office

**Veterans Educational Benefits** [www.middlesex.mass.edu/VeteransResources/benefits.asp](http://www.middlesex.mass.edu/VeteransResources/benefits.asp)

**Disability Support Service Procedures** [www.middlesex.mass.edu/DisabilitySupport/](http://www.middlesex.mass.edu/DisabilitySupport/)

**Drug and Alcohol Policies** [www.middlesex.mass.edu/healthservices/drugeduc.asp](http://www.middlesex.mass.edu/healthservices/drugeduc.asp)

The MCC Student Handbook can be found at  
[www.middlesex.mass.edu/studenthandbook](http://www.middlesex.mass.edu/studenthandbook)