

 <p><b>Category:</b> Student Affairs &amp; Services</p> <p><b>Policy applicable for:</b> Faculty/Staff/Students</p>	<p><i>Policy Title:</i> <b>Student Related Critical Incidents Response</b></p> <p><b>Effective Date:</b> 09/01/2010</p> <p><b>Prior Effective Date:</b> 03/11/2004</p> <p><b>Enabling Acts:</b></p>	<p><i>Policy Number:</i> <b>4.1.1</b></p> <p><b>Policy Owner:</b> VP for Student Affairs &amp; Services</p> <p><b>Responsible Office(s):</b> Office of Student Life</p>
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## Background

The Office of Student Life (Dean of Students office) within the Division of Student Affairs and Services is the designated coordinator of the university's response in critical student and student related incidents. For the purposes of this policy and accompanying procedural manual, a critical student incident meets one or more of the following criteria:

- The incident poses a realistic and imminent risk to a student's life or physical health;
- The incident includes the reporting of a student's or similar constituent's death;
- An incident or illness poses a significant risk to the wellness or safety of *specific and limited* other students or members of the University community (e.g., a residential hall floor or house; fellow club members or teammates; etc.).

The purpose of this protocol is to ensure that students and their families are treated in a sensitive and professional manner that reflects care, clarity and efficiency. Within the university, implementation of the protocol helps to assure that associated students receive appropriate support and that the university's response is consistent and thorough.

## Definitions

For the purposes of this manual, "student" should be interpreted to mean a student who is or is (in good faith) believed to be currently enrolled. "Enrolled" shall mean having been registered for any coursework during the term in question (i.e., not necessarily a matriculated student); or utilizing university services in a manner similar to students (e.g., living in a university residence hall administered under summer conference operation); or any combination thereof. Ambiguity regarding a person's immediate enrollment status should not inhibit reporting initial information to the Dean of Students office, but any ambiguity should be highlighted so that it can be resolved promptly.

"Similar constituents" shall be interpreted to mean any persons utilizing University facilities or services affiliated with a university-sponsored program or event, especially if those persons are of traditional college-age or younger.

Typically, the critical student incident response protocol will be implemented in cases such as the following:

- Student death, regardless of location and regardless of the manner of death (e.g., natural death, accidental death, suicide, or homicide);
- Serious injury to a student (e.g., vehicular accidents; recreational accidents);
- A student is reported as "missing;"
- Serious illness, especially if communicable (e.g., bacterial meningitis) or appearing suddenly on the campus (e.g., aneurysm)

This plan is NOT intended for real-time emergency management procedures such as fire alarms, ambulance needs, violence, etc. Rather, it is intended to guide *response* when the primary outcome (e.g.,

life or death; injured or uninjured) is already known. For real-time emergencies, contact University Police at 911 (from a campus phone) or 556-1111 (from a cell phone or off-campus phone).

No part of this policy supersedes the University Emergency Operations Plan or any criminal investigation. This manual reflects the close collaboration needed with the Department of Public Safety and no procedures outlined herein should be interpreted to subvert the purview of Public Safety.

## **Role and Responsibility of Students**

Information about how a critical incident evolved or why a crisis developed may not be equally needed by or relevant to all staff members providing services to students and families. Students' roles in incidents may vary widely, including but not limited to victim, survivor, witness, or perpetrator. Professionalism and sensitivity are required for all students and families, independent of any questions surrounding responsibility, "fault," or blame.

## **Policy**

Implementation of this protocol and coordination of the University response to a critical student incident shall be led by a case manager. (Again, emergency preparedness plans supersede this document and when applicable, the case manager will work in consultation with the University's incident commander). The case manager will be the Dean of Students or the Dean's designee, usually an assistant dean of students. The dean and assistant deans of students can be reached via the Dean of Students office (556-5250) during business hours and via the University Police communications center, 556-1111, in off-hours. The case manager will immediately notify the following:

- Vice President for Student Affairs and Chief Diversity Officer
- University Spokesperson, if appropriate

On or in the immediate vicinity of the Uptown campus, the case manager can request additional resources (e.g., counselors) to come on-site to assist students immediately if needed.

A critical student incident response team will be identified by the case manager on an incident-specific basis. The case manager has the prerogative to convene the response team directly, to communicate with team members via phone/email, or to combine both methods if appropriate.

If deemed necessary by the Dean of Students, multiple case managers may be assigned, especially if a single critical incident involves multiple students.

## **Procedure**

### **1.0 Case management roles**

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## 2.0 Response team membership and resource directory

Response team membership will vary based on the specifics of each incident. Membership will be drawn most commonly from persons/positions listed below:

- Student affairs dean/coordinator for the student's home college
- Offices pertaining to the student's group membership or context of the student's enrollment, such as but not necessarily limited to the following:

<b>Context/membership</b>	<b>Office and phone</b>	<b>Current contact</b>
Studying <b>abroad from US</b>	UC International Programs, 556-4278	Kurt Olausen
<b>Student-athlete</b>	Athletics, 556-0556	Robin Martin
Camp or conference Participant	Conference and event services, 558-1810	Chris Garrett
<b>Co-op</b> assignment	Professional Practice, 556-4632	Louis Trent
Student <b>employee</b>	Varies Human Resources, 556-6381	Bill Johnson HR staff
<b>Greek</b> -letter organization	Student Activities and Leadership Development, 556-6115	Nicole Mayo
<b>International</b> student	UC International Services, 556-4278	Ron Cushing
<b>Residence</b> hall student	Resident Education and Development, 556-6476	Dawn Wilson
<b>University Park</b> resident	University Park 558-3000	Laura Walter
General	Public Relations 556-1822	Greg Hand
General	General Counsel 556-3483	Doug Nienaber
General	Risk Management 584-5042	David Schwallie
General	Campus Ministries 381-6400	Michael Schreiner

## 3.0 Death of a student

### 3.01 Reporting a student's death

When any faculty or staff member learns of a possible or confirmed student death, the person should do the following:

- Request any identifying information (e.g., UCID, SSN, DOB, college), if possible, that the current reporter has readily available, so that we can differentiate among students with similar names);

- Record the name and contact information of the person(s) reporting the death; and
- Notify the Dean of Students office immediately, as follows:
  - During business hours, contact the Dean of Students office at 556-5250.
  - Outside of business hours, report the information to the University of Cincinnati Police Department (UCPD) at 556-1111.
  - Reporting staff should identify themselves and provide a contact number in case follow-up communication is needed.

University Police shall contact the Dean and Assistant Deans of Student Life. The Dean of Students office will coordinate notification of designated University offices once the death is confirmed.

**3.02 Notification to the deceased’s family**

In most cases, notification of the student’s next of kin, if needed, will be made by either the staff at the hospital where death is pronounced, by the law enforcement agency responding to the death, or by law enforcement officers in the jurisdiction of the family member’s home. If UC staff members are the first persons to know of the death, the University Police and the case manager will coordinate notification appropriately. Other University employees including but not limited to advisors, faculty members, staff members, event chaperones, etc., should not make notification unless directed by the case manager or UCPD shift supervisor. Obviously, notification of the family is not necessary if the family reports the death to the university.

It is critical to ensure that a student’s identity has been confirmed accurately before the University initiates any notification. The case manager and University Police will collaborate needed.

**3.03 Notification and response within the university**

The Dean of Students will alert the “student death notification list” members (preferably via email). The following offices will have a designee on that notification list:

Admissions	Provost’s Office
Alumni Affairs	Public Safety
Athletics	Registrar
Career Development Center	Resident Education and Development
College Offices	Risk Management
Counseling Center	Student Accounts
Housing & Food Services	Student Financial Aid
Human Resources	Student Life
Ombuds Office	UC Libraries
One Stop	University Health Services
Parking Services	VP for Student Affairs & Chief Diversity Officer
President’s Office	

The designee for each area will be responsible for supplying the information to any other staff as needed within that particular unit. Other notifications should be made as follows, at the direction of or in consultation with the case manager.

Academic advisor: College liaison

Current term classmates: Instructing faculty member or corresponding department head

Roommates: Case manager or assistant dean of students as designated by the dean

Teammates: Coaches

Student organization peers: Group advisor, SALD staff

UC employment peers: Supervisor

Whenever possible, in-person notification of those individuals significantly connected to the deceased is preferred. Staff members who need support in the notification process should contact the UC Counseling Center or case manager for coaching, support, or accompaniment, as needed.

Once next-of-kin and the most immediate survivors to that student have been informed, the case manager may approve the issuing of written notice (e.g., an email to the student's entire residence hall) as needed. Drafts of such notices should be reviewed by the university's public relations spokesperson before being issued. Once the official notice (the student death notification list email) is distributed, offices may issue their own internal memos or emails as needed. Authors should still consult with Public Relations before issuing any substantive written communication that goes beyond their office. It is **imperative** that all communications cite the correct student's name and identifying information accurately.

If needed, the Dean of Students will contact students with the same name and encourage them to contact their family or friends to avoid distress created by forthcoming media reports.

### **3.04 Response to parents/family members**

After identity and notification of next-of-kin have been confirmed, the case manager (or in some cases, their assigned designee) will contact the next- of-kin (usually parent or spouse/partner) to express condolences and offer assistance. The case manager will identify and contact appropriate resources for answers. In most instances the case manager will gather all information and respond to the family's questions at one time. In some circumstances the case manager may request that specific university staff or faculty members make additional contact with the family to assist in resolving more detailed or complicated questions. The case manager shall provide appropriate mail and phone contact information to the Office of the Vice President for Student Affairs and Chief Diversity Officer, who will arrange for official condolences from the President.

### **3.05 Memorials and remembrances**

In some circumstances, the Dean of Students will request a staff or faculty member to represent the university in attendance at a visitation or funeral coordinated by the student's family. Individual faculty and staff members may choose to attend services but are not required to do so. Students are welcome to initiate campus/group memorial events. Associated faculty and staff should give guidance as needed and should inform the case manager or the Office of Student Life of the upcoming event as soon as details are known. Financial support for student-led initiatives is at the discretion of the unit guiding the students. No central funding is available via the Dean of Students office.

The student will be officially remembered in the University's next annual memorial service in the upcoming spring season.

### **3.06 Refunds and related administrative matters**

Financial matters with the family will be resolved through the guidance of the case manager with the appropriate University offices. In general, some processes (such as prorated refunds of tuition and fees) will be initiated automatically after the student death notification list described in section 4.03 has been informed. If the student had Student Health Insurance, proactive consultation about charges should occur, as insurance status is closely related to charges on the student's account. Other processes (such as resolution of student loans) will require initiation by the family. The case manager will coordinate the provision of information from various offices to the family.

## **4.0 Serious injury of a student**

Response procedures related to serious injury of a student are similar but not identical to those related to student death. The Dean of Students will identify and request a University employee to act as the case

manager as appropriate to the particular circumstance.

#### **4.01 Reporting serious injury of a student**

When any faculty or staff member learns of a possible or confirmed serious injury, the person should do the following:

- Request any identifying information (e.g., UCID, SSN, DOB, college), if possible, that the reporter has readily available, so that we can differentiate among students with similar names);
- Record the name and contact information of the person(s) reporting the injury; and
- Notify the Dean of Students office immediately, as follows:
  - During business hours, contact the Dean of Students office at 556-5250.
  - Outside of business hours, report the information to the UCPD at 556-1111.
  - Reporting staff should identify themselves and provide a contact number in case follow-up communication is needed.

University Police shall contact the Dean and Assistant Deans of Student Life. The Dean of Students office will coordinate notification of and follow-up by all other University offices as appropriate.

#### **4.02 Family notification and involvement**

It is preferred that notification of family be made by medical personnel at the treating facility. This allows medical professionals to be available for immediate questions. Notification may also be made by the relevant law enforcement jurisdiction. Faculty and staff other than law enforcement should not initiate notification unless specifically directed by the case manager.

Decisions regarding an injured (or ill) student's academic/residence hall status should be made by the student and/or family whenever possible. It is inappropriate to make decisions for people or assume their preferences without direct information.

#### **4.03 Illness- or injury-related hospital accompaniment or visitation**

A university staff member may be requested to accompany a student being transported to a hospital or may be asked by the case manager to visit the hospital, especially when the student's condition appears to be serious or life-threatening. If the student makes a request to be accompanied, every reasonable effort should be made to accommodate their request. A request to "accompany" a student in need of care should not be interpreted as pressure or permission to act beyond the scope of one's job or one's expertise.

The staff member should take care to note the names of family or peers present at the hospital. The staff member's functions at the hospital include the following:

- Providing emotional support to the student, family, and any accompanying students;
- Establishing initial rapport with other students in order to facilitate follow-up care and referral;
- Noting any family members' questions and establishing the way to contact the family so that answers can be relayed once determined.

The staff member should then update the case manager promptly.

Faculty and staff members other than the case manager who wish to visit the student are free to do so on a personal, unofficial basis. Procedural questions from the student or family should be referred to the case manager.

### **5.0 Serious illness of a student**

Identifying "serious" and "non-serious" illnesses as they relate to this policy inherently requires some degree of judgment, and as with most other areas of the policy, it is better to err on the side of caution and seek clarification from the Dean of Students Office if you feel uncertain.

For the purposes of this policy, a “serious illness” is defined as one that poses a risk of imminent loss of life or capacities for the student or those around them and prohibits the student’s ability to attend class and complete academic obligations. It does not refer to conditions that are not usually life-threatening, such as a common cold, or one that is not expected to pose serious interruption to the students’ ability to attend class and complete academic obligations. It also does not usually include new diagnoses of chronic illness such as diabetes, cancer, HIV, etc., even though such conditions pose important health risks. When a university employee learns that a student is or is suspected to be seriously ill, the staff member should do the following:

1. If possible, express concern directly to the student and encourage him/her to seek treatment.
2. If not possible, or if your concerns do not lead to action, then report the situation to the Dean of Students office with as much specificity as possible. The dean will consult as needed with University Health Services and Public Safety to decide future action.

When a student’s serious illness poses a serious risk to the health of others, notification will be coordinated to the degree possible with University Health Services, Public Safety and Public Relations. Whenever possible, it is preferred that the ill person will notify family members, roommates and close companions directly. If the student is unable to communicate on his or her own behalf, the case manager will attempt to provide information and direction to other students as needed. Whenever possible, the ill student’s name will not be revealed.

Public communication regarding a student’s illness should be cleared in advance with Public Relations and General Counsel.

## **6.0 Mental Health Matters and Violence Prevention**

This plan is NOT intended for real-time emergency management procedures such as threats of harm to self or others, violence, etc. Rather, it is intended to guide *response* when the primary outcome (e.g., life or death; injured or uninjured) is already known. **For real-time emergencies on campus, contact University Police at 911 (from a campus phone) or 556-1111 (from a cell phone or off-campus phone).** Other information on violence prevention including responding to a student’s stated intent to do harm to self or others, can be obtained via the *Prevention Through Intervention* program, discussed on the Public Safety Web site, <http://www.uc.edu/pubsafety/prevention/default.html>

### **6.01 Suicide attempts and suicide considerations**

A suicide attempt in progress or a current conversation regarding consideration of an attempt constitutes real-time emergencies as described immediately above. The Dean of Students Office should be notified of these incidents AFTER the emergency is past (e.g., once the student has been escorted to the Counseling Center or transported to the hospital).

University staff members who become aware of a student’s recent, previous suicide attempts or considerations that have prompted the hospitalization of a student and/or the student’s current request for withdrawal from the institution should process such requests according to established procedures first and then notify the Dean of Students Office.

## **7.00 Sexual Assault Response Procedures**

The university’s Sexual Assault Response Coordinator (SARC) or a trained designee shall act as case manager, keeping the Dean and assistant deans of students informed. Response shall be guided by the existing Sexual Assault Response Protocol.

## **8.00 Displaced Students**

“Displaced” refers to non-residence hall, enrolled students who have unexpectedly lost access to or reasonable use of their local housing due to emergency circumstances beyond their control. Most commonly displacement occurs due to apartment fires, but it could occur due to other health or safety concerns, such as an extended loss of utility services. If you become aware of a student being displaced by an emergency or if you observe an emergency that appears to have the potential to be displacing students, alert the Dean of Students Office (6-5250) to whatever information you have so that further investigation can occur. The case manager will work with safety officials to determine the involvement of

any UC students and with other campus offices (e.g., Housing & Food Services; UC Bookstores; Ombuds Office) to assist any affected students as much as is possible.

## **9.00 Missing Students**

### **9.01 Receiving an unofficial report or suspected case of a missing or endangered student assigned to a campus housing facility\*; no law enforcement involvement yet**

*\*Per the Higher Education Reauthorization Act of 2010, a specific policy is in place regarding residents of campus housing facilities\* who are believed to be missing. The full policy regarding residents of on-campus housing facilities is contained in Policy 4.1.2 Under the particular law, "on-campus student housing includes any residential facility for students that is located on the institution's campus, even if the building is owned or maintained by a student organization or another party." As such, this policy includes University Park Apartments and Bellevue Gardens.*

When anyone reports that a resident of any on-campus housing facility, University Park Apartments, Bellevue Gardens or other applicable facility is believed to be missing or endangered, the university employee receiving the information should do the following:

1. Quickly gather preliminary information and assess the situation, determining to the best of your ability the following:
2. Name and contact information of the person giving you information;
3. "Missing" student's name, local address, and any available contact information
4. Description of the situation: circumstances of last contact with the student; reason for the reporting person's concern; description of recent attempts to have contact with the student; mood and condition of the student upon last contact.
5. Contact University of Cincinnati Police (UCPD) at 556-1111 and assist the concerned party in filing an official report. If possible, the preliminary reporter should be asked to talk directly to the responding officers. UCPD will assess the situation. They will determine next steps related to investigating or involving other jurisdictions. The Dean of Students office and UCPD will consult regarding the need and appropriate method for notifying the student's family. Notification will be made by law enforcement. Other university employees should refrain from contacting the family of a "missing" student unless instructed by UCPD.

Contact the Dean of Students office (556-5250) for notification of the situation. Document (create a written account) of events thus far.

6. The Dean of Students office will, in consultation with University Police, make a preliminary assessment including but not limited to the following:
  - a) Ensuring accurate information from the student information system;
  - b) Attempting to contact the student by phone and email;
  - c) Checking on Bearcat Campus Card activity;
  - d) Checking other electronic communication (e.g., social Web sites);
  - e) Checking with roommates, employers, etc.
  - f) Accessing information on the confidential contact person (CCP) designated by the student, if applicable.
  - g) If the student is located successfully, the Dean of Students office will arrange for follow-up with the student regarding the source of others' concern for his or her well-being. Until the student is located, the Dean of Students office will cooperate with any police investigation.
7. The case manager in the Dean of Students office will coordinate notification of appropriate offices based on the student's specifics (e.g., Counseling Center, Athletics, college office, etc.). Appropriate resources (e.g., counseling) are available to support the peer group members and friends of the "missing" person if needed.

### **9.02 Receiving an unofficial report or suspected case of a missing or endangered student living in facilities not owned or operated by the university; no law enforcement involvement yet**

When someone reports to a University employee that a UC student living in facilities not owned or operation by the university may be missing or endangered, and the incident has not been reported to any law enforcement agency, the employee shall do the following:

1. Write down as much information from the reporting person as possible, such as but not limited to the following:
  - Missing student's name and address
  - Reporting person's name and contact information
  - Explanation of why the reporting person believes the student is missing
  - Date, time, and circumstances of last contact with the student
2. Encourage and assist the reporting person in contacting the police jurisdiction from which the student is "missing" (usually the jurisdiction where the student lives or was last seen);
3. Contact the Dean of Students office (513 556-5250) during business hours. Outside of business hours, inform the UCPD communication center at 513 556-1111, who will contact a case manager. You should notify the Dean of Students office regardless of whether the reporting person is willing to contact law enforcement or not.

Await further contact and follow the instructions of University Police or the case manager.

### **9.03 Being informed of a case already formally reported to law enforcement**

If the preliminary reporter tells you that a report has already been filed with a police jurisdiction, notify the Dean of Students office of the circumstances with as much information as possible. Await further information.

## **10.00 Special circumstances**

### **10.01 Students on international travel**

Prior to departure, the attending faculty member(s) and all participants are to be provided with phone numbers for the Dean of Students office (556-5250) and for UC Police (556-1111). When a faculty member is participating in the travel, he or she should notify International Programs of any student death, serious injury, or other circumstance of concern. International Programs will relay the information to the Dean of Students office directly or via UCPD as previously described. If no faculty member is available on the travel, students should contact International Programs staff directly. In both cases, if International Programs staff cannot be reached immediately, the faculty member or students should immediately contact the Dean of Students office or UCPD directly at 513-556-1111.

The International Programs director and the case manager will consult as needed to coordinate for matters including but not limited to the following:

- Consultation with U.S. State Department's Bureau for Consular Affairs
  - Family notification
  - Return transportation of a deceased person and the person's effects
- Parental transportation if needed in the case of illness or injury
- Special needs for Risk Management

### **10.02 International students at UC**

The case manager and the director of International Services will consult as needed to coordinate for matters including but not limited to the following:

- Consultation with the nearest consulate of the student's home country;
- Transportation of the student's remains and personal effects;
- Cultural considerations in the University's expressions of concern or condolence;

### **10.03 Students on cooperative education assignments**

This policy applies to students on cooperative education/professional practice assignments. University employees who learn of the death, serious injury, serious illness, or missing status of a student who is/was on a co-op assignment at the time should contact the Dean of Students office or, outside business

hours, the UCPD communication center at 556-1111. A case manager will direct the implementation of next steps as described throughout this manual.

#### **10.04 Former and current students on active military duty**

By definition, this manual addresses circumstances involving currently enrolled students, and a deployed service member is less likely to be enrolled while on active duty. Persons who learn of the death of a currently or previously enrolled active duty service member should inform the Dean of Students office, who will notify the University Registrar. If known, please specify the branch of the military and the general location of death.

#### **10.05 Distance-learning students**

The Dean of Students Office should be informed of death, serious illness, injury, etc., of any distance-learning student. Most procedures will remain the same. The case manager will adjust for any variations needed.

#### **10.05 Enrollment status inconsistencies**

“Students” are individuals registered for the classes in which they are participating. While “sitting in on” classes with the intent of registering retroactively is inconsistent with university policy, in the event that an individual experienced circumstances covered by this policy, the Dean of Students Office should be notified. The case manager will assist in identifying applicable and non-applicable elements of the policy. Regardless of the enrollment status of the individual, circumstances may have an impact on classmates, faculty members, etc. The staff in the Dean of Students Office will coordinate the appropriate response to all affected parties.

#### **10.06 Summer program/camps/conferences participants**

University departments and offices host participants in various programs, especially during summer months. These participants range in age from school-aged youth to retiree-aged adults. The spirit and intent of this policy—care, concern, and consistency—shall extend to camp and conference participants regardless of age. Communication and notification procedures described previously in this policy (e.g., University Police, Dean of Students office, etc.) should be undertaken whenever a camp/conference participant is reported to be missing, seriously ill, injured, deceased, or in any circumstance similarly outlined in this policy. The case manager will consult as needed in coordinating responses of the sponsoring program; the managers of the facilities being used by the participant (e.g., residence halls); and other relevant offices (e.g., Conference and Event Services).

### **11.0 Secondary Trauma Support**

Witnesses and survivors often experience secondary trauma as a result of critical student incidents even if they did not directly experience the harm themselves. While anyone can experience secondary trauma, it is important that University faculty and staff remain attentive to those likely to experience it, including but not limited to the following:

- Classmates
- Friends
- Siblings and extended family members
- Teammates
- Romantic partners
- Roommates/housemates
- Members of shared co-curricular groups
- University employees who had frequent contact with the victim

The primary University resource available to assist individuals and groups with the processing of traumatic events is the Counseling Center (556-0648). If necessary, the Counseling Center and case manager will consult regarding additional resources that might be appropriate.

Faculty and staff members who are concerned about any survivor’s well-being should directly express concern and encourage the person to seek support as needed. Counseling Center staff members are available for consultation and coaching for this referral if needed. Following referral, faculty and staff are

encouraged but not required to notify the Dean of Students office about the situation. This notification may be helpful in identifying other staff resources or points of connection for the specific person. Faculty and staff members who are unwilling to make a direct approach to the person may still contact the Dean of Students office and document behavior that is of concern. Regardless of the suspected origin, it is always important to confront and document disruptive or dangerous behavior.

## **12.0 Media Inquiries on Critical Student Incidents**

University staff members are strongly encouraged to do the following as it relates to media:

- In general, refer media inquiries to Public Relations. (This helps to ensure consistency and accuracy).
- If you do agree to be interviewed, think carefully in advance about questions that are likely to be asked. (If you anticipate particular questions, you can “talk through” them with Public Relations in advance).
- Consult with Public Relations before answering questions or issuing statements. (The staff is there to help you prepare to communicate as effectively as possible).
- Be aware that the University of Cincinnati may not be the appropriate source for any information about a particular case. (Open investigation in other jurisdictions, involvement by federal or state law enforcement, HIPAA and/or FERPA conflicts, etc.)

In general, media inquiries related to critical student incidents tend to fall into four categories: questions about the facts of the case; personal/directory information questions; questions about the interpersonal dimensions of the case; and questions to assign blame or create a larger story.

Questions about facts of the case should always be referred, either to Public Relations or in some cases, other resources. Even if you believe you know the answer, you still should refer the inquiry. (The “default referral” is Public Relations). Examples of “facts of the case” questions include but are not necessarily limited to the following:

- How did the accident/injury/illness occur?
- What is the student’s condition now?
- What was the cause of death or injury?
- How was this situation reported?
- Who was present when this happened?

Questions regarding students’ directory information or personal information should be referred to the University Registrar. Registrar staff will coordinate an appropriate response with the Office of General Counsel. Examples of “personal/directory information”-themed questions include but are not limited to the following:

- How long has the person been a student?
- What is the person’s college, major, etc.?
- When did the person join the group/start the job/etc.?

All university staff members should refer any external inquiries (media or otherwise) for students’ directory information to the Registrar. Registrar staff will consult General Counsel in coordinating a response to all such requests. Registrar staff and General Counsel shall keep the case manager informed of inquiries and responses.

Examples of questions meant to assign blame or to connect this event to a larger story include but are not limited to the following:

- Who was responsible during this (trip, event, etc.)?
- Have you ever had problems like this before?
- Isn’t this the same as the situation at (other college)?
- How often are students placed at risk like this?
- Are you aware of other (injuries, illnesses, lawsuits) at other colleges?

These questions should be referred to Public Relations. The simplest way to make that referral is to say, in response to the first question posed, calmly and politely, “All media inquiries should be directed to

Public Relations at 513 556-1822.” It is usually more helpful to continue repeating this same statement in response to subsequent questions than to elaborate on the “policy” or explain why you are referring the caller. Don’t get pulled into a debate or discussion; continue to politely refer the caller.

Examples of “questions about interpersonal dimensions” include but are not limited to the following:

- What kind of a student is/was the person?
- How did you know the person? What is/was your relationship?
- Can you suggest any friends or classmates to whom we might speak?
- How are others reacting to the situation?

You may answer questions about the interpersonal dimensions of the situation or choose not to do so. It is strongly advised that at a minimum, you consult with Public Relations **before** you agree to start answering questions.

Remember that just because a media representative has asked a question does not mean you are obligated to answer it, either immediately or at all. If you cannot or do not want to answer a question, the following responses are often helpful:

- “I don’t know, let me get back to you;”
- “I don’t have that information;”
- “You’ll need to direct that question to Public Relations.”

Just because you have declined to talk to the media, others – perhaps less informed than you – are going to be willing to speak about this incident. Consequently, even if you decline to speak to media, make your supervisor, Public Relations, and the case manager aware of the contact.

### **13.0 Lawyers and Legal Inquiries**

If at any point in the response process a family or student retains a lawyer, the staff members should consult immediately with the University’s General Counsel (513 556-3483). If University staff members are contacted by a lawyer in reference to a critical student incident, the staff member should refer the inquiry to General Counsel and should immediately report the inquiry to General Counsel themselves as well. This instruction applies to all critical student incident types. Other than contact directly from the lawyer, all other contact and services should continue unabated.

### **14.0 Student Information and FERPA-related matters**

All university staff members should refer any external inquiries (media or otherwise) for students’ directory information to the Registrar. Registrar staff will consult General Counsel in coordinating a response to all such requests. The registrar staff and General Counsel will update the case manager about inquiries and outcomes.

### **15.0 Evaluation and Follow-up**

The case manager may convene the critical student incident response team and other involved parties following the stabilization of the circumstances. The purpose of this time is to identify any unfinished business as well as “lessons learned” and opportunities for improvement of future responses.

### **16.0 Other Critical Student Incidents**

Contact the Dean of Students office (513 556-5250) if you have questions or suggestions for content regarding other incident types.

Student-related Critical Incident Response Checklist	Form is in Excel spreadsheet format  <a href="http://www.uc.edu/content/dam/uc/sas/docs/Checklist.xls">http://www.uc.edu/content/dam/uc/sas/docs/Checklist.xls</a>
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**Phone Contacts:**

Office of Student Life	513 556-5250
UC Police Communications Center	513 556-1111
Emergency (from campus phone)	911
Emergency (cell or off-campus calls)	513 556-1111
Dean of Students	513 556-5250
General Counsel	513 556-3483
Counseling Center	513 556-0648
Public Relations	513 556-1822
Human Resources	513 556-6381
Student Activities & Leadership Development	513 556-6115
International Services	513 556-4278
Professional Practice	513 556-6432
Conference and Event Services	513-558-1810
Athletics	513 556-4603
Resident Education & Development	513 556-6476
Risk Management	513 556-6042
Campus Ministries	513 381-6400