



Service-Learning Program Emergency Protocol

Merriam-Webster's dictionary defines an emergency as, "an unforeseen combination of circumstances or the resulting state that calls for immediate action; an urgent need for assistance or relief." Emergencies may be actual or perceived. Actual emergencies occur when the safety and well-being of participants is jeopardized; examples include car accidents, hospitalizations, thefts, and criminal activity where the participant is involved. Perceived emergencies do not immediately endanger the participants but may create fear and alarm within the participant. In many cases, perceived emergencies should be handled as actual emergencies to ensure safety of all participants. Both actual and perceived emergencies are very important to the service-learning program.

If an emergency should occur traveling to your placement:

- Remove yourself and service partner from any immediate danger.
- Contact University Public Security – 610-660-1111
 - You should be able to tell Security:
 - Your name
 - You are a service-learning student
 - Brief details of the emergency – who was affected, what happened, who (police, ambulance, fire dept) are present, whether anyone hurt.
 - Where you are currently. Look for a street sign or a store. If this is not possible, talk them through where you were traveling to/from and try to tell them how you got there.
 - The more specific details you can provide, the better.
 - Before you hang up, give the security person your phone number. Be sure to arrange a next call as continued support or follow-up to emergency.
- Security may contact emergency services. If they are necessary and have not been contacted by Security, call emergency services at 911.
- Use common sense and follow all directions from emergency personnel.
- Do not speak with any media regarding the situation. Be direct and say, "I will not give a statement to you. Please do not ask me again."

If an emergency occurs at your placement:

- Immediately find your site supervisor or emergency contact at your site.
- Follow any directions they give.
- When possible contact Service-Learning Program (610-660-1337) if before 5pm and Security (610-660-1111) if after 5pm.

If there is an active shooter event follow university [Active Shooter Safety Guidelines](#), most notably the Run, Hide, Fight Response.

If any situation is perceived not to be an emergency but questions the safety of a participant, please contact the Service-Program at 610-660-1337.

On Campus Resources:

Security: 610-660-1111

Service-Learning: 610-660-1337

Counseling Center: 610-660-1090