

Crisis intervention.

A variety of resources are available to students, faculty and staff in the event that someone experiences or witnesses a crisis.

- Psychological Counseling.** The Center for Counseling, Learning and Testing (Room 214, Wilder Tower) is staffed by licensed psychologists and supervised counselors who provide assessment and counseling for student mental health needs. Psychologists are on call 24 hours a day to provide crisis intervention. Staff is available to offer immediate consultation and training to any campus department to help identify and respond to students in distress. For assistance, call **678-2068** or in an emergency call **678-HELP (4357)**. Visit the Center online at saweb.memphis.edu/cclt.
- Residence Life staff**, both full-time and student resident assistants, receive training on how to respond to various kinds of crisis situations.
- The Student Affairs Crisis Response Team** focuses specifically on providing compassionate and timely response and services to students and others in times of crisis. The Crisis Response Team responds to crises that affect both individual students and the campus as a whole.
- University employees may receive confidential personal support for a wide range of issues. Employees may access the **Employee Assistance Program** (EAP) by calling **1-800-308-4934** or log on at www.magellanhealth.com. Experienced clinicians are available 24 hours a day, seven days a week.

Leadership.

Effective crisis management requires proper planning, leadership and execution. The University of Memphis appointed a Crisis Management Team in 2002 to coordinate emergency management and develop a crisis plan. This plan establishes a sound leadership and communications framework in the event of a crisis and is available online at www.memphis.edu/crisis.

Planning efforts and training activities to date have focused largely on security, facility or physical types of crises (such as, fire, tornado, hostile intruder) and, most recently, planning our response to a pandemic influenza, such as Avian flu, and ensuring business continuity in a crisis.

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Police Services
The University of Memphis
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Memphis, TN 38152-3500

Campus Safety and Security Measures

THE UNIVERSITY OF
MEMPHIS POLICE

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MEMPHIS

The University of Memphis is concerned about the safety and security of each member of its community. A number of provisions are in place which, collectively, make our campus the safest metropolitan campus in the state of Tennessee.*

What we do.

The University of Memphis has more than 30 commissioned police officers who patrol the campus and surrounding neighborhoods 24 hours a day. Our officers meet the same state-mandated, basic and annual-recertification training requirements as all police officers and deputy sheriffs across the state. Additionally, U of M police officers have been trained in such areas as: **Rapid Response to High-Risk Incidents** (e.g., hostile intruders), **Crisis Intervention** (e.g., interacting with mental health service consumers), **First Aid, CPR**, and the Emergency Management Association's **CERT Training** (Community Emergency Response Team). Go to bf.memphis.edu/police for more information.

- 🐾 The U of M has more than 300 Web-based, digital cameras placed both inside and outside of buildings to help University Police monitor parking lots, sidewalks, and building entrances, as well as many interior spaces. Additional cameras are being installed.
- 🐾 In the two largest parking lots, located on Central and Southern Avenues, surveillance towers are staffed daily by personnel who are in immediate radio contact with University Police.
- 🐾 Emergency telephones, which automatically dial the police dispatcher, are strategically placed around the campus and in the lobbies of academic buildings, and more phones are being installed.



Protecting yourself.

It is important that you also know how to protect yourself and respond in the event of an emergency.

- 🐾 Know these phone numbers:
 - 678-HELP (4357) 24-hour emergency**; never a recording, always a "live" voice!
 - 678-HOME (4663) Tiger Patrol escort**; available to walk students to and from buildings and parking lots from dusk until 2 a.m., 7 days a week.
 - 911** on any campus phone goes to **University Police Dispatch**.
- 🐾 Program **678-HELP (4357)** into your cell phone.
- 🐾 Have your own emergency plan in place. See www.ready.gov for more information.

* Based on TBI (Tennessee Bureau of Investigation) Annual Crime on Campus Report

Communicating in a crisis.

We recognize that no one method is effective for all students, faculty, staff and visitors, so the University of Memphis relies on a number of communications methods during a crisis:

- 🐾 Broadcast e-mails to the campus community
- 🐾 Public address systems mounted on University Police cars
- 🐾 Phone trees
- 🐾 Civil defense alarms
- 🐾 Trained Residence Hall staff
- 🐾 Local news media
- 🐾 Special information hot line: **678-0888**

These efforts are now being supplemented with the following:

- 🐾 **Text messaging alert system.** The University has a text messaging alert system available for faculty, staff and students to sign up to receive instant messages via their cellular phone in the event of an emergency. To receive these messages, you must sign up at tigertext.memphis.edu.
- 🐾 **Outdoor emergency warning system.** Should there be an emergency of campus wide proportions, the University has the ability to broadcast messages via communication towers to the main campus, as well as the Park Avenue campus.

