The following outline is adapted from the crisis management protocol used by NOLS (National Outdoor Leadership School). It is intended to provide a management framework for campus and departmental response.
CRISIS RESPONSE FLOWCHART AND CHECKLIST:

- Notification of Field Incident
  - Who, What, When, Where (adhere to the facts)

- Incident Leader (maintains the big picture)
  - Notify PI/Supervisor, UCSB Legal, UCSB Risk Manager, Insurance Company, UCSB VCR
  - Gather, review, confirm information from the field
  - Assign area of responsibilities (Field, Family Relations, Communication and Investigation)
  - Formulate goals

- Field Operations

- Family Relations
  - Upper level manager (VCR, Dean)

- Communication

- Investigation
  - Internal Review
    - Determine investigation team
    - Accident site visit
      - Photo/videos
      - Measurements
      - Law enforcement reports
    - Interview witnesses
    - Interview trip leader and the PI
    - Write, vet, finalize, release internal report
  - External Review
    - Facilitate the review
    - Respond to external review report

Field Management
- What support is needed?
- What are the available resources?
- Establish communication plan

Evacuation Management
- Evacuation plan
- Staff support
- Psychological/emotional support

Documentation Management
- Phone and contact log
- Witness accounts
- Maps, photos/sketches of incident sites, etc.
- Start a google doc, share it with the other respond leaders

Continuity Management
- Maintain day-to-day operations

Notify Family
- Confirm victim identity
- Develop a statement

Support the Family
- Provide frequent updates
- Coordinate family visiting campus
- Available for long term relations with the family

Ideally this role is not reassigned!

External Communication/UCSB Public Affairs
- Internal Communications to Departments, staff as needed

Clergy Notification Determination

Act on reviews recommendations!
BEFORE THE FIELD:

Customize the highlighted table entries (below) with phone numbers for the Principal Investigator, Department Chair or MSO, and additional contacts.

IN THE FIELD:

A crisis in the field is a serious incident:

- Fatality
- Serious injury (threat to life or limb)
- Serious illness (threat to life)
- Major environmental or political disturbance (flood, fire, earthquake, terrorism, etc.)

<table>
<thead>
<tr>
<th>Role</th>
<th>Main Contact</th>
<th>Secondary Contact</th>
<th>Back up</th>
</tr>
</thead>
<tbody>
<tr>
<td>Principal Investigator</td>
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<tr>
<td>Department Chair or MSO</td>
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<tr>
<td>EH&amp;S Director</td>
<td>Megan Sandy 805-698-0993</td>
<td>Alex Moretto 805-893-4899</td>
<td>EH&amp;S tech line: 805-893-3194</td>
</tr>
<tr>
<td>UC Travel Insurance</td>
<td>24/7 numbers:</td>
<td>1-866-451-7606 (From U.S. and Canada)</td>
<td>UCSB Risk Analyst: Ron Betancourt 805-893-5837</td>
</tr>
<tr>
<td></td>
<td>1-800-527-0218 (US)</td>
<td>1-410-453-6300 (From outside US call collect)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1-410-453-6300 (outside US call collect)</td>
<td>1-410-453-6330 (From outside the U.S.)</td>
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</tbody>
</table>

In case of crisis, initiate first aid response and emergency procedures. Start with the main contacts and leave a message if there is no answer. Continue on to secondary and back up contacts until contact is made. Report:

- Who
- What
- When
- Where

The report should be concise and factual.
**ON CAMPUS:**

Once notification of a crisis in the field comes in, initiate a response within the first hours following the flow chart and checklist on page 2.

**Incident Leaders:**
- EH&S Director
- EH&S Research Safety Manager
- Department Chair and/or Chair of appropriate committee

**Field Operations Leader:**
- Lab Manager:
- Dive and Boat Safety Officer Eric Hessel 805-451-5099
- Field Safety Coordinator Jamie Bishop 805-403-4874

**Family Relations Leader:**
- Vice Chancellor of Research
- College Dean

**Communication Leader:**
- Department MSO
- Office of Research

**Incident Investigator:**
- Appropriate Committee or Control Board and experienced field researcher familiar with the victim’s work.

**Important phone numbers:**

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<td>Alex Moretto 805-893-4899</td>
<td>EH&amp;S tech line: 805-893-3194</td>
</tr>
<tr>
<td>EH&amp;S Risk Manager</td>
<td>Megan Sandy 805-698-0993</td>
<td>Ron Betancourt 805-893-5837</td>
<td>Elena Grozeva 805-893-2029</td>
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<tr>
<td>EH&amp;S Field Safety Officer</td>
<td>Jamie Bishop 805-893-8894</td>
<td>Alex Moretto 805-893-4899</td>
<td>Hector Acuna 805-893-8243</td>
</tr>
<tr>
<td>EH&amp;S Dive Safety Officer</td>
<td>Eric Hessel 805-451-5099</td>
<td>Jamie Bishop 805-893-8894</td>
<td>Alex Moretto 805-893-4899</td>
</tr>
<tr>
<td>Family Relations</td>
<td>Joe Incandela will be notified by the Incident Commander</td>
<td></td>
<td>Cognizant Dean</td>
</tr>
<tr>
<td>Chief Campus Counsel (Legal)</td>
<td>Nancy G. Hamill 805-893-3459</td>
<td>Kelly Drumm 510-987-9765</td>
<td>Norman Hamill 510-987-9746</td>
</tr>
<tr>
<td>Public Affairs</td>
<td>Andrea Estrada 805 893-4620</td>
<td>Alex Parraga 805-893-3028</td>
<td>John Longbrake 805-893-2191</td>
</tr>
<tr>
<td>Clery Notification Coordinator</td>
<td>Jessica Fougere 805-893-2324</td>
<td>Matt Bowman 805-729-3288</td>
<td>UCSB Police 805-893-3446 (request on duty Lieutenant to call back)</td>
</tr>
<tr>
<td>UC Travel Insurance</td>
<td>24/7 numbers: 1-800-527-0218 (US)</td>
<td>1-410-453-6330 (From outside the U.S.)</td>
<td>UCSB Risk Manager: 805-893-4169</td>
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<tr>
<td>Service</td>
<td>Phone Numbers</td>
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<td>----------------------------------------------</td>
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<tr>
<td>UCSB Police</td>
<td>805-893-3446 (UCSB Police)</td>
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<td></td>
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<tr>
<td>CAPS (Counseling &amp; Psychological Services 24/7)</td>
<td>805-893-4411 (CAPS (Counseling &amp; Psychological Services 24/7))</td>
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<tr>
<td>Title IX</td>
<td>805-893-2701 (Title IX)</td>
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<tr>
<td>Student Health</td>
<td>24hr Nurse line: 800-539-1387 (Student Health)</td>
<td></td>
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<tr>
<td>Academic &amp; Staff Assistance Program</td>
<td>805-893-3318 (Academic &amp; Staff Assistance Program)</td>
<td></td>
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</tr>
<tr>
<td>Vejas Skripkus</td>
<td>(858) 829-2552 (Vejas Skripkus)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Edwin Feliciano</td>
<td>(805) 883-8147 (Edwin Feliciano)</td>
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