University of Colorado
Colorado Springs

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UCCS CAMPUS POLICY

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Policy Title: Faculty/Staff Response Team

Policy Number: 100-009   **Policy Functional Area: ADMINISTRATION/ORGANIZATION**

Effective:	October 5, 2012
Approved by:	Pam Shockley-Zalabak, Chancellor
Responsible Vice Chancellor:	Vice Chancellor of Finance and Administration
Office of Primary Responsibility:	Public Safety
Policy Primary Contact:	Public Safety, 719-255-3111
Supersedes:	N/A
Last Reviewed/Updated:	N/A
Applies to:	Faculty/Staff Response Team (FSRT)

Reason for Policy: To coordinate response to significant campus situations and events involving UCCS faculty and staff.

I. INTRODUCTION

Mission of the Team:

The Faculty/Staff Response Team (FSRT) will assess and coordinate responses to significant campus situations and events involving UCCS faculty and staff, which require intervention in order to assist the community and its members to return to a more balanced equilibrium. These events may include: a death or significant trauma, problematic faculty/staff situations involving medical or psychological concerns, or campus emergency situations that directly affect the well-being of faculty/staff. The FSRT has the authority to respond and coordinate intervention to all faculty/staff crisis incidents with the concurrence of the Chancellor.

Issues of inappropriate conduct are referred to the Human Resources Office which will coordinate referral to the Chancellor's office and the appropriate Vice Chancellor's office. Allegations of criminal wrong doing will be referred to the campus police. Allegations of sexual harassment and/or discrimination shall be referred to the Office of Sexual Harassment and Discrimination in accordance with university policy.

II. POLICY STATEMENT

A. Authority for the creation of campus administrative policies is found in *The Laws of the Regents,* 2007, Article 3 Section B.5(A) which states:

The chancellor of each campus shall be the chief academic and administrative officer responsible to the president for the conduct of affairs of their respective campus in accordance with the policies of the Board of Regents. The chancellor shall have such other responsibilities as may be required by these *Laws,* or regent policy, or as may be delegated by the president.

B. Purpose:

UCCS has a number of response mechanisms in place to respond to faculty/staff crisis situations, or to incidents or behaviors involving faculty/staff that threaten the quality of campus life. The Colorado State Employee Assistance Program (C-SEAP) provides assistance services for faculty and staff in the mitigation of potential conflict and violence as well as other psychological or substance related issues. The campus police respond to any actions that threaten or disrupt the quality of campus life or may be considered criminal. Crisis situations may be accidental, occur without warning, or be intentional and meant to cause harm to students or the campus community. The FSRT works to ensure communication between administration, colleges, departments and affected parties when crisis situations occur.

C. Membership:

The Team provides support in the interest of helping those impacted to return to employment with less risk of long term negative effect.

The Core Team membership includes:

- Chief of Police, UCCS Police Department, who as coordinator of the Team will inform and consult with University and community officials. The Chief of Police may delegate another member of the Team to serve as the Team coordinator based on the circumstances.
- Director of Human Resources.
- Legal Counsel.
- Vice Chancellor representation will vary depending on the administrative unit to which involved party or faculty/staff member belongs.
    - Expanded Response Team Members: A larger group of UCCS departments will collaborate and provide advisory support to the Team, as necessary. Expanded Response Team Members may include representatives from the following departments and agencies:
- C-SEAP
- Ombuds Office.
- Office of Sexual Harassment and Discrimination.
- College Dean's Office
- Supervisors or Department Directors

- Any individual identified by the core team as being beneficial to resolution

Under the UCCS Emergency Response Plan, UCCS Departments have specific response systems and protocols for dealing with emergencies. Other resources that may be available to the FSRT include:

- Student Counseling Center
- Multicultural Affairs Office (M.O.S.A.I.C.)
- Office of Disability Services
- Colorado Springs Police Department
- Colorado Springs Fire Department
- El Paso County Sheriff

Law Enforcement agencies outside of El Paso County as appropriate

D. Faculty/Staff Response Team:

The Team will confer and/or convene to respond to patterns or instances of dysfunctional behavior, and questions, concerns, and inquiries concerning faculty/staff behavior. The FRST will facilitate a coordinated campus response to crisis incidents, threats or potential threats that may affect the well-being of the workplace, campus or broader community.

Coordinated responses may include, but are not limited to, identification of and referral to appropriate support services and resources on- or off-campus; informal resolution measures such as mediation, facilitated dialogue between the parties involved; campus notices and fact sharing; and promotion of wider educational awareness, prevention, and outreach.

1. Responsibilities

Responsibilities of the Team include, but are not limited to:

a. Supporting affected persons through referrals on- and off-campus;
b. Determining a plan of action to respond to a concern, or incident, in consultation with the affected person(s) and necessary college officials and/or departments;
c. Assessing community impact of the incident by identifying the principle parties involved as well as those connected to the principle parties;
d. Disseminating accurate information to the affected person(s) and the larger campus community, as appropriate;
e. Identifying other campus resources beyond the FSRT for addressing an incident;
f. Recommending channels for educational outreach and prevention.

2. Role of the FSRT Coordinator

The Chief of Police is the Coordinator for the Team. The Chief of Police may assign another member of the Team to serve as the Team Coordinator depending upon the details and circumstances of the crisis. Working with team members, the Team Coordinator will coordinate

campus efforts to incidents recognized as a threat or potential threat to the well-being of a faculty/staff member or the campus community.

The Team will confer and/or convene immediately in the case of emergent incidents. In the case of non-emergent incidents the Team will confer and/or convene within one business day of receiving the initial report. Upon receiving a report, the Team will determine initial steps, and identify additional offices or members of the campus community who may assist with the university's response to the incident or situation.

The Team Coordinator will inform the designated Officer of the Day for the campus, as appropriate, of the Team's response and recommendations for institutional response measures. The Chancellor shall be informed of the crisis by the affected Vice Chancellor/VC designee or in his/her absence, the Team Coordinator. In consultation with appropriate college or department personnel, the Team Coordinator will work to assure appropriate follow-through on commitments made during the response period and after the crisis or situation has subsided.

In addition to addressing particular incidents, the Team will meet on a bi-monthly basis to review campus incidents and/or identify priorities for educational programming and intervention. The Team Coordinator will maintain a record of documented incidents to evaluation the University's response, and improve upon procedures and effectiveness of response systems.

3. Notice to Campus Community

    The Chief of Police will ensure that a notice is sent to the campus community at the beginning of the Fall and Spring academic semesters informing the campus community of the role of the Faculty/Staff Response Team and how to contact the Team. A sample of such notice is as follows:

    To the Campus Community:

    UCCS has a number of response mechanisms in place to respond to staff/faculty crisis situations, or to incidents or behaviors involving staff/faculty that threaten the quality of campus life. The Director of Human Resources, Legal Counsel, the UCCS Chief of Police and the Vice Chancellor of the unit to which the faculty/staff member reports serve as the primary members of the Faculty/Staff Response Team (FSRT) to respond to faculty/staff needs and identify intervention strategies and resources for professional engagement in faculty/staff concerns.

    The FSRT provides assessment and coordinated responses to significant campus events involving UCCS faculty and/or staff. Examples include: death of a faculty or staff member, situations involving medical, psychological or behavioral concerns of a faculty/staff member and campus emergency situations that affect the well-being of the campus community.

    To contact the Faculty/Staff Response Team, you may contact any of the following:

Chief of Police, Department of Public Safety
Director of Human Resources
Legal Counsel

The Team is coordinated through by the Department of Public Safety to promote the development of a healthy campus community at UCCS. The Team works closely with other campus resources and committees ensuring a comprehensive response to campus situations and events.

In all cases involving a life-threatening emergency or immediate threat call 911. As soon as possible after calling 911, contact the Department of Public Safety at 255-3111.

E. Method of Operation

The Team will meet on a bi-monthly basis to foster good working relationships, to share information and reports, to engage in training, and to debrief events/situations. Each team member is also responsible for the development and maintenance of liaison relationships with the offices and agencies assigned to them.

A call list and protocols for dealing with particular types of incidences is maintained by the Department of Public Safety and communicated to the larger community by members of the Team.

Incidents for which protocols are maintained include the following:
1. Death or significant trauma
2. Problematic situations involving medical or psychological concerns
3. Campus emergency situations that directly affect the well-being of individuals
4. Behavior patterns that indicate a deteriorating state

F. Procedures

1. If a person is involved with a faculty/staff emergency situation, that person should contact the Department of Public Safety (DPS). DPS will notify the Team.
2. If a member of the Team learns of a faculty/staff emergency or situation regarding a person or situation, that person will notify the other Core Team members.
3. When appropriate, the Team Coordinator will notify the Officer of the Day for the campus.
4. If a member of the UCCS community learns of a faculty/staff incident (non emergency), that person should notify the Department of Public Safety or any Core Team member.
5. In cases involving emergency situations or incidents, the Department of Public Safety and the Team will follow these basic procedures:
   a. Assess the situation in order to understand and be able to communicate the nature of and extent of the emergency.
   b. Identify those who may be affected and need support, including friends, roommates, spouse, family, faculty, etc.
   c. Notify appropriate offices according to protocols.
   d. Assure that appropriate services are provided (direct and indirect)

e. Follow-up to evaluate what services have taken place and the impact of those services in allowing closure to the emergency

f. Initiate further actions if needed.

g. Provides follow up and outreach as needed.

h. Conduct a post-emergency review with key participants of the emergency team to assess the situation and the adequacy of current procedures. Be cognizant of possible post-emergency types of academic and personal support that might be needed. Issues of confidentiality should be identified.

i. Observe ongoing behavior of individuals who have displayed disruptive or concerning behavior.

G. Assessment

The Team will use an objective approach in evaluating and responding to each incident. Team members will rely on their professional judgment, and appropriate campus and community resources. They will also use a risk classification system, with an identified list of criteria, to place a faculty/staff member of concern in one five risk categories:

1. No Assessed Risk (0)
   a. Situation does not pose any apparent risk at time of assessment
   b. Team response primarily for individual support

2. Mild Risk (1)
   a. Behavioral issues in the academic/campus/social setting
   b. No safety threat detected or reported

3. Moderate Risk (2)
   a. Involved or repeated disruption
   b. Vague or indirect threat
   c. Unlikely to be carried out

4. Elevated Risk (3)
   a. Seriously disruptive incident(s)
   b. Showing clear distress
   c. Threat made or present
   d. Vague and indirect but may be repeated or shared with multiple reporters
   e. Content of threat suggests unlikely to follow through

5. Severe Risk (4)
   a. Individual not merely disruptive or distressed, but disturbed
   b. Threat is vague but direct; or specific but indirect
   c. Likely to be repeated or shared with multiple reporters
   d. Plan in place and detailed
   e. Threat plausible and repeated with consistency
   f. Content suggests follow through

6. Extreme Risk (5)
   a. Individual is deregulated
   b. Threat made or present
   c. Threat is specific or direct
   d. Likely to be repeated or shared with multiple reporters
   e. Plan in place and detailed

   f. Individual may appear detached

   g. Content suggests follow through

These categories will be used to assist in developing the appropriate response when considering both resources and timeliness.

H. Confidentiality

The members of the FSRT, as administrative agents in an educational institution, adhere to the laws and standards governing the disclosure of information to third parties both within and external to the University. Such information is only disclosed on an administrative need to know basis and only according to the relevant statutes that govern such disclosure.

Safety, wellbeing, and privacy are of the utmost importance. All incidents addressed by the FSRT shall be handled with privacy and discretion. Efforts will be made to protect the identity of, and to maintain the level of privacy requested by, individuals involved.

I. Use of Electronic Communications:

Text messaging may be used for initial notification of a situation but whenever possible, personal identifiers will not be used in text messaging.

Email will be used by the Team to communicate information and actions taken in situations that are being responded to and dealt with by the Team. Efforts are made to protect the identity of students involved by using discretion in the use of personally identifying information, especially on updates and follow-up messages. It is acknowledged that e-mail is not considered a secure or confidential means of communication but will be utilized by the Team for timely notification.

III. KEY WORDS

IV. RELATED POLICIES, PROCEDURES, FORMS, GUIDELINES, AND OTHER RESOURCES

  A. Administrative Policy Statements (APS) and Other Policies

  B. Procedures

  C. Forms

  D. Guidelines

  E. Other Resources (i.e. training, secondary contact information)

  F. Frequently Asked Questions (FAQs)

V. HISTORY

Initial policy approval   October 5, 2012