

CRISIS
RESPONSE
BENEFIT



ProResponse® Specialized Expertise When You Need It Most

United Educators (UE) recognizes the tremendous impact a tragedy or crisis can have on a school or campus. Expert guidance can be invaluable in helping to protect the institution's reputation while you focus on recovery and managing the operational and legal aspects of a crisis.

In alignment with our **Cool Head, Warm Heart®** philosophy—a recognition that responding to a tragedy requires a rational approach to legal matters and a thoughtful appreciation for the emotional trauma of the circumstance—UE offers ProResponse, a supplemental crisis response program.

ProResponse may be available to members that carry any form of UE's educators legal liability (ELL) plus any form of UE's general liability (GL) coverage and public school districts that carry UE's school board legal liability (SBLL) and UE's GL coverage. ProResponse or crisis response services may not be available or may be limited for purchasing groups, consortiums, or K-12 public risk sharing pools. ProResponse benefits do not have to be tied to a liability occurrence or wrongful act by the institution and cover up to \$75,000 in expenses, per guidelines on the following page, for:

- Crisis communications
- Trauma/grief counseling
- Sexual misconduct investigation
- E-discovery consulting
- Threat assessment case consultation

Members are eligible for ProResponse services if they have both ELL and GL policies, or SBLL and GL policies, on the date the underlying incident occurred and the date that the crisis arises.



UE's crisis response benefit, ProResponse, provides immediate assistance when institutions need expert services to navigate through difficult circumstances.

ProResponse Benefits

| ProResponse Expert Services | Benefit | Accessing Providers |
|--|---|---|
| <p>Crisis communications services to manage media relations in unusual situations such as the assault of a student in a foreign study program, allegations of financial scandal, or death of a member of the educational community. Members can choose from among several UE-selected public relations firms or use a firm of their own selection with UE approval.</p> | <p>UE will directly pay the provider for amounts up to \$15,000 per incident without prior approval and an additional \$60,000 after the member receives UE approval to continue working with the firm.</p> | <p>Choose from approved public relations firms on www.ue.org or request authorization to use another firm.</p> |
| <p>Trauma/grief counseling to aid recovery following the death of a member of the institution’s community, whether or not the death occurs on campus or during a school activity. Services provided by Black Swan/Empathia enable members to access trauma/grief counseling services to aid those affected by the crisis including students, faculty members, employees, family of the deceased, and other community members.</p> | <p>UE will directly pay Black Swan/Empathia for amounts up to \$15,000 per incident without prior approval and an additional \$60,000 after the member receives UE approval to continue services.</p> | <p>Contact Black Swan/Empathia at (866) 713-1978</p> |
| <p>Sexual misconduct investigation services help the institution investigate allegations of sexual misconduct. Services may include a full investigation, including interviews and evidence gathering, or provision of expert advice to those conducting an investigation. UE must approve the service provider in advance.</p> | <p>UE will reimburse the member for amounts up to \$10,000 per incident with approval.</p> | <p>Contact Dena Kaufmann at dkaufmann@ue.org or Ashlee Hodge at ahodge@ue.org for service provider approval.</p> |
| <p>E-discovery consulting services to ensure that proper litigation holds and other procedures are put in place to aid in launching a defensible fact-finding process. All services are provided through Consilio.</p> | <p>UE will pay Consilio for amounts up to \$10,000 per incident with approval.</p> | <p>Contact Consilio at (202) 285-5699 or (202) 285-4940</p> |
| <p>Threat assessment case consultation to assess the severity of a threat or disturbing behavior. Depending on the circumstances, case consultation may include a full threat assessment investigation, assistance with an existing investigation, or specific subject matter expertise on a case. All services are provided through Sigma.</p> | <p>UE will pay Sigma for amounts up to \$10,000 per incident with approval.</p> | <p>Contact Sigma at (703) 647-7419 or (888) 820-1401</p> |



If you have any questions about how to access ProResponse providers, please contact Dena Kaufmann at dkaufmann@ue.org or Ashlee Hodge at ahodge@ue.org.

This document describes the ProResponse benefit as of Feb. 26, 2018, and is intended to provide a general summary of coverage provided by United Educators’ policies. The information contained on this document does not amend or extend the actual policy of insurance. Coverage is provided only by the terms, conditions, and limitations in the actual insurance policy issued by United Educators. Copyright © 2018 by United Educators Insurance, a Reciprocal Risk Retention Group. All rights reserved.