



College of Pharmacy

Policy Number	Policy/Procedure Name	Approval Date	Owner
COP-ADMIN 1.2	Student Urgency or Emergency Procedure	September 30, 2025	Associate Dean for Student Affairs

## Scope

This procedure applies to all College of Pharmacy faculty, staff and students.

## Procedure Statement

Instructions with guidance on steps to take when a student is in an urgent or emergent state of well-being.

## Purpose

To provide faculty, staff and students with a document that outlines examples of possible student urgent or emergent state of well-being and what steps to take depending on what the affected student is experiencing.

## Procedures

Examples of student issues that may occur:

- a. Suddenly ill (i.e., vomiting)
- b. Seizures
- c. Fainting
- d. Injury
- e. Mental Health Crisis (may include threats of harming themselves or others, hallucinations/delusions, disoriented, confused, or incoherent)
- f. Anxiety attack (chest pains)
- g. Substance Use Intoxication
- h. Disclosure of a sexual assault or psychological trauma

### Emergent Situation Occurring during regular business hours

*Step 1:* If you are in a classroom or teaching laboratory space, ask other students to remain calm and seated while you assist the student.

*Step 2:* If student is:

- a. Physically able to be moved, escort them down to the Dean's Office
- b. Not able to be moved, do not leave the student alone
  - i. For a physical health emergency, do not move the student and call 911
  - ii. For a mental health emergency, follow the "Supporting Students in Distress" Protocol from Counseling and Psychology Services (see Appendix below)

*Step 3:* Call Deans Office at 803-777-4151

- c. Provide location where the student is and briefly state the issue
- d. The Receptionist will contact the following individuals in order until someone is reached:
  - i. Associate Dean for Student Affairs
  - ii. Senior Associate Dean
  - iii. Associate Dean for Outcomes Assessment and Accreditation

- iv. Chair, Drug Discovery and Biomedical Sciences
- v. Chair, Clinical Pharmacy and Outcomes Sciences
- vi. Dean

### **Emergent Situation Occurring in Coker Life Sciences Building after hours**

*Step 1:* Either stay with them or have a classmate or friend stay with them until the issue has resolved

- a. Physically able to be moved,
  - i. If student needs to be seen by medical facility for physical concerns but not urgent enough to call 911, determine with the student their transportation plans to a healthcare facility
  - ii. If inappropriate for student to drive themselves, ensure they have secured a supporter that is with them or called a family member or friend to pick them up from the COP
- b. Not able to be moved,
  - i. For a physical health emergency or a mental health emergency in which the student has threatened harm to self or others, do not move the student and call 911 or USC PD (803-777-4215)
  - ii. For a mental health emergency, follow the “Supporting Students in Distress” Protocol from Counseling and Psychology Services (see Appendix below)

*Step 2:* Notify the Associate Dean for Student Affairs to follow up with the student

### **Procedures for a Student Mental Health Urgency/Emergency**

Examples of ways that this may be brought to your attention:

1. Self-Reporting: If a student reports any of the following:
  - Threats of harming themselves or others
  - Inability to care for self (disoriented, confused, incoherent)
  - Disclosure of sexual assault or psychological trauma
  - Self-Harming Behaviors
  - Disordered eating habits, etc.
2. Peer Reporting: If a peer reports that a student has been behaving in a concerning manner as outlined above
  - Gather as much information as possible about the peer’s concerns
  - Encourage the peer to make a report to the USC Student Care and Outreach Team, as the closest person to the situation
    - <https://sc.edu/careandoutreach>
  - Thank the peer for reporting and give assurance that their report is being taken seriously
  - Assure the peer that we will do our best to keep things anonymous, however if someone’s immediate safety is at risk then we cannot promise this.
  - Connect with or make a connection for the student for whom there is concern
    1. Faculty/staff member who received the report should notify the Associate Dean for Student Affairs and discuss if they plan to connect with the student or would like the Associate Dean for Student Affairs to do so.
    2. If the faculty/staff member who received the report feels comfortable doing so, they should pull the student aside in a private setting and inform the student of the anonymous reporting of self-harm talk and concerns of the student’s welfare/well-being
      - Listen to the student give his/her account of the incident to include their emotions, thoughts, etc.

- Assess the situation for the appropriate Action Steps from the “Supporting Students in Distress” Protocol from Counseling and Psychology Services (see Appendix below)

Action Steps (from the “Supporting Students in Distress” Protocol from Counseling and Psychology Services)

1. At the Emergency Level
  - a. Student has threatened harm to self or others is experiencing psychosis, delusions, or exhibiting incoherent, threatening or menacing behaviors, call 911 or USC PD (803-777-4215)
2. At the Urgent Level
  - a. Student is physically ok and has not threatened harm to self or others, but is unable to calm down call 833-664-2854 (24/7 Mental Health Support Line) to speak to an individual on how to handle the student’s crisis
3. At the Concern Level
  - a. Initiate conversation with the student about resources and services on campus

For more information about each step, review the “Supporting Students in Distress” Protocol from Counseling and Psychology Services. (see Appendix below)

### **Additional Contacts**

Mental Health Support: 833-664-2854  
USC PD: 803-777-4215

### **Related Information**

USC Counseling and Psychology Services “Supporting Students in Distress” Protocol

### **History**

<b>Date of Revision</b>	<b>Revision</b>
September 2025	New procedure development

*Policy requires a vote and/or administrative directive with review cycle established; Procedures defined by committee(s) and/or administratively.*

### **Appendices**

Appendix A: “Supporting Student in Distress: Protocol

# A QUICK RESPONSE FACULTY GUIDE

This guide is designed to help you recognize signs of distress in your student and respond effectively. If you're uncertain about whom to contact, consult the resources provided below.

## SUPPORTING STUDENTS IN DISTRESS

### CONCERN LEVEL

**SIGNS:** Visible distress, crying, irritability, anger, fights/arguments, anxiety, personal loss or traumatic life events, declining academic performance, social withdrawal, increased alcohol and/or drug use.

**WHAT TO DO:** Initiate conversation with the student, consider utilizing campus resources, or contact Student Care and Outreach Team for coordinated university services. A helpful approach is to start a conversation with the student you're concerned about by stating what you've noticed, followed by a question e.g. *"I've noticed you've seemed down recently. Is there anything you'd like to talk about?"*.

**STUDENT CARE AND OUTREACH TEAM:** Call 803-777-4193 or report online at [sc.edu/careandoutreach](https://sc.edu/careandoutreach).

**COUNSELING AND PSYCHOLOGY SERVICES:** Call 803-777-5223 Monday-Friday: 8am-5pm or visit us at [sc.edu/mentalhealth](https://sc.edu/mentalhealth).

### URGENT LEVEL

**SIGNS:** Expressions of hopelessness, talk of suicide or harm to others, being out of touch with reality.

**WHAT TO DO:** If you observe warning signs of suicide, ask the student directly, *"Are you thinking about killing yourself?"* If the answer is "yes," remain calm, express care and concern, and connect them to a resource. Reassure them by saying, *"This is really brave of you to share and I want you to know I'm here for you. I do need to connect you with someone on campus who can help you get through this."* Next, get immediate assistance.

**STUDENT CARE AND OUTREACH TEAM:** 803-777-4193 or report online at [sc.edu/careandvoutreach](https://sc.edu/careandvoutreach).

**24/7 MENTAL HEALTH SUPPORT:** 833-664-2854      **988 SUICIDE & CRISIS LIFELINE:** 988

Consider escorting the student to Counseling and Psychology Services on the 4th floor of the Center for Health and Well-Being | Monday-Friday: 8am - 5pm.

### EMERGENCY LEVEL

**SIGNS:** Immediate threat of harm to self or others.

**WHAT TO DO:** Seek immediate assistance by calling USCPD 803-777-4215 or 911.

Is this a life-threatening emergency? Is the student an immediate threat to themselves or others?

**YES**

Don't leave the student alone, call USCPD immediately 803-777-4215 or dial 911.

File a Care Report and contact your supervisor

Have a caring conversation with the student and share appropriate resources.

If warranted and if the student is willing, have the student walk or escort them to Counseling & Psychology Services for immediate crisis support.

File a Care Report if you are concerned about the student's **safety** or the **safety** of others.

**NO**

Are you able to support this student with a caring conversation?

**YES**

**NO**

Is this crisis happening during CAPS business hours?

**YES**

**NO**

Call 24/7 mental health support, 833-664-2854.

Follow up with the student after the crisis to check in on how they are doing and whether they are using any available services.