



Postvention Plan and Response Protocol

Overview Information

As of December 2023

Postvention Core Team



Justine Hollingshead
Postvention Coordinator



Dr. Monica Osburn
Executive Director
Counseling and
Prevention Services



Angel Bowers
Director of
Prevention Services

Postvention Protocol

Provide direction, support, intervention, and other forms of assistance to NC State students and/or employees affected during a crisis situation so that the campus community can return to pre-crisis level of functioning. This is done by:

- ❖ stabilizing the environment,
- ❖ reducing the risk of negative behaviors,
- ❖ supporting the grieving or adjustment process,
- ❖ if a suicide, limiting the risk of further suicides through contagion,
- ❖ communicating with those needing to know, including the campus community, if necessary,
- ❖ providing administrative oversight and logistics support.

Key Points

- Singular point of contact - Postvention Coordinator
- Team approach for response
- Information sharing and communication
 - Google document, tracking spreadsheet, and unit/area checklists
 - Use of templates
 - Wolfpack Response Line if needed
- Identification of high risk individuals and/or groups
- Support for those impacted
 - Absence verification
- Assisting families
- Memorials and services

Postvention Process

Event or Incident Occurs

Identification and initial confirmation of a death

- Confirm location of the situation and if it involves an NC State student and/or employee
- Determine impact
- Postvention protocol initiated (PVC, Counseling, Prevention Services)
- Begin assembling information for review

**Within 12 hours*

Pre-Alert Notification

Notification made by the PVC to:

- Chancellor's Chief of Staff (COS)
 - COS notifies Chancellor
- Vice Chancellor and Dean, Academic and Student Affairs
 - VCD notifies Provost

**Within 12 hours*

Postvention Activation

Postvention Activation:

- Gather and review information
- Determine activation of process
- Inform appropriate units to prep for engagement (ex. Counseling Staff, Clean Up Services)
- Availability of contacts is 24/7

**Within 12 hours*

Campus Stakeholders and Partners

Notify depts and units that provide admin support and determine high risk individuals or groups *after* confirmation of family notification:

- Provide administrative support and necessary software system or database operational follow up (e.g. notation in database(s) that a student is deceased, issuing refunds, etc.)
- Assessment of high risk individuals and/or groups and outreach support

**Within 12-24 hours*

Case Follow-up

Communication and follow up as needed with:

- Family
- Unit and Academic partners
- High Impact Individuals or communities (dependent on event)
- Drop-In Counseling for community support (dependent on event)

**12-24 hours and beyond post incident*

Notification List

Event or Incident Occurs

Pre-Alert Notification

Postvention Activation Group

Campus Stakeholders and Partners

Identification and initial confirmation of a death

- University Police
- Assistant Vice Chancellor, DASA, Postvention Coordinator
- Executive Director, Counseling Center
- Director, Prevention Services

Notifications made:

By PVC to:

- Chancellor's Chief of Staff (COS)
 - COS notifies Chancellor
- Vice Chancellor and Dean, Academic and Student Affairs
 - VCD notifies Provost

By University Police to:

- Associate VC, Environmental Health/Public Safety
 - Vice Chancellor, Finance & Administration
 - Public Information Officer, UComm

- Assistant Vice Chancellor, DASA
- Executive Director, Counseling Center
- Director, Prevention Services
- Associate General Counsel
- Director of Public Relations, University Communications
- Sr. Director, Emergency Preparedness and Strategic Initiatives

- Academic Programs & Services
- Admissions
- Advancement (Development)
- Alumni Association
- Athletics
- Campus Enterprises
- Campus Health
- Career Development Center
- Cashier's Office
- College Leadership (dean and an associate dean)
- DELTA
- Disability Resources
- Financial Aid
- Fraternity and Sorority Life
- Housing
- Human Resources
- Institutional Strategy and Analysis

- Military and Veterans Services
- NC State Libraries
- OIED (Campus Centers and EO)
- OIS
- OIT
- Parents and Families Services
- Payroll
- Provost's Office
- Registration and Records
- Risk Assessment
- ROTC
- Student Conduct
- Student Leadership and Engagement
- Study Abroad
- Transportation
- University Honors
- Wellness and Recreation

PVC and/or Postvention Core Team

- Coordination of external and internal resources
- Assemble pertinent information
- Initiate incident template
- Identify high risk groups and individuals
- Coordinate activation of the Wolfpack Response Line if needed
- Absence verification for impacted students
- Follow up with family
- Memorial response
- Recap and hotwash

University Police and Fire & Life Safety

- Verification of death and cause
- Initial notification to family
- Assessment of safety and risk
- Assist medical responders
- Restoration coordination
- Life safety services

Communications

- Dissemination of information
- Monitor social media
- Interface with the media

Counseling Center and Prevention Services

- Clinical response and service coordination (e.g. drop in spaces)
- Support for those most impacted by the situation
- Memorial support
- Monitor campus climate
- Prevention of contagion
- Follow up with high risk groups and individuals
- Attend classes of deceased student
- Absence verification for impacted students

R&R, Cashier's Office,
Scholarships & Financial Aid

- Initiate refund process
- Record management
- Prepare enrollment letter for insurance documentation and 1098T if needed
- Assist with diploma and degree designation

Various Campus
Units

- Academic support
- Support for employees
- Follow up as needed regarding logistics (e.g. housing, parking, library, W2, etc.)
- Absence verification for impacted students

Technology (OIT
and DASA)

- Review of records
- Preparation of information for family/next of kin

Colleges

- Submit online form if notified of a death
- Liaison with PVC
- Notification of death to instructors and advisor of the student
- Follow up with Counseling Center and Prevention Services
- Assist with identifying high risk individuals and/or groups
- Condolences to family
- Order memorial gift
- Assemble classwork of student for family
- Attend memorial service if possible

Individuals or Groups Impacted

- Who are high risk individuals or groups?
- How do we provide support?
 - CARES referrals and on-going case management
 - Drop in spaces
 - Attending classes
 - Meeting with faculty and staff
 - Liaison with colleges
 - Absence verification

To Keep in Mind

- Suicide contagion
- How to help
- Selfcare
- Communication
- Student Mental Health Task Force
Recommendations
- Becoming a JED campus

Guidelines and Expectations

- Initial notification when a death occurs will be sent via an email to a Postvention Response Google Group. **Do not forward the email that you receive to others.**
- There may be situations where you need to alert others on your team.
- If you have questions about what (if any) actions to take upon receiving the information, please connect with the Postvention Coordinator directly.
- Do not send out any communications about the situation without guidance and direction from University Communications (UCOMM).
- Review all pertinent information related to our postvention protocol.
- Reach out to the Counseling Center and Prevention Services if there is a need for counseling support for individuals and/or groups.
- Coordinate with the Postvention Coordinator on all interactions with the family. Communication with the family is a strategic and collaborative process. Remember - singular point of contact.
- Fill out any necessary paperwork regarding the death.
- Refer to resources as needed.

Resources

- Communications
- [Counseling Center](#), 919-515-2423
- [Faculty Toolkit](#)
- Mental Health Podcasts - Emergency Preparedness
 - [Part 1](#), [Part 2](#), [Part 3](#), [Part 4](#)
- [Prevention Services](#), 919-515-4405
 - [CARES referrals](#)
- [Parents and Families Services](#), 919-515-2441
 - [Ways to connect](#), including their newsletter
- [Postvention Information](#)
- [Student Mental Health Task Force](#)
- [Suicide prevention](#)
 - Call or text 988
- [Wolfpack Wellness](#)

Postvention Core Team Contact Information

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