Incidents and Emergency Response Levels
(Student welfare is most important)

Level 1 - Minor
- Report to the PD/Ops Specialist by email as FYI only for any incident with potential to escalate.
- Incident: Lost documents, minor illnesses, arguments, homesickness, missing property
- Impact: Internal impact only. Local management.
- CMT members: PD, Ops Specialist, possible consult with IHS&ER
- Media Interest: None
- UC Campus & Parental calls: Possible

Level 2 - Mildly Serious
- Report to PD/Ops immediately if potential to escalate. If not, report within 24 hours preferably using the Student Incident Report form or by email, include details.
- Incident: Injury or illness with hospitalization, injury with stitches, robbery, mugging without injury, missing student, Code violation
- Impact: Internal but can easily escalate. Coordination with UCEAP Systemwide is necessary.
- CMT members: PD, Program Specialist. Consult with IHS&ER, as needed
- Media interest: None
- UC Campus & Parental calls: Some

Level 3 - Serious Multi-team Response
- Incident: Level 2 injury/illness that becomes severe, student disappearance, bias-motivated behavior, disciplinary probation, arrest
- Impact: Internal/external. Coordination with UCEAP Systemwide
- CMT members: PD, program specialist, IHS&ER, other members as needed
- Notifications: AVP&ED, UC campus, UCOP, others
- Media interest: Possible
- UC Campus & Parental calls: Numerous

Level 4 - Severe Multi-team Response
- Report to PD immediately. SC/Partner, other UCEAP staff coordinate/manage response. Complete Student Incident Report form.
- Incident: Severe injury/illness, med evac, bomb threat, bomb explosion, vehicle accident, sexual violence, suicide attempt, war
- CMT members: PD, program specialist, IHS&ER, other members as needed
- Notifications: AVP&ED, UC campus, UCOP, others
- Media interest: High and prolonged. Scrutiny of protocols. UCEAP talking points.
- UC Campus & Parental calls: Numerous

Link to policy: http://eap.ucop.edu/Documents/EmergencyResponseAlerts/EMERGENCY_LEVELS.pdf