Instructions on Using these Guidelines

Students with medical, behavioral and/or mental health problems often require urgent access to appropriate resources in order to reduce the occurrence and intensity of crisis-related trauma. This publication has been developed as a quick reference for departmental response to student emergencies.

Faculty and staff members who encounter a student crisis are asked to contact any of the offices listed in the step-by-step guidelines. It is not necessary that a staff member contact all the offices listed, but merely one to initiate the college’s response effort. When in doubt, always call 911.

Some incidents are designated as “Mandatory Reporting” and require that faculty and staff members notify Campus Life and/or Campus Safety immediately upon becoming aware of the situation.

For information about this publication or how to respond to a student in crisis, contact Campus Life at (573) 875-7400.
To get help in the event of a Student’s Family Emergency

**Safety**

Campus Life  
(573) 875-7400  
Mon.-Fri. 8 a.m.-5 p.m.

Campus Safety  
(573) 875-7315 or (573) 219-0212  
24 hours a day and weekends

Contacts student to inform him/her of the emergency situation.

Coordinates with Residential Life to provide service/support if a residence hall student is involved.

**Psychological Support**

Campus Life  
(573) 875-7400  
Mon.-Fri. 8 a.m.-5 p.m.

Counseling Services  
(573) 875-7423  
Mon.-Fri. 8 a.m.-5 p.m.

After hours and weekends: Campus Life/Counseling Services may be contacted via the Residential Life AC Duty line. Call (573) 489-5780.

Accompanies Campus Safety and Residential Life in cases of a death notification when immediate support is indicated.

Offers counseling support to affected student(s).

**College Support**

Dean for Campus Life or Designee  
(573) 875-7400  
Campus Life  
(573) 875-7450  
Residential Life  
(573) 875-7401  
Dean for Campus Life  
(573) 875-7690  
Associate Dean for Campus Life  
Mon.-Fri. 8 a.m.-5 p.m.

Provides assistance to student(s) and/or immediate family regarding absence notification to faculty, attendance/enrollment options and information and referrals to campus and community resources.
To get help in the event of a Fire, Explosion or Natural Disaster Involving Students

**Safety**

**Campus Safety**
(573) 875-7315 or (573) 219-0212
24 hours a day and weekends

For life-threatening issues, call 911 followed by Campus Safety.

Secures emergency personnel for medical treatment for injured students.

Coordinates with Campus Life and Residential Life to initiate assessment and interim action.

**Psychological Support**

**Campus Life**
(573) 875-7400
Mon.- Fri. 8 a.m.-5 p.m.

**Counseling Services**
(573) 875-7423
Mon.- Fri. 8 a.m.-5 p.m.

After hours and weekends: Campus Life/Counseling Services may be contacted via the Residential Life AC Duty line. Call (573) 489-5780.

Offers individual psychological support to student(s) including roommates, friends and significant others when appropriate.

Offers group support to affected students to help them discuss their reactions.

**College Support**

**Dean for Campus Life or Designee**
(573) 875-7400 Campus Life
(573) 875-7450 Residential Life
(573) 875-7401 Dean for Campus Life
(573) 875-7690 Associate Dean for Campus Life
Mon.- Fri. 8 a.m.-5 p.m.

Provides assistance to student(s) in meeting basic needs such as food, housing, books, etc.

Provides assistance to student(s) and/or immediate family regarding absence notification to faculty, attendance enrollment options and information and referrals to campus and community resources.
To get help in the event of a Student’s Death

Safety

Campus Life
(573) 875-7400
Mon.- Fri. 8 a.m.-5 p.m.

Campus Safety
(573) 875-7315 or (573) 219-0212
24 hours a day and weekends

For emergency or urgent issues, call 911 followed by Campus Life/Campus Safety.

Facilitates on-site emergency services and follow-up.

Coordinates with Residential Life to provide service/support if a residence hall student is involved.

Psychological Support

Campus Life
(573) 875-7400
Mon.- Fri. 8 a.m.-5 p.m.

Counseling Services
(573) 875-7423
Mon.- Fri. 8 a.m.-5 p.m.

After hours and weekends: Campus Life/Counseling Services may be contacted via the Residential Life AC Duty line.
Call (573) 489-5780.

Accompanies Campus Safety/Residential Life in cases of death notification when immediate support is indicated.

Offers individual counseling support to student(s), including roommates, friends and significant others when appropriate.

Offers group support to affected students to help them discuss their reactions.

College Support

Dean for Campus Life or Designee
(573) 875-7400 Campus Life
(573) 875-7450 Residential Life
(573) 875-7401 Dean for Campus Life
(573) 875-7690 Associate Dean for Campus Life
Mon.- Fri. 8 a.m.-5 p.m.

Contacts (or facilitates contact with) next of kin/immediate family of the deceased student. (Normally Columbia Police Department will make initial contact with next of kin/immediate family.)

After next of kin/immediate family have been notified regarding the death, contacts next of kin/immediate family to offer condolences on behalf of the college and provide relevant assistance (e.g., campus processes and personal needs such as financial aid issues, accessing student’s personal belongings, tuition refunds, etc.)

Notifies appropriate college offices and personnel (e.g., President’s Office, Academic Affairs, Public Relations, Registration and Financial Services, Registrar, student’s instructors, Residential Life, etc.)

Provides assistance to student(s) including roommates, friends and significant others with absence notification to faculty and academic options.
To get help in the event a student has a **Medical Emergency or Serious Communicable Disease**

### Medical/Safety

**Health Services**  
(573) 875-7432

**Campus Life**  
(573) 875-7400  
Mon.- Fri. 8 a.m.-5 p.m.

**Campus Safety**  
(573) 875-7315 or (573) 219-0212  
24 hours a day and weekends

If emergency medical services are needed, call 911 followed by Campus Life/Campus Safety.

- Secures emergency personnel for medical treatment for the student.
- Coordinates with Residential Life to provide support if student is a residence hall student.
- Notifies the Health Department if there is a serious communicable disease for direction and assistance in investigating the public health threat.
- Coordinates campus response to notify students of possible exposure and need for testing or treatment.
- Provides evaluation, testing and treatment of students, faculty and staff, if appropriate.
- Refers to community resources, if necessary.

### Psychological Support

**Campus Life**  
(573) 875-7400  
Mon.- Fri. 8 a.m.-5 p.m.

**Counseling Services**  
(573) 875-7423  
Mon.- Fri. 8 a.m.-5 p.m.

After hours and weekends: Campus Life/Counseling Services may be contacted via the Residential Life AC Duty line. Call (573) 489-5780.

- Offers individual counseling support to affected student(s).
- Offers group support to affected students to help them discuss their reactions.

### College Support

**Dean for Campus Life or Designee**  
(573) 875-7400  
Campus Life
(573) 875-7450  
Residential Life
(573) 875-7401  
Dean for Campus Life
(573) 875-7690  
Associate Dean for Campus Life  
Mon.- Fri. 8 a.m.-5 p.m.

- Provides assistance to student(s) and/or immediate family regarding absence notification to faculty, attendance/enrollment options and information and referrals to campus and community resources.
- Provides assistance to family of student(s) (e.g., locating personal belongings in extended absence).
To get help in the event a student reports an incident of Sexual Assault, Rape or Relationship Violence* (Mandatory Reporting)

**Safety**

Campus Life  
(573) 875-7400  
Mon.- Fri. 8 a.m.-5 p.m.  

Campus Safety  
(573) 875-7315 or (573) 219-0212  
24 hours a day and weekends

For life-threatening issues, call 911 followed by Campus Life/Campus Safety.

Secures emergency medical treatment for the student, as needed.

Campus Life Conduct Officer  
(573) 875-7400  Campus Life  
(573) 875-7690  Associate Dean for Campus Life  
(573) 875-7450  Residential Life  
Mon.- Fri. 8 a.m.-5 p.m.  

After hours and weekends:  
Campus Life Conduct Officer may be contacted via the Residential Life AC Duty Line. Call (573) 489-5780.

Coordinates with Campus Safety/Police to initiate threat assessment and interim action, if appropriate, and adjudicates student conduct complaints if the alleged perpetrator is a CC student. (Note: a student conduct complaint and/or police report may be filed.)

**Psychological Support**

Campus Life  
(573) 875-7400  
Mon.- Fri. 8 a.m.-5 p.m.  

Counseling Services  
(573) 875-7423  
Mon.- Fri. 8 a.m.-5 p.m.  

Health Services  
(573) 875-7432

After hours and weekends:  
Campus Life/Counseling Services may be contacted via the Residential Life AC Duty line. Call (573) 489-5780.

Offers individual counseling support to affected student(s).

Provides appropriate referrals to other campus and community resources.

Provides information on pregnancy and STD testing and emergency contraception.

**College Support**

Dean for Campus Life or Designee  
(573) 875-7400  Campus Life  
(573) 875-7450  Residential Life  
(573) 875-7401  Dean for Campus Life  
(573) 875-7690  Associate Dean for Campus Life  
Mon.- Fri. 8 a.m.-5 p.m.  

Provides assistance to student(s) and/or immediate family regarding absence notification to faculty, attendance enrollment options and information and referrals to campus and community resources.

* The reporting of this type of incident to one of the above offices is MANDATORY as it may involve a disruptive, threatening or violent individual on campus. (A student’s privacy concerns will be respected.) The reporting of the incident will not necessarily result in the filing of a police report.
**To get help in the event of a Student’s Mental Health Crisis* (Mandatory Reporting)**

### Psychological Support

**Campus Life**  
(573) 875-7400  
Mon.- Fri. 8 a.m.-5 p.m.

**Counseling Services**  
(573) 875-7423  
Mon.- Fri. 8 a.m.-5 p.m.

**After hours and weekends:**  
Campus Life/Counseling Services may be contacted via the Residential Life AC Duty line. Call (573) 489-5780.

Assesses student’s functioning and facilitates follow-up treatment including hospitalization, if necessary.

Contacts hospital to coordinate care if student has been hospitalized.

Offers individual counseling support to student(s) including roommates, friends and significant others when appropriate.

Offers group support to affected students to help them discuss their reactions.

### College Support

**Dean for Campus Life or Designee**  
(573) 875-7400  
Campus Life  
(573) 875-7450  
Residential Life  
(573) 875-7690  
Associate Dean for Campus Life  
(573) 875-7401  
Dean for Campus Life  
(573) 875-7690  
Associate Dean for Campus Life  
Mon.- Fri. 8 a.m.-5 p.m.

Provides assistance to student(s) and/or immediate family regarding absence notification to faculty, attendance/enrollment options and information and referrals to campus and community resources such as ADA Coordinator, if appropriate.

Provides assistance to family of student(s) (e.g., locating personal belongings in extended absence).

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* The reporting of this type of incident to one of the above offices is MANDATORY as it may involve a disruptive, threatening or violent individual on campus.
To get help in the event a student reports an incident of **Harassment*** (Mandatory Reporting)

**Safety**

Campus Life  
(573) 875-7400  
Mon.- Fri. 8 a.m.-5 p.m.

Campus Safety  
(573) 875-7315 or (573) 219-0212  
24 hours a day and weekends

For life-threatening issues, call 911 followed by Campus Life/Campus Safety.

Responds to incidents on a case-by-case basis and coordinates with Campus Life if the alleged perpetrator is a CC student and Human Resources if the alleged perpetrator is an employee.  
(Note: a student conduct complaint and/or police report may be filed.)

Coordinates with Residential Life to provide service/support if a residence hall student is involved.

Campus Life Conduct Officer  
(573) 875-7400  
Campus Life  
(573) 875-7690  
Associate Dean for Campus Life  
(573) 875-7450  
Residential Life  
Mon.- Fri. 8 a.m.-5 p.m.

Coordinates with Campus Safety/Police to initiate threat assessment and interim action, if appropriate, and adjudicates student conduct complaints if the alleged perpetrator is a CC student.

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**Psychological Support**

Campus Life  
(573) 875-7400  
Mon.- Fri. 8 a.m.-5 p.m.

Counseling Services  
(573) 875-7423  
Mon.- Fri. 8 a.m.-5 p.m.

After hours and weekends:  
Campus Life/Counseling Services may be contacted via the Residential Life AC Duty line. Call (573) 489-5780.

Offers individual counseling support to affected student(s).

**College Support**

Dean for Campus Life or Designee  
(573) 875-7400  
Campus Life  
(573) 875-7450  
Residential Life  
(573) 875-7401  
Dean for Campus Life  
(573) 875-7690  
Associate Dean for Campus Life  
Mon.- Fri. 8 a.m.-5 p.m.

Provides assistance to student(s) and/or immediate family regarding absence notification to faculty, attendance/enrollment options and information and referrals to campus and community resources.

Coordinates with Human Resources and/or Campus Life Conduct Officer, if appropriate.

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* The reporting of this type of incident to one of the above offices is MANDATORY as it may involve a disruptive, threatening or violent individual on campus.
To get help in the event a student reports an incident of Stalking* (Mandatory Reporting)

Psychological Support

Campus Life
(573) 875-7400
Mon.- Fri. 8 a.m.-5 p.m.

Counseling Services
(573) 875-7423
Mon.- Fri. 8 a.m.-5 p.m.

After hours and weekends:
Campus Life/Counseling Services may be contacted via the Residential Life AC Duty line. Call (573) 489-5780.

Offers individual counseling support to affected student(s).

Offers referrals to community resources regarding legal options.

College Support

Dean for Campus Life or Designee
(573) 875-7400  Campus Life
(573) 875-7450  Residential Life
(573) 875-7401  Dean for Campus Life
(573) 875-7690  Associate Dean for Campus Life
Mon.- Fri. 8 a.m.-5 p.m.

Provides assistance to student(s) regarding absence notification to faculty, attendance/enrollment options and information and referrals to campus and community resources.

Coordinates with Human Resources and/or Campus Life Conduct Officer, if appropriate.

* The reporting of this type of incident to one of the above offices is MANDATORY as it may involve a disruptive, threatening or violent individual on campus.

Safety

Campus Life
(573) 875-7400
Mon.- Fri. 8 a.m.-5 p.m.

Campus Safety
(573) 875-7315 or (573) 219-0212
24 hours a day and weekends

For life-threatening issues, call 911 followed by Campus Life/Campus Safety.

Responds to incidents on a case-by-case basis and coordinates with Campus Life Conduct Officer if appropriate. (Note: a student conduct complaint and/or police report may be filed.)

Coordinates with Residential Life to provide support if a residence hall student is involved.

Campus Life Conduct Officer
(573) 875-7400  Campus Life
(573) 875-7690  Associate Dean for Campus Life
(573) 875-7450  Residential Life
Mon.- Fri. 8 a.m.-5 p.m.

After hours and weekends:
Campus Life Conduct Officer may be contacted via the Residential Life AC Duty line. Call (573) 489-5780.

Coordinates with Campus Safety/Police to initiate threat assessment and interim action, if appropriate, and adjudicates student conduct complaints if the alleged perpetrator is a CC student.
To get help in the event a student reports an incident involving **Weapons, Explosives or Fireworks*** (Mandatory Reporting)

### Safety

- **Campus Life**
  - (573) 875-7400
  - Mon.- Fri. 8 a.m.-5 p.m.

- **Campus Safety**
  - (573) 875-7315 or (573) 219-0212
  - 24 hours a day and weekends

  For life-threatening issues, call 911 followed by Campus Life/Campus Safety.

  Secures emergency medical treatment/mental health for affected party as needed.

  Contacts police and initiates criminal investigation, if appropriate.

  Refers alleged student violations to Campus Life Conduct Officer and alleged employee violations to Human Resources and the employee’s supervisor.

- **Campus Life Conduct Officer**
  - (573) 875-7400 Campus Life
  - (573) 875-7690 Associate Dean for Campus Life
  - (573) 875-7450 Residential Life
  - Mon.- Fri. 8 a.m.-5 p.m.

  Coordinates with Campus Safety/Police to initiate threat assessment and interim action, if appropriate. (Note: a student conduct complaint and/or police report may be filed.)

  Adjudicates student conduct complaints if the alleged perpetrator is a CC student.

### Psychological Support

- **Campus Life**
  - (573) 875-7400
  - Mon.- Fri. 8 a.m.-5 p.m.

- **Counseling Services**
  - (573) 875-7423
  - Mon.- Fri. 8 a.m.-5 p.m.

After hours and weekends:

Campus Life/Counseling Services may be contacted via the Residential Life AC Duty line. Call (573) 489-5780.

Offers individual or group support to the affected student(s), including roommates, friends and significant others when appropriate.

Provides evaluation and/or appropriate follow-up/referrals to other campus and community resources.

Offers group support to affected students to help them discuss their reactions.

### College Support

- **Dean for Campus Life or Designee**
  - (573) 875-7400 Campus Life
  - (573) 875-7450 Residential Life
  - (573) 875-7401 Dean for Campus Life
  - (573) 875-7690 Associate Dean for Campus Life
  - Mon.- Fri. 8 a.m.-5 p.m.

Provides assistance to student(s), including roommates, friends, significant others regarding absence notification to faculty, attendance/enrollment options and information and referral to campus and community resources.

* The reporting of this type of incident to one of the above offices is MANDATORY as it may involve a disruptive, threatening or violent individual on campus.
To get help in the event a student reports an incident involving **Threats or Acts of Violence*** (Mandatory Reporting)

**Safety**

Campus Life  
(573) 875-7400  
Mon.- Fri. 8 a.m.-5 p.m.

Campus Safety  
(573) 875-7315 or (573) 219-0212  
24 hours a day and weekends

For life-threatening issues, call 911 followed by Campus Life/Campus Safety.

Secures emergency mental health/medical treatment for affected party, as needed.

If the alleged perpetrator is a CC student, coordinates with the Campus Life Conduct Officer.

If the alleged perpetrator is a CC employee, coordinates with Human Resources and employee’s supervisor for response including threat assessment, if appropriate.

Campus Life Conduct Officer  
(573) 875-7400  
Campus Life  
(573) 875-7450  
Residential Life  
(573) 875-7690  
Associate Dean for Campus Life  
Mon.- Fri. 8 a.m.-5 p.m.

After hours and weekends:  
Campus Life Conduct Officer may be contacted via the Residential Life AC Duty line. Call (573) 489-5780.

Coordinates with Campus Safety/Police to initiate threat assessment and interim action, if appropriate. (Note: a student conduct complaint and/or police report may be filed.)

**Psychological Support**

Campus Life  
(573) 875-7400  
Mon.- Fri. 8 a.m.-5 p.m.

Counseling Services  
(573) 875-7423  
Mon.- Fri. 8 a.m.-5 p.m.

After hours and weekends:  
Campus Life/Counseling Services may be contacted via the Residential Life AC Duty line. Call (573) 489-5780.

Offers individual or group support to the affected student(s), including roommates, friends and significant others when appropriate.

Provides evaluation and/or appropriate follow-up/referrals to other campus and community resources.

Offers group support to affected students to help them discuss their reactions.

**College Support**

Dean for Campus Life or Designee  
(573) 875-7400  
Campus Life  
(573) 875-7450  
Residential Life  
(573) 875-7401  
Associate Dean for Campus Life  
(573) 875-7690  
Mon.- Fri. 8 a.m.-5 p.m.

Provides assistance to student(s), including roommates, friends, significant others regarding absence notification to faculty, attendance/enrollment options and information and referral to campus and community resources.

Coordinates with Human Resources and/or Campus Life Conduct Officer, if appropriate.

* The reporting of this type of incident to one of the above offices is MANDATORY as it may involve a disruptive, threatening or violent individual on campus.
When Confronted with a Crisis

Recognizing a Person in Crisis

If someone is hurt or there is a risk of immediate danger, call 911 and Campus Safety at (573) 875-7315 or (573) 219-0212.

A person who is tearful, agitated, disoriented or enraged may be showing warning signs of being in a crisis. Note the existence of some of the following behaviors:

- Excessive absences or other signs of poor health.
- Marked decline in academic or work performance.
- Unusually inhibited or withdrawn behavior.
- Information shared by the person through conversation, e-mail or writings that he/she is troubled, confused, tense, worried, unable to focus on studies, preoccupied with personal difficulties, etc.
- Illogical or confused thinking, writing or speech.
- Exhibition of clearly inappropriate behaviors: outbursts, bizarre speech, constant daydreaming, unprovoked crying, hostile remarks, frequent interruptions, etc.
- Signs of alcohol or drug use: drowsiness or sleepiness, disoriented responses, change in speech patterns, etc.
- Unusually poor hygiene that is not an intentional lifestyle.
- Unusually demanding of time or extremely dependent on others.
- Expressions of threats to harm self or others in any way.

Tips for Responding to a Person in Crisis

When dealing with a person in crisis, be sensitive to how the interaction is going. Do you understand what the problem is? Can you meet the person’s expectations in the encounter? Do you feel safe during the encounter? Do you need assistance from Campus Safety, Campus Life or emergency personnel?

- Be aware of your own comfort and tolerance levels.
- Stay calm during the interaction. Speaking quietly and calmly to the person is more effective than telling him/her to “calm down.”
- Anxious and tense persons are responsive to reduced stimulation. Move him/her to a quiet space, if possible.

Information to Share

There are situations that MUST be reported to Campus Safety, Campus Life and emergency personnel. Also, many times you will be required to document your involvement in the situation. Be prepared to provide the following information.

- Who was involved (include name and gender)? Where did the incident occur? What was the time and date? What happened?
- Are you okay? What assistance is needed? Were there witnesses (include names)?
- Is there immediate danger? Is everyone out of danger? Was anyone harmed?
- What is the extent of injuries? Who was harmed (provide names)? Are they receiving assistance?
- How much damage occurred? Where did the damage occur?
- Was a threat made? How was the threat made (via phone, e-mail, in person, etc.)? What was the nature of the threat (threats involving a bomb or personal injury require immediate attention)? Detail the emotional state of the person making the threat. If on the phone, note aspects of the caller’s voice (nasal, clearing throat, raspy, slow or fast speech, well-spoken, incoherent, etc.), background noises and if the caller appears to be familiar with the premises.
- What emergency and college personnel have been contacted? Did you have any forewarning that this might happen? Explain. Describe your conversation/interactions with the individual. Share exact comments made. Are there specific behaviors that you noticed that might be concerning? Provide specific examples. What other pertinent information do you have to share?
ADA Services (Disability Services)  
215 Atkins Holman Student Commons  
Phone (573) 875-7626

ADA Services facilitates equal access for qualified students with disabilities ensuring they are provided mandated reasonable and effective accommodations. Disability documentation is required.

Campus Life  
215 Atkins Holman Student Commons  
Phone (573) 875-7400

Campus Life is composed of several offices: ADA Services, Career Services, Counseling Services, Health Services, International Programs, Residential Life, Student Activities, Student Development and Student Support Services. In the event of a student crisis, Campus Life guides students in resolving educational, personal and other campus difficulties by linking them with appropriate college and community resources, collaborating with faculty and staff in the best interest of the students, and bringing efficient closure to student concerns.

Campus Safety  
202 Robnett-Spence  
Phone (573) 875-7315 or (573) 219-0212  
Emergencies: 911

Campus Safety is staffed by safety officers who provide assistance to all members of the campus community in emergency or safety situations.

In the event of a college-based crisis that requires a coordinated response, Columbia College’s Crisis Response Team will be assembled. Members of the team include:

- Dean for Campus Life, Co-Chair
- Executive Director of Administrative Services, Co-Chair
- Executive Vice President and Dean for Academic Affairs
- Director of Campus Safety
- Associate Dean for Campus Life
- Director of Counseling Services
- Director of Public Relations
- Associate Dean for AHE

Counseling Services  
215 Atkins Holman Student Commons  
Phone (573) 875-7423

Staffed by two full-time counselors, Counseling Services provides assessment, referral and short-term individual, couples and group counseling for Columbia College Day and Evening students. The counselors also consult with faculty and staff regarding concerns about students, their behavior and the campus environment. All services are confidential to the limits of the law.

Health Services  
206 Atkins Holman Student Commons  
Phone (573) 875-7432

Health Services offers medical services by a state certified nurse practitioner. The nurse practitioner provides acute and urgent care, women’s health, travel care, nutrition and immunization clinics and some lab services. All students are eligible for care. No health insurance is required.

Residential Life  
222 Atkins Holman Student Commons  
Phone (573) 875-7450

Residential Life promotes academic success and student learning, supports the development of community within the residence halls and maintains quality accommodations in support of students’ busy lives. One apartment complex (Cougar Village) and three residence halls house students: Banks, Hughes and Miller halls.

Student Conduct  
215 Atkins Holman Student Commons  
Phone (573) 875-7690

Student Conduct is responsible for reviewing and handling student disciplinary complaints and concerns. All Columbia College students are held accountable for acting in compliance with the Student Conduct Code.