

<u>Service</u>	<u>Planning Considerations</u>	<u>Potential Internal Partners</u>	<u>Potential External Partners</u>
Mental/ Behavioral Health	<ul style="list-style-type: none"> • Need to have the ability to have services and/or providers service both staff and students • Coordinate with EAP contractor to determine level of support in a crisis • Develop MOUs with surrounding universities for additional support • Need to continue to provide services in existing venues/systems, if possible (i.e., dorms) 	<ul style="list-style-type: none"> • Student Health Center • Counseling Center • EAP Services • Student Affairs • Academic Health System • Campus Public Health • Wellness Center • Disability Services Center • Telehealth 	<ul style="list-style-type: none"> • EAP Contracts • Victim Services Providers • Crisis Response Teams • Health Care Coalitions • Local Government/FBI Victim Services • Peer Support • Dept. Criminal Justice Services • Critical Incident Stress Management Teams • Disaster Medical Assistance (DMAT) Teams • Behavioral Assistance Response Teams
Spiritual Care	<ul style="list-style-type: none"> • If these services are not readily available on campus, consider working with outside groups. This should not be a service handled by student groups/organizations 	<ul style="list-style-type: none"> • EAP Services • Academic Health System Spiritual Center • Chaplaincy • Campus Spiritual Life Groups/Ministry Leaders 	<ul style="list-style-type: none"> • Spiritual leader in local area • Volunteer Organizations Active in a Disaster • Hospital Chaplaincy Coordinators • Local Non-profits
Victim ID/ Tracking	<ul style="list-style-type: none"> • Need to have several methods used to coordinate with the hospitals • Send a campus representative other than PD with authorization to receive updates on patient information (i.e. Social Services Rep) 	<ul style="list-style-type: none"> • Campus Social Workers • EAP • Academic Health System • Registrar's Office/Strategic Enrollment • Executive Group of Student EMS / EM • Student Life/Dean of Students 	<ul style="list-style-type: none"> • Victim Services • Social Workers • County EMS • Health Care Agency • American Red Cross • FBI Victim Services • Coroner • Regional Advisory Councils • Health Care Coalition • 211 • Public Health

	<ul style="list-style-type: none"> • Pre-determine personnel authorized to release 		
Reunification/ Notification Team	<ul style="list-style-type: none"> • Individuals who implements plans for notification including involvement in the incident, missing status, and death notifications • Preidentified personnel authorized to make corresponding notifications 	<ul style="list-style-type: none"> • Campus Social Workers • Counseling Center • Campus PD/Safety • Student Affairs 	<ul style="list-style-type: none"> • Coroner • Victims Services Departments • American Red Cross • Contract Services (i.e. Empathia)
Comms/IT	<ul style="list-style-type: none"> • Cell phones and/or computers that work to allow individuals to update their status • Service providers offer program for first responders to assist with obtaining phones • Additional wi-fi hotspots/capability 	<ul style="list-style-type: none"> • OIT 	<ul style="list-style-type: none"> • GETS/WPS • Service Providers (Verizon, AT&T, etc.) • Cellular on wheels (COWs)/light pouch
Transportation	<ul style="list-style-type: none"> • Have this information already laid out and available in a template to quickly push out • Include transportation from airport, parking information, transportation to hotels, etc. • Be prepared to provide info on local hotels (work with local visitor's bureau or other agency to get current information) 	<ul style="list-style-type: none"> • Parking & Transportation services • Campus bus/shuttle service • Fleet • Athletics Contracts 	<ul style="list-style-type: none"> • Local School Districts • Uber/Lyft Contracts • Hotel shuttle services • Existing charter contracts • Sports & Recreation • Paratransit • Public Transit
Logistics/ Mass Care	<ul style="list-style-type: none"> • Determine what level of service campus food service vendor could provide • Leverage existing contracts • Have information on what is acceptable for donations and 	<ul style="list-style-type: none"> • Campus Dining • Special Events & Protocol • Campus Housing • Campus Facility/ Maintenance • Student Center/Events 	<ul style="list-style-type: none"> • Local Non-profit organizations • National/Regional Non-profit • Local business leaders • Contractors • Local Community Organizations Active

	<p>procedures for coordinating those in a template to quickly push out</p> <ul style="list-style-type: none"> • Leverage campus food pantries if available • Identify the trauma centers in your area 	<ul style="list-style-type: none"> • HR Donations Manager 	<p>in Disasters (COAD)/Voluntary Organizations Active in a Disaster (VOAD)</p>
Safety/ Security	<ul style="list-style-type: none"> • Depending on the incident, law enforcement may be present to conduct interviews • If not required, consider using non-uniform officers especially inside the Family and Relatives Center (FRC) or FAC • Leverage CSOs/CSAs/PSOs/PSAs Develop process to manage self-deployed agencies 	<ul style="list-style-type: none"> • Campus PD • Public Safety Officers • Community Safety Ambassadors • Contracted security 	<ul style="list-style-type: none"> • Local law enforcement officials • Sherriff's office • Contracted security
Registration	<ul style="list-style-type: none"> • Personnel filling this role should be prepared to do quick case management on what the individual's needs are and get them to the right resource within the FRC • They should expect to address the major issues and know where to direct them, such as: <ul style="list-style-type: none"> ○ Notification of involvement ○ Victim Accounting • Information about the incident and recovery plan 	<ul style="list-style-type: none"> • Employee Experience Center • Special Events & Protocol • Mental Health First Aid Instructors • CERT • Student Affairs • Athletics 	<ul style="list-style-type: none"> • Volunteer Organizations Active in a Disaster (VOAD)/COADs • Community Based Organizations (CBOs) • Local/Regional/National non-profits • Local school district staff • Crisis Response Teams

PIO/Media	<ul style="list-style-type: none"> • Shall conduct briefings with information prior to it being released to the media • Messaging needs to be consistent across all platforms • Encourage internal and external stakeholders to share official campus messaging verses drafting new messaging as well as to ensure misinformation/false information is not spread • Pre-establish media locations for each FRC location • Consider creating templates describing an FRC, what services are there, etc. 	<ul style="list-style-type: none"> • PIO/ News Office/ Enterprise Communication 	<ul style="list-style-type: none"> • PIOs from surrounding cities • Contracts with local school districts/universities • MAAs • NIMAA
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Data Collection Methods

Input Method	Responsibility
Call Center	<ul style="list-style-type: none"> • Contracted out (AWS Connect, FEI, Call Experts, Ambs, Empathia Black Swan, AnswerNet, etc.) • County Hotline • 211 • Friends and Relatives Center (FRC) Staff
App/Link	<ul style="list-style-type: none"> • QR code • PIO post on social medio/campus platforms
In Person	<ul style="list-style-type: none"> • Friends and Relatives Center (FRC) staff
Other	

