Campus Safety and Security Response

What to expect when CSS is called

Key:

- CSS: Campus Safety and Security
- ResLife: Residential Life staff (Area Coordinators)
- AFD: Amherst Fire Department
- APD: Amherst Police Department
- CARE team: Concern Assessment Response Evaluation team
  https://www.hampshire.edu/student-life/concern-assessment-response-evaluation-care-team

Note: CSS's primary function is to assist students on scene at an incident and to stop any harm that may be happening to persons or property. Then to document the incident as thoroughly as possible for the college's CARE team which does all of the follow up work (support, mediation, sanctions, etc.) CSS has no power to arrest or detain and does not administer discipline.

Mental Health calls (CSS/ResLife/HampEMS response)

During Business Hours Response Scenario A

1. CSS officer(s) will respond with an Area Coordinator. CSS and AC will attempt to resolve situation.

2. If CSS and the AC cannot do so Hampshire Health services will be called to speak with the Hampshire Crisis Clinician

3. Crisis Clinician will arrange transportation to Health services with CSS if they would like to meet with the student in person

During Business Hours Response Scenario B

1. CSS officer(s) will respond with an Area Coordinator. CSS/AC discover person has self-harmed. CSS officer will attempt to assess.

2. If CSS determines harm is not immediately severe or life threatening, Health services will be contacted to arrange transfer of student to their care. If harm seems to be severe or life-threatening, an ambulance will be called to transport student to the hospital.

3. CSS will contact the Hampshire Clinicians to inform them of the situation. Hampshire Clinicians will then make contact with the hospital to continue monitoring the student's situation.

After Hours Response Scenario A

1. CSS officer(s) will respond with an Area Coordinator. CSS and AC will attempt to resolve situation.

2. If CSS and the AC cannot do so an on-call counselor will be called to speak with the person in need of support.

3. After speaking with the counselor, the phone will be given back to the CSS/AC team and the counselor will advise us whether or not that person needs immediate attention at a hospital or if they can wait to speak with a Hampshire Clinician the following business day. If the person can wait, CSS will offer contact information for Health Services.

4. If the counselor determines leaving the person alone for the night is not safe, CSS will call for an ambulance to take the person to the hospital for overnight observation.

After Hours Response Scenario B

1. CSS officer(s) will respond with an Area Coordinator. CSS/AC discover person has self-harmed. Student EMTs will be dispatched to assess, otherwise CSS officer will assess (EMT hours are Friday 8pm until Monday 4am)

2. If CSS/EMTs are able to deal with the injuries present, an on-call counselor will be called to speak with the person in need of support. If harm seems to be severe or life-threatening, an ambulance will be called to transport student to the hospital.

3. After speaking with the counselor, the phone will be given back to the CSS/AC team and the counselor will advise us whether or not that person needs immediate attention at a hospital or if they can wait to speak with a Hampshire Clinician the following business day. If the person can wait, CSS will offer contact information for Health Services.

4. If the counselor determines leaving the person alone for the night is not safe, CSS will call for an ambulance to take the person to the hospital for overnight observation.

5. CSS will contact the Hampshire Clinicians to inform them of the situation. Hampshire Clinicians will then make contact with the hospital to continue monitoring the student's situation.

Medical calls (CSS/HampEMS response)

1. CSS officer(s) will respond with student EMTs when they are on-call (EMT hours are Friday 8pm until Monday 4am). Otherwise, just CSS will respond. Area Coordinator may also respond if it seems like Mental Health or roommate concerns are involved in the injuries.

2. CSS/EMTs will assess patient. If injuries can be dealt with by CSS/EMTs, the call will end there and CSS will depart.

3. If injuries cannot be immediately dealt with by CSS/EMTs, but do not appear severe or life threatening, they will be advised to contact Health Services during business hours. Contact info can be provided by CSS officers. If injuries appear severe or life-threatening, an ambulance will be called so paramedics can assess and transport to hospital if needed.

4. If patient is transported to the hospital, CSS will inform Health Services so a Hampshire Clinician can follow up with the hospital.

Lock-out calls (CSS response)

1. CSS officer(s) will respond and ask student for OneCard before letting them into the requested room/space. This is to ensure that we do not let people into rooms that are not theirs or do not have permission to enter from the person who controls/monitors that space.

2. If a student does not have their OneCard or any ID on them, the CSS officer will open the room and wait there for the student to return with their OneCard/ID to verify the room belongs to that student.

Fire Alarms (CSS/AFD response)

1. CSS officers will respond to fire alarm location. One officer will enter the building that has tripped the alarm if it seems safe to do so. They determine the cause of the alarm and to make sure everybody has left the building. Another officer will remain outside to talk to students to find out who might have set off the alarm and to direct AFD when they arrive.

2. After AFD arrives, they will do their own walkthrough of the location. A firefighter may talk to CSS and students if the cause of the alarm seemed intentional or grossly negligent.   AFD may also point out fire safety violations they found in that space. Once they have determined the area is safe, they will authorize CSS to reset the alarm.

3. CSS resets the alarm at the location and then returns to the office to reset the entire fire alarm system so that card readers will start working again.

Motor Vehicle Incidents (CSS response [maybe APD/AFD])

1. A CSS officer will respond and assess situation. If incident is simply a request for assistance (like jumping a dead battery), the officer will assist and depart.

2. If incident is an accident of some kind, CSS officer will take a report, including photos, to keep as a record. The officer will also ask involved parties if they wish to have the police come to the accident.

3. If accident involves injury, the CSS officer will call the police and fire department so that an official police report can be filed and paramedics can assess the extent of the injuries involved.

Sexual/Domestic Violence (CSS/ResLife response [maybe APD])

1. If a CSS officer suspects sexual/domestic violence or harassment is involved in an incident they are called to, the officer will immediately contact the AC on-call as well as the Dean on-call.

2. If injuries are present on any involved parties, CSS officers will ask if those parties wished to be assessed by EMTs. If so, student EMTs or AFD paramedics will be called to the scene.

3. If a sexual assault has occurred, the victim will be asked if they would like the police involved in the situation. They will also be informed of SANE procedures and how SANE nurses can provide assessment, treatment, and evidence collection without involving law enforcement.

4. CSS/ResLife will provide involved parties with other resources as well that are available to students, including info about counseling, Title IX contact info, and other support options.

Violence (CSS/ResLife response [maybe APD])

1. CSS officers will respond to stop any ongoing violence. Either on their way to the incident or immediately after the violence has stopped, the officer will contact the AC on-call to inform them of the situation and receive advice.

2. If any of the involved parties request police involvement or the CSS officers determine the violence committed is serious enough, APD will be called to the scene.

3. If APD gets involved, both their and the CSS report will be submitted to CARE team. CSS will be APD's point of contact for any follow-up the police may wish to do.

4. If anybody is arrested, the dean on-call will be notified immediately.

Property Destruction/Vandalism (CSS response [maybe AFD])

1. CSS will initially respond by themselves to a property destruction/vandalism call.

2. Upon arrival, if the violation is in progress, the officers will stop the people involved and gather the names of all involved and send them on their way.

3. After the students leave, or if nobody is around by the time officers arrive, the officers will take pictures of any damage and collect any evidence they can find.

4. Officers will then file a report with the CARE team who will follow up with all students involved.

5. If the damage to campus property is severe enough or involves fire, AFD will be called to help manage the situation.

Weapons Involved Calls (CSS/APD response)

1. Any violence, mental health, or property destruction call that involves a person having a weapon on them or wielding it in any way will result in CSS calling APD for assistance.

2. CSS officers do not have the necessary equipment or training to safely handle a person who is using, or threatening to use, a weapon.

For information about laws, regulations and procedures specific to Hampshire College, please read the Clery Report which is published each October and includes statistics for prior calendar year eg: 2019 Clery Report is most recently published.

https://www.hampshire.edu/sites/default/files/Hampshire%20Clery%20Report%20 2019%20final.pdf