

COLLEGE OF THE HOLY CROSS

WORCESTER, MA 01610

Summary pp. 0-7, 43-56 from the

CRISIS, CATASTROPHIC EMERGENCY AND POSTVENTION MANUAL

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Acknowledgment is due to the following:

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Preface

Any crisis or catastrophic event in a community such as a natural or accidental death, suicide, homicide, extreme violence or similar trauma may create emotional disequilibrium for both the community and many individual members. For some, the event--especially a death--may be so emotionally disruptive as to precipitate feelings of profound sadness, despair or self-destructive behavior.

Holy Cross has not been immune from having catastrophic events. In response to deaths from suicide, the College retained the services of two consultants, one an expert on suicide, the other on postvention responses. These individuals provided recommendations on ways the College could respond to future catastrophic events so as to shield the community from further contagion and minimize the risk of imitation and possible death by suicide. It has been the experience of the College that in the aftermath of a crisis or catastrophic event, members of the community may sometimes respond in ways that, unfortunately, create a negative atmosphere leading to further disequilibrium.

It is the objective of the College to compassionately manage crises in the community by respecting the needs of individual members to respond in their own unique ways, while also attempting to restore the community to a state of equilibrium as quickly as possible.

In order to coordinate and provide overall direction to the interventions of the various offices that will be called upon after a catastrophe, the postvention consultant recommended that an individual be appointed to serve as the Postvention Coordinator. In October 1988, Fr. Brooks, then President, appointed the Associate Dean for Student Development, Matthew A. Toth, to that position. In July 2000, Fr. Michael C. McFarland, S. J. continued his appointment as Postvention Coordinator. On July 1, 2006 Dr. Neal Lipsitz was appointed the Postvention Coordinator. He is responsible for the overall management of the College's response after a catastrophic event has occurred. In his absence, the Director of the Counseling Center, Dr. Paul Galvinhill, is responsible for postvention coordination.

Part I: First Response to a Crisis or Catastrophic Emergency

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Part I: Crisis and Catastrophic Emergency

I. Definition

A crisis or catastrophic emergency exists when a student has died or appears in immediate danger of dying because of illness, accident, suicidal behavior, homicide, or instances of extreme violence or similar trauma in the community.

A crisis or catastrophic emergency can also exist if the collective perception and behavior of the community in response to an event, whether natural or violent, is one of high emotionality and has the potential for contagion. *Contagion refers to a harmful or undesirable contact or influence; or, the ready transmission or spread, as of an idea or emotion, from person to person.*

II. Initial Actions

1. Call Emergency 793-2222. Public Safety (793-2224) and Health Services (793-2276) are both contacted immediately. Describe the incident and provide the student's name and location.
2. Health Services and/or Public Safety notify the Postvention Coordinator and the Vice President for Student Affairs (or the on-duty representative of the Vice President's Office). The Postvention Management Site is in Hogan 109, the phone number is (508) 793-2411.
3. Vice President for Student Affairs notifies the President, Associate Dean for Student Life, a chaplain, a psychologist and the student's Class Dean.
4. The Postvention Coordinator, Health Service, Chaplain, psychologist and the Office of the Vice President for Student Affairs assist the family of the injured student and students adversely affected by the incident.
5. Class Dean notifies the Vice President for Academic Affairs and Dean of the College, Senior VP, Registrar, Admissions Office and the faculty advisor and faculty of the student about the incident and the faculty of any adversely affected students.
6. In cases of death, the College Physician usually notifies the family of the deceased (the Vice President for Student Affairs and/or the Chaplain may also talk to the family of the deceased); communicates the information to the Vice President for Student Affairs (who will notify the President) and to the Postvention Coordinator (who will notify the Director of Public Relations and the Risk Manager/Legal Council); Chaplain notifies all faculty; Class Dean notifies the Vice President for Academic Affairs, provides faculty of the student and other faculty with guidelines regarding students missing class to attend memorial services or the funeral. In consultation with the Postvention Coordinator, the Vice President for Student Affairs is responsible for determining how and when to notify the student body.
7. The Health Service will be available to briefly provide accommodations for students adversely affected by a catastrophic emergency. The Counseling Center will be available to provide assistance for students adversely affected by a catastrophic emergency.

III. Personnel/Offices with Primary Responsibilities unless specified, area code is (508)
Crisis, Catastrophic Emergency and Postvention [Wallet Card]
Revised 1/15/08

Postvention Coordinator

Neal E. Lipsitz

In his absence:

Paul R. Galvinhill

Chaplains' Office

Katherine M. McElaney

Counseling Center

Paul R. Galvinhill

VP for Student Affairs and Dean of Students

Jacqueline Peterson

Associate Dean for Student Life

Kristine Cyr Goodwin

Assistant to the VPSA and Director, Office of Student Conduct

Paul A. Irish

Assistant Dean of Students and Director of Multicultural Education

Mable Millner

Director, Health Services

Martha Sullivan

Interim Director, Public Safety

Robert Hart

Director, Public Affairs

Ellen Ryder

In her absence: Kristine Maloney

VP for Academic Affairs and Dean of the College

Timothy Austin

Assistant Deans

Mark Freeman ('11)

Esther Levine ('10)

Earl Peace ('09)

Victoria Swigert ('08)

President of the College

Rev. Michael C. McFarland, SJ.

Senior VP

Frank Vellaccio

VP for Administration and Finance

Michael J. Lochhead

Director of Administrative Services, Risk Manager

William J. Conley

Director of Physical Plant

Scott M. Merrill

Postvention Coordinator

In his absence,	Neal E. Lipsitz Paul R. Galvinhill		
<i>Chaplains' Office, Director</i>	Katherine M. McElaney Martin Kelly Fr. James M. Hayes, S.J. Paul Covino Megan Fox-Kelly Mary Beth Kearns-Barrett Paul D. Melley William Campbell Catherine Reed		
<i>Director, Counseling Center Psychologists</i>	Paul R. Galvinhill Adriana DiPasquale Wendy Huang Matthew R. Elliott		
<i>Director, Summer Internship</i>	Amy Murphy		
<i>Director, Career Planning</i>	John J. Winters, Jr.		
<i>Associate Director</i>	Alexandra Los		
<i>Director, Health Services</i>	Martha Sullivan		
<i>Clinical Coordinator</i>	Debora M. Cain		
<i>Director, Wellness Programming</i>	Frances E. Taylor		
<i>VP for Student Affairs & Dean of Students</i>	Jacqueline Peterson		
<i>Asst. to VP/Dir. Office of Student Conduct</i>	Paul A. Irish		
<i>Asst. Dean/Director of Multicultural Education</i>	Mable Millner		
<i>Assoc. Director Multicultural Training</i>	Boyd Servio-Mariano		
<i>Associate Dean for Student Life</i>	Kristine Cyr Goodwin		
<i>Asst. Dean/Dir. of Res. Life & Housing</i>	Edwin Coolbaugh		
<i>Assoc. Dir. of Residence Life & Housing</i>	Michael Saxton		
<i>Asst. Dir. of Residence Life & Housing</i>	Shakima McCants		Alumni, Carlin, Apts.
<i>Community Development Coords.</i>	Ferene Paris Hanselman Laryssa Jurkiw Clark Melissa Gumlaw Mullyedy		Curran Ford Healy/Lehy Eddie Carreon Wheeler Ben Kadamus Loyola
<i>Dir. of Student Prog. & Involvement</i>	Rebecca Riopel		
<i>Asst. Dir. of Student Prog. & Involvement</i>	Benjamin Correia		
<i>Dir. of Orient., Trans. & Leadership</i>	Brenda Sullivan		
<i>Coord. Club Sports, Intramurals & Rec.</i>	Kristen Gleason		
<i>Public Safety, Interim Director</i>	Robert Hart		
<i>Assistant Director</i>	Lt. Thomas Foley		<i>Interim Lieutenant</i> Alan Bebka
<i>Public Affairs Director</i>	Ellen Ryder		
<i>In her absence</i>	Kristine Maloney		
<i>VP for Academic Affairs and Dean of the College</i>	Timothy Austin		
<i>Associate Dean of the College</i>	Margaret Freije		
<i>Special Assistant to the Dean of the College</i>	William R. Morse		
<i>Class Deans</i>	Mark Freeman ('11) Esther Levine ('10) Earl Peace ('09) Victoria Swigert ('08)		
<i>Director, Information Technology Services</i>	Ellen Keohane		
<i>Associate Director</i>	Harold Knapp		
<i>Technology Support Director</i>	James Pinkerton		
<i>Director of Admissions</i>	Ann B. McDermott		
<i>Director of Administrative Services, Risk Manager</i>	William J. Conley		
<i>Director, Human Resources</i>	Donna C. Wrenn		
<i>Director, Auxiliary Services</i>	Arthur J. Korandanis		
<i>Director of Conference Services and Hogan Center</i>	Jeremiah A. O'Connor		
<i>Director of Athletics</i>	Richard Regan		
<i>Assoc. Ath. Dir. & Bus. Mgr.</i>	William J. Bellerose		
<i>Assoc. Ath. Directors</i>	Ann Zelesky		Rose Shea
<i>Director, Physical Plant</i>	Scott M. Merrill		
<i>Associate Director</i>	John Cannon		

Part II: Postvention

I. Goal

In the aftermath of a catastrophic event, Postvention efforts are directed toward four goals:

- 1) To reduce undue levels of emotionality in the community,
- 2) To reduce imitation, contagion, and ripple effect.
- 3) To avoid institutionalizing grief, and
- 4) To restore the environment to its pre-catastrophic stability.

II. Role of Postvention Coordinator

The Postvention Coordinator (PVC) has general responsibility for the overall management of the College's response to a catastrophic emergency. This individual determines if a given event is to be classified as "catastrophic", and if it is, calls meetings, assigns responsibilities and monitors, conducts, and manages the organization of the tasks.

III. Offices with Postvention Responsibilities

The following is a list of offices always involved in Postvention activities (Contact List):

Associate Dean for Student Development
Chaplains'
Counseling Center
Class Dean(s)
Student Life, Associate Dean for Student Life
Health Services
Public Affairs
Public Safety
Vice President for Student Affairs and Dean of Students

Depending on the event, the following offices could be a part of the contact list:

Athletics
Administrative Services
President's Office
ROTC

Other Offices that may need to be contacted:

Admissions
Development/Alumni

Representatives from the contact list should meet regularly (a half-hour at 8:30 a.m., noon or 5:00 p.m.) to keep each other informed.

The specific responsibilities associated with these offices are listed on the pages that follow.

IV.Procedures

For each section, general responsibilities are outlined and the following specific information is provided:

(a) Offices Involved, (b) Key Activites, and (c) Written Materials.

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1. Notification of the Family of the Victim/Deceased

The College physician makes the first contact with the family to:

- 1) Inform them of what has happened to their son or daughter,
- 2) Answer any medical questions that they have, and
- 3) Tell them that another member of the College's administration also will soon be in touch with them.

A College chaplain, the Vice President for Student Affairs, or the Postvention Coordinator makes the second contact. In making this call, the person must keep in mind both the shock and grief that the family most likely is experiencing at this time and his or her responsibilities to the community as a whole as identified in part I, the goals of Postvention.

In the second call the person provides support and compassion. If at that time or sometime later the family wishes assistance in investigating memorial services, funeral and burial arrangements, it may be appropriate for the caller to assist in those arrangements. Funeral services are family matters and are held at the family's place of worship, not on campus. The reason for not conducting such funerals on campus is concern for contagion. A tragedy affects a community as well as a family, and we must act in ways that protect those who may be seriously depressed and questioning living. On-campus funerals work against the goals of Postvention and potentially encourage others who are emotionally vulnerable to copy the actions of the deceased.

Offices Involved:

Chaplains', Counseling Center, Student Life, Health Services

Key Activities:

1. After the notification by the College Physician, discuss with the Vice President for Student Affairs and/or the Office of the College Chaplains who should call the parents/guardians about the death and, in consultation with colleague(s) establish the specific content of the initial message.
2. Contact the parents of the deceased, offer support and care to the family, and, if necessary, express concern about the possibility of contagion and imitation in the context of the Holy Cross community.
3. Arrange, when appropriate, for the collection of personal effects and for meetings requested by the family with other community members.
4. Assure that Counseling Center psychologist(s) consult with another mental health professional before talking with family members.
5. Inform all offices on the Contact List (page 5) of the plan of action and actions taken during this phase, so that further postvention activities may proceed.

Part III: Checklists for Catastrophic Emergency and Postvention Responsibilities

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Counseling Center (See Master Checklist pages 44-47)	

Catastrophic Emergency and Postvention
Master Checklist

Notification of Catastrophic Event

Source: ___ Student Life ___ Health Services ___ Public Safety

 ___ Other: _____

Time: ___ Date: ___/___/___

Nature of Event: _____

Public Safety and **Health Services** are both contacted immediately. One of these offices, usually **Public Safety**, notifies the **Postvention Coordinator** and the **Vice President for Student Affairs** or the on duty **representative of the Vice President's Office**.

When the **Postvention Coordinator** has been notified, check on NOTIFICATION of the:

___ **Vice President for Student Affairs** and/or the on-duty **representative of the Vice President's Office**.

___ **President** and the **Director of Public Affairs** by the **Vice President for Student Affairs** or the on-duty **representative of the Vice President's Office**.

___ **Associate Dean for Student Life** by the **Vice President for Student Affairs** or the on-duty **representative of the Vice President's Office**.

___ **Chaplain** by the **Vice President for Student Affairs** or the on-duty **representative of the Vice President's Office**.

___ **Psychologist** by the **Vice President for Student Affairs** or the on-duty **representative of the Vice President's Office**.

___ **Student's Class Dean** by the **Vice President for Student Affairs** or the on-duty **representative of the Vice President's Office**.

___ **Vice President for Academic Affairs and Dean of the College and Senior VP** by the student's **Class Dean**.

___ **Registrar** by the student's **Class Dean**.

___ **Faculty** of the injured/deceased student(s) by the student's **Class Dean**.

___ **Faculty** of any adversely affected students by the student's **Class Dean**.

In cases of death:

- _____ Notification of the family of the deceased by the **College or Attending** Physician.
- _____ Discuss with the **Vice President for Student Affairs** and/or the **Office of the College Chaplains** who should call the parents/guardians about the death and, in consultation with colleague(s) establish the specific content of the initial message.
- _____ Contact the parents of the deceased, offer support and care to the family, and, when appropriate, express concern about the possibility of contagion and imitation in the context of the Holy Cross community.
- _____ Arrange, when appropriate, for the collection of personal effects and for meetings requested by the family with other community members.
- _____ Discuss relevant issues with the **Director of Public Affairs** and the **Director of Administrative Services/Risk Manager**.
- _____ Check with the appropriate personnel: room/door, computer access, room inventory

Notification of the general student body

- _____ Identify specific content of message(s) imparted to students.
- _____ Coordinate a timetable for all meetings and announcements.
- _____ Coordinate individual **Residence Life Professional Staff** efforts to notify (in person or by telephone) all **RA's , SRC's and SGA** Chairs of mandatory meetings for each complex or area.
- _____ Provide all staff members noted above with an adequate supply of the *Sources of Help*.
- _____ Inform all offices on Contact List [Chaplain's, Counseling Center, Dean of the College (Class Dean), Student Life (Assoc. Dean for Student Life), Health Services, Public Affairs, Public Safety, Registrar] of plan of action and actions taken during this phase.

Set up process for identifying students/groups at risk

- _____ With the assistance of the **Class Dean**, review the transcript to identify: 1) the **advisor**, 2) **faculty** for student's current and past semester courses, courses in his/her major, and **faculty** who had the student for more than one course or is someone who is likely to have known the student well. In the case of an employee, meet with **department and division head** and generate a list of closest colleagues.
- _____ Identify the **staff, faculty, administrator, advisor, director, coach, on-campus employer, etc.** who may have known the person well.
- _____ Set up a meeting with these individuals.
- _____ Make decisions regarding treatment, who receives it, and from what source (on or off campus), with consideration for caseload, severity, and specific nature of the treatment that is needed.

Coordinate Chaplain Activity

- _____ Consult with **Chaplains' Office** to discuss and establish location(s) for all memorial services including prayer service(s) in residence halls, or regularly scheduled masses designated as memorial services.
- _____ Consult with **Chaplain** who works with the eulogists to review and establish guidelines for content.
- _____ Call off-campus clergy regarding eulogy guidelines.
- _____ Memorial services or Masses have been incorporated into the regularly scheduled on-campus Masses.
- _____ Inform all offices on Contact List of plan of action and actions taken during this phase.

Arrange for contact of the parents of the student body

- _____ With the assistance of the **Class Dean**, generate a list of parents/guardians of students effected by a catastrophe along with names and addresses.
- _____ If it is necessary or helpful, develop a letter to be sent to parents/guardians.
- _____ Send the letter along with a copy of *Sources of Help*.

Make administrative arrangements with

- _____ **Director of Public Affairs** to handle potential media inquiries.
- _____ **Director of Administrative Services/Risk** Manager to keep the person informed about the situation.
- _____ **Public Safety** to arrange for **Housekeeping** to restore area where a catastrophic event has occurred.
- _____ **Residence Life** to offer relocating students who lived with the deceased.
- _____ **Class Dean** arranged with **Registrar** to remove a deceased student(s) name(s) from mailing lists.
- _____ **Class Dean** to insure that a final transcript is sent to parents of deceased.
- _____ **Class Dean** to inform **Bursar** to refund any excess tuition, housing or meal fees owed to parents of the deceased.

Memorials

- _____ When appropriate, review proposed memorials and the content of proposed memorial services to insure sensitivity to contagion and imitation issues.

Postvention Support Groups

- _____ Identify groups of students who may be most effected by the catastrophic event, e.g., roommates, classmates, floormates, teammates, colleagues, etc.
- _____ Establish appropriate meeting times and locations for these groups.
- _____ Specify the size of group, who will conduct the groups, time and place of meetings, content of the groups, and follow-up. Groups may be offered at these intervals: immediately after the tragedy, 7-10 days after the tragedy and one month after the incident.
- _____ Send notices announcing meeting dates and times to identified individuals.
- _____ Identify and assign group facilitators.

Arrange Off-Campus Treatment

- _____ Identify the mental health professionals in the greater Worcester community who have experience or expertise in grief therapy or post-traumatic stress.
- _____ Selectively consult with and/or refer students to these professionals in the event that on-campus mental health service providers are unable to accept further referrals or are unable to provide adequate services for specific student needs.

Help for Helpers

- _____ Collaborate with appropriate department heads to coordinate a meeting for debriefing involved parties on postvention progress.
- _____ Provide support and recognition for the emotional effort and stress involved as individuals attend to the consequences of a catastrophic event. Clarify and assist helpers in building realistic expectations for forthcoming days and weeks.
- _____ Discuss the possibility of counseling, short-term therapy, or an intra-college time-limited support group for individuals who may desire it, normalize the strong emotions some individuals may be experiencing, and encourage help seeking behavior as is appropriate.
- _____ Consult with department heads as needed regarding staff members' requests for time off after the completion of postvention activities.
- _____ The Employee Assistance Program (EAP) is an assessment, counseling and referral service. The College has contracted with the Wellness Corporation in Shrewsbury, MA to provide these services. The program is free of charge to faculty and staff who qualify for benefits, their spouses and dependent children. The telephone number to reach the EAP is (508)842-2780 or 1-800-828-6025.

Director of Public Safety Postvention Checklist

Catastrophic Emergencies

Notify the **Vice President for Student Affairs** and the **Postvention Coordinator** of a catastrophic emergency.

Contacts

Consult with **Postvention Coordinator** prior to contact with students, faculty, administrators or family members of students.

Notify **Housekeeping** to clean and /or restore area where a catastrophic event has occurred.

Media

Public Safety gathers information about the presence of off-campus media personnel from members of the staffs of the Campus Center Director, Vice President for Student Affairs, Library Director.

Public Safety attempts to prohibit all off-campus media personnel (TV, news, etc.) from having any access to the campus or students.

Housekeeping Postvention Checklist

Contacts

Consult with **Public Safety** for response to location where event has occurred.

Consult with the **Associate Dean for Student Life** or a designee prior to contact with students, faculty, administrators or family members of students.

Consult with **Postvention Coordinator**.

Administrative Response

Clean and/or restore area where a catastrophic event has occurred.

Director of Health Service Postvention Checklist

Catastrophic Emergencies

Notify the Vice President for Student Affairs and the Postvention Coordinator of a catastrophic emergency.

In cases of death, the College or Attending Physician usually notifies the family of the deceased.

The Health Service may be available to briefly provide accommodations for students adversely affected by a catastrophic emergency.

Contacts

Consult with **Postvention Coordinator** prior to contact with students, faculty, administrators or family members of students.

Identifying Students at Risk

Participate in training Identifying Students at Risk.

Administrative Response

Relocate students who lived with a deceased student.

Postvention Support Groups

Assist in identifying groups of students who may be most effected by the catastrophic event, e.g., roommates, classmates, floormates, teammates, colleagues, etc.

Assist in establishing appropriate meeting times and locations for these groups.

Assist in the facilitation of these groups.

Help for Helpers

Collaborate with appropriate department heads to coordinate a meeting for debriefing involved parties on postvention progress.

Chaplain's Postvention Checklist

Contacts

Consult with **Postvention Coordinator** prior to contact with students, faculty, administrators or family members of students.

In case of death:

Call the parents/guardians about the death and, in consultation with colleague(s) establish the specific content of the initial message.

When dealing with suicide, express concern about the possibility of contagion and imitation in the context of the Holy Cross community.

Case Finders(Identify people who may be at risk.)

Participate in training Case Finders.

Commemorative Services

Compose and send Chaplains' notice for funeral services.

Consult with the **Postvention Coordinator** to discuss and establish location(s) for all memorial services including prayer service(s) in residence halls, or regularly scheduled masses designated as memorial services.

Consult with the **Postvention Coordinator** and work with the eulogists to review and establish guidelines for content. Call off-campus clergy regarding eulogy guidelines. The goal is to avoid cluster or imitation by providing guidelines for these services.

There may be a memorial service or Mass on campus: this would occur only in the context of a regularly scheduled on-campus Mass in remembrance of the person.

Postvention Support Groups

Assist in identifying group of students who may be most effected by the catastrophic event, e.g., roommates, classmates, floormates, teammates, colleagues, etc.

Assist in establishing appropriate meeting times and locations for these groups.

Assist in the facilitation of these groups.

Help for Helpers

Cooperate with appropriate department heads to coordinate a meeting for debriefing involved parties on postvention progress.

Vice President for Student Affairs Postvention Checklist

If the **Postvention Coordinator** has not been informed, assure that notification has been made.

Check on notification of the:

Associate Dean for Student Life by the **Vice President for Student Affairs** or the on-duty **representative of the Vice President's Office**.

Chaplain by the **Vice President for Student Affairs** or the on-duty **representative of the Vice President's Office**.

Psychologist by the **Vice President for Student Affairs** or the on-duty **representative of the Vice President's Office**.

President and the **Director of Public Affairs** by the **Vice President for Student Affairs** or the on-duty **representative of the Vice President's Office**.

Student's Class Dean by the **Vice President for Student Affairs** or the on-duty **representative of the Vice President's Office**.

Associate Dean for Student Life Postvention Checklist

Contacts

Consult with **Postvention Coordinator** prior to contact with students, faculty, administrators or family members of students.

Notification of Students

Residence Life Professional Staff notify (in person or by telephone) all RA's , SRC's and SGA Chairs of mandatory meetings for each complex or area.

Identifying Students/Groups at Risk

Identify people who are at risk.

Participate in training to identify students/groups at risk.

Administrative Response

Offer to relocate students who lived with a deceased student.

Postvention Support Groups

Assist in identifying groups of students who may be most effected by the catastrophic event, e.g., roommates, classmates, floormates, teammates, colleagues, etc.

Assist in establishing appropriate meeting times and locations for these groups.

Assist in the facilitation of these groups.

Help for Helpers

Collaborate with appropriate department heads to coordinate a meeting for debriefing involved parties on postvention progress.

Assistant Deans Postvention Checklist

Contacts

Consult with **Postvention Coordinator** prior to contact with students, faculty, administrators or family members of students.

Catastrophic Emergencies

Class Dean notifies the Vice President for Academic Affairs and Dean of the College and the Senior VP, ALANA Dean, Registrar and the faculty of the injured student about the incident and the faculty of any adversely affected students.

In case of death:

Class Dean notifies the Dean of the College and the Senior VP, provides faculty of the student and other faculty with guidelines regarding students missing class to attend memorial services or the funeral.

Identifying Students/Groups at Risk

Identify students who may be at risk.

Work with Registrar's list of community members who might know the student(s) involved. Inquire about work-study status of the injured student to notify work site.

Notification of Faculty

Before classes resume following the catastrophic Class Dean sends notification letters, *Academic Guidelines for Catastrophic Events*, and the *Sources of Help* sheet to faculty. All these materials may be sent in one mailing.

Administrative Response

Arrange for a final transcript to be sent to parents of deceased.

In case of death, work with Bursar to arrange for a refund of any excess tuition, housing , or meal fees owed to the parents of the deceased.

Postvention Support Groups

Assist in identifying groups of students who may be most affected by the catastrophic event, e.g., roommates, classmates, floormates, teammates, colleagues, etc.

Help for Helpers

Collaborate with appropriate department heads to coordinate a meeting for debriefing involved parties on postvention progress.

Bursar/Controller Postvention Checklist

Contacts

Consult with **Postvention Coordinator** prior to contact with students, faculty, administrators or family members of students.

Consult with Class/ALANA Dean(s) for information regarding response to the family of deceased student.

In case of *death*:

Arrange to refund any excess tuition, housing or meal fees owed to parents of deceased.

Registrar's Postvention Checklist

Contacts

Consult with **Postvention Coordinator** prior to contact with students, faculty, administrators or family members of students.

Identifying Students/Groups at Risk

Review the transcript(s) of injured/deceased student(s) to identify: 1) the advisor, 2) faculty for student's current courses, courses in his/her major, and faculty who had the student for more than one course or is someone who is likely to have known the student well. Report this information to the student's **Class Dean**.

Notification of Parents

Provide a list of names and addresses of parents of students who have been effected by a catastrophic emergency to the student's **Class Dean** or the **Postvention Coordinator**.

In case of *death*:

Remove deceased student(s) name(s) from mailing lists.

Director of Public Affairs Postvention Checklist

Contacts

Consult with **Postvention Coordinator** prior to contact with students, faculty, administrators or family members of students.

Media

Public Affairs Director, the **Postvention Coordinator** and/or the Vice President for Student Affairs and Dean of Students prepare a written statement about the catastrophic event following the guidelines that can be read or submitted to the media, if necessary. Public Affairs Director discourages students, parents, faculty, and staff from making comments or giving interviews to the media.

Public Affairs Director deals with the media in a matter-of-fact way, responds to inquiries in ways that deflect and decrease the charged emotional environment, and emphasizes the Postvention services that are being provided and the need for the campus to return to normal. Media should be informed that the rationale for this approach is concern for the contagion effect that they can have in a Postvention situation.

Public Affairs Director meets with on-campus media organizations, including the *Crusader*, and discusses the guidelines and approaches to presenting information to the community.