

VIRT Incident Levels and Response Procedures



VIRT is Vanderbilt Incident Response for Travel

+1 (615) 322-2745: Answer triage questions, indicate location, and that you need to reach VIRT.

LOW	These incidents are more inconvenient than threatening to health, safety, or security. They last a limited amount of time and have no impact on program viability or participation in the program.	EXAMPLES... <ul style="list-style-type: none">• Minor medical/clinic visit• Minor disagreements• Locked out of housing facility• Lost passport• Lost wallet	Manage the incident with involved parties and Vanderbilt partner on-site Alert the GSSM of the incident within 24-72 hours or if assistance is needed <small>No Clery Act reporting necessary</small>
ELEVATED	These incidents require more resources and possible communication. These incidents last longer and take more time to resolve.	EXAMPLES... <ul style="list-style-type: none">• Alcohol/drug abuse• Stolen property• Unresolved conflict• Minor bicycle/traffic accident• Major disagreements• Infectious disease concern• Moderate injury (no hospitalization)	Manage the incident with involved parties and Vanderbilt partner on-site Alert the GSSM within 24-48 hours and work in tandem to resolve incident <small>Clery Act reporting may be necessary</small>
HIGH	These incidents are treated as critical and require immediate response. These incidents pose a threat to the well-being of the traveler or group.	EXAMPLES... <ul style="list-style-type: none">• Hospitalization for severe injury, drug/alcohol related, or sickness• Mental health related• Sexual assault/misconduct• Charged with a crime• Victim of violent crime	Address the incident first (local 911, police, hospital) <i>*exceptions in cases of sexual assault</i> Call VIRT's 24-hour emergency number as soon as possible <small>Clery Act reporting may be necessary</small>
SEVERE	These incidents are treated as severe and require immediate response. These incidents involve a life threatening risk to travelers.	EXAMPLES... <ul style="list-style-type: none">• Terror attack• Natural disaster• Civil unrest• Missing person• Kidnapping• Death	Address the incident first (local 911, police, hospital) Call VIRT's 24-hour emergency number as soon as possible <small>Clery Act reporting may be necessary</small>