I. Purpose
   a) This ESF lists the Cornell University departments and external agencies who may be involved in managing a mental health crisis.

II. Scope
   a) Includes emergencies involving mental health crisis management.
   b) Assist in coordination of the response to and recovery from an event that causes a mental health crisis.
   c) May be activated by the Incident Commander to respond to mental health crisis involving multiple members of the Cornell community and creating need for management beyond individual counseling.
   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) Cornell University may periodically experience incidents or events that create anxiety, stress, or other mental health impacts and require intervention by professional mental health staff.

   iv) Incidents or events may exceed the capabilities of normal individual counseling services and/or may require the counseling of large numbers (greater than 100) of people.

IV. Assumptions

a) Initial emergency response capabilities may be inadequate to manage incident.

b) Evaluation, diagnosis, treatment or numbers of people needing assistance may be beyond the capabilities of Cornell Health staff.

c) University resources are likely to be quickly overwhelmed.

b) Communication systems may fail during a major incident.

e) Backup operations and services will be available but may take time to activate.

f) Shortfalls can be expected in both support personnel and equipment.

g) State and federal assistance may not be immediately available.

V. Concept of Operations

a) General

   ii) ESF Annexes define roles and responsibilities, planned concept of operation, and internal and external capabilities and resources.

   iii) ESF annexes are designed to provide basic information to include points of contact in case additional resources or expertise is needed at the incident scene or on an Incident Management Team.

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 other location, or will participate as members of an Incident Management Team.

c) Notification

i) Campus requests for immediate, emergency medical assistance, including mental health emergencies, are to be reported to the Cornell University Police Department (CUPD) Dispatch Center by calling 911 from a campus phone or (607)255-1111 from an off campus phone.

ii) Campus requests for ESF-9b and incidents involving perceived or real mental health concerns involving a significant number of members of the campus community are to be reported to Cornell Health immediately utilizing 24/7 phone number (607)255-5155. Requests for additional resources shall occur under the authority of the Incident/Unified Command

   (1) Requests for additional assistance should be made in conjunction with the Executive Director of Cornell Health or designee to determine what support is needed.

   (2) Further notification of Cornell Health staff after business hours can be done using the university electronic alert system.

   (3) Request resources via Cornell Health representative on the Incident Management Team (if activated)

   (4) The on duty Crisis Manager may be contacted via the Cornell Police Dispatch Center at (607)255-1111

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) Cornell Health will develop and maintain response plans and procedures, a cadre of trained personnel, equipment and supplies to respond to, coordinate and support mental health outreach and response.

(2) Cornell Health 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) Cornell Health develops and maintains a list of campus, community, and vendor resources that could be requested if the need arises for assistance beyond university resources.

(4) Cornell Health shall maintain a list of personnel (at least one primary and one back-up) that can be called to serve on an Incident Management Team to manage utility related support functions.

(5) Cornell Health shall develop procedures to document costs for any potential reimbursement.

(6) Cornell Health shall participate in exercises and training to validate this annex and any supporting plans and procedures.

ii) Response

(1) Provide primary response to mental health crisis management and coordinate plans with Dean of Students office and university communications.

(2) Coordinate community resources involved with University response.

(3) Act as liaison with outside agencies such as Tompkins County Mental Health Department, Cayuga Medical Center, Suicide Prevention and Crisis Services, CUPD and Ithaca Police Department.

(4) When requested, provide personnel to respond to the incident command post or other location to serve on an Incident Management Team to manage utility related support functions.

(5) In conjunction with the Incident Commander, coordinate emergency information for public release through ESF-17 Communications.

iii) Recovery

(1) Coordinate activities that support continued counseling and support.
(2) Coordinate assistance as needed by the Incident Commander, Incident Management Team, and/or Incident Executive Leadership Team.

(3) Ensure that ESF-9b personnel, departments or agencies maintain appropriate records of costs incurred during the event.

VI. Responsibilities

a. Primary Department: Cornell Health
   
i) Serve as the lead agency for mental health crisis response related support functions and support the response and recovery operations after ESF activation.
   
ii) Develop, maintain, and update plans and procedures for use during an emergency.
   
iii) Identify, train, and assign personnel to serve as ESF-14b representatives at an Incident Command Post or on an Incident Management Team (IMT) when a University IMT is assembled

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

VII. Capabilities

a) Cornell Health
   
i) Capable of response for mental health assistance (at Cornell Health, at another campus location, via phone) to the Cornell community following a mental health crisis. Sustained response more than 5 days would require outside, off campus assistance.
   
ii) Capable of handling some after-hours response in conjunction with other departments such as crisis managers.
   
iii) Capable of handling 5 days of ongoing response

b) Tompkins County Mental Health Department
   
i) During normal business hours there is available staff to assist in coordination and counseling of individuals or groups. After hours this will need to be coordinated with the Crisis Management service. This would only be instituted as feasible depending on associated impact on and capacity of the community systems.
ii) Cayuga Medical Center has 24/7 operations and will handle emergent cases or assist with triage to other facilities.

VIII. Resources

a) Cornell Health
   i) 3 Psychiatrists
   ii) 2 Psychiatric Nurse Practitioners
   iii) 34 Counselor Therapists
   iv) Faculty/Staff Assistance Program – 3 Counselor Therapists

b) EARS – phone based student support (by students)

c) Dean of Students Crisis Management Team

d) Cornell United Religious Work

e) College Advising Offices

f) Suicide Prevention and Crisis Services

I. Policies and Procedures

II. Cornell Health Operational and Emergency Procedures

IX. Attachments

a) None
Plan Review and Revision History

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<thead>
<tr>
<th>Summary of Changes</th>
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<tr>
<td>Full ESF review and update to version 2.0</td>
<td>6/13/2017</td>
<td>N. VanFleet</td>
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<td>Version 2.0 updates</td>
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