



# Postvention Plan and Response Protocol

Overview Information

As of January 2024

## 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

# 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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