

UNIVERSITY OF DENVER - Colorado Seminary	Date	Section	Page
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Subject: CRITICAL INCIDENT MANAGEMENT			

I. INTRODUCTION

The University of Denver is involved in a broad scope of institutional activities locally, domestically and internationally. Given the potential perils and hazards that may impact the institution and community, and as part of an ever-increasing need for Enterprise-wide Risk Management (ERM), a Critical Incident Management Plan (CIMP), shall be created to provide an institutional response to those critical incidents that may impose risks to life and limb, safety, financial standing and reputation of the University.

II. SCOPE

1. The Critical Incident Management Plan shall provide prevention guidance, planning, training and appropriate University-wide and department-specific preparation for and responses to critical incidents. Incident response planning shall include: a) provision for on-site authority; b) planning and response by appropriate University staff and faculty; c) training on how to conduct timely and appropriate response; and d) managing information and communication from a unified command center approach.
2. The CIMP will focus institution-wide planning, prevention, and training on those potential hazards and perils including, but not limited to, the following: violence, fire, infrastructure outage, computer virus or attacks, severe weather, flood, chemical, biological or hazardous materials exposure, bomb threat, civil disturbance, terrorism threat or act, international incident involving university member(s), or the injury or death of a university community student/faculty or staff member.
3. All colleges, schools and major University departments shall create a supplemental plan, also known as a business continuity plan that describes how essential business functions will be conducted in the event of a prolonged work disruption.
4. The CIMP will emphasize two principal objectives: (1) Incident planning and prevention and (2) incident response.
5. The University shall provide the CIMP to the appropriate City and County of Denver authorities who are likely first responders to serious critical incidents.

III. AUTHORITY

1. The Vice Chancellor for Business and Financial Affairs shall authorize appropriate management of critical incidents by creating a Critical Incident Response Team (CIRT), comprised of representatives from Risk Management, Campus Safety, Facilities Management, Business and Financial Affairs, News and Public Affairs, University Counsel, Counseling and Behavioral Health, and key department representatives from the area involved in the incident. This group is managed and called together by the Director of Campus Safety (or designee) upon notification of an incident.
2. A Core Life Safety Committee (CLSC) shall also be created to manage the Critical Incident Management Plan. The CLSC shall be responsible for planning, assessing risks, training, and testing response plans. The CLSC shall be comprised of representatives from Risk Management, Business and Financial Affairs, Campus Safety, Facilities Management, University Technology Services, and Communications and Marketing.
3. The Critical Incident Response Team (CIRT) shall manage incidents on behalf of the University. Such management includes identifying the impact of incidents to critical university processes, taking appropriate actions to protect life safety, making recommendations and taking steps to mitigate the effect of the incident, following up on incident response progress, and reviewing incident response to improve critical incident response management.
4. The Critical Incident Management Plan shall be facilitated and managed by the Director of Risk Management.

IV. PLANNING

1. The Core Life Safety Committee shall identify potential hazards and conduct risk assessments with departmental assistance where necessary;
2. Departments shall identify critical processes, and develop and implement loss prevention and work-around procedures for those critical processes in the event of a disruption; and
3. Core Life Safety shall test plans systematically and on a regular basis through appropriate training, that may include local police and fire department authorities.

V. INCIDENT RESPONSE

1. When an incident occurs, 911 and Campus Safety (303-871-3000) are called, then the Director of Campus Safety (or designee) will notify the CIRT. The director

(or designee) will identify an individual who will manage the incident. This individual will be the manager with the appropriate authority for the affected area.

When local authorities, such as Denver Police, Fire or paramedics, respond to an incident, they will assume leading authority at the scene, with the Director of Campus Safety (or designee) coordinating University response and resources in a “Unified Command.”

2. In the case of a catastrophic event, a response will be guided from an Emergency Operations Center (EOC) on campus. The center’s operations shall be guided by a confidential document that includes guidelines for critical incident response and a Unified Command protocol.
3. The Director of Campus Safety shall notify the Vice Chancellor of Business and Financial Affairs when an incident occurs and shall keep sufficient records regarding incident details and response.