

 <p>Category: Student Affairs</p> <p>Policy applicable for: Faculty/Staff & Students</p>	<p><i>Policy Title:</i> Student-Related Critical Incidents Response</p> <p>Effective Date: 04/05/2021</p> <p>Prior Effective Date: 04/13/2015</p> <p>Enabling Acts:</p>	<p><i>Policy Number:</i> 4.1.1</p> <p>Policy Owner: VP for Student Affairs</p> <p>Responsible Office(s): AVP/Dean of Students' Office</p>
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This plan is NOT intended for real-time emergency management procedures. Rather, it is intended to guide *response* at the conclusion of a student-related critical incident. For real-time emergencies, contact the University of Cincinnati Police Department at 911 (from a campus phone) or (513) 556-1111 (from a cell phone or off-campus phone).

PURPOSE

The University recognizes that student-related critical incidents require it to respond quickly, sensitively, and in a professional manner that reflects care, clarity, and efficiency to members of the University community and their families. The purpose of the policy is to assure that our students receive appropriate support and that the University's response is consistent and thorough.

This policy covers the University's general response procedures, responses to specific critical incidents, release of information, and key contact information. This policy is not meant to supersede the University Emergency Operations Plan or any criminal investigation. This policy reflects the close collaboration needed with the Department of Public Safety, and no procedures outlined herein should be interpreted to subvert the purview of the Department of Public Safety.

WHO IS COVERED UNDER THE POLICY

This policy should be followed for critical incidents relating to the following individuals:

- Students who are currently enrolled in classes at the University (main, branch campus, studying abroad, or online);
- Students who are on a cooperative or career education/experience based learning assignment;
- Current students on active military duty; and
- On-campus camp and conference participants if the incident occurred during the individual's participation.

If it is unclear whether an incident falls under this policy, contact the Dean of Students for guidance.

GENERAL PROCEDURE

The Dean of Students will lead and coordinate responses to student-related critical incidents. When notified of a student-related critical incident, the Dean of Students will immediately notify the Vice President for Student Affairs. If necessary, the Dean of Students may request additional resources, such as counselors,

to come on-site of the incident to assist students immediately.

The Dean of Students will assemble a student-related critical incidents team on an incident-specific basis. The Dean of Students may assign a team member as the lead to manage the University's response and assume any duties assigned to the Dean of Students as outlined in this policy. The team will consist of: Dean of Students, member from the student's college, member of any on-campus organizations the student participates in, if appropriate, and a member from any other necessary University office pertaining to the student's enrollment.

The Dean of Students may convene the student-related critical incidents team and other involved parties following the stabilization of the circumstances. The purpose of this time is to bring to a close any outstanding issues and reflect on any lessons learned and opportunities for improvement for future responses.

RESPONSE TO SPECIFIC CRITICAL INCIDENTS

A. DEATH OF A STUDENT

1. Reporting a student's death.

When a University employee learns of a possible or confirmed student death, the employee should do the following:

- Request identifying information (e.g., UCID, SSN, DOB, college) for the student so that the student can be differentiated from other students with similar names;
- Record the name and contact information of the person(s) reporting the death; and
- Notify the Dean of Students immediately. If outside of business hours, report the information to University of Cincinnati Police Department. The employee should identify themselves and provide a contact number in case follow-up communication is needed.

UCPD will contact the Dean and Assistant Dean of Student Affairs. The Dean of Students will coordinate notification of and follow-up with all other University offices, as set forth in this policy, once the death is confirmed.

2. Notification to the deceased's family.

Before any notification is made, it is critical to accurately confirm the student's identity. The Dean of Students and UCPD will collaborate to confirm a student's identity.

In most cases, notification of the student's death to their family will be made by the hospital where death is pronounced, or by a law enforcement agency. If University employees are the first to know of the death, UCPD and the Dean of Students will coordinate notification appropriately. Other University employees should not notify the student's family unless directed by the Dean of Students or the UCPD shift supervisor.

3. Notification and response within the University.

It is imperative that all communications accurately identify the student. If needed, after the student's family has been notified, the Dean of Students will contact students with the same name and encourage them to contact their family and friends to avoid distress created by forthcoming media reports.

After the student's family has been notified, the Dean of Students will alert the designee from the following offices of the student's death: Admissions, Advancement, Athletics, Center College Offices, Counseling & Psychological Services, Experienced Based Learning, Housing & Food Services, Human Resources,

Ombuds Office, One Stop, Parking Services, Office of the President, Department of Public Safety, Office of the Registrar, Resident Education & Development, Enterprise Risk Management, Student Accounts, Student Financial Aid, Student Affairs, UC Libraries, University Health Services, Vice President for Student Affairs, and Vice President of Equity & Inclusion. The designee for each area will be responsible for issuing their own internal memos or emails as needed. The Office of Public Relations must review any written communication before it is issued.

After the student's family has been notified, other notifications should be made as follows, at the direction of or in consultation with the Dean of Students:

Academic advisor: College liaison

Current term classmates: Instructing faculty member or corresponding department head

Roommates: Dean of Students or Assistant Dean of Students

Teammates: Coaches

Student organization: Group advisor, Student Activities and Leadership Development, staff

University employment peers: Supervisor

Whenever possible, in-person notification of those individuals significantly connected to the deceased is preferred. For on-campus deaths, Counseling and Psychological Services, Resident Education & Development, and the Dean of Students will facilitate face-to-face meetings with students who lived in the same building of the deceased. University employees who need support in the notification process should contact the University Counseling and Psychological Services or Dean of Students for coaching, support, or accompaniment, as needed.

After family and the most immediate survivors to the deceased student have been informed, the Dean of Students 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 Office of Public Relations before being issued. Communications should not reveal the cause of death.

4. **Response to parents/family members.**

After the deceased student's family has been notified, the Dean of Students will contact the family to express condolences and offer assistance. Prior to contacting the family, the Dean of Students will gather all available facts regarding the death and information regarding resources the family may benefit from. At times, the Dean of Students may request that specific University employees also contact the family to assist in resolving more detailed or complicated matters or questions. The Dean of Students will provide appropriate mail and phone contact information to the Office of the Vice President for Student Affairs, who will arrange for official condolences from the President.

5. **Memorials and remembrances**

In some circumstances, the Dean of Students will request that a University employee represent the University in attendance at a visitation or funeral coordinated by the student's family. Individual University employees may choose to attend services, but are not required to do so. Students are welcome to initiate campus/group memorial events. Associated University employees should give guidance as needed and should inform the Dean of Students 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.

6. Refunds and related administrative matters.

Financial matters with the family will be resolved by the appropriate University offices with the guidance of the Dean of Students. The Dean of Students will coordinate information regarding tuition, health insurance, and loans from various offices to the family.

7. Student death by suicide.

Upon learning of a student death by suicide, the Dean of Students will convene a Postvention Response Team as soon as possible. This team consists of representatives from the Suicide Postvention Core Committee, CARE Team, and chair of the department in which the deceased was enrolled. The Dean of Students may identify others to serve on the Postvention Response Team, as appropriate. These representatives will work together to make sure the University responds to the suicide in a unified manner.

The Postvention Response Team may reconvene after postvention activities being implemented to examine the effectiveness of the response and explore areas for potential improvement.

B. SERIOUS INJURY OF A STUDENT

1. Reporting serious injury of a student.

When a University employee learns of a possible or confirmed serious injury, the person should do the following:

- Request identifying information (e.g., UCID, SSN, DOB, college) for the student so the student can be differentiated from other students with similar names;
- Record the name and contact information of the person(s) reporting the injury; and
- Notify the Dean of Students immediately. If outside of business hours, report the information to University of Cincinnati Police Department. The employee should identify themselves and provide a contact number in case follow-up communication is needed.

UCPD will contact the Dean and Assistant Dean of Student Affairs. The Dean of Students will coordinate notification of and follow-up with all other University offices, as appropriate.

2. Family notification and involvement.

It is preferred that the medical personnel at the treating facility notify the family of the student's injury. Law enforcement may also contact the family. University employees, other than law enforcement, should not contact the family unless specifically directed by the Dean of Students.

Decisions regarding an injured student's academic/residence hall status should be made by the student and/or family when possible.

3. Hospital accompaniment or visitation.

A University employee may be asked to accompany a student being transported to a hospital or to visit the hospital. If the student requests to be accompanied, reasonable efforts will be made to accommodate the request. However, a request to accompany a student should not be interpreted as pressure or permission to act beyond the scope of one's job or expertise.

The University employee should note the names of family or peers present at the hospital. While at the hospital, the employee may consider doing 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; and
- Noting any family members' questions and establishing the way to contact the family so that answers can be relayed once determined.

The employee should promptly update the Dean of Students. Procedural questions from the student or family should be referred to the Dean of Students.

C. SERIOUS ILLNESS OF A STUDENT

When a University employee learns that a student is, or is suspected to be, seriously ill, the employee should do the following:

- If possible, refer the student to appropriate University resources as needed; and
- If not possible, or if the student does not seek help, report the situation to the Dean of Students with as much detail as possible. The Dean of Students will consult as needed with University Health Services and Department of the Department of Public Safety to decide future action.

It is preferred that the student or medical personnel at the treating facility notify the family of the student's illness. University employees should not contact the family unless specifically directed by the Dean of Students. When a student's illness poses a serious risk to the health of others, the Dean of Students will coordinate a plan of action with University Health Services, Department of Public Safety, and the Office of Public Relations. Public communication regarding a student's illness must be cleared in advance with the Office of Public Relations and the Office of General Counsel.

Decisions regarding a seriously ill student's academic/residence hall status should be made by the student and/or family when possible.

D. MENTAL HEALTH MATTERS

1. Student suicidal thoughts and attempts.

A suicide attempt in progress or a threat of suicide is a real-time emergency that needs to be referred immediately to University of Cincinnati Police Department by dialing 911 (from campus phone) or 513-556-1111 (from a cell phone or off-campus phone).

For a comprehensive list of resources available both on and off-campus to University employees and students, please see the Suicide Prevention and Resources Policy, Policy 4.1.3, or contact the Office of Student Affairs at (513) 556-4119 for more information.

The Dean of Students should be notified of these incidents AFTER the emergency has passed (e.g., once the student has been escorted to the Counseling and Psychological Services or transported to the hospital). A referral should also be made to the Crisis, Assessment, Referral, Evaluation Team ("CARE Team") – <https://www.uc.edu/campus-life/dean-of-students/care-team.html>.

2. Mental Health Assessment.

The CARE Team may recommend that a student of concern have a mental health assessment to determine what types of services the student may benefit from receiving. Please see the Mental Health Assessment Policy, Policy 4.1.4, or contact the Division of Student Affairs at (513) 556-4119 for more information.

3. Voluntary and Involuntary Withdrawal from the University.

During their time at the University, students may experience serious medical issues that require them to step away from the University to devote time to treatment. Students wanting to explore this option should contact the Dean of Students to discuss applying for a medical leave of absence, voluntarily withdrawing, and/or potential accommodations. Discussions regarding potential accommodations should typically include the Office of Accessibility Resources. If a student cannot safely remain at the University, even with accommodations and other supports, the University may decide to involuntarily withdraw the student in accordance with the Involuntary Withdrawal Policy 4.1.5. For voluntary withdrawal, please see the Medical Leave of Absence Policy 4.1.6 or contact the Division of Student Affairs at (513) 556-4119 for more information.

E. DISPLACED STUDENTS

Displaced students refers to non-residence hall students who have unexpectedly lost access to, or reasonable use of, their local housing due to emergency circumstances beyond their control. 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 displace students, alert the Dean of Students with information you have so that further information can be gathered. The Dean of Students will work with safety officials to determine the involvement of any students and with other University offices to assist affected students.

F. MISSING STUDENTS

1. Missing Residents in On-Campus Housing Facilities Policy.

Refer to Policy 4.1.2 for complete information on students' ability to designate a confidential contact person and the procedures the University must follow when a student living on-campus goes missing.

2. Receiving an unofficial report or suspected case of a missing or in danger student living in on-campus housing; no law enforcement involvement yet.

"On-campus housing" includes any residential facility for students that is located on the University's campus or located off-campus but leased by the University to provide residential housing for its students, even if the building is owned or maintained by another party.

When any University employee receives a report that a resident of on-campus housing is believed to be missing or in danger, the employee must do the following:

- Obtain the name and contact information of the person making the report;
- Obtain the missing student's name, local address, and any contact information;
- Obtain a description of the situation, such as the circumstances of the last contact with the student, the student's mood and condition during the last interaction, attempts to contact the student, and any other facts that may be helpful; and
- Contact University of Cincinnati Police Department ("UCPD") and help the reporting party complete an official report.

UCPD will contact the Dean of Students regarding the missing student report and determine next steps related to investigating, including notifying the proper parties regarding the missing student (e.g. confidential contact, emergency contact, family). University employees, besides UCPD, should refrain from contacting the family of a missing student unless instructed to do so by UCPD.

The Dean of Students will, in consultation with UCPD, make a preliminary assessment on the following:

- Ensure accurate information from the student information system;
- Attempt to contact the student by phone and email;
- Check Bearcat Campus Card activity;
- Check other electronic communication (e.g., social Web sites);
- Check with roommates, employers, etc.; and
- Access information on the confidential contact person designated by the student, if applicable.

If the student is located successfully, the Dean of Students will arrange for follow-up with the student regarding concerns for the student's well-being. The Dean of Students will cooperate with any police investigation. Appropriate resources (e.g., counseling) are available to support the peer group members and friends of the missing person if needed.

3. Receiving an unofficial report or suspected case of a missing or in danger student living off-campus; no law enforcement involvement yet.

When a University employee receives a report that a University student living off-campus may be missing or in danger, and the incident has not been reported to any law enforcement agency, the employee shall do the following:

- Obtain the name and contact information of the person making the report;
- Obtain the missing student's name, local address, and any other contact information;
- Obtain a description of the situation, such as the circumstances of the last contact with the student, the student's mood and condition during the last interaction, attempts to contact the student, and any other facts that may be helpful; and
- 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);
- Contact the Dean of Students during business hours. Outside of business hours, contact UCPD. You should notify the Dean of Students' office regardless of whether the reporting person is willing to contact law enforcement or not, and the Dean of Students will notify UCPD; and
- Await further contact and follow UCPD and the Dean of Student's instructions. University employees, besides UCPD, should refrain from contacting the family of a missing student unless instructed to do so by UCPD.

The Dean of Students will, in consultation with UCPD, make a preliminary assessment on the following:

- Ensure accurate information from the student information system;
- Attempt to contact the student by phone and email;
- Check Bearcat Campus Card activity;
- Check other electronic communication (e.g., social Web sites); and

- Check with roommates, employers, etc.

If the student is located successfully, the Dean of Students will arrange for follow-up with the student regarding concerns for the student's well-being. The Dean of Students will cooperate with any police investigation. Appropriate resources (e.g., counseling) are available to support the peer group members and friends of the missing person if needed.

4. Being informed of a case already formally reported to law enforcement.

If you receive a report of a missing student, and are informed a missing person report was already filed with a police jurisdiction, notify the Dean of Students of the situation with as much information as possible.

G. SEX/GENDER BASED VIOLENCE RESPONSE PROCEDURE

All responses to sex/gender-based violence shall be guided by the University's Title IX office 513-556-3349. More information can be found at www.uc.edu/titleix.

H. STUDENTS ON INTERNATIONAL TRAVEL

In addition to following the procedures set forth in this policy, when a University employee is traveling with students, the employee should notify UC International of any student death, serious injury, or other matter of concern. UC International will relay the information to the Dean of Students directly or via University of Cincinnati Police Department ("UCPD"). If no University employee is in attendance, students should contact UC International directly. In both cases, if UC International cannot be reached immediately, University employees or students should immediately contact the Dean of Students or UCPD directly.

The Director of UC International and the Dean of Students will coordinate consultation with the U.S. State Department's Bureau for Consular Affairs, notification to the student's family, arrange any necessary travel arrangements, and address other special needs.

I. INTERNATIONAL STUDENTS ON THE UNIVERSITY OF CINCINNATI CAMPUS

If an incident occurs involving an international student, in addition to following the procedures set forth in this policy, the Dean of Students and Director of UC International Services will coordinate consultation with the consulate of the student's home country, arrange any necessary travel arrangements, and be mindful of cultural factors in the University's response.

J. SECONDARY TRAUMA SUPPORT

Witnesses and survivors often experience secondary trauma as a result of student-related critical incidents. It is important that University employees remain attentive to those likely to experience it, such as classmates, friends, siblings and extended family members, teammates, romantic partners, roommates and housemates, members of shared co-curricular groups, and any University employees who have frequent contact with the student. For assistance in processing a traumatic event, contact the University Counseling and Psychological Services. If necessary, Counseling and Psychological Services and the Dean of Students will consult regarding additional appropriate resources.

University employees who are concerned about an individual's well-being should directly express concern and encourage the person to seek support. Counseling and Psychological Services staff members are available for consultation and coaching. If a University employee refers an individual to the Counseling and Psychological Services, the employee is encouraged, but not required, to notify the Dean of Students about the situation. This notification may be helpful in identifying additional resources for the individual. University employees who do not want to directly approach the individual should contact the Dean of Students and document concerning behavior.

RELEASE OF INFORMATION REGARDING STUDENT-RELATED CRITICAL INCIDENTS

A. MEDIA INQUIRIES

University employees who receive any media inquiries should first check with their Dean, Vice President, or Supervisor regarding their protocol for responding to media inquiries. The University strongly encourages all media inquiries to be directed to the Office of Public Relations. This helps to ensure consistency and accuracy. The Office of Public Relations is here to help University employees communicate as effectively as possible. Before attending an interview, submitting written answers, or issuing a written statement, University employees should consult with the Office of Public Relations.

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

- I do not know, let me get back to you;
- I do not have that information; and
- You'll need to direct that question to the Office of Public Relations.

If a University employee declines to answer any questions, the employee should notify its supervisor, the Office of Public Relations, and the Dean of Students of the inquiry.

B. LAWYERS AND LEGAL INQUIRIES

If a University employee learns that a student or student's family has retained a lawyer, the employee should immediately consult with the Office of General Counsel. If a University employee is contacted by a lawyer, the employee should refer and immediately report the inquiry to the Office of General Counsel. Other than contact directly with a lawyer, all other contact and services should continue unabated.

C. STUDENT INFORMATION AND FERPA-RELATED MATTERS

All University employees should refer any external inquiries (media or otherwise) for students' directory information to the public records request process managed by the Office of General Counsel. Public records requests may be made to: public.records@uc.edu.

IMPORTANT CONTACT INFORMATION

Go to www.uc.edu/campus-life/dean-of-students/care-team to access the Student-Related Critical Incident Response Checklist.

Assistant Vice President / Dean of Students	(513) 556-4119
University of Cincinnati Police Department	(513) 556-1111
Office of General Counsel	(513) 556-3483
Counseling and Psychological Services	(513) 556-0648
Office of Public Relations	(513) 556-3001
Human Resources	(513) 556-6381
Student Activities & Leadership Development	(513) 556-6115

International Services	(513) 556-4278
Career Education and Experiential Based Learning	(513) 556-2667
Conference and Event Services	(513) 558-1810
Athletics	(513) 556-4603
Resident Education & Development	(513) 556-6476
Enterprise Risk Management	(513) 556-5042