

Emergency Crisis in the U.S.

For off-campus Cornell programs

Cornell UNIVERSITY – Crisis Management Protocol

Checklist for all Domestic EMERGENCIES **(Perceived, real, acute and/or widespread)**

As a trip leader you may encounter an incident that requires you to act quickly. This is a quick reference guide to help assist you.

Note: This is not intended to be a step-by-step to do list. Many required actions must occur simultaneously. This list is merely provided as quick reference to ensure that no steps are left out.

- Collect sufficient information by asking questions related to the crisis. Record this information by taking notes, pictures or assigning an assistant to do so.
- Collect contact information from individual reporting crisis in order to follow-up.
- Collect additional information from other US sources (if applicable).
- Confirm if communications with the insurance carrier for the student health insurance is needed if medical treatment is required.
- Contact the Director of Risk Management and the Coordinator of Travel Safety. Calling Cornell police will begin this process. 607-255-1111
- If appropriate, ensure a case with UHC Global has been opened. This can be initiated by the trip leader, an individual at Cornell University or the student themselves if necessary. The world-wide number for UHC Global is: 1-800-472-0906 from the US +1-713-267-2525 worldwide (collect) the University policy number is: 343211
- The University's Crisis Managers will be contacted if necessary for emergencies to be handled in house. For widespread or acute emergencies, this team may include members from other units.
- If this is a mental health crisis you may consult with Gannett and the CAPS counselors at 607-255-5155.
- After a case is opened UHC Global can provide suitable counselors, medical doctors and emergency cash if necessary.
- If crisis involves a change to the student or students' financial aid status, the on-campus Cornell administrator will contact the Financial Aid Office.
- Maintain communications with affected students/faculty/staff in the area.
- Maintain communications with others on-site who may be affected.
- Inform and update the Director of Risk Management who will be the main point person for disseminating information with the Coordinator of Travel Safety serving as backup.
- Inform and update relevant staff members in the program.

- Allow Cornell administrators to disseminate information, do not attempt to take this all on yourself.
- Assess situation (include all applicable key university officials in discussion) and provide directions to on-site students/faculty/staff.
- University officials will provide notification of widespread event and CU response on web site (if applicable).
- Allow the University to respond to media inquiries (or refer to University Relations).
- Make any changes to program status in the database and/or post incident summary in individual student record in the database.
- Upon returning to campus conduct a post-assessment review. (see additional paperwork)

Contact list

For off-campus Cornell programs

UHC Global Emergency Response Center
 1-800-472-0906 from the US
 +1-713-267-2525 worldwide (collect)

assistance@UHCGlobal.com

Cornell University Police (24/7 response)

607-255-1111

First Responders for off-campus incidents of Cornell

Name	Phone	Email
Craig McAllister	607 254-1475	craig.mcallister@cornell.edu

University Administration

Title IX Office	607 255-2242	titleix@cornell.edu
Judicial Administration	607 255-4680	juadmin@cornell.edu
Gannett Health Services	607 255-5155	
Victims Advocate	607 255-1212	
Dean of students	607 255-1115	
Legal Counsel	607 255-5124	