Kutztown University Policy STU-007

Crisis Management for Health-Related Issues

A. Purpose

To provide protocols during health-related crisis situations.

B. Scope

The University Health and Wellness Center is accountable for meeting responsibilities to the following in times of health-related crises:

Students

Faculty and staff that may be impacted by the health related issue.

Berks County and Lehigh Valley health agencies including Health Department, hospitals, etc. The Pennsylvania State System of Higher Education and Commonwealth of PA agencies.

C. Definition(s)

Crisis Management Team: Within the Health and Wellness Center, the Director for the Health and Wellness Services and the Medical Director work together to recommend measures to prevent or deal with a current health crisis.

D. Policy & Procedure(s)

Typically, health crises will come to the attention of the Health and Wellness Center staff through direct contact or consultation with another health care provider/agency.

1. Health Center Staff will immediately contact the Director of Health and Wellness Services.

2. The Director will:

    a. Contact the agency for specific details and information regarding the health issue.

b. Contact the Medical Director to inform and consult with them about the incident.

c. Contact Associate Vice Provost and Dean of Students to relate circumstances and subsequent actions that must be taken to protect students and others. The Associate Vice Provost and Dean of Students will contact the Provost, President and Crisis Management Team to disseminate information regarding the situation.

3. Campus Communication

a. The Dean of Students will meet with the Director and University Relations to develop a medically correct statement regarding the event and the University's response. This statement will be distributed through KU Alert consistent with established protocols. The Director of University Relations is the designated spokesman for the University and will also make on-going reports to the Chancellor's Press Secretary and PA State System of Higher Education institutions as necessary.

b. The Director, in consultation with appropriate health agencies and the Medical Director, will develop detailed informational statements for distribution to students, staff, and faculty.

c. As indicated, campus informational meetings will be scheduled through the Provost and Vice President for Academic and Student Affairs or his/her designee. The Director or her/his designee will attend these meetings to reiterate information and answer questions. Written information guides will be available for distribution at these meetings.

d. A campus hotline will be established from the Health and Wellness Center to deal with those phone calls requiring medical information rather than basic information. The Health and Wellness Center staff will utilize written guidelines when providing this information.

e. Follow-up letters to students, staff, faculty, and KU families will be developed and distributed, as needed, through the Director of University Relations in conjunction with the Provost and Vice President for Academic and Student Affairs or his/her designee and the Director of Health and Wellness Services.

Resource Pools

1. The Provost and Vice President for Academic and Student Affairs or his/her designee will approve priority funding for the following as needed:

a. Paper products, printing, etc. for distribution.

b. Medications or health supplies needed to manage the crisis.

c. Clerical support within the Health and Wellness Center to direct calls, manage increased student visits, etc.

d. Emergency nursing staff through overtime and/or personnel pool to assist with increased student visits seeking medical evaluation/treatment.

e. Miscellaneous as needed.

E. **Effective Date**

1994
Revised 7/5/2007

F. **Last Reviewed**

August, 2010
August, 2012
August, 2013