

Emergency Support Function (ESF) 19: Student & Community Crisis Support

ESF Activation Contact: Cornell (607)255-1111 (Request on call Crisis Manager)	
Primary Department	Dean of Students PH:(607) 255-1115 Contact: Vijay Pendakur
	Cornell University Police PH: (607)255-1111 Contact: Dave Honan
	Cornell Crisis Management PH: (607)255-0325 Contact: Janet Shortall
	Cornell Health PH (607) 255-5155 Contact: Kent Bullis
	Residential and New Student Programs PH: (607)255-5533 Contact: Joseph Burke
	Cornell United Religious Work PH: (607)255-4214 Contact: Kenneth Clarke, Sr.
	Human Resources Crisis Management PH: (607)255-2673 Contact: Gabriel Tornusciolo
	Graduate School Student Services PH: (607)255-5184 Contact: Janna Lamey
	University Communications PH: (607)255-9929 Contact: John McKain Alternate: Vitaliy Darovskikh (607)254-7116
	Student Disability Services PH: (607)254-4545 Contact: Katherine Fahey
	Risk Management & Insurance PH: (607)254-1575 Contact: Craig McAllister
	Cayuga Medical Center (Ithaca) PH: (607) 274-4011
	Upstate Medical Center (Syracuse) PH: (315) 464-5540
	Guthrie Robert Packer Hosp. (Sayre PA) PH: (570) 888-6666
	UHS Wilson Medical Center (Johnson City) PH: (607) 763-6000

	Soldiers and Sailors Memorial Hosp. (Penn Yann) PH: (315) 531-2000
	Suicide Prevention and Crisis Service PH: (607) 272-1505
	Ithaca Police Dept. (607) 272-9973
	Red Cross Emergency Response PH: (607) 257-3888 or Tompkins County 911 Center
	Crime, Victim, & Sexual Assault Services Advocacy Center PH: (607) 277 5000

I. Purpose

- a) This ESF lists the Cornell University departments and external agencies responsible for managing crisis support to individuals and the University community when dealing with the effects of a crisis or incident.

II. Scope

- a) Includes all emergencies requiring crisis support services to individuals and communities within the larger Cornell community.
- b) Includes coordination of the response to and recovery from an event that causes personal impacts to members of the Cornell community.
 - i) For the purposes of this ESF, the Cornell community includes current students, faculty, and staff and in some circumstances may include their families as well as Cornell alumni and University retirees.
- c) May be activated by the Incident Commander to respond to incidents involving members of the Cornell community.
- d) May be activated to respond to incidents that overwhelm normal Incident Command response actions.

III. Situation

- a) Emergency Conditions and Hazards
 - i) Cornell University may periodically experience emergency and disaster situations that will require response by University resources and outside agencies and the restoration of essential services. Potential emergencies and disasters include both natural and human-caused incidents.
 - ii) See Cornell's Risk Assessment for a description of potential emergencies.

- iii) Members of the Cornell community may be impacted by personal, community, or widespread emergencies, incidents, and disasters that can result in a broad range of consequences such as loss of personal property, loss of housing, emotional or physical injury, and even death.

These situations may result in the need for crisis support services to help manage and mitigate the resulting impacts and consequences. Crisis support services include but are not limited to physical, emotional, financial, and academic support services.

IV. Assumptions

- a) Initial emergency response capabilities may be inadequate to manage an incident. Initial emergency responders will need additional assistance to coordinate crisis support services.
- b) Crisis support services may be needed on a direct 1:1 individual basis or on a larger community basis.
- c) Individuals needing crisis support services may be unaware of the appropriate campus resources and how to access them.
- d) Families of impacted students may be unaware of who to contact at the University after being notified of a situation affecting their child/children. Families may also need assistance in navigating and accessing campus and community resources.
- e) University resources will be quickly overwhelmed.
- f) Communication systems may fail during a major incident.
- g) Backup systems will be available but may take time to activate.
- h) Shortfalls can be expected in both support personnel and equipment.
- i) State and federal assistance may not be immediately available.

V. Concept of Operations

- a) General
 - i) The University Emergency Operations Plan provides overall guidance for emergency planning.
 - ii) ESF Annexes define roles and responsibilities, planned concept of operation, and internal and external capabilities and resources.
- b) Organization
 - i) National Incident Management System concepts will be used for response to all incidents.

- ii) Incident or Unified Command will be used by responding departments.
 - iii) When requested, ESF personnel will report to the Incident Command Post or EOC, or will participate as members of Incident Management Team.
- c) Notification
- i) Campus requests for crisis management support are to be reported to the Cornell Police Department (CUPD) Dispatch Center by calling 911 from a campus phone or (607) 255-1111 from an off-campus phone.
 - ii) The CUPD Dispatch Center will notify the on-call Dean of Students Crisis Manager of requests for ESF-19 services
 - iii) Requests for additional resources shall occur under the authority of the Incident/Unified Command
- d) Direction, Control and Authority to Act
- i) The Incident Command System (ICS) is used by University personnel to respond to emergencies and incidents.
 - ii) During the emergency response phase, all responders will be under the direction and control of the incident's Incident/Unified Command.
 - iii) Responders reporting to the incident scene will report to the Incident Commander at the Incident Command Post unless otherwise directed by the Incident Commander.
 - iv) The Incident/Unified Command is authorized to take actions necessary to contain and control the incident to protect and reduce impact to lives, research, property, the environment, and campus operations.
- e) Actions
- i) Preparedness
 - (1) Develop and maintain response plans and procedures, a cadre of trained personnel (University Crisis Managers), and associated resources to coordinate and provide crisis support services.
 - (2) EH&S and Cornell Police shall maintain continuity of operation (COOP) plans for the scope of capabilities identified in the ESF. Service recovery priorities and resources shall be identified in the C-COOP planning tool and further detailed through plans and procedures.
 - (3) Develop and maintain a list of campus, community, and vendor resources that could be utilized as needed.
 - (4) Maintain a list of personnel (at least one primary and one back-up) that can be called to the EOC to manage campus crisis support services.

- (5) Develop procedures to document costs for any potential reimbursement.
 - (6) Participate in exercises and training to validate this annex and any supporting plans and procedures.
- ii) Response
- (1) Coordinate the provision of crisis support services to the Cornell community including:
 - (a) Assessing the need for and coordinating on-site services.
 - (b) Providing direct support to individuals.
 - (c) Providing support, resources and management to other individuals and organizations providing crisis support services.
 - (d) Evaluating the need for and coordinating the deployment of the Community Support Team.
 - (2) Serve as the main point of contact for the families of impacted students or as appropriate delegate to others and provide any necessary guidance.
 - (3) Coordinate community crisis support resources involved with University response.
 - (4) In conjunction with the Incident Commander, coordinate emergency information for public release through ESF #17 - Communications.
- iii) Recovery
- (1) Coordinate activities that support continued community support services.
 - (2) Ensure that ESF-19 personnel, departments or agencies maintain appropriate records of costs incurred during the event.

VI. Responsibilities

- a) Primary Department
- i) Serve as the lead agency for crisis support response related support functions and support the response and recovery operations after ESF activation.
 - ii) Develop, maintain, and update plans and procedures during an emergency.
 - iii) Maintain a cadre of trained individuals to function as University Crisis Managers and maintain an active on-call schedule for those personnel.

- iv) Identify, train, and assign personnel to staff ESF-19 at the Incident Command Post, on the Incident Management Team, or in the EOC.
- b) Support Departments
 - i) Develop, maintain, and update plans and procedures for use during an emergency.
 - ii) Identify, train, and assign personnel to staff ESF-19 at the Incident Command Post, on the Incident Management Team, or in the EOC.
 - iii) Support the primary department as needed.

VII. Capabilities

- a) Cornell University Crisis Management Team
 - i) Capable of providing and/or coordinating access to University crisis support services for individuals.
 - ii) Capable of assisting families of students in navigating and accessing campus and community resources.
 - iii) Capable of coordinating crisis support services for segments of the University community (beyond needs of individuals or small groups).

VIII. Resources

- a) University Crisis Management Team

IX. Policies and Procedures

- a) Dean of Students Crisis Management Team guidelines

Plan Review and Revision History

Summary of Changes	Date	Completed By
Version 2.0 updates	9/12/2017	Office Emg. Mgmt.