|  |  |  |  |
| --- | --- | --- | --- |
| **Service** | **Planning Considerations** | **Potential Internal Partners** | **Potential External Partners** |
| **Mental/****Behavioral Health** | * 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)
 | * Student Health Center
* Counseling Center
* EAP Services
* Student Affairs
* Academic Health System
* Campus Public Health
* Wellness Center
* Disability Services Center
* Telehealth
 | * 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**  | * 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
 | * EAP Services
* Academic Health System Spiritual Center
* Chaplaincy
* Campus Spiritual Life Groups/Ministry Leaders
 | * Spiritual leader in local area
* Volunteer Organizations Active in a Disaster
* Hospital Chaplaincy Coordinators
* Local Non-profits
 |
| **Victim ID/****Tracking** | * 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)
* Pre-determine personnel authorized to release
 | * Campus Social Workers
* EAP
* Academic Health System
* Registrar’s Office/Strategic Enrollment
* Executive Group of Student EMS / EM
* Student Life/Dean of Students
 | * 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
 |
| **Reunification/****Notification Team** | * Individuals who implements plans for notification including involvement in the incident, missing status, and death notifications
* Preidentified personnel authorized to make corresponding notifications
 | * Campus Social Workers
* Counseling Center
* Campus PD/Safety
* Student Affairs
 | * Coroner
* Victims Services Departments
* American Red Cross
* Contract Services (i.e. Empathia)
 |
| **Comms/IT** | * 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
 | * OIT
 | * GETS/WPS
* Service Providers (Verizon, At&T, etc.)
* Cellular on wheels/light pouch
 |
| **Transportation** | * 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)
 | * Parking & Transportation services
* Campus bus/shuttle service
* Fleet
 | * Local School Districts
* Uber/Lyft Contracts
* Hotel shuttle services
* Existing charter contracts
* Sports & Recreation
* Paratransit
* Public Transit
 |
| **Logistics/ Mass Care** | * Determine what level of service campus food service vendor could provide
* Leverage existing contracts
* Have information on what is acceptable for donations and procedures for coordinating those in a template to quickly push out
* Leverage campus food pantries if available
* Identify the trauma centers in your area
 | * Campus Dining
* Special Events & Protocol
* Campus Housing
* Campus Facility/ Maintenance
* Student Center/Events
* HR Donations Manager
 | * Local Non-profit organizations
* National/Regional Non-profit
* Local business leaders
* Contractors
* Local Community Organizations Active in Disasters (COAD)/Voluntary Organizations Active in a Disaster (VOAD)
 |
| **Safety/ Security**  | * Depending on the incident, law enforcement may be present to conduct interviews
* If not required, consider using non-uniform officers especially inside the INC or FAC
* Leverage CSOs/CSAs/PSOs/PSAs

Develop process to manage self-deployed agencies | * Campus PD
* Public Safety Officers
* Community Safety Ambassadors
* Contracted security
 | * Local law enforcement officials
* Sherriff’s office
* Contracted security
 |
| **Registration** | * 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 INC
* They should expect to address the major issues and know where to direct them, such as:
	+ Notification of involvement
	+ Victim Accounting
* Information about the incident and recovery plan
 | * Employee Experience Center
* Special Events & Protocol
* Mental Health First Aid Instructors
* CERT
* Student Affairs
* Athletics
 | * Volunteer Organizations Active in a Disaster
* Local/Regional/National non-profits
* Local school district staff
* Crisis Response Teams
 |
| **PIO/Media** | * 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 INC location
* Consider creating templates describing an INC, what services are there, etc.
 | * PIO/ News Office/ Enterprise Communication
 | * PIOs from surrounding cities
* Contracts with local school districts/universities
* MAAs
* NIMAA
 |

**Data Collection Methods**

|  |  |
| --- | --- |
| **Input Method** | **Responsibility** |
| Call Center | * Contracted out (AWS Connect, FEI, Call Experts, Ambs, Empathia Black Swan, AnswerNet, etc.)
* County Hotline
* 211
* INC Staff
 |
| App/Link | * QR code
* PIO post on social medio/campus platforms
 |
| In Person | * INC staff
 |
| Other |  |