

LIFE THREATENING INJURY OR DEATH OF A COMMUNITY MEMBER



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Campus Response and Support Personnel
Guidelines for Non-Emergency Situations

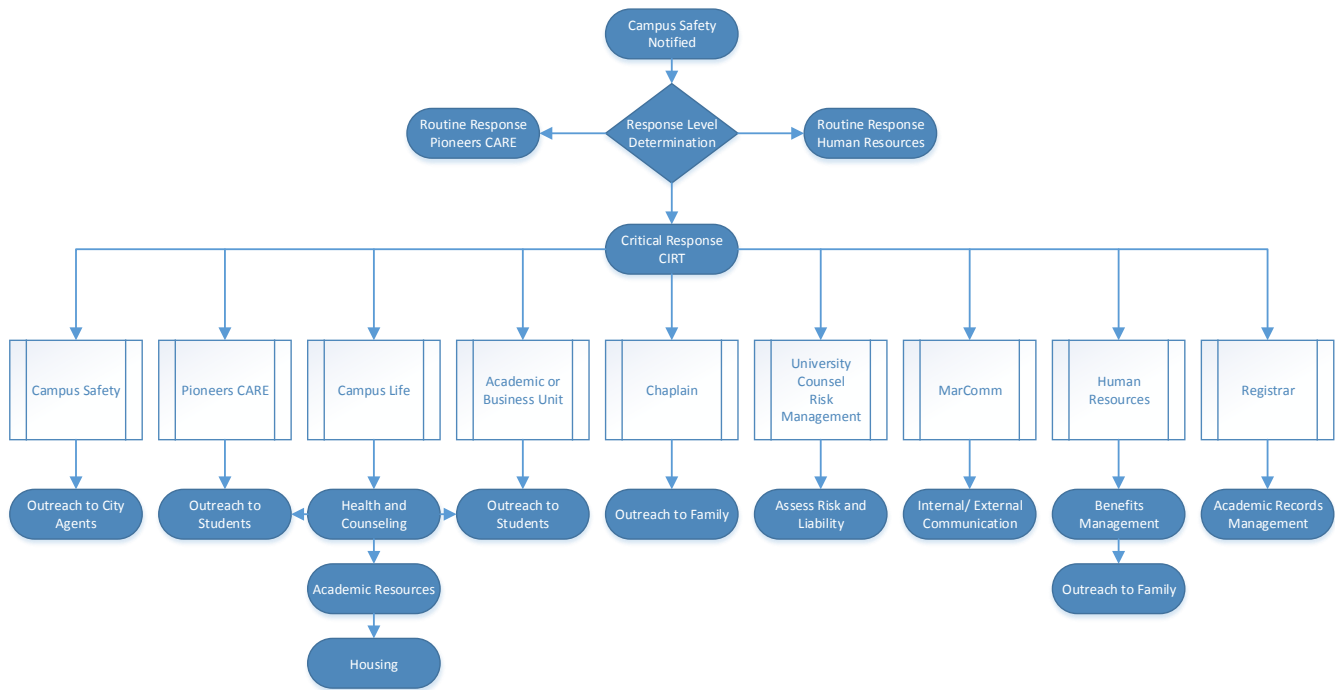


Life Threatening Injury or Death of a Community Member

CAMPUS RESPONSE AND SUPPORT PERSONNEL GUIDELINES FOR NON-EMERGENCY SITUATIONS

A life-threatening injury or death of a student or employee is a tragedy not only for family members and friends but also for the University community. The University of Denver strives to ensure that our responses to the injury or death of one of our community members are thoughtful, caring, professional, coordinated, and consistent. The notification of a tragic event sets in motion a range of protocols by Campus Safety personnel, administrators, medical and mental health professionals, Student Life personnel, faculty, students, and others, depending on the circumstances. These guidelines are intended for campus response and support personnel to facilitate the support process, expedite accurate and appropriate communication, and provide assistance for the expression of care and sympathy. Following are distinct guidelines for the death or critical injury of a community member. Remember that these are guidelines, and every situation is unique, requiring informed, individualized action.

LIFE-THREATENING INJURY OR DEATH PROTOCOL



NOTIFICATION: Campus Safety (12334)

Any member of the University community who receives information regarding the death or life-threatening injury of a current DU community member should notify Campus Safety. The director of campus safety will notify the Office of the Chancellor (12111) and the Office of the Provost and Executive Vice Chancellor (14101) for informational purposes and will convene a Critical Incident Response Team meeting as necessary.

RESPONSE LEVEL

In most cases, the critical injury of a university community member can be handled quietly and effectively by Pioneers CARE or Human Resources support personnel. However, in rare instances, the circumstances of the injury may raise issues of public accountability or involve a high level of media or public scrutiny. In such cases, A Critical Incident Response Team (CIRT) will be called.

CRITICAL INCIDENT RESPONSE TEAM (CIRT)

The director of campus safety works with the associate provost for Graduate Studies and the associate vice chancellor for Student Life in cases involving students and with the Human Resources liaison in employee cases to determine the need for a Critical Incident Response Team (CIRT) meeting. When necessary, the director of campus safety generally will convene the CIRT no later than the first business day after notification of the incident.

Required Participants

Associate Vice Chancellor, Student Life -- or --
Associate Provost, Graduate Studies
Dean/Director, Academic Department or Business Office
Director, News and Public Affairs
Director, Counseling Services
Vice Chancellor, Human Resources (if employee)
Residential Education
Pioneers CARE Director, Undergraduate Student Outreach
Pioneers CARE Director, Graduate Student Services Asst.
Executive Director, Enterprise Risk Management
University Counsel
University Chaplain

Possible Participants

Executive Director, Academic Resources
Executive Director, Campus Life
Executive Director, Health and Counseling Center
Senior Associate Provost, Inclusive Excellence
Director, Learning Effectiveness Program
Executive Director, Housing and
Vice Chancellor, Athletics
Assistant VC Recreation & Building Operations
Director, Intl. Student & Scholar Services
Associate Provost, Undergraduate Programs
Director, Living and Learning Communities

RESPONSE AND SUPPORT PERSONNEL CHECKLISTS

The following checklists outline the basic steps campus support personnel generally take in addressing the tragedy. Units may have additional processes or internal protocols which they follow and which should be communicated to the Critical Incident Response Team.

CAMPUS SAFETY

- ✓ Confirm injury and verify necessary information about the circumstances surrounding the injury.
- ✓ Evaluate the situation and establish the incident level.
- ✓ Evaluate threat to campus community and determine necessary safeguards.
- ✓ Liaise with the Denver Police Department and other emergency response agencies as necessary.
- ✓ Assign an individual to report to the hospital if appropriate.
- ✓ Determine the need for and chair CIRT meeting if required.

CRITICAL INCIDENT RESPONSE TEAM

- ✓ Identify population immediately impacted by the event, and determine the outreach and support needed.
- ✓ Designate appropriate Pioneers CARE point person to communicate with faculty and staff about administrative responsibilities and coordinate with appropriate offices regarding outreach to university community members.
- ✓ In coordination with Marketing and Communications, determine media strategy and internal and external messages.

CHAPLAIN

The university chaplain or designee will work with the family, serving as the point person/coordinator of institutional actions.

- ✓ Initiate outreach to the family after the official notification by the coroner's office or other outside sources (e.g., public information, such as news report or obituary).
- ✓ Determine who has been in contact with the family and assume responsibility as official University contact, if appropriate.
- ✓ Determine what information the family wishes to disclose and, obtain consent to share from family representative.
- ✓ Coordinate with associate provost/dean/director and Communications and Marketing regarding what information should be shared and about disseminating information regarding funeral/memorial service.
- ✓ Coordinate memorial service arrangements on campus as necessary. Determine appropriate tributes.
- ✓ Identify University representatives to attend services.
- ✓ Facilitate family contact with appropriate university community members as requested.
- ✓ Stay in touch with the family periodically with guidance from University Counsel, if needed.
- ✓ Update University administrators as needed.

ASSOCIATE PROVOST FOR GRADUATE STUDIES/ VICE CHANCELLOR FOR CAMPUS LIFE

The associate vice chancellor for student life and the associate provost for graduate studies are responsible for the coordination of processes involving undergraduate and graduate students respectively. They work with the provost for necessary approvals.

- ✓ Attend or identify a designee to attend the CIRT meeting.
- ✓ Coordinate with dean, chaplain, and Communications and Marketing regarding the dissemination of appropriate information regarding the death and funeral/memorial service.
- ✓ Work academic unit, registrar, and provost to award of posthumous degree if applicable.
- ✓ Notify appropriate offices of death.

DEAN OF ACADEMIC UNIT

The dean of the academic unit coordinates efforts within the school or division and serves as liaison or appoints a designee to work with support and response personnel.

- ✓ Attend or identify designee to attend the CIRT meeting.
- ✓ Communicate steps in death protocol to faculty and staff.
- ✓ Identify needs of students, staff and faculty impacted by the death.
- ✓ Work with Communications and Marketing and associate provost to draft condolence letter to the family.
- ✓ Help shape next steps: memorial service, grief sessions, communication to unit, etc.
- ✓ Work with associate provost and registrar to determine appropriateness of awarding the degree posthumously. The associate provost makes the request to the provost who seeks board approval.

DIRECTOR OF BUSINESS UNIT

The director of the business unit coordinates efforts within the office or division and serves as liaison or appoints a designee to work with support and response personnel.

- ✓ Attend or identify designee to attend the CIRT meeting.
- ✓ Communicate steps in death protocol to staff.
- ✓ Identify needs of staff impacted by the death.
- ✓ Help shape next steps: memorial service, grief sessions, communication to unit, etc.
- ✓ Work with Communications and Marketing and Human Resources to draft condolence letter to the family.

PIONEERS CARE

The directors of student outreach and support and graduate student services are Pioneers CARE point persons.

- ✓ Coordinate with chaplain and unit to make initial plans for how to informally notify the affected community once next of kin or family representative has been contacted and their wishes about information sharing are verified.
- ✓ Identify who on campus is likely to be significantly impacted by the tragedy and plan for how to connect with them and who will reach out to which people/groups.
- ✓ Verify student information, including campus relationships and activities.
- ✓ Make arrangements with HCC for group and/or individual counseling/discussion if needed.
- ✓ Work with staff/faculty in involved academic units to identify those most impacted and their relationship to the student.

MARKETING AND COMMUNICATIONS

The Division of Marketing and Communications is responsible for all official communication and media relations.

- ✓ Identify a media/press and release of information strategy (what and to whom and when) including an appropriate message to the *entire* campus community. All press communications should be coordinated with Vice Chancellor of Student Life or the Associate Provost of Graduate Studies and the academic dean prior to dissemination or with Human Resources in the case of faculty/staff. Note: The Chancellor has suggested that the notice go out over the Chaplain's signature, unless it is a faculty member or an upper level administrator or board member, in which case the notice should come from the Chancellor or Provost.
- ✓ Provide appropriate "talking points" for DU staff and faculty who may receive inquiries.
- ✓ Work with associate provosts and dean/director to draft a letter to the family expressing the University's condolences. The Vice Chancellor of Student Life or the Associate Provost of Graduate Studies will ensure that the letter is approved by the Provost. Again, note: The Chancellor has suggested that the notice go out over the Chaplain's signature, unless it is a faculty member or an upper level administrator or board member, in which case the notice should come from the Chancellor or Provost.
- ✓ Update the University community and the general public of the incident status and response actions regularly.
- ✓ All communications must be mindful of and abide by HIPAA rules.

HEALTH AND COUNSELING

The Health and Counseling Center manages outreach to ensure the wellbeing of community members.

- ✓ Coordinate with CIRT and affected unit for the provision of short-term counseling and debriefing as necessary.
- ✓ Provide faculty and staff with suggestions for communicating with their students regarding the death and its impact on students and the campus community.
- ✓ Provide grief support for University community members.
- ✓ Provide references for off-campus resources for long-term support as necessary.

HUMAN RESOURCES

- ✓ Work with Risk Management and Environment Health and Safety offices if the death occurred on campus

or was related to an employee's duties.

- ✓ Work with internal and external offices/agencies regarding death and retirement benefits.
- ✓ Set the Deceased Indicator in case of employee death.

REGISTRAR

- ✓ Set the Deceased Indicator in case of student death. For currently enrolled students, only the Registrar may update the Deceased indicator.