

Responding with Care

Do:

Remain calm

Assess your own safety

Be considerate and express care

Focus on relevant information:

(Name, student number, key issue,
and how Gateway can help.)

Respect confidentiality

Avoid:

Arguing with the student

Getting locked in a single way of
dealing with the student

Expecting the student to change his/
her view

Lecturing or chastising

Making assumptions

Ignoring cues of escalation

Crowding the student's personal space

Ignoring your gut feelings



Incident Response Protocol

Office of Student Development

203-285-2033

Campus Security

203-285-2246

Philosophy

Guiding Principles

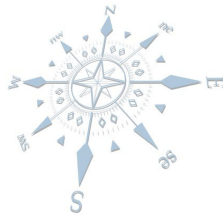
Privacy

Dignity

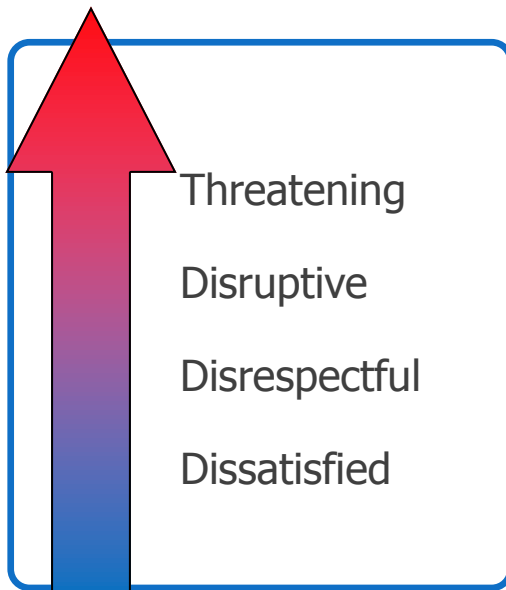
Professionalism

Civility

Courtesy



Continuum of Threat



Underlying Assumptions

The director is the primary responder to incidents. Allow her/him to handle situations unless a delay can result in harm.

Incident reports allow for appropriate communication to stakeholders.

Involving the appropriate roles/people is better than involving too many.

Where things take place matters.

Practice



Responding Administrator

If the director of the office is unavailable, the following positions assume the role of *Responding Administrator*, in this order:

- ◆ Associate Director
- ◆ Division Director
- ◆ Dean of Students