

## Crisis Response Protocol

In compliance with SBHE policy 906, Mayville State University shall cooperate with North Dakota Civil Defense and local officials in making facilities available for use in case of national emergency and shall implement the procedures outlined in sections I – II. The Emergency Management Team (EMT), made up of the following administrators shall have the responsibility for coordinating the institutional response: President, Vice President for Academic Affairs, Vice President for Student Affairs, Vice President for Business Affairs, Director of Public Relations, and Director of Web Services.

- I. Crisis involving a large scale emergency** such as widespread power outages, flooding, tornado, or other natural disasters in which the university may be called upon to serve as relief and disaster coordination center for the Mayville, Portland and surrounding communities: An Emergency Services Contingency Plan has been developed and would include several functional teams, including management, food services, housing, and logistics. In the event that a disaster was declared, the Traill County Sheriff would contact university officials and the contingency plan would be put into operation.
  
- II. Crisis or response to events at the state or national level:** A state or national crisis would generally be relayed through government officials to the administration of the university, specifying an appropriate response or request for assistance. Such responses might include symbolic gestures on the part of the university to incidents that occur at the state or national level (lowering of flags, public statements, etc), requests for indirect assistance (distribution of information to the public), use of facilities for public meetings, etc. or requests for direct assistance (volunteer help, time and effort from university employees to assist government employees). If no such requests are received, the university administration may respond or offer assistance as appropriate and as consistent with the mission of the institution. Members of the President’s Cabinet or the Director of Public Relations should be contacted by university employees who become aware of, or are contacted about a state or national crisis or incident. These members of the MSU administrative team will consult with each other to determine an appropriate university response.

In the event of a crisis that affects individual members of the university community or that warrants a response of an official on behalf of the university, the following processes and protocol (III-IV), should be followed, depending upon the nature of the situation:

- III. Crisis involving a student (death of student, suicide attempt, death of family member, serious illness, serious accident):**
  - a. A faculty or staff member who becomes aware of any such situations involving a student should notify the Vice President for Student Affairs, who will in turn notify the President. The Vice President for Student Affairs will coordinate contacts and efforts with outside agencies, such as clergy, law enforcement personnel, medical personnel, family and friends in efforts to assist the student and family/friends affected by the crisis. Residence hall and other staff should respond immediately to any emergency situations and notify the Vice President for Student Affairs or Director of Housing as soon as possible.
  - b. Students who are hospitalized because of an illness or accident should be encouraged to notify the Student Services office as soon as possible so that arrangements can be made with faculty and staff for missed classes, work

assignments, etc. The Vice President for Student Affairs will notify the following when crisis situations arise that affect the student's attendance in classes and/or future enrollment:

- Residence Hall Staff
- Business Office
- Financial Aid Office
- Faculty
- Advisor
- Admissions and Records Office

- c. If necessary, the Vice President for Student Affairs will coordinate any contacts with local media concerning the death or serious illness of a currently enrolled student.
- d. In the event of any crisis situation involving a student please contact the Vice President for Student Affairs immediately. If the Vice President for Student Affairs is not available, the Director of Housing should be contacted.

**IV. Crisis involving a faculty or staff member (serious illness, death of family member, accident):**

- a. Information regarding a faculty or staff member should be relayed to the appropriate Vice President so that arrangements can be made for coverage of classes and work assignments.
- b. Any announcements or public releases of information regarding the death or serious illness of a faculty or staff member will be the responsibility of the respective Vice President.

**Revised: Spring, 2009**

**Sponsors: President's Cabinet**