

**FROSTBURG STATE UNIVERSITY**

**CRISIS INTERVENTION PLAN**

*(Updated: Nov. 2002)*

# FROSTBURG STATE UNIVERSITY

## CRISIS INTERVENTION PLAN

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## I. PURPOSE

Frostburg State University is committed to providing an educational climate that is conducive to the personal and professional development of each individual. With a university community of approximately 5000 students, Frostburg State University realizes that crises, or critical incidents, will occur and that these crises can have a significant impact on the university community. Such critical incidents will require an effective and timely response.

## II. GOALS

- to respond to critical incidents involving students and to provide for the safety and security needs of the university community.
- to offer counseling, guidance and support to members of the university community, their families, and university caregivers.
- to use the critical incident as a 'teaching moment' to enhance the quality of life for all university individuals touched by the incident.
- to review and revise the crisis intervention plan every three years or as required.

## III. CONFIDENTIALITY

During a response to a critical incident, information may be given by several sources that will require thought by the recipient (an on-site response team member) concerning who should be given this information. Information may be given to a team member that has not been officially announced, but is for the team member's information only. This should not be shared with others until an official decision is made as to what information will be released.

As a university representative, the team member is legally responsible to report any confidential information in which there is a potential threat of safety or security to an individual or individuals. This type of information may involve acts such as suicide, rape or violence.

## IV. TEAM COMPOSITION

Two teams will be formulated to respond to critical incidences: the Protocol Management Team and the On-Site Response Team. The composition of each team may vary according to need and situation. There may be occasion when the person in command of the On-Site Team may be an individual who is not directly affiliated with the university (for example: a member of the local fire department).

**THE PROTOCOL MANAGEMENT TEAM (PMT)** – The team is responsible for coordinating Frostburg State University's response to a crisis situation and implementing the crisis intervention plan. The team should represent all appropriate campus constituencies but be small enough to make immediate, effective decisions. The team will ordinarily include representatives from University Police, Campus Ministry, Residence Life, Academic Affairs, Counseling and Psychological Services, Student Educational Services, News and Media Services, Human Resources and Facilities and Maintenance. The University Chief of Police will serve as Coordinator of the Protocol Management Team and will call the team together. The Coordinator will notify the Executive Committee as soon as possible. Other individuals may be called to assist.

**THE ON-SITE RESPONSE TEAM (ORT)** – This team is a subgroup of the Protocol Management Team. The PMT leader will designate the ORT leader. The team will typically include representatives from University Police, Counseling and Psychological Services, Campus Ministry and Residence Life, but may also focus on Facilities and Telecommunications staff. Other individuals may be called to assist. The responsibilities of the team include coordination with emergency community agencies, direct counseling interventions, facilities management, consultation with family, staff and friends and other direct 'helping functions'. A team member will be designated to coordinate written documentation of the critical incident and the services rendered.

\* An annual drill, initiated by the Chief of University Police, will be conducted by the university to provide continuous update and preparation for crises.

## V. DEFINITION OF EMERGENCY LEVELS

### **LEVEL 1 UNIVERSITY CRISIS**

A university crisis is an event or situation which presents the potential to cause severe pain or distress within the academic community for students, faculty and staff and interferes with the University's ability to carry out its mission. It is typically a situation that is-or soon could be-out of control. The situation is of the magnitude that requires utilization of all university resources or a combination of university resources and multiple outside agencies. Examples include tornado,

large fire, and accident with multiple injuries and/or deaths. These situations may require a collaborative effort with Emergency Medical Services.

The On-Site Response Team is responsible for making decisions to resolve the entire emergency. The decisions must be directed at protection of life and property and the stabilization of the situation. The team should complete the following immediate tasks:

- a response strategy
- who needs to be consulted
- the appropriate spokesperson
- the method of communication to the university community
- accurate account of what really happened
- how the incident is being handled
- what shall be handled in the upcoming hours and days
- who will document the description of the emergency and the response

## **LEVEL 2 UNEXPECTED OCCURRENCE**

An unexpected occurrence is a situation that requires a response by two or more university resources above a routine capacity. These emergencies involve a cooperative effort and a commitment of personnel, equipment or resources that would be expected to upset the normal working routine of the responding resources. Examples include bomb threat, imminent physical violence and physical plant failure.

The On-Site Response Team should meet if necessary to facilitate support, mobilization of additional resources and any necessary communication to the university community.

## **LEVEL 3 INCIDENT**

An incident is a situation that requires a response from a single university resource in a normal, routine capacity. An unexpected occurrence may fall in this category if the situation is met with a single response. Examples include single injury, small and easily contained fire.

The On-Site Response Team is usually not involved in the management of an incident. The responding university resource is responsible for decision making for proper resolution of the incident. No university-wide response is required.

## I. COMMUNITY HEALTH INCIDENTS

*Exposure to biological hazards, toxic substances, food poisoning, etc.*

### **IMMEDIATE NOTIFICATION:**

#### **INITIATING DEPARTMENT**

- notifies university police

#### **UNIVERSITY POLICE**

- calls 911
- calls COORDINATOR OF THE PROTOCOL MANAGEMENT TEAM
- calls DIRECTOR OF RESIDENCE LIFE
- calls DIRECTOR OF FACILITIES
- calls DIRECTOR OF HUMAN RESOURCES

#### **DIRECTOR RESIDENCE LIFE**

- notifies VICE PRESIDENT, STUDENT EDUCATIONAL SERVICES
- mobilizes RESIDENCE LIFE STAFF
- notifies related areas (such as FOOD SERVICE, etc.)

#### **DIRECTOR OF FACILITIES**

- notifies and mobilizes appropriate staff

### **INITIATING THE CRISIS RESPONSE:**

#### **COORDINATOR PROTOCOL MANAGEMENT TEAM (PMT)**

- designates ON-SITE RESPONSE TEAM (ORT) LEADER
- designate a PMT member to establish a line of communication with ALLEGANY COUNTY HEALTH DEPARTMENT, ALLEGANY COUNTY EMERGENCY MANAGEMENT, RED CROSS, CENTER FOR DISEASE CONTROL, WESTERN MD HEALTH SYSTEMS (as needed)
- notifies PMT of meeting (including NEWS AND MEDIA SERVICES, HEALTH SERVICES, UNIVERSITY POLICE, LEGAL COUNSEL, VP's or DESIGNEE, RESIDENCE LIFE, OTHER CAMPUS/COMMUNITY)

#### **DIRECTOR NEWS AND MEDIA SERVICES**

- notifies PRESIDENT/OTHER ADMINISTRATOR/FACULTY
- prepares communication for press release
- implement University System of Maryland (USM) procedures

***NOTE: REFER TO SERIOUS INJURY OR DEATH PROTOCOL IF NEEDED***

**WITHIN THE FIRST 12 HOURS:**

**ON-SITE RESPONSE TEAM**

- provides direct service
- assesses situation and communicates to PMT
- coordinates with the Community Incident Commander
- coordinates with on-site community agencies

**DIRECTOR OF NEWS AND MEDIA**

- prepares communication for faculty, staff, students and parents
- updates press release
- handles media inquiries and official university statements

**PROTOCOL MANAGEMENT TEAM**

- determines if other protocols need to be implemented or monitored
- provides additional resources to ORT as needed
- maintains open communication with community agencies

**WITHIN 1 – 3 DAYS:**

**ON-SITE RESPONSE TEAM**

- consult with counseling staff, health staff and campus clergy for personnel support
- work with HUMAN RESOURCES staff regarding employee welfare.
- prepare and submit crisis response report to PMT

**PROTOCOL MANAGEMENT TEAM**

- prepare report of projected personnel, financial and academic implications
- provide debriefing for ORT
- monitor need for follow up with external and internal communications
- collaborates responses with WESTERN MARYLAND HEALTH SYSTEM

## II. DEATH OR SERIOUS INJURY

*Death, especially of a student who is on-campus, will, in general, demand much greater attention and involvement of the ON-SITE RESPONSE TEAM.*

### **IMMEDIATE NOTIFICATION:**

#### **INITIATING DEPARTMENT**

- notifies UNIVERSITY POLICE

#### **UNIVERSITY POLICE**

- calls 911, if this has not yet been done, and C3I if this is a Criminal Offense. If this is a Criminal Offense, the immediate area is considered a crime scene
- notifies DIRECTOR OF RESIDENCE LIFE (if on campus)
- insures safety of the area to prevent additional deaths or injury (if necessary)
- calls Coordinator of PROTOCOL MANAGEMENT TEAM
- notifies DIRECTOR OF FACILITIES and DIRECTOR OF HUMAN RESOURCES (depending on the crisis)

#### **DIRECTOR OF RESIDENCE LIFE**

- notifies VP FOR STUDENT AND EDUCATIONAL SERVICES or DESIGNEE
- calls together RDs & RAs in affected Residence Hall to work with roommates, friends, hall mates, etc., of deceased student

### **INITIATING THE CRISIS RESPONSE:**

*(NOTE: The University does not report suspected cause of death. Only the coroner can make the public announcement.)*

#### **COORDINATOR OF PROTOCOL MANAGEMENT TEAM**

- designates ON-SITE RESPONSE TEAM (ORT) LEADER
- notifies all PROTOCOL MANAGEMENT TEAM members
- determines time for a meeting (most likely on site)
- contacts UNIVERSITY COUNSEL

#### **PROTOCOL MANAGEMENT TEAM**

- meets and determines the appropriate response
- notifies family or guardians and meets with them if they are present
- encourages the use of COUNSELING, CAMPUS MINISTRY, etc. to students, faculty, staff
- contacts MEDICAL EXAMINER'S OFFICE

#### **DIRECTOR OF NEWS AND MEDIA SERVICES**

- notifies PRESIDENT, VP's, DEANS and any other pertinent administrators or faculty
- begins development of FSU response to Media



### **WITHIN THE FIRST 12 HOURS:**

#### **COORDINATOR OF ON-SITE RESPONSE TEAM**

- determines on-site response

#### **ON-SITE RESPONSE TEAM**

- reports to site
- some members may go to the Hospital if the situation warrants
- identifies appropriate friends, acquaintances of the deceased as targets for special intervention. (*Special attention should be given to roommates, close friends, and persons who may have witnessed the death.*)
- informs UNIVERSITY COUNSEL of all pertinent information

#### **PROTOCOL MANAGEMENT TEAM**

- plans for and provides support for those involved in the crisis response (e.g. other team members and members of the Residence Hall staff)
- plans for support activities for affected groups (e.g. students in the Residence Hall)
- alerts appropriate person involved to target and monitor individuals who may be potential risks for stress response
- makes contact with the family of the victim
- CAMPUS MINISTRY MEMBERS initiate plans for a Memorial Service or other rituals for healing (e.g. university-wide prayer service) and possible consultation/coordination with the victim's home clergy.

#### **DIRECTOR OF NEWS AND MEDIA SERVICES**

- prepares official University statement (if necessary) and drafts of written communication to the University Community
- handles media inquiries
- prepares personal communication to the family of the victim on behalf of the PRESIDENT and University Community

### **WITHIN THE NEXT 12 – 24 HOURS:**

#### **PROTOCOL MANAGEMENT TEAM**

- continues response to the family of the deceased and families of those affected (if needed)
- continues response to affected students

#### **ON-SITE RESPONSE TEAM**

- meets for a formal debriefing with members
- reviews activities and makes any further decisions that are necessary
- appoints an individual to be in charge of dealing with the needs of the victim's family (e.g. travel arrangements, arranging lodging, etc.)

**WITHIN THE NEXT 2 – 7 DAYS:**

**STUDENT AND EDUCATIONAL SERVICES STAFF**

- makes arrangements for flowers at the funeral
- determines appropriate persons to represent the University at the funeral
- makes funeral information known to University Community
- works with CAMPUS MINISTRY to schedule a Memorial Service
- helps coordinate any monetary matters of the deceased student with the family (e.g. any refunds of tuition, etc.)

**ON-SITE RESPONSE TEAM**

- gathers for another debriefing
- reviews procedures followed during the crisis
- makes recommendations for protocol changes for the future
- COORDINATOR OF ORT makes a Report of the Crisis and Response.

**PROTOCOL MANAGEMENT TEAM**

- continues response to family of victim (if necessary)
- continues response to affected students (if necessary)

**WITH THE NEXT 18 MONTHS:**

**PROTOCOL MANAGEMENT TEAM**

- initiates a series of “check backs” with the family of the victim

**COMMUNITY RESOURCES:**

- Red Cross
- MD State Police
- Area Clergy
- Sacred Heart Campus of Western MD Health System 24-Hour Emergency  
Mental Health Services
- Allegany County Health Department

### III. NATURAL/PUBLIC DISASTER

*A disaster is defined as any unforeseen event that causes damage, destruction and harm to individuals. Disasters can occur through nature (weather-related, e.g. tornadoes, severe blizzards, hurricanes) or other origin (fire, hazardous material spill). Local and regional evacuation sites (both on- and off-campus) to house on-campus students (approximately 1,500) with shuttle service should be identified and determined (see page 13).*

*Many of the potential campus disasters have existing protocols (regular drill evacuations for small fires, routine weather-related university closings and delays). The following protocol will address unusual and/or grave natural and public disasters affecting our students, employees and campus.*

#### **IMMEDIATE NOTIFICATION:**

##### **INITIATING DEPARTMENT**

- calls 911 (ALLEGANY COUNTY EMERGENCY MANAGEMENT CENTER should access emergency phone response to FSU campus)
- notifies UNIVERSITY POLICE

##### **UNIVERSITY POLICE**

- insures safety of the area to prevent injury, with appropriate staff, leads an evacuation, if needed.
- contacts FROSTBURG CITY POLICE for assistance (under Mutual Aid Agreement)
- calls COORDINATOR of the PROTOCOL MANAGEMENT TEAM
- notifies DIRECTOR OF FACILITIES, DIRECTOR OF RESIDENCE LIFE and DIRECTOR OF HUMAN RESOURCES (depending on the crisis)

##### **DIRECTOR OF RESIDENCE LIFE/DIRECTOR OF FACILITIES**

- notifies necessary staff members (clean-up crews, RDs and RAs to disseminate information in the event of a campus evacuation).

#### **INITIATING THE CRISIS RESPONSE:**

*(NOTE: In the event of a death linked to a natural or public disaster, please follow the **SERIOUS INJURY AND/OR DEATH** Emergency Protocol to deal with that crisis.)*

##### **COORDINATOR OF THE PROTOCOL MANAGEMENT TEAM**

- designates ON-SITE RESPONSE TEAM (ORT) LEADER
- notifies all PROTOCOL MANAGEMENT TEAM members
- determines time for a meeting
- contacts UNIVERSITY COUNSEL

**PROTOCOL MANAGEMENT TEAM**

- meets to determine the appropriate action (e.g. evacuation)

**DIRECTOR OF NEWS AND MEDIA SERVICES**

- notifies PRESIDENT, VP's, DEANS and UNIVERSITY SYSTEM OF MARYLAND
- begins development of FSU response and delivers information to campus and media.

**WITHIN THE FIRST 12 HOURS:**

**COORDINATOR OF THE ON-SITE RESPONSE TEAM**

- continues to moderate and assess on-site situation and work with University Police and Campus Safety Officer.

**ON-SITE RESPONSE TEAM**

- TEAM (or representative) visits site, gathers information and assesses situation.
- informs UNIVERSITY COUNSEL of all pertinent information.
- work with UNIVERSITY POLICE on crowd control by issuing IDs for people to access site.

**PROTOCOL MANAGEMENT TEAM**

- make campus-wide judgment calls dealing with evacuation, campus safety, etc.
- make decisions for individuals and offer support for victims (housing, transportation, etc.)
- coordinates with victims to get in touch with their families.
- assist with relief efforts (EMTs, Red Cross, Brady Health, if needed).

**DIRECTOR OF NEWS AND MEDIA SERVICES**

- prepares media statements and drafts of written communication to the University community and general public on the disaster, the university's response and necessary procedures.
- work with TELECOMMUNICATIONS in developing voice-mail message.
- prepares communication for the victims on behalf of the University PRESIDENT.

**WITHIN 1 – 3 DAYS:**

**PROTOCOL MANAGEMENT TEAM**

- continues to check on-site progress until problems are resolved
- continues to aid and support victims until resolution
- keeps UNIVERSITY PRESIDENT and COUNSEL informed on situations
- debrief and assess the situation/protocol

**DIRECTOR OF NEWS AND MEDIA SERVICES**

- continues to inform the public on situation
- works with the PRESIDENT in writing thank you letters to cooperating agencies

**POSSIBLE FROSTBURG EVACUATION SITES:**

**ON-CAMPUS:**

- Chesapeake Dining Hall
- Cordts Physical Education Center

**OFF-CAMPUS:**

- Beall Elementary
- Beall High School
- Frost Elementary
- Frostburg Armory
- Frostburg Community Center
- Local church halls

**POSSIBLE SHUTTLE SERVICE:**

- Allegany County School Buses
- Allegany County Transit
- University vehicles

**COOPERATING COMMUNITY RESOURCES:**

- Allegany County Board of Education
- Allegany County Emergency Management Center
- Allegany County Hazmat Team
- Allegany County Health Department
- Allegany County Sheriff's Department
- American Red Cross
- Area Clergy
- Area Fire Departments
- City of Frostburg
- Cumberland CERT (Crisis Emergency Response Team)
- Cumberland, Md., National Guard Emergency Unit
- Frostburg City Police
- Local EMT services
- Maryland State Police
- Western Maryland Health System

## IV. THREATS TO PUBLIC WELFARE

*Incidents are of such magnitude that timely, full and appropriate communication between university offices and organizational structure and potentially community agencies is presumed. Incidents could include bomb threats, riots, or violent crime.*

### **IMMEDIATE NOTIFICATION:**

#### **INITIATING DEPARTMENT**

- notifies UNIVERSITY POLICE

#### **UNIVERSITY POLICE**

- calls 911
- calls DIRECTOR OF RESIDENCE LIFE
- calls DIRECTOR OF FACILITIES
- calls COORDINATOR OF THE PROTOCOL MANAGEMENT TEAM (PMT)

#### **DIRECTOR OF RESIDENCE LIFE**

- notifies VICE PRESIDENT OF STUDENT AND EDUCATIONAL SERVICES
- mobilizes RESIDENCE LIFE STAFF

### **INITIATING THE CRISIS RESPONSE:**

#### **COORDINATOR PROTOCOL MANAGEMENT TEAM**

- designates ON-SITE RESPONSE TEAM (ORT) LEADER
- notifies all PROTOCOL MANAGEMENT TEAM members
- determines time for a meeting
- contacts UNIVERSITY COUNSEL

#### **DIRECTOR NEWS AND MEDIA**

- notifies PRESIDENT/OTHER ADMINISTRATORS AND FACULTY
- prepares communication for news release
- implements UNIVERSITY SYSTEM OF MARYLAND (USM) procedures

#### **UNIVERSITY POLICE**

- coordinates campus response with EXTERNAL POLICE AGENCIES

***(NOTE: REFER TO SERIOUS INJURY OR DEATH PROTOCOL IF NEEDED)***

### **WITHIN THE NEXT 3 – 12 HOURS:**

#### **ON-SITE RESPONSE TEAM**

- provides direct service
- assesses situations and communicates to PMT
- coordinates with ON-SITE COMMUNITY AGENCIES

**DIRECTOR OF NEWS AND MEDIA SERVICES**

- prepares communication to faculty, staff, students and parents
- updates existing press releases

**PROTOCOL MANAGEMENT TEAM**

- determines if other protocols need to be implemented or monitored
- provides additional resources to ORT as needed
- maintains open communication with community agencies

**WITHIN 1 – 3 DAYS:**

**ON-SITE RESPONSE TEAM**

- consult with counseling staff and campus clergy for personnel support
- prepare and submit crisis response report to PMT

**PROTOCOL MANAGEMENT TEAM:**

- prepare report of projected personnel, financial and academic implications
- provide debriefing for ORT
- monitor need for follow up external and internal communications

## **V. PHYSICAL PLANT FAILURE**

*Physical plant failure which may impact the functioning of the university includes electrical failure, utility disruptions, serious damage to telephone and computer systems and serious building malfunction requiring building evacuation.*

### **IMMEDIATE NOTIFICATION:**

#### **INITIATING DEPARTMENT**

- notifies UNIVERSITY POLICE

#### **UNIVERSITY POLICE**

- notifies the DIRECTOR OF PHYSICAL PLANT OPERATIONS
- notifies COORDINATOR OF PROTOCOL MANAGEMENT TEAM
- notifies DIRECTOR OF RESIDENCE LIFE, if appropriate

#### **DIRECTOR OF FACILITIES**

- reports to scene as ON-SITE RESPONSE TEAM COORDINATOR

#### **COORDINATOR PROTOCOL MANAGEMENT TEAM**

- designates ON-SITE RESPONSE TEAM (ORT) LEADER
- notifies all PROTOCOL MANAGEMENT TEAM members
- determines time for a meeting
- contacts UNIVERSITY COUNSEL

#### **DIRECTOR OF NEWS AND MEDIA SERVICES**

- notifies the PRESIDENT, VICE PRESIDENTS and other pertinent administrators

### **INITIATING THE CRISIS RESPONSE:**

#### **DIRECTOR OF FACILITIES**

- coordinates with appropriate community authorities (e.g.: police, fire, ambulance, public health, utility company)
- gathers information available about plant failure
- prepares the plant operations office for a Team meeting

#### **UNIVERSITY POLICE**

- coordinates police, fire, ambulance activities

#### **COORDINATOR OF PROTOCOL MANAGEMENT TEAM:**

- confers with COORDINATOR OF THE ON-SITE RESPONSE TEAM/DIRECTOR OF FACILITIES
- activates additional personnel as needed (ON-SITE RESPONSE TEAM, evacuation)



- determines if other emergency protocols should be followed depending on the type of plant failure
- connects with other departments as necessary (e.g. HUMAN RESOURCES if intensive personnel information is needed, ACADEMIC COMPUTING if there is a technology issue, RESIDENCE LIFE and FOOD SERVICES to provide for displaced individuals)

**WITHIN THE NEXT 3 – 12 HOURS:**

**DIRECTOR OF NEWS AND MEDIA SERVICES**

- drafts communication to university community

**ON-SITE RESPONSE TEAM**

- contacts PROTOCOL MANAGEMENT TEAM regarding communication with families of victims
- provides additional support for those involved in the crisis response depending on the extent and personal impact of the plant failure

**WITHIN THE NEXT 2 – 7 DAYS:**

**PROTOCOL MANAGEMENT TEAM**

- meets with VICE PRESIDENT OF ADMINISTRATION AND FINANCE to survey the financial implications to the university
- schedule a meeting with crisis responders to review procedures and set up a debriefing session

**WITHIN THE NEXT 18 MONTHS:**

**PROTOCOL MANAGEMENT TEAM**

- follow up with victims and their families as needed

**SPECIFIC DEPARTMENTAL EMERGENCY PROTOCOLS:**

- Library
- Academic Computing/Computing Services
- Chemistry

**List of Contact Numbers:**

**Area/Region:**

- Allegany County Board of Education, 301-759-2000
- Allegany County Emergency Management Center, 301-777-5908
- Allegany County Health Department, 301-777-5600
- Allegany County School Buses (contact: Jay Walbert, 301-729-3773)
- Allegany County Sheriff's Department, 301-777-5959
- Allegany County Transit, 301-722-6360
- American Red Cross, 301-722-1760
- Cumberland, Md., National Guard Emergency Unit, 301-777-9395
- Frostburg City Hall, 301-689-6000
- Frostburg City Police, 301-689-3000
- Maryland State Police, 301-729-2101
- Western Maryland Health System
  - Memorial Campus, 301-723-4000
  - Sacred Heart Campus, 301-723-4200