

To: VPSA
Office Held: SGA
Issue: Health Emergency Procedure

Problem Statement

In case an emergency happens outside of the Health Center's normal working hours, students must call a security agent first, who then takes them to the Health Center. Yet, during emergencies, the first instinct of students is to directly call the Health Center, who redirects them to security. Feeling overwhelmed at the moment, this process only affects the student's health and can even represent a crucial risk sometimes.

Concerning students who live off-campus, security can't reach to them when an emergency occurs, following AUI's regulations. This threatens the health of students, especially since the Health Center is the best medical coverage they can access, due to Ifrane's current healthcare infrastructure.

Another issue is about the transportation used for emergencies. Indeed, AUI's car dedicated to such matters is sometimes used for other purposes, while it is crucial to assure its availability during emergencies.

Current policy

For students living on-campus, they must call the following extensions: 555 if male or 3333 if female, which corresponds to the Housing Service's on duty staff. They in turn call security to notify them of the emergency.

Regarding students living off-campus, they don't benefit from these services.

Suggested Policy

We suggest implementing a new extension among the Security Department, that will be specifically responsible for health-related emergencies. The extension's number will be communicated to students, as to avoid confusion among them and to restrict the involvement of various departments. This would facilitate the process during emergencies as well as make it more efficient.

We believe that this service should be extended to students living off-campus, as during health emergencies, AUI should intervene to protect its students, particularly in small cities like Ifrane.

In addition to that, we propose that a car be restricted to the sole use of emergencies, to ensure its full-time availability and hence, prevent emergency situations from any aggravation.

Major Obstacles/Implementation Challenges

We are aware that acquiring a new car could seem costly, yet that would highly benefit the health of AUI students, which is a crucial priority for the university. Besides that, it might take some time for students as well as departments to adjust to the new policy, but we believe that transparent and efficient communication can easily remedy that.