

## DEFINITION OF CRISIS MANAGEMENT

Define the intent of the communication plan and what defines a crisis.

## UNIVERSITY POLICY ON CRISIS MANAGEMENT

University definition of "crises" and "critical incidents" that require the crisis management plan to be enacted.

## OVERVIEW AND RATIONALE

# UNIVERSITY CRISIS MANAGEMENT PLAN

## CRISIS PLANNING AND RESPONSE TEAM

NAME	WORK PHONE	CELL PHONE	EMAIL	RESPONSIBILITIES

# UNIVERSITY CRISIS MANAGEMENT PLAN

## CRISIS RESPONSE PROCEDURE

Define the severity of the crisis, describe the crisis situation in greater detail, assign a team or person responsible for mitigating the crisis, and note the required task or action.

<b>CRISIS LEVEL</b>	<b>DESCRIPTION OF CRISIS</b>	<b>TEAM OR PERSON RESPONSIBLE</b>	<b>REQUIRED TASK OR ACTION</b>
<b>CRISIS LEVEL 1</b>			
<b>CRISIS LEVEL 2</b>			
<b>CRISIS LEVEL 3</b>			

# UNIVERSITY CRISIS MANAGEMENT PLAN

## MEDICAL PROTOCOLS

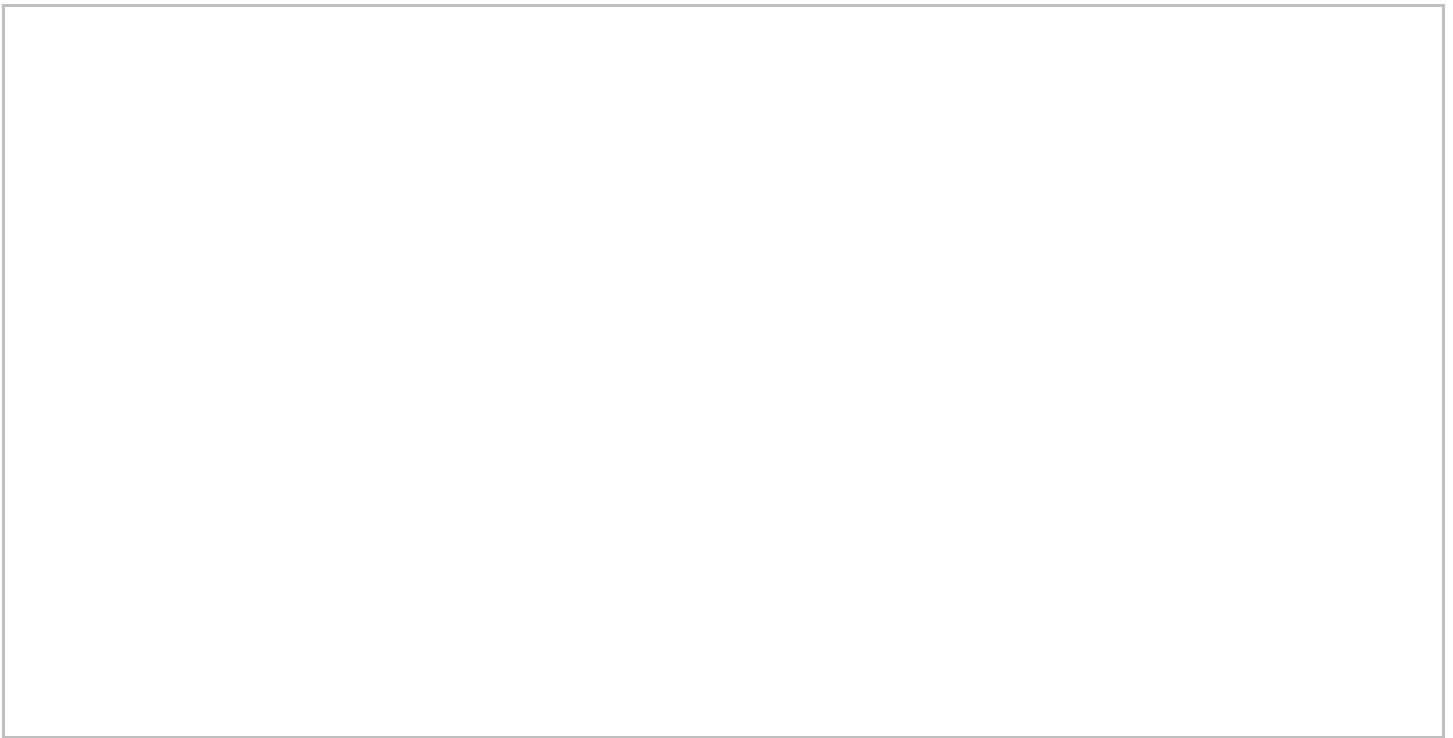
EMERGENCY POINT OF CONTACT	PHONE NUMBER	RESPONSIBILITIES / SERVICE PROVIDED

# CRISIS INCIDENT AND EMERGENCY MANAGEMENT

## OVERVIEW OF CRISIS



## IDENTIFYING RESPONSE TO WARNING SIGNS



# CRISIS INCIDENT AND EMERGENCY MANAGEMENT

## UNIVERSITY THREAT ASSESSMENT PROTOCOL

Define the severity of the threat, describe the threat in greater detail, assign a team or person responsible for mitigating the threat, and note the required task or action.

THREAT LEVEL	DESCRIPTION OF THREAT	TEAM OR PERSON RESPONSIBLE	REQUIRED TASK OR ACTION
THREAT LEVEL 1			
THREAT LEVEL 2			
THREAT LEVEL 3			

# CRISIS INCIDENT AND EMERGENCY MANAGEMENT

## SUGGESTED PROCEDURES FOR THE FOLLOWING INCIDENTS

INCIDENT TYPE	SUGGESTED PROCEDURE
FIGHTS	
LOCKDOWN	
HOSTAGE	
SEVERE WEATHER	
FIRE	
EMERGENCY SHELTER	
PANDEMIC	
OTHER	

# COMMUNICATION RESPONSE

## UNIVERSITY COMMUNICATIONS

METHOD	WHEN TO UTILIZE	HOW TO UTILIZE
TELEPHONE		
INTERCOM SYSTEMS		
COMPUTER TELECOMMUNICATIONS		
FAX MACHINES		
CELL PHONES		
"PANIC BUTTON"		
ALARM SYSTEMS		
TELEPHONE TREE		
OTHER		



# COMMUNICATION RESPONSE

## COMMUNICATION WITH FAMILY MEMBERS

Tell family members exactly what is known to have happened and implement a plan to manage phone calls.

## COMMUNICATION WITH ALUMNI

Tell alumni exactly what is known to have happened and implement a plan to manage phone calls.

## COMMUNICATION WITH THE COMMUNITY

Define the type and extent of crisis. Inform employees of crisis.

## COMMUNICATION WITH MEDIA

Take initiative with news media and alert them of situation.

## EMERGENCY CONTACT INFORMATION

Provide dedicated phone, email, mailing address for school emergency response information.

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