

# CSSOs Role in Campus Crisis

**New CSSO Training  
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# Introduction

- Every crisis is different, but having systems and people in place enable effective responses
- You need the support of senior leadership to make that happen. You are part of senior leadership to make this happen, ideally before the next “big one.”
- The hours invested in building relationships daily pay off now when you face a disaster or crisis.

# Factors for Consideration

- Campus Size
- Campus Location (urban, suburban, rural)
- Campus Safety (police or security)
- College Structure (Multi-College/Single College)
- Community Environment (Airport, Refinery, Railway, etc.)

# Expanding Role of the CSSO

- More than Activities, Admissions and Counseling
- Safety and Emergency Preparedness
- Includes leading in times of crisis
- Being prepared before the crisis
- Being prepared for the crisis
- Being prepared during the crisis
- The aftermath and life ongoing

# Realities of Today

- Disruptive Students / Threat Assessment / Behavior Intervention
- Title IX
- Earthquakes
- Wildfires
- Power Outages
- Tsunamis
- Floods
- Active Shooters
- Bomb Threats



# Disaster Service Worker

It is hereby declared that the protection of the health and safety and preservation of the lives and property of the people of the state from the effects of natural, manmade, or war-caused emergencies which result in conditions of disaster or in extreme peril to life, property, and resources is of paramount state importance requiring the responsible efforts of public and private agencies and individual citizens. In furtherance of the exercise of the police power of the state in protection of its citizens and resources, all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law.

--Cal. Gov't. Code §3100



# The CSSO Role In A Crisis

- You Must
  - be at the table!
  - be the voice of the students to the institution
  - be the voice of the institution to the students
  - be in charge and make the call

# Be Prepared...

- For your role in a crisis
  - The voice of the students to the institution
  - The voice of the institution to the students
- Before the crisis
- To lead in ways you have never led before
- For people to want more information than you can give





# 10 Things Learned

1. Who's in Charge?
2. Relationships (Inside & Out)
3. Who Has Your Back?
4. Getting the Message Out
5. Message Content: We Care



# 10 Things Learned

6. Build Your Bridges Beforehand
7. Planning Ahead
8. Communicating HR Issues
9. Connectivity – What's your plan?
10. How Quickly Can You Translate?

# Summary/Conclusion

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