



## Student Emergency Contact Notification Process

In compelling circumstances where a student is sent to hospital for a serious injury or illness, or when a student's personal safety or the safety of others is believed to be at risk, the University notifies the emergency contact(s) provided by the student. If the emergency contact(s) cannot be reached or are not provided, or if the University deems that the emergency contact(s) are unable to respond appropriately to the situation, the student's next of kin (beginning with the student's spouse or parents) is notified immediately.

Protection Services acts as the lead service if any of the following situations occurs on campus and the involvement of a student's emergency contact(s) or next of kin is deemed necessary:

- death of a student;
- attempted suicide by a student;
- serious or critical injury sustained by a student; or
- a student is reported missing and cannot be located.

For a detailed account of the roles and responsibilities of various services in these circumstances, refer to the University's "Student Emergency Contact Notification Process - Roles and Responsibilities" document.

### Emergency Coordination Team (ECT):

When notified of an event mentioned above, the director of Protection Services, or his or her designate, assumes the role of Incident Commander (IC) and is responsible for coordinating all University activities related to the incident. The IC mobilizes the resources of the University's Emergency Coordination Team by notifying all pertinent members, as follows:

- the Director of Housing Services, or his or her designate (if the event involves a student living in residence or in a residence property), who:
  - facilitates the response of Protection Services personnel;
  - mobilizes support services within the residence; and
  - ensures that the residence is prepared for the student's return;
- the Director of the Communications Directorate, or his or her designate, who:
  - updates senior administration on the events;
  - prepares and sends follow-up messages to the University community; and
  - maintains contact with the media;
- Health Services and the Manager of the Counselling and Coaching Service, or his or her designate, who:
  - notifies the student's emergency contact(s);
  - makes counselling services available to students/witnesses as soon as possible after the incident; and
  - assists the Ottawa Police Service Victim Crisis Unit;
- the Director of the Office of Risk Management, or his or her designate, who:
  - coordinates any required insurance preparations;

- the Legal Counsel, who:
  - counsels the incident commander on legal matters; and
  - reviews any correspondence to the student concerning the notification of his or her emergency contact(s); and
- any other service, faculty representative or subject matter expert, as required.

The person who assumes the responsibility for notification provides the student with a letter, based on a template prepared by the Legal Counsel, advising of the actions taken by the University to notify emergency contacts. The letter is to be reviewed by the Legal Counsel before it is sent. In the event of the death of a student, notification will be provided by the Ottawa Police Service.

All parties will document all actions taken.

**In the event of a serious incident requiring notification of a student’s emergency contact(s), the University:**

- facilitates transportation of the injured/ill student to a health facility;
- attempts to locate a student who is reported missing;
- notifies the student’s emergency contact(s) of the incident and indicates which health facility the student was taken to;
- makes counselling and support services available to the student as well as to others who may have been affected by the incident; and
- documents all actions taken.

**When informed of the student’s return to campus, the University:**

- ensures that all pertinent services are aware of the student’s return to campus to facilitate his or her continuing care as well as to ensure the student’s safety and that of others;
- follows up with the student to determine what services or special care he or she may need for recovery;
- continues to monitor the student’s progress with additional follow-up, if deemed necessary; and
- documents all actions taken.

**Registrar:**

At the time of registration, the registrar requests that each student provide the contact information of his or her emergency contacts. It is strongly recommended that at least two contact persons be provided and that they be people with whom the student has a long-term relationship, such as a spouse, parent, other family member or someone considered to be next of kin. Students should be reminded annually to inform the University if the contact information changes. The Registrar will provide Protection Services all-hours access to the student emergency contact information.

**Partnership with Ottawa health facilities:**

The University of Ottawa Health Services and Protection Services are currently discussing with the Ottawa Hospital and other postsecondary institutions to create a partnership to facilitate follow-up and support for student residents when they return to campus after hospitalization. The aim of these discussions is to agree on a procedure whereby the health facility will notify the postsecondary institution

when a student resident has been released from its care, without infringing on the student's right to privacy.