



UNIVERSITY of  
DENVER

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POLICY MANUAL  
CRITICAL INCIDENT MANAGEMENT

**Responsible Department:** Campus Safety  
**Recommended By:** Provost, SVC Business and  
Financial Affairs  
**Approved By:** Chancellor

**Policy Number**  
SAFE 2.50.040

**Effective Date**  
6/27/2022

## I. INTRODUCTION

The University 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 effective management and response to critical incidents that may occur on campus the University shall create an Emergency Management Framework (EMF) 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.

The purpose of the EMF is to provide an overarching structure for development of specific plans while laying the groundwork for consistent organization of resources before, during, and following an emergency. To accomplish this, the EMF describes the broad roles and responsibilities of key positions and departments in the organization and how these resources will convene to manage emergency incidents.

This EMF shall include a confidential document titled the Emergency Management Plan (EMP). The EMP has been developed as a subsidiary of the EMF for the purpose of providing a systematic approach for preparing for and responding to all incidents, regardless of cause, size, location, or complexity. It is the goal of this Plan to reduce the loss of life and property often associated with emergency incidents through pre-incident partnerships, unified response, and timely recovery which makes the University stronger than it was before.

## II. POLICY OVERVIEW

The EMF and EMP 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:

1. Provision for on-site authority;
2. Planning and response by appropriate University staff and faculty;

3. Training on how to conduct timely and appropriate response; and
4. Managing information and communication from a unified command center approach.

The EMF and EMP will focus institution-wide planning, prevention, and training on those potential hazards and perils including, but not limited to, the following: active shooter/harmer, bomb threat/suspicious package, civil unrest, critical injury or death of university community member, cyber-attack, fire, hazardous material incident, infectious disease/public health emergency, infrastructure outage, and severe weather-natural disaster.

All colleges, schools and major University departments should create a supplemental plan, also known as a Continuity of Operations Plan (COOP) that describes how essential department level business functions will be conducted in the event of a prolonged work disruption.

The EMF and EMP will emphasize two principal objectives:

1. incident planning and prevention; and
2. incident response.

The University shall provide the EMF and EMP to the appropriate City and County of Denver authorities who are likely first responders to serious critical incidents.

### **III. PROCESS OVERVIEW**

#### **A. Authority**

The Senior Vice Chancellor for Business and Financial Affairs shall authorize appropriate management of critical incidents by creating an Office of Emergency Management (OEM) within the Department of Campus Safety. The OEM shall manage the EMF operations through a coordinated effort with the appropriate University offices that coincide with the national Emergency Support Functions (ESF) group as outlined by the US Department of Homeland Security. These ESF's include but are not limited to: Campus Safety, IT@DU, Facilities Management and Planning, Housing and Residential Education, University Financial Services, Health and Counseling Center, Sodexo, Environmental Health and Safety, Marketing and Communications. This group is managed and called together by the Director of Campus Safety (or designee) upon notification of an incident.

The OEM has responsibility and authority to manage the Emergency. The Emergency Management Framework and the Emergency Management Plan shall be facilitated and managed by the Director of Campus Safety and the

Office of Emergency Management.

The OEM 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 and 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.

## **B. Planning**

The ESF group shall identify potential hazards and conduct risk assessments with departmental assistance where necessary. 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. Finally, the OEM shall test plans systematically and on a regular basis through appropriate training, that may include first response agencies.

## **C. Incident Response**

When an incident occurs, 911 and Campus Safety (303-871-3000) are called, then the Director of Campus Safety (or designee) will notify the appropriate ESF's and senior leadership of the University. The Director (or designee) will identify an individual who will manage the incident. This individual will be the Incident Commander 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 following a Unified Command model.

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 the confidential Emergency Management Plan that includes guidelines for critical incident response and a Unified Command protocol.

The Director of Campus Safety shall keep sufficient records regarding incident details and response.

#### IV. DEFINITIONS

None

<b>Revision Effective Date</b>	<b>Purpose</b>
<i>6/28/2021</i>	<i>Minor revisions</i>
<i>6/27/2022</i>	<i>Minor revision to change references from Shared Services to University Financial Services</i>