

Widener University
Service Learning and Volunteer 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 remove yourself and any other people you are with from any immediate danger and *Contact Campus Safety: 610-499-4200*

Please Be Prepared to Tell Campus Safety: Your name, Your Location, Brief details of the emergency – who was affected, what happened, who (police, ambulance, fire dept) are present, whether anyone hurt. The more specific details you can provide, the better.

Before you hang up, give campus security your phone number. Be sure to arrange a next call as continued support or follow-up to emergency.

Campus Safety 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.

**This Document uses the language and structure of the St. Joseph’s University Service Learning Emergency Protocol. It is meant to serve as an interim document for Widener University students.*