SAGRADO
Universidad del Sagrado Corazón

OFFICE OF ACADEMIC AND STUDENT AFFAIRS

PROTOCOL FOR THE PREVENTION AND INTERVENTION IN HIGH-RISK SITUATIONS ON CAMPUS

Puerto Rico faces significant challenges in public health care in general and an increase in mental health issues. In the university context, many of the problems that arise in the social sphere are evident. Addressing the prevention of emotional and mental health issues, as well as serving the population with disabilities and special needs as part of a comprehensive humanistic education, is a challenge that requires the unity of purpose, resources, support, and solidarity of all members of our university community.

The student population faces complex academic, psychosocial, family, financial, and employment-related situations, which are exacerbated by other factors such as gender inequality and the economic and social crisis affecting the country. Given this landscape, we must also consider the changes inherent to the stage of human development that young people are experiencing, coupled with a lack of skills to manage these situations. Many students, however, successfully manage the difficulties and demands of university life through psychological services, academic support, personal counseling, retention programs, pastoral care, and reasonable accommodations.

With the aim of assisting faculty, administrative staff, and students in their responsibility to act effectively and proactively in response to warning signs, risky behaviors, crises, or emergencies, this protocol is established for the university community. It is designed to facilitate appropriate intervention, depending on the situation, and referrals when necessary. The protocol is divided into the following sections:

- Observable Behaviors and Recommended First Steps—a list of behavioral indicators that require some form of intervention, classified by risk level, along with the steps to follow.

- Directory of support services at the institution—a brief description of support services and their extension numbers.

- Directory of external services.

- Procedure for Referral to the Center for Personal Development

OBSERVABLE BEHAVIORS AND RECOMMENDED FIRST STEPS

A. Early warning signs—These behaviors, even if they do not disrupt or affect others, may indicate that something is wrong and that help is needed. It is important to report what you observe so that preventive measures can be taken.

1. A marked or sudden change in class attendance patterns (attendance and tardiness).

2. Behavioral indicators suggesting poor stress management, such as introversion, lethargy, irritability, confrontational behavior, depression, anger, distraction, disinterest, poor personal hygiene, or inappropriate sleep patterns; problems in interpersonal relationships with peers, family, or a partner.

3. Significant changes in the way a student interacts with faculty, administrative staff, or fellow students.

4. Poor academic performance, consistent failure to complete assignments, marked limitations in basic language skills, reading, comprehension, or other learning-related problems.

5. Indicators of a disability or a special need for support (academic, technological, or other) of which the teacher is unaware.

What can be done?

<u>Students:</u>

1) Refer the matter to your academic advisor.

2) Refer the matter to your academic advisor.

3) Refer the matter to the course instructor.

4) Refer the student to the Center for Personal Development or accompany them personally to the Center to schedule an appointment.

Students should not assume the role of a psychologist; they should refer the person to a university support professional or a professor.

Faculty:

1) Take the time to meet with the student one-on-one.

2) Describe the problematic behavior in a non-punitive manner (emphasizing concern for the student's well-being).

3) Establish clear rules and expectations for behavior.

4) Offer guidance on support services and ask if the student would like a service request to be submitted to one of the programs or offices.

5) Develop an action plan to address the student's situation and/or recommend a referral.

6) Submit the request for assistance, with the student's authorization, through the *Early IQ* early warning system available on the Sagrado portal at https://portal.sagrado.edu.

   a. Complete the *Request for Intervention (RFI)* form.

   b. In the *"Other Comments"* section of *the RFI,* you may provide a descriptive account of your observations regarding the student's behavior or problem. Avoid making diagnoses. Maintain confidentiality in accordance with the disclosure standards of the Family Educational Rights and Privacy Act of 1974 (FERPA) and *the Health Insurance Portability and Accountability Act* of 1996 (HIPAA).

7) Refer to the course objectives or syllabus.

8) Encourage students to engage in discussions about any issues that may be interfering with their academic goals (with a guidance counselor or advisor).

9) If you observe sign #5, in addition to sending an alert through the *Early IQ* program, you may contact the @SER Reasonable Accommodations Service at ext. 2222.

Administrative Staff:

1) Take the time to meet with the student one-on-one.

2) Describe the problematic behavior in a non-punitive manner (emphasizing your concern for their well-being).

3) Offer guidance on support services and ask if the student would like you to submit a service request to one of the programs or offices.

4) Refer the student or bring them in person to the Center for Personal Development.

B. Signs of moderate risk—These may indicate significant emotional stress or an inability to seek personal help. They are forms of behavior that can create conditions unsuitable for the teaching-learning relationship and campus life.

1. Hostile and negative behavior in class intended to draw attention, manifested directly or indirectly.

2. Threatening eye contact.

3. Threats conveyed through jokes, sarcasm, gestures, symbolic drawings, or written material with violent, sexual, or disrespectful connotations.

4. Confrontation verbal confrontation with teaching teaching, administrative and students.

5. Failure to participate in class discussions or other organized activities, exhibiting behavior characterized by constant interruptions or passive-aggressive behavior

(reads the newspaper, texts, *chats,* or uses the internet on his *laptop* or cell phone).

6. Failing to follow rules or instructions.

7. Talking out of turn and speaking loudly.

8. Constantly interrupting and changing the subject of the class.

9. Consistently arriving late to class and leaving early without prior permission.

10. Using offensive or aggressive language.

11. The student appears distracted or confused.

12. The student shows signs of alcohol and/or drug use, such as: the smell of alcohol on their breath, red and/or watery eyes, poor motor coordination, incoherent or rambling speech, marked personality changes, or others.

13. Expressing problems or difficulties in interpersonal relationships (family, friends, classmates, children, or other significant others).

14. The student shows signs of deterioration due to a physical or mental illness.

What should be done?

<u>Students:</u>

1) Refer them to their academic advisor or professional counselor.

2) Refer them to the course instructor.

3) If you know the student and he or she approaches you, you can refer him or her to the Center for Personal Development or accompany him or her personally to the Center for an appointment.

Students should not assume the role of a psychologist; they should refer the student to a university support professional or a professor.

Faculty:

1) Meet with the student one-on-one, if you feel comfortable doing so.
2) Express your concern for the student's well-being.
3) Describe the problematic behavior, but not in a punitive manner (emphasizing your concern for their well-being).
4) Establish clear rules and expectations for behavior.
5) Offer guidance on support services and ask if the student would like a service request to be submitted to any of the programs or offices.
6) Submit the request for assistance, with the student's authorization, through the *Early IQ* early warning system available on the Sagrado portal at https://portal.sagrado.edu.

    a. Complete the *Request for Intervention* (*RFI*) form.

    b. In the *"Other Comments"* section of *the RFI,* you may provide a descriptive account of your observations regarding the student's behavior or issue. Avoid making diagnoses. Maintain confidentiality in accordance with the disclosure standards of the Family Educational Rights and Privacy Act of 1974 (FERPA) and *the Health Insurance Portability and Accountability Act* of 1996 (HIPAA).

    c. In situations where there are indicators of moderate or high risk to a person's life, a consultation may be requested even if the person does not authorize it. These exceptions to confidentiality must be disclosed.

7) Direct your concerns to the administration of the relevant department or unit and/or to the Associate Dean of Student Affairs in disciplinary cases, Ext. 3583.

8) Contact the Center for Personal Development (Ext. 6321), the student's academic advisors in their department, or the Student Support Program (Ext. 3622). You may seek advice or refer the student with their authorization.

Administrative Staff:

1) Offer guidance on support services and ask the student if they would like a service request to be sent to one of the programs or offices.

2) Refer the student or bring them to the Center for Personal Development.

Security:

1) Direct your concerns to the head of the department or unit where the issue occurs and/or to the Associate Dean of Student Affairs for disciplinary matters, Ext. 3583.

2) Contact the Center for Personal Development (Ext. 6321), the student's academic advisors in their department, or the Student Support Program (Ext. 3622). You may consult with or refer the student with their authorization.

C. Signs of High Risk or Emergency—When there are indicators of an acute situation, an accidental or unpredictable crisis, that requires an immediate response to prevent potential harm to the student, others, or property. Crises are temporary states of distress and disorganization, characterized primarily by a person's inability to respond to specific situations using their usual problem-solving methods. These situations indicate that the person needs immediate attention or emergency care.

1. Extremely disruptive, hostile, harassing, or violent behavior, including aggressive gestures, profanity, threats, or a severe loss of emotional control.

2. Reports or expressions of being a victim of sexual assault, domestic violence, harassment, or other forms of violence.

3. An incident on or off campus in which any member of the university community is injured, killed, or suffers severe trauma.

4. Persistent displays of strange or peculiar behavior, disorganized thoughts, incoherent speech, or exaggerated emotions without an apparent

reason, profound sadness, lack of motivation, or loss of touch with reality.

5. Raised voice and threats.

6. Someone who poses a threat to themselves or others (suicidal or homicidal thoughts or attempts).

7. Visible agitation, tremblingor physical physical, acute , dizziness, fainting.

What should you do?

Students:

1) Call the Security Office immediately. **(787) 727-7020, Extensions 2555 and 2556 (24 hours a day, 7 days a week)**

2) Stay calm.

3) Keep your distance.

4) Find a safe place away from the person exhibiting these signs.

Faculty and Administrative Staff:

1) Call the Security Office immediately. **(787) 727-7020, Extensions 2555 and 2556 (24 hours a day, 7 days a week)**

2) Stay calm.

3) Try to calm the student down if you think you can; if not, keep your distance until the necessary assistance arrives.

Security:

1) Stay calm.

2) Try to calm the student down if you feel you can; if not, keep your distance and contact the Center for Personal Development immediately.

3) If suicidal thoughts and/or threats are detected, the person must be immediately referred for evaluation and appropriate psychological assistance by staff from the Center for Personal Development or the Residence Hall psychologist to determine the appropriate course of action based on the situation. Outside of the regular schedule, the Campus Emergency Protocol will be followed.

4) In the event of a suicide attempt, the First Aid Unit will be notified to coordinate care and immediate transportation to the emergency room at the nearest hospital.

5) In the event of homicidal thoughts or actions, the Center for Personal Development will be contacted immediately for a risk assessment and appropriate referrals.

6) In the event of verbal violence (aggressive gestures or threats), the matter will be referred to the Associate Dean of Student Affairs for evaluation and to determine how to proceed in handling the situation.

7) In the event of behavior manifested through property destruction or physical assault on a person, Security will determine the appropriate course of action, which may include calling the state police.

8) If a person exhibits disorganized thoughts, incoherent speech, or strange behavior indicating a loss of touch with reality, the First Aid Unit will be called immediately to provide initial care and coordinate the services required by its protocol, which includes intervention by the Center for Personal Development.

D. Situations involving domestic violence, harassment, sexual assault, stalking, or other forms of gender-based violence. This type of behavior is not tolerated on our campus and requires immediate and appropriate action to prevent further harm and address the needs of those affected, as guaranteed by the relevant policies.

- If someone approaches you or you encounter a person who claims to be a victim of an attempted or actual sexual assault, immediately call the Director or Supervisor of Security to determine whether or not to call the 911 emergency line. This will help ensure that the necessary safety measures are taken for the victim and the staff working in the area**. Security Office (787) 727-7020, extensions 2555 and 2256.** The Security Officer will provide support and protection to the victim and will immediately contact the First Aid Unit, which will arrive at the victim's location to provide the necessary services, in accordance with its own protocol for handling such cases.

- Once the situation is under control, if the person shows signs of or states that they are a victim of domestic violence, harassment, sexual assault, or stalking, they will be referred to the Center for Personal Development for psychological first aid and to coordinate the necessary services.

- Ensure the safety of University students by moving them to a safe area away from the scene of the incident. It must be emphasized that if staff members feel their lives are in danger when intervening with the aggressor, they must under no circumstances become involved or attempt to act as mediators in the situation.

- If there is no protection order against the aggressor, the University may take the necessary steps to obtain such an order in order to protect the student environment.

PROCEDURE FOR REFERRAL TO THE CENTER FOR PERSONAL DEVELOPMENT

A. Individuals may be referred to the Center through the early warning system ("Early IQ"), available on the Sagrado Portal at https://portal.sagrado.edu, by a counselor, psychologist, professor, administrative staff member, Associate Dean of Student Affairs, First Aid Unit, Human Resources Office, residence hall coordinator, a peer, or through self-referral.

B. To receive psychological services on campus, appointments are requested through the secretary, and the professional providing the psychological or counseling services will coordinate directly with the student based on their needs. If the student is a resident of the Universidad del Sagrado Corazón, they may contact the clinical psychologist at the university residence halls directly. These services can be requested in person or by submitting a psychological services "form" to the designated mailbox in the residence hall.

CONFIDENTIALITY AND CONSENT FOR THE DISCLOSURE OF PERSONAL INFORMATION

Form for the Disclosure of Personal Information Regarding Counseling and Psychotherapy Services Received

A. As part of psychological care and treatment, this office may create and maintain records that describe, in part or in full, the medical history, symptoms, examinations, diagnoses, treatment, and plans for the care, treatment, or coordination of future services for individuals receiving services at the Center for Personal Development, under strict confidentiality.

B. Information shared during counseling and psychotherapy sessions, in which the individual voluntarily attends the Center for Personal Development, will be confidential and may not be disclosed except under the following two circumstances:

1. Any situation or information disclosed by the person receiving services may be shared with the Center's Director for his or her professional opinion and clinical recommendations.

2. Any information that the professional determines poses a potential physical or emotional risk to the person receiving services or

to one or more identified individuals, will be shared with the relevant parties deemed necessary who are directly affected by or involved in the situation.

C. If the individual is referred for clinical services by the Associate Dean of Student Affairs or the Office of Human Resources—whether for disciplinary reasons or any other situation affecting the university community—progress reports or information indicating that the individual in question is fit to continue their studies will be shared with the Associate Dean of Student Affairs, the Director of the Office of Human Resources, or any other university official, as necessary. However, before the service begins, it will be made clear to the individual that, due to the nature of the referral (disciplinary action or a situation detrimental to the university community) and in consideration of the confidentiality of the process, only the information necessary to determine whether the individual is fit to continue their studies or work will be shared. If the individual refuses to allow the aforementioned process to take place, it will be indicated that the situation will have to be handled administratively by the relevant university office. In this situation, the individual will be offered the necessary information and initial assistance.

D. The laws of the Commonwealth of Puerto Rico and federal laws shall apply to the handling of any request for information regarding psychological or counseling services received by any individual at the Center for Personal Development, psychological services received in the Student Residences, or services provided by agencies or sources within or outside the university community.

PROCEDURE FOR REFERRAL TO IMMEDIATE HOSPITALIZATION OR PSYCHIATRIC ASSISTANCE

A. As part of the Center for Personal Development's procedure, contact must be established with an immediate family member or guardian. If the family or guardians do not respond and the individual's psychological condition permits it, transportation will be requested from the Security Office to immediately transfer the individual to the appropriate service, whether hospitalization or psychiatric evaluation. This decision will be made by the Director of the Center for Personal Development in consultation with the Associate Dean of Students, if the individual is a student, and with the Director of Human Resources, if the individual is an employee. Cases deemed serious by the Center for Personal Development will be referred via 911.

- Outside of regular business hours, assistance will be provided in accordance with the First Aid Unit's medical emergency protocol.

B. A person who is referred for a psychiatric evaluation or hospitalized for that reason must provide a certificate from a mental health professional attesting that they are fit to continue their studies, remain in the residence hall, or return to their workplace. Students or staff who do not meet the requirement to provide such evidence must not be admitted. Similarly, a certification will be required in the event of hospitalization before the individual can return to the Residence, class, or studies. In this situation, the Director and the team of professionals providing psychological services at the Center for Personal Development will ultimately determine whether the student or employee is capable of returning to their studies, resuming their duties as an employee of the institution, or remaining in the Residence. This decision will be made after considering all relevant information and documentation pertaining to the situation.

C. In situations where a person attends classes or reports to work without providing certification demonstrating that they are fit to study and/or work, they must contact the Associate Dean of Students, if they are a student, or the Director of the Office of Human Resources, if they are an employee, so that, together with the support staff at the Center for Personal Development, they can manage and determine the appropriate course of action regarding the situation.

D. The Security Office will give the highest priority to these situations in accordance with the Protocol for Medical Emergencies and Urgent Situations on Campus.

PROCEDURE FOR HANDLING SITUATIONS THAT POSE A RISK TO THE SAFETY OF OTHERS

A. Any situations identified as posing a safety risk (threats to oneself or others, intimidation, possession of weapons, history of suicide attempts or assaults, among others) involving students, faculty, and staff—whether in the classroom, in the workplace, residences, or on the institution's campus, must be reported to the Security Office.

B. If the person resides on campus, the Director of Student Housing or the Clinical Psychologist for Student Housing must be informed as soon as possible.

C. If the situation occurs off campus and involves a student or member of the university community, the most appropriate agency will be notified as soon as possible if the situation poses a danger to the university community.

D. If the individual engages in violent behavior that jeopardizes the safety of the staff intervening with them, the state or municipal police will be called in.

The Center for Personal Development will be available at all times to provide guidance on handling any situation involving students, faculty, and administrative staff.

DIRECTORY OF STUDENT SERVICES AND SUPPORT OFFICES

A. STUDENT SERVICES AND RETENTION CENTER - @SER (Ext. 2260)

It integrates academic, educational, vocational, and personal counseling services; tutoring; an information center (both in-person and online); and life and financial *coaching*. It also offers support to students with special needs and disabilities through reasonable accommodation services. Additionally, it provides employment services that help students transition into the workforce. The goal of @SER is to facilitate students' adaptation and

integration of students into university life. Technology is an integral part of this new concept.

Counseling Services

✓ *Academic, Educational, Vocational, and Personal Counseling Services*

- Academic, Educational, and Vocational Counseling—for evening students (75% or more of their course load taken during the evening schedule) with a professional counselor. It also serves as a liaison to the academic, educational, vocational, and personal counseling services offered by professional counselors in the academic departments.

- Personal Counseling—for day and evening students with professional counselors.

✓ *Financial "Coaching"*—Individual and group guidance—on effective personal financial management, advice on alternatives for meeting financial obligations, development of educational materials and activities on financial matters, liaison with loan providers, and
other financial services aimed at students.

✓ *Personal "coaching"*—Assistance for students aimed at finding new ways to foster healthy habits, reduce or eliminate high-risk behaviors, improve their quality of life, and realize their personal and academic potential; development of
for in-person and online student training, and coordination with counselors and other support and student services staff.

✓ *Information Center*—Features career and college guides for graduate and undergraduate studies, catalogs of universities in Puerto Rico, career and occupation selection tests (in-person and online), graduate school admission test applications,
technological and online resources that help students prepare documents, access their personal academic information and standardized tests, and electronic study guides for graduate school entrance exams.

Tutoring Program

Offers group or individual assistance in the areas where students need it. Tutoring can be arranged through a referral from a professor or at the student's own initiative. Tutoring sessions are offered daily, both during the day and in the evening. Tutoring includes the following elements:

- ✓ Group or individual tutoring
- ✓ Practice in oral communication skills with the help of a tutor or instructor.
- ✓ Review sessions before each exam.

University Life Integration Program (PIU)

Facilitates the transition of incoming students to the university environment, while strengthening their chances of academic success and retention. To that end, several strategies have been developed:

- ✓ *Activities*—to facilitate the process of adaptation and integration into the university community: orientation on the registration process, welcome activities, campus tours, talks, and workshops that include students' parents.
- ✓ *FEP 101, 102, and 201 Seminars*—A sequence of three courses, each worth one credit, taught during the first three semesters, respectively, that provide a series of experiences designed to help students:

    1. Get to know the university, student organizations, projects, opportunities, and activities in the university community.
    2. Clarify their values and professional goals.
    3. Interact with other students, facilitate collaborative learning and shared responsibilities, and refine skills in studying, written and oral presentations, research, critical thinking, and collaboration on group assignments.

4. Use the Institutional Portal, Mi Camino en Sagrado, and various online communication and information resources.

✓ *Multidisciplinary support* - *Multidisciplinary support* professional professional counselors, faculty mentors, and spiritual support.

✓ *Training sessions, workshops, and seminars*—for faculty and administrative staff who serve the student body—focused on the characteristics, needs, challenges, and situations that impact the development of incoming students.

Career Services

Helps students write their resumes, prepares them for job interviews, seeks out job opportunities both within and outside USC, and organizes career fairs.

Integrated Reasonable Accommodation Services

Supports students with disabilities or special needs in their integration into the university. Additionally, it addresses the specific needs of this population regarding their academic performance and progress. The types of accommodations provided depend on the student's needs and condition. Among the services offered to this population are:

- Identification of service needs and their implementation, as well as guidance and referrals to various institutional service units and external agencies.

- Coordination for the assignment of readers, note-takers, classrooms, early registration, access permits, and elevator key loans.

- Coordination of workshops and training sessions on the laws that support this population and assistive technology teams.

Alert Management System [*Early IQ*] (Ext. 6231)

A *web-based* system for monitoring students that identifies behaviors indicating personal risk and academic disengagement, generates early alerts,

and communicate them to faculty, support staff, and student services, as well as to the student themselves. This system was acquired by USC from the company *Connect Edu*. *Early IQ* is available to faculty and support staff through the Sagrado Portal at https://portal.sagrado.edu.

Early IQ collects data on students from various sources, providing a 360-degree view. As a result, alerts can be entered into the system by professionals who work with students on campus, or collected semi-automatically from the campus's student information management systems. In addition, *Early IQ* allows us to pay attention to students' well-being and assist faculty in the process of early identification of alerts through a series of periodic surveys of both groups. The system compiles this data into a single source available to faculty and student support staff, enabling early identification of at-risk students and initiating the intervention process by communicating referrals to support staff. The system communicates alerts and referrals via the institutional email accounts of faculty, students, and support services staff.

B. STUDENT SUPPORT PROGRAM (Ext. 3663)

It provides academic services, orientation, tutoring, technical support, academic, personal, and vocational counseling, financial planning, cultural activities, and other services to facilitate student retention, adjustment to college life, academic progress, and graduation.

The program serves a population of 600 participants annually who meet the eligibility criteria to benefit from its services. It is funded by the U.S. Department of Education's TRIO Programs (Title IV).

Services

Orientation and Counseling

- ✓ *Individual and group counseling*: academic, personal, and vocational counseling provided by professional counselors**.** Administration and interpretation of needs assessments and vocational tests. Use of the Personal and Occupational Information and Resource Room (SIRPO). Information on graduate studies.

- ✓ *Workshops and seminars*—related to preparation for college life: development of life skills, academic skills, planning, and financial literacy.

- ✓ *Financial Aid and Assistance*—Guidance on financial aid and assistance with completing the FAFSA federal student aid application. The program offers the following scholarships: USC Supplemental Scholarship and USC Persistence Scholarship (if eligible).

- ✓ *Activities*—cultural events and those led by student mentors.

- ✓ *Reading Service*—Note-takers for students with disabilities.

Academic Support

- ✓ *Personalized Instruction*—in English 031, English 112, Spanish 106, and Math 100, 101, and 210.

- ✓ *Tutoring*—Individual and group assistance in basic and advanced courses in English, Spanish, math, and other subjects, based on academic needs.

- ✓ *Center for Educational Services and Technology Support (CSEAT)*—Provides individual and group support to assist students in preparing assignments. The CSEAT is equipped with computers, printers, and other technological equipment. In addition, it has trained mentors on hand to provide the services students need. Workshops are offered on using *Microsoft Office* programs, searching for information online, and other topics.

C. MADRE MARTA MIRANDA PASTORAL CENTER (Ext. 1208)

The Pastoral Center seeks to evangelize the university community, proclaim the Gospel of Christ and its mystery, and invite students to live out that Gospel, mindful of our dignity as sons and daughters of the same Father. Furthermore, it believes in respect for every person and every religion and encourages participation in the Christian community.

Services

- ✓ The Pastoral Center offers guidance services, spiritual direction, psychological counseling, support groups, formation activities, and gatherings that foster friendships.

D. FIRST AID SERVICES (Ext. 6540)

This unit provides first aid and treats emergencies and minor injuries. It also refers students to external services based on their needs and their individual health care plan.

All students are covered by an accident insurance plan for incidents that may occur on campus. If hospitalization is required, the necessary forms can be obtained from the First Aid Unit.

Students at the Universidad del Sagrado Corazón receive medical services through a group health insurance plan. Payment for this insurance is due at the time of each registration period. The University will exempt from this payment only those students who have their own private health insurance plan and provide proof of coverage. The student health plan covers medical and surgical expenses, outpatient services provided by primary care physicians and specialists, treatments, consultations, hospitalization, laboratory tests, X-rays, and maternity care through a referral process. In case of an emergency, students may go directly to the emergency room of the nearest participating hospital and present their insurance card. Those enrolled in this plan are covered from the first day of classes until the day before the start of the next academic semester.

E. CAMPUS SECURITY (Ext. 2553)

It promotes and ensures the safety of members of the university community and those who visit our campus. It investigates all types of incidents, ensures compliance with institutional safety regulations and policies, as well as applicable state and federal laws. It identifies and eliminates risks and opportunities for crime. In coordination with the Associate Dean of Student Affairs and the Center for Personal Development, it establishes prevention programs aimed at the student community

university community. The Office of Safety is located at the main entrance to the campus.

Services:

1. Monitors and protects the campus 24 hours a day, 7 days a week.

2. Implements campus access control measures.

3. Encourages students, employees, and other members of the university community to take responsibility for their own safety.

4. Provides guidance on safety measures and the prevention of crime and other emergencies.

5. Enforces compliance with the Traffic and Motor Vehicle Access Regulations.

6. Prepares narrative and statistical reports on crimes and incidents that have occurred on campus and in the surrounding areas.

7. Publishes and distributes the Universidad del Sagrado Corazón Security Policies, Procedures, and Services Brochure and the Annual Crime Report.

8. It coordinates with institutional units on campus activities to maintain an orderly environment at all times.

The University provides parking areas for the university community. Students who wish to do so may purchase a parking permit during the registration process. All vehicles must be registered with the Security Office. Any student who uses the University's parking facilities must comply with the provisions of the Traffic Regulations, a copy of which is provided upon purchase of the parking permit.

F. CENTER FOR PERSONAL DEVELOPMENT (Ext. 6321)

The Center for Personal Development promotes holistic well-being within the university community through a variety of educational strategies aimed at fostering healthy lifestyles. It promotes the development of

and offers counseling and psychotherapy through individual and group sessions.

This office assists individuals facing situations or conditions that jeopardize their emotional and social well-being, their academic performance, and their development within university life. Additionally, it develops programs aimed at preventing the use or abuse of alcohol, tobacco, and other drugs, as well as preventing domestic violence, harassment, bullying, sexual assault, and other social issues.

Services

1. Talks, lectures, workshops, and educational activities to foster healthy relationships and prevent addiction, violence, mental health conditions, and other social problems.

2. Psychological and therapeutic support and counseling for students, faculty, and administration.

3. Psychological risk assessments and emergency evaluations.

4. Interventions in crisis situations.

5. Prevention and psychological first aid in situations of gender-based violence, such as domestic violence, sexual assault, sexual harassment, and bullying.

6. Coordinates care and referrals with other agencies based on identified needs.

7. Promotes the organization and development of student prevention groups.

DIRECTORY OF EXTERNAL RESOURCES AND

EMERGENCY CENTERS

ASSMCA - Psychosocial First Aid (PAS Hotline)	1 (800) 981-0023
Crisis Hotline – Adolescents	(787) 777-3535 Ext. 7274/7284
UPHA Children's and Adolescents	(787) 740-1925
Bayamón Regional Hospital	(787) 786-7373
Mental Health Center, San Patricio, Puerto New	(787) 793-1550
Pavia Hospital, Hato Rey	(787) 772-4759 (787) 641-2323
First Pan-American Hospital (Crisis Hotline)	1 (800) 981-1218
Psychotherapeutic of Puerto Rico (INSPIRA)	1 (800) 284-9515 (787) 753-9515/9575
Hato Rey	(787) 704-0705/0822
Caguas	(787) 296-0555
Mutual Aid Bayamón	(787) 996-2700 / 2701
San Juan Capestrano System, Río Piedras	(787) 760-0222
Emergency Hotline	1 (800) 981-9483
APS - Crisis Hotline Mental Health Services Coordination	1 (800) 503-7929
Ramón Fernández Marina Medical Center Psychiatric Hospital, Río Piedras	(787) 766-4646 Ext. 2143/2148/2149
Interdisciplinary Psychiatry Clinic Advanced (CIDA) – Partial Hospitalization	(787) 721-4020
Metropolitan Hospital *Puerto Rico Addictive Medical Service (PAMS)*	(787) 782-9999 Ext. 4108

SPECIALIZED SERVICES AND CENTERS

Women's Peace Coordinator	(787) 281-7579
Office of the Women's Advocate	(787) 722-2977 or (787) 697-2977
Office of Comprehensive Women's Development	(787) 723-5444 or (787) 756-0910
Rape Victim Assistance Center (CAVV)	(787) 765-2412 or (787) 756-0910
Santurce Medical Mall – Clinical Psychologists	(787) 727-2424
Community Mental Health Clinic (Carlos Albizu University)	(787) 725-2424
Counseling Hotline Victims of Domestic Violence	(787) 722-2977
Alcoholics Anonymous Information and Help for Alcoholism	(787) 704-1634
Al-Anon and Al-Teen For family members and friends of alcoholics	(787) 786-1414
Alcoholics Anonymous Meetings (Universidad del Sagrado Corazón)	(787) 728-1515

In the event of a psychiatric emergency, call 911 or go to the emergency room at the nearest hospital.

PROTOCOL FOR THE PREVENTION AND INTERVENTION OF HIGH-RISK SITUATIONS ON CAMPUS

THIS **PROTOCOL WILL BE UNDER EVALUATION DURING THE 2011-2012 ACADEMIC YEAR**. For this reason, we would appreciate it if you would complete the form below to note any observations and recommendations that may arise during its implementation. This form should be submitted to the secretary of the Associate Dean of Student Affairs or emailed to pfraile@sagrado.edu

Name_____

Position_____

Phone _____ Email_____

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Date_____

COMMENTS_____

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RECOMMENDATIONS:_____

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Rev. March 2012