

Standard Operating Procedure (SOP) for Requesting a Welfare Check

A.T. Still University

Purpose:

To outline the procedure for requesting a welfare check on employees and students at A.T. Still University to ensure the safety and well-being of the individual. All requests for welfare checks must be directed to Campus Safety, which will coordinate with the appropriate local law enforcement authorities, Human Resources, and Student Affairs.

Scope:

This SOP applies to all programs and departments within A.T. Still University. For students who reside in the residence hall on the Kirksville campus, refer to policy [95-104](#).

Definitions:

- **Welfare Check:** A request for authorities to check on the well-being of an individual when there is concern about their health, safety, or well-being due to factors such as absence, non-response, disconnection, or concerning behavior.
 - **Campus Safety:** The department responsible for overseeing campus security and coordinating with local law enforcement in the event of an emergency or welfare check request.
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Procedure Overview:

Before requesting a welfare check, faculty, staff, and students should carefully assess the situation. The request for a welfare check will be made to **Campus Safety**, which will then work with the appropriate **local police department, Human Resources, and Student Affairs**.

Steps to Request a Welfare Check:

1. **Assess the Situation:**
 - **Verify the concern:** Before initiating a welfare check, ensure that there is a legitimate concern for the employee/student's well-being. This may include:
 - Inability to contact the him/her after repeated attempts (phone calls, emails, etc.).
 - Concerning changes in behavior (e.g., unusual absence, signs of distress).
 - Information suggesting that the employee/student may be in danger or experiencing an emergency.
 - **Gather information:** Collect as much information as possible that may help Campus Safety assess the situation, including:

- Last known whereabouts or contact information.
 - Any details that suggest an immediate risk (e.g., has expressed thoughts of self-harm, has been in an accident, or appears under duress).
 - Any recent interactions with the employee/student that raise concern.
2. **Contact Campus Safety:**
- **Campus Safety Contact Information:**
 - Kirksville MO 660-349-9513
 - Mesa AZ 480-341-9075
 - St. Louis MO 660-626-9856
 - Santa Maria CA 660-349-9513
 - **Provide the following information** when contacting Campus Safety:
 - Full name of the employee/student.
 - Employee/Student ID number (if available).
 - Last known contact information (phone, email, etc.).
 - Date and time of the last contact or was last seen.
 - Reason for concern (e.g., missed classes, unreturned calls, concerning behavior).
 - Any other relevant information (e.g., health concerns, personal circumstances, or prior incidents).
 - Any attempts made to reach the employee/student.
3. **Campus Safety Evaluation:**
- Campus Safety will assess the information provided and determine whether a welfare check is necessary.
 - If it is determined that a welfare check is needed, Campus Safety will:
 - Contact the **local police department** and provide them with all necessary information.
 - Maintain communication with the requesting party and local law enforcement to update on progress.
4. **Follow-up and Documentation:**
- Campus Safety will document the request and actions taken in an incident report.
 - The requesting party (faculty, staff, or student) will be notified of the outcome of the welfare check as appropriate and in accordance with privacy laws and university policy.

Additional Notes:

- **Confidentiality:** All information shared with Campus Safety or local authorities regarding a welfare check will be handled in compliance with privacy and confidentiality standards, including FERPA (Family Educational Rights and Privacy Act).
- **Non-Emergency Concerns:** If the concern is not immediate but warrants attention, it may be more appropriate to seek a wellness intervention from campus counseling services or other relevant departments, rather than initiating a formal welfare check.
- **Emergency Situations:** If the concern is urgent (e.g., student is in imminent danger or experiencing an emergency), emergency services (911) should be contacted directly, and Campus Safety should still be informed immediately afterward.

Approval and Review:

This SOP will be reviewed annually and updated as necessary to ensure compliance with university policies and local law enforcement procedures.