

# CONTACTING POD

POD is a line meant to be used for emergencies only.

**1**

Have I used my resources?  
(RA manual, notes from  
training, other staff  
members)

**2**

Does this need to be  
addressed immediately?  
Does it impact the safety  
and security of  
residents?

**3**

Do I have all of the  
information  
necessary to give the  
POD?

**4**

Have I gone to the  
area myself to see the  
issue firsthand?

If the answer to any of these is “NO,” you should reconsider calling until you can answer all these questions with a “YES.”

*Remember you can always email your supervisor if something is not urgent or an emergency.*

# WHEN SHOULD I CALL POD?

## **MEDICAL EMERGENCIES (Call UMDPD first then POD):**

- Student is unresponsive, unconscious, or showing signs of overdose.
- Alcohol or drug-related illness needing transport
- Any situation requiring medical personnel or EMS

## **MENTAL HEALTH CRISES:**

- Threats of suicide or self-harm
- Active mental health emergency
- Disclosures of suicidal ideation with a plan or intent

## **SAFETY THREATS (Call UMDPD first then POD):**

- Physical assault or fight in progress
- Threats to personal or community safety
- Reports of weapons, arson, or fire not already responded to

## **POLICE INVOLVEMENT**

- Anytime UMassD Police (UMDPD) is on the scene or has been called
- Arrests or student taken into custody

## **SEVERE FACILITY EMERGENCIES:**

- Major flooding, no heat, electrical hazards, broken windows/doors affecting safety
- Anything that makes a space unsafe to occupy

**Any Situation You Feel is Beyond Your Capacity to Handle**