

Student Advisory Committee for Security

February 27th, 2019 | Meeting Notes

1. Welcome and Updates

- Vice President Hyatt thanked students who helped with the Sr. Director for Homewood Campus Safety and Security interviews;
- Vice President Hyatt reiterated her commitment to address ideas and concerns raised by the committee; many changes are being worked on, however it requires time to roll out correctly; discussed the challenges and time required to fully implement changes within a large organization, ensuring that the highest standards and legal requirements are met;
- Introduction to William White, new Training Director for Campus Safety and Security;
 - In day three of his new role, William looks forward to working with Student Advisory Committee to develop trainings;
 - Discussed need for training to continually adapt to best practices and case law, and discussed initiatives that he worked on previously, including:
 - Trainings focused on customer service, emotional intelligence, and implicit bias;
 - Dialogues and forums with youth and law enforcement.

2. Background on Behavioral Health and Crisis Response

- Sarah Ritter discussed plans to update crisis response protocols this spring; convening additional students to provide input and review draft of policy/training;
- Described the approach and structure for the today's two breakout groups:
 - Crisis Intervention Training. The 'Memphis Model' is one approach that provides a nationally recognized curriculum and template;
 - Emergency Protocols and Response Partners. This involved coordination with many groups, such as Student affairs and HERO (Hopkins Emergency Response Organization);
- Sarah introduced HERO to provide some background on their organization and current role in crisis response.

3. HERO Overview

- 54 active members are NREMT and Maryland EMT-B Certified;
- 13 completely trained ambulance drivers;
- Operates 24 hours/day, 7 days per week during the academic semesters; additional hours for event standby;
- HERO First Response (Crisis Response); dual dispatched with a Baltimore City Fire Department Medic;
 - Average Response Time: 6.25 minutes vs BCFD 16.2 minutes;
 - Respond with a 2017 Chevy Tahoe QRS vehicle;
- HERO Transport Unit; transport a triaged patient from Student Health and Wellness to local emergency room (Union Memorial or Johns Hopkins Hospital);
 - Respond with a JHH Lifeline Ambulance;
- Future Directions include a 911 transport unit; moving towards a scene response model and fully integrated medical response;
- Questions for HERO:
 - Is there a population that HERO could serve instead of a 911 response? Potentially, would need to look at data. HERO could respond to all areas that security covers around Homewood. There are examples at other universities how this can work.

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- How can people become involved? There is an accelerated EMT class open to freshman and sophomores. Half of tuition is paid by university and other scholarships are available. All members are undergraduates.
- Are there issues of it being peer-to-peer; people don't want friends responding? Actually in most cases people do want someone they know to respond.

4. Breakout Groups on Behavioral Health and Crisis Response

Breakout #1: Crisis Intervention Training Breakout

- A current concern involved bias and the stigma around mental health crisis. How is this being incorporated into training?
- Another concern focused on access to resources and a need to better communicate what is available to students. Mental health issues can lead to a crisis or mass casualty incidents;
 - Graduate students have limited access to the counseling center (only have access to six sessions). In particular important regarding depression in grad students and economic instability.
- The group discussed key issues that training should address, including:
 - How can officers ensure a situation is safe so that they could bring in a counselor?
 - What type of training are offered for the students and community to help better identify signs of crisis and stressors so they can better direct a security response?
 - What would the scope of this community training be? What is feasible? Can look at a range of ways to provide education – e.g. posters, social media;
 - Can also look at improved training for dispatchers so that they can better help to diagnose the situation and send an officer trained in crisis response when needed;
 - How we define 'crisis' – this requires definition and language;
 - It could also be helpful to provide resources that differentiate between different conditions and symptoms (E.g. anxiety has difficulty breathing);
 - Racial and implicit bias – what training is provided currently? During entry level and ongoing refresher trainings with OIE, officers receive training on discrimination and bias.
 - How could we create a better feedback mechanism for students experiencing trauma as a result of students' negative interactions with security? How can we reach out?
 - Such a mechanism would be a valuable resource, but would need to be anonymous so that the issue can be identified, but that individuals feel comfortable reporting;
 - Could also do a customer service approach, where a random sample of reports/contacts made by an officer are reviewed by following up with individuals involved.
- The group identified several other student stakeholders that could provide input on training, including:
 - Students who have experienced a crisis and are willing to share their experience;
 - HERO;
 - RAs are often the first and only people that see ongoing issues.

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Breakout #2: Emergency Protocols and Crisis Response Partners Breakout Group

- The biggest concern was the Security/Police/Fire Department response escalating an already challenging situation. The arrival of several unfamiliar, imposing resources can be overwhelming and make a difficult situation more uncomfortable for the victim. The group talked about some possible improvements:
 - Limit the number of responders to only essential personnel; consider a staging area for all responders to report to and await being called into the scene by the person in charge;
 - Possibly designate HERO as the lead for speaking with the individual experiencing the crisis, as HERO is typically a more comforting presence since they are student peers. Talking to multiple responders can be confusing and frustrating for the victim;
 - Different Campus Police Officers have different approaches when working with a student experiencing a crisis. This should be standardized to best practices and training should be implemented.
- The group discussed the needs for communicating more effectively with students, such as:
 - Making them aware of resources, such as the 24/7 hotline to reach a counselor on call;
 - Helping students understand what the response will look like, and why, when Security and 911 are notified;
 - Publicizing the role and resources of HERO.
- The group also talked through scenarios where students refuse care from EMS providers, and the procedure for ensuring this is handled appropriately. It was pointed out that some students are concerned about their financial responsibility when transported by EMS to a hospital, and Executive Director Christina Presberry will be following up with clarification on the policy.

5. Breakout Group Wrap-Up

- Sarah Ritter discussed next steps for the Crisis Response Policy; Campus Safety and Security would like to convene a series of meetings with students this semester where we can review specific policy language and ensure any updates to procedures and training would be reflective of student concerns and ideas;
- Sarah requested that committee members share their recommendations for student stakeholders that would be interested in this work. The intention is to engage a wide range of interested students;
- We also would like to include a few representatives from this advisory committee to ensure members remained updated on the progress on this topic.

6. Close

- Committee reviewed and approved meeting notes from January meeting, to be posted online;
- Dates for next meetings to be shared via email;
- Vice President Hyatt asked committee members to send their suggestions for locations around campus where she could sit and be available for more informal meetings/conversations with students.