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| **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**

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| **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 |  |