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Mount Mary College Critical Incident Team Protocol

I. Definition and Parameters

For the purpose of this protocol, a “critical incident” is a situation that:

- involves death, serious injury, or threat to the health or welfare of a student or another member of the Mount Mary College;
- requires an immediate response beyond the individual person or agency responding;
- and/or has widespread implications for or potential impact on students, faculty, and staff.

College professionals will identify such situations as “critical incident” as a means to coordinate clear communication and effective teamwork in assessing and responding to these situations. Staff members will use their professional judgment, in consultation with the Chair of the Critical Incident Team, in identifying a “crisis” for this team’s response. Examples include, but are not limited to:

- A. Death, injury, illness or disappearance: in residence hall, community, at Mount Mary College-sponsored event or activity; of student or staff away from campus; of a student’s or staff’s family member; at a local, state, national, or global location.
- B. Health or welfare-threatening situations, such as:
 - natural disasters (e.g., earthquake, storm, loss of water or power, fire, hazardous material release, etc.);
 - assaults (e.g., bomb threats, explosions, hostage taking, sniper/shooting, physical or sexual assaults, rape, fights, kidnapping, etc.);
 - epidemics (e.g., measles, meningitis, hepatitis, food poisoning, flu, etc.);
 - military actions or acts of war; missing persons; suicide attempts;
 - civil disobedience (e.g., political or religious protests, athletic event demonstration, riots, crowd control, etc.); major criminal arrest of a Mount Mary College community member; events which could adversely alter public perception of the College or create an atmosphere of fear of unrest.
- C. Or any other situation that has widespread implications for or potential impact on students.

II. Protocol

The purpose of this protocol is to enhance the institutional response to a critical incident by facilitating efficient and effective communication.

A. The first College staff member to identify the critical incident will respond according to protocol (which may include activating the critical incident team) and will notify the Associate Dean for Student Affairs (or the Vice President for Academic and Student Affairs, if the Associate Dean is not available). As a result of that notification, the Chair will decide if and when (1) the Team will convene and (2) the Vice President for Academic and Student Affairs will be notified.

B. The Critical Incident Team (CIT) consists of six (6) core members:

C.

Associate Dean for Student Affairs: Serves as Chair; manages and directs the recovery effort. Provides liaison with the President and Vice President for Academic and Student Affairs for reporting the status of the recovery operation.

Director of Buildings and Grounds: Provides for the operation and maintenance of College buildings, most campus grounds, and utility systems.

Director of Information Technology: Ensures business continuity, proper utilization of campus technology resources in receiving and sending electronic updates, announcements, and other related electronic communications, and handles data issues.

Director of Public Safety: Provides the initial response to the majority of campus emergencies. Acts as liaison with the Associate Dean for Student Affairs.

Director of Marketing and Communication: Communicates with the news media, public, administration, staff, faculty, and students.

Associate Dean for Graduate and Continuing Education: Serves as a liaison to academic affairs staff and faculty.

The CIT may involve others as needed, e.g.:

Campus Ministry

Director of the Counseling Center

Director of Student Engagement and Residence Life

Director of Human Resources.

The Critical Incident Team shall meet at the beginning of each academic year to review membership and policies and procedures. The role of the team is to support emergency field operations and to manage and direct the activities of the various departments that will be involved in crisis response and recovery. The CIT will not respond to the scene nor will they manage the initial response to an incident. It is the responsibility of emergency responders (i.e. fire department, police, EMT) at the scene to isolate, contain, and neutralize the incident. The CIT team will be convened immediately in response to critical incidents. In response to specific incidents, the Chairperson will identify and include additional representatives of Mount Mary College department/agencies as needed.

C. The Chair of the Critical Incident Team will be responsible for convening the committee and facilitating discussion on the communication strategy. Members of the committee will be designated to contact others who will need to be involved in the communication strategy or informed about the incident. A member will be designated to complete a Case Report Form, which will be kept on file in the Office of the Chair.

- D. The Vice President for Academic and Student Affairs (or designee) will be responsible for communicating the situation to the President's Council.

Critical Incident Planning Prioritization Criteria

- 1. Protect human life; prevent/minimize personal injury.**
- 2. Prevent/minimize damage to physical assets.**
- 3. Protect the environment.**
- 4. Restore normal operations.**