

Guidance for Emergencies During Online Classes / Meetings

Type of Emergency	Assess the Situation	ACT! (Assist / Call for Help / Tell Someone)	Monitor the Situation	Post-Event Actions
Cyber Malware	Determine if session has been compromised.	<ul style="list-style-type: none"> • Disconnect the session. • Advise all attendees to not open attachments or links. • Do not enter or display any personal information if you believe the system is compromised. 	Monitor accounts and information.	Report situation to IT.
Earthquake	Determine if participant is in danger. <ul style="list-style-type: none"> • Example: Visible shaking of structure, falling debris 	<ul style="list-style-type: none"> • Advise the participant to DROP, COVER, and HOLD ON while shaking is occurring. 	Follow up with the participant.	Report situation to EH&S.
Medical Emergency	Determine if participant is having a medical emergency. <ul style="list-style-type: none"> • Example: Slurred speech, physical complaint, severe bleeding, loss of consciousness 	<ul style="list-style-type: none"> • <u>If conscious</u>: Encourage the participant to seek medical assistance. If required, advise them to call 911 and remain online with the student until Emergency Medical Services (EMS) arrives. • <u>If unconscious</u>: Call 911 and remain on the line until EMS (Emergency Medical Services) arrives. Provide participant name and location of incident (if known) and what you observed and what you are currently observing. Ask other attendees to disconnect or go to a breakout room. If someone is observed near the participant, ask them for details if possible. 	Continue to be present until situation has been resolved.	<ul style="list-style-type: none"> • Provide applicable resources to support affected attendee and others online. • Consider counseling offered through the Counseling & Psychology Services (CAPs) for students and the Employee Assistance Program (EAP) for employees. • Report situation to EH&S.

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Mental Health	Determine if participant is in distress or crisis. <ul style="list-style-type: none"> Example: Suicidal / homicidal ideation, threat of self-harm 	<ul style="list-style-type: none"> Ask other attendees to disconnect or go to a breakout room. <u>If immediate concern</u>: Inform the participant of the concern and support them in seeking assistance. Call 911 and remain on the line until EMS arrives. Provide the participant's name and location of incident (if known) and what you observed and what you are currently observing. 	Continue to be present until situation has been resolved.	<ul style="list-style-type: none"> Provide applicable resources to support affected attendee and others online. Consider counseling offered through the Counseling & Psychology Services (CAPs) for students and the Employee Assistance Program (EAP) for employees. Report situation to EH&S.
Fire	Determine if participant is aware of the fire. <ul style="list-style-type: none"> Example: Smoke or flame in the background 	<ul style="list-style-type: none"> Ask the participant to evacuate the area, if possible or stay in place. Remind the participant to call 911. Contact UPD if participant is on-campus. 	Follow up with the participant.	<ul style="list-style-type: none"> Provide applicable resources to support affected attendee and others online. Consider counseling offered through the Counseling & Psychology Services (CAPs) for students and the Employee Assistance Program (EAP) for employees. Report situation to EH&S.

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Suspicious Behavior / Violent Attack	Determine if participant is in danger. <ul style="list-style-type: none"> Example: Audible screams, visual unwanted behavior 	<ul style="list-style-type: none"> Record the session if possible. Encourage the participant to seek assistance and call 911. If they are unable to, call 911 and provide the participant's name and location of incident (if known) and what you observed and what you are currently observing. Ask (1) or (2) attendees to monitor the situation while you call 911 and ask other attendees to disconnect or go to a breakout room. 	Follow up with the participant.	<ul style="list-style-type: none"> Provide applicable resources to support affected attendee and others online. Consider counseling offered through the Counseling & Psychology Services (CAPs) for students and the Employee Assistance Program (EAP) for employees. Report situation to EH&S.
Severe Weather Events	Determine if participant is in danger.	<ul style="list-style-type: none"> Recommend any participant under a severe weather warning, such as a tsunami, disconnect from the session and get to higher ground if in a low-lying coastal area. 	Follow up with the participant.	<ul style="list-style-type: none"> Provide applicable resources to support affected attendee and others online. Consider counseling offered through the Counseling & Psychology Services (CAPs) for students and the Employee Assistance Program (EAP) for employees. Report situation to EH&S.