

Title: Health Incident Policy

Approved by: Office of the President

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Effective Date: August 1, 2024

Responsible Officials: Provost, VP for Human Resources

Responsible Office: Office of the Provost, Office of Human Resources

Date of Last Review: N/A

Relates to: Faculty, Staff, Students

Case Western Reserve University (CWRU) is committed to the health, safety, and welfare of all campus community members. In some instances, individuals may experience a health incident on campus that requires immediate medical care. Such incidents may include injury or significant, noticeable, changes in physical or mental health.

The purpose of this policy is to establish reporting requirements for faculty or staff members who observe a health incident that occurs on campus. This policy does not apply to health incidents that occur off campus.

This policy applies to faculty or staff members who witness an individual experiencing a health incident on campus. Such health incidents may occur in any setting, such as in a class, working in a research laboratory or office, taking part in a performance or rehearsal, participating in a clinical training experience, participating in sports or other exercise, being in a campus residential, dining, or recreational facility, etc.

1. If a health incident occurs, CWRU Public Safety must be contacted (216-368-3333). Public Safety will determine whether to dispatch EMS to assess the situation and attend to the affected individual. Faculty and staff members who contact Public Safety about a health incident in a timely manner are deemed to be in compliance with this policy.
2. Trained individuals may administer basic care (e.g., first aid) to the person experiencing the health incident until emergency services arrive. Faculty or staff members may not assume the role and responsibilities of a primary care giver. Consistent with Ohio Revised Code Section 2305.23, faculty and staff members are not liable or subject to discipline for administering emergency care or treatment at the scene of a health incident unless such acts constitute willful or wanton misconduct.
3. If a student experiences a health incident witnessed or attended by a faculty and/or staff member, the faculty or staff member is also recommended to file a

formal report using the [Care Report](#) system. Injuries that occur in a research setting must also be reported to the Environmental Health and Safety Office.

The Office of the Provost and the Office of Human Resources, under advisement of other university offices as appropriate, are responsible for implementing Health Incident Procedures relating to this policy.

Attachment A: Health Incident Procedures

Health incidents, generally defined as a medical or mental health event that requires immediate medical care, can occur without notice, anytime, anywhere. The university has established procedures to help students, faculty and staff respond quickly and appropriately to health incidents.

The following signs indicate that an individual is experiencing a health incident that invokes this policy:

- Bleeding that will not stop.
- Breathing problems (difficulty breathing, shortness of breath).
- Change in mental status (such as unusual behavior or confusion).
- Chest pain.
- Choking.
- Coughing up or vomiting blood.
- Fainting or loss of consciousness.
- Feelings of severe depression, anger, or anxiety.
- Head or spine injury.
- Inhaling of being splashed with chemicals.
- Severe or persistent vomiting.
- Sudden injury due to a motor or non-motor (car, skateboard, scooter, bicycle, etc.) accident.
- Sudden dizziness, weakness, or change in vision.
- Swallowing a poisonous substance
- Severe abdominal pain or pressure.

NOTE: This is not necessarily a comprehensive list of health incidents covered by this procedure.

In the event of a health incident, the following steps are to be taken:

- 1. Call for assistance in any health incident: 216.368.3333 (on-campus) or 911 (off-campus). The university also has outdoor emergency campus phones that connect a caller immediately to CWRU's 24-hour Communications Center. On campus, Public Safety will respond and/or guide the emergency personnel to the person who needs medical assistance.**

When reporting an emergency, remain on the phone with the dispatcher and provide the dispatcher with as much detail as possible, such as:

- Your name
 - Telephone number
 - Location of the problem (using building address, floor and room number, if possible)
 - The nature of the emergency (criminal, fire, medical)
 - Any additional information pertaining to the situation or person of concern (e.g., age and gender of the person of concern if known, or an estimate.)
 - Do not hang up until the dispatcher advises you to disconnect.
2. If you are qualified to render medical assistance (e.g., first aid, CPR, AED), you may provide care up to your level of training and stay with the person of concern until emergency services arrive. Upon the arrival of emergency services personnel (e.g., Campus Safety officers, CWRU or other municipal EMS, Fire Department, etc.) follow their instructions and permit them to take over administering medical care to the individual experiencing a health incident. Consistent with Ohio Revised Code Section 2305.23, faculty and staff members are not be liable or subject to discipline for administering emergency care or treatment at the scene of a health incident for acts performed at the scene of such health incident unless such acts constitute willful or wanton misconduct.

EMERGENCY EQUIPMENT

Many [campus buildings](#) maintain [Automated External Defibrillators \(AEDs\)](#) and Stop the Bleed Kits. Familiarize yourself with their locations in your area in the event of a medical emergency. All faculty, staff, and students are encouraged to participate in upcoming Stop the Bleed, CPR, AED, and first aid training opportunities with CWRU EMS. Email cwruems-exops@case.edu.

ASSIST UNTIL EMERGENCY PERSONNEL ARRIVE:

- Do not transport an injured person who needs medical care to the hospital – they must go by ambulance, with a friend, or a family member.
- Attend to the person as needed/able until someone more qualified can take over.
- Direct someone to contact/locate first responders or clearly state that you will do this.
- Instruct someone to meet and escort the emergency personnel to the person of concern.
- Immediately clear the area (i.e., classroom, restroom, residence hall room, etc.) of any bystanders to provide first responders with easier access to the person, to avert others in the area emotional discomfort, and to and give the person privacy during a challenging and vulnerable situation.

- Do not attempt to move the injured person unless they are in immediate danger (i.e., fire, building collapse, etc.).
- Keep the person still and comfortable until emergency medical assistance arrives.
- Avoid unnecessary conversation with, or about, the ill or injured person. You might add to the person's distress or fears. Limit your communication to quiet reassurances.
- After the person has been given aid and the incident is over, remain available to help the investigating Public Safety person with pertinent information for a medical report, or, if applicable, a Worker's Compensation report.

3. After the incident, follow-up as below:

Student Health Incident

If a student has a medical emergency, please submit a CARE Report within 24 hours after the incident. This allows the University to reach out to the student(s) and check their status, ensure they are connected to appropriate and necessary resources, and notify their emergency contact, if necessary.

Other students who witness a student emergency may be uncomfortable and need support as well. When this occurs, provide their names through the CARE Report system.

Note: Providing the student's name and other related details to select university officials who need to know will not violate the student's privacy rights under either HIPAA or FERPA.

[University Health and Counseling Services](#)

- Clinic Hours: Monday – Friday 9:00 a.m. – 4:30 p.m. Closed from 12-1 p.m. daily.
- Health Services: 216.368.2450
- Counseling Services: 216.368.5872
- Email: uhcs@case.edu

[Dean of Students Office](#)

- Office Hours: Monday – Friday, 8:30 a.m. – 5:00 p.m.
- Phone: 216.368.1527
- Email: deanofstudents@case.edu
- Online: [Care Report](#)

Employee Health Incident

If an employee sustains an injury/illness in the scope of his/her employment, the injured employee should complete the "[Occupational Injury/Illness Report](#)," have it signed by

their supervisor and forward it to the attention of Dina Leinweber in the [Office of Risk Management and Insurance](#). The completed form can be sent via fax 216.368.5481 or email at dina.leinweber@case.edu.

RESOURCES

CWRU Emergency at 216.368.3333

CWRU Non-Emergency at 216.368.3300

Off Campus 911

Email: publicsafety@case.edu

[Reporting Injuries and Handling Safety and Security Situations for employees](#)
[Defibrillators and AEDs on Campus](#)