

## Action Plan following Critical Incident Review

Finding	Action Plan
<p><b>1. Campus Safety - Community</b> Faculty, staff, student knowledge on how to respond during these types of situations can always be improved. WSU police offer relevant training multiple times annually and without charge, but the University does not require most members of the Campus Community to participate. <b><u>The University should require mandatory training for faculty and staff (and students, if possible) which will improve our collective response in emergency situations.</u></b></p>	<p>All employees will be required to complete training focused on improving situational awareness, personal safety, and the physical and emotional well-being of those who interact with students. This training will be conducted by the Department of Public Safety (DPS).</p> <p>Employees will complete the courses no later than the beginning of Fall 2024. <b><u>The training includes: Overview of Public Safety, Run-Hide-Fight, QPR (Question, Persuade, and Refer - Suicide Prevention), and Narcan training.</u></b> DPS, HR and the Provost's office will coordinate the implementation.</p>
<p><b>2. Communication</b></p> <p><b>a.</b> The existing Emergency Notification System remains in place. Additionally, the Division of Public Safety is evaluating a “step-down” level of communication designed to provide the campus community information in a non-emergency situation. This supports a communication protocol to address incidents that do not rise to the level of a serious or continuing threat to the campus but are still a safety concern.</p> <p><b>b.</b> Increase visuals on the WSU police webpages allowing users to more easily understand any information concerning active, developing, or recent incidents and events. For example, using a graphic or red/green indicators during active incidents.</p> <p><b>c.</b> All faculty, staff and student “wright.edu” email addresses are entered into the Wright State Alert notification system while fewer than 40% of those</p>	<p><b>2a)</b> The existing WSU emergency notification system, warnings, and safety bulletins are in line with communications provided by other universities and colleges. DPS and Office of Communications have created additional non-emergency communication templates to enhance and support campus safety.</p> <p><b>2b)</b> In addition to posting protocols on campus alerts and safety messages, DPS has added a simple to follow <a href="#">communications chart</a> on its webpage. This information will also continue to be discussed in the required Overview of Public Safety training.</p> <p><b>2c)</b> Due to Federal regulation, the university is only able to enroll an employee’s work email into the <a href="#">Wright State Alert</a> system. Employees and students must manually update and opt-in their personal phone number. Individuals will be encouraged to add additional numbers in the Alert system as a part of</p>

<p>individuals have added their mobile number to receive notifications. Individuals should be encouraged to register to receive communications via text and phone in addition to the basic email notification.</p>	<p>the Overview of Public Safety training. Additionally, a campus reminder communication will be sent out and instructions on how to add additional numbers will remain on the DPS webpage and in the Emergency Preparedness section.</p>
<p><b>3. Front Line Training:</b> The University should require faculty and staff to complete training in mental health awareness to improve their ability to be front line support in understanding and identifying student mental health needs. Faculty, because of their frequent/regular interaction with students, have an especially unique vantage point to identify potential student mental health needs promptly, and provide information and referrals to help guide the students to appropriate resources.</p>	<p>Front Line Trainings to be complete every two years.</p> <ol style="list-style-type: none"> <li>1. Train approximately 1900 faculty, and staff, in Mental Health First Aid (MHFA) and equip trainees with skills to refer people with appropriate services when faced mental health challenges and crises. 8-hour training.</li> <li>2. Train approximately 1900 faculty, and staff, and graduating students entering the workforce in <a href="#">QPR</a>. Campus Police will conduct these trainings. These are approximately 90 min and will include distribution of Narcan. These are both face to face and online. Class size can be as large as 75 participants.</li> </ol> <p>MHFA Trainings:</p> <p>Number of Participants: 1,900</p> <p>Class Size: 25 participants per class</p> <p>Number of Classes: 76 classes</p> <p>Trainers: 4 MHFA trainers</p> <p>Training Period: May- August -Staff will begin trainings May 1, Faculty will begin trainings 5 days prior to the start of school.</p>

<p><b>4. Campus Safety - Resources</b></p> <p>The Department of Public Safety should consider publishing a chart that illustrates certain actions that officers or the Department may take in response to incidents. Giving that information to the public, the media, and the University Community may promote better understanding of what the University will do in emergency or other situations, and what communications users might expect from the administration. For example, the chart may show which mass communications the University will make during certain types of situations requiring police intervention.</p>	<p>DPS has enhanced the <a href="#">emergency preparedness page</a> on its website that provides an overview of what to expect during certain crises. Further, there is an <a href="#">Emergency Operations Plan</a> (EOP) public version for community members. This material is also discussed in the Overview of Public Safety training program. The WSU Emergency Management Committee will also explore how to increase distribution of that information and training.</p>
<p><b>5. Student/Employee health &amp; wellbeing</b></p> <p>Individuals who are concerned that someone may be a threat to themselves or others sometimes report their concerns to the University Police or campus mental/emotional health staff. Those individuals may have an inaccurate or incomplete understanding of what first responders can do while following-up on a report. For example, they may believe that the University will take the subject into custody or involuntarily admit the individual for mental health assessment. While those responses may be available in certain situations, it is often the case that a single report, by itself, is not a sufficient prompt for those types of responses. This can lead to a misalignment between what the University does (and can do), and what the reporter expects. The first responders should offer information and perhaps training about how they respond to these types of reports, and about legal authorities that may require or prohibit</p>	<p>Wright State will be updating its emergency operations plans to include a disaster behavioral health plan.</p> <p>The behavioral health plan will include a preparedness phase, a response phase, and a recovery period. Within the preparedness phase, Wright State will partner with local county Alcohol, Drug Addiction and Mental Health Services Boards and the Ohio Crisis Response Team (Ohio CRT) to help with training and technical assistance. The Ohio CRT is a volunteer organization responding to communities in the aftermath of traumatic events. This organization has been operational since 1996 and has partnered with several county Alcohol, Drug Addiction and Mental Health Service Boards to train crisis responders in the NOVA (National Organization for Victim Assistance) Community Crisis Response model. The NOVA Community Crisis Response Team Training™ program has nearly thirty years (since 1986) of evidence-informed and field-tested best practices as a crisis management utility</p>

<p>particular responses (e.g. a 72-hour mental health hold).</p>	<p>that includes trauma mitigation and education protocols.</p> <p>Combining theoretical knowledge with practical skills allows NOVA CCRT-trained responders to provide crisis intervention, education and emotional first aid in the aftermath of a critical incident, either small-scale or mass-casualty. This training is offered to people with various personal and professional backgrounds, such as mental health professionals, first responders, and victim advocates.</p> <p>Wright State plans to train several staff to develop its own NOVA Crisis Response Team. The Crisis Team would initiate the disaster behavioral plan as needed and would support the community in responding to any large-scale events. The Team would also be able to access the Ohio CRT if the campus needs exceed the resources.</p>
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