



President's Council Guidelines & Protocols

Protocol/Guideline Title: UVU Campus-wide Emergency Communications Plan		
Responsible Office: Vice President of Finance and Administration		
Date Approved by President's Council: 5/14/2014		
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The following is not official university policy but rather a guideline used to facilitate the internal actions of the University or a particular unit within the University. Guidelines are not binding on the University and may be amended by the University at any time. A guideline, such as the one to follow, does not establish any contractual rights or obligations between the University and any individual



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Executive Summary

This document outlines the initial steps to be taken directly after a disaster or emergency has occurred. The chain of authority and communications plans and methods are outlined as well.

Related University Policies

UVU Policy 110 *Contacting the Media*

Notification of Emergency/Disaster Incident

1) Notification of incident: Notification of an incident will come from UVU Police. (Exceptions may occur depending on the nature of the incident.) UVU Police Chief or designee will notify the Vice President of Finance and Administration.

2) Vice President of Finance and Administration will notify:

- a) University President
- b) Associate Vice President of University Marketing and Communication
- c) Associate Vice President of Student Affairs/Dean of Students
- d) Director of Emergency/Risk Management
- e) Associate Vice President of Information Technology (depending on the situation)

3) The President/Policy Group will notify

- a) Chair of the Board of Trustees
- b) Commissioner of Higher Education



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Activation of the Emergency Operations Center

Once notification of an emergency or disaster has occurred, the decision to activate the Emergency Operations Center (EOC) fully or partially will be made. There are many factors that will determine that decision, such as: scope of incident, number of people injured, ability to maintain business operations, structural integrity of the buildings, resource management, and others. The decision to activate the EOC may need to be made independently by the Chief of Police, Vice President of Finance and Administration, or the President. If time permits, activation of the EOC may take place after consultation with other appropriate authorities, depending on the emergency or disaster incident.

Location of EOC and Policy Group:

- 1) The primary EOC will be located in BA214; if that area is unavailable, the UCAS building will be used as a secondary location. Depending on the incident, another location may be designated for use.
- 2) The primary Policy Group location will be in the President's office. If that area is unavailable, then the UCAS building will be used as a secondary location. The Policy Group will be located as close as possible to the EOC.

Roles and Responsibilities

Below are the groups involved in emergency incident management, with an explanation of their roles and who their members are.

Incident Commander

- **Role:** The Incident Commander manages the incident at the scene, whether it is located off- or on-campus. The Incident Commander will communicate with the EOC.
- **Members:** If the scene is on campus, a UVU police representative will act as the Incident Commander; when possible, this will be the Chief of Police. The Chief of Police or designee shall have the authority to make decisions for life and safety at the scene. If the scene is off-campus, the Chief of Police or designee will join a Unified Command and represent UVU interests.

EOC Group

- **Role:** If the scene is on campus, this group will support activities at the scene with people, resources, supplies, information, and equipment as needed. This is a scalable group of people with the ability to expand and contract depending on the scope and severity of the incident.



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This group will communicate with the Incident Commander at the scene and the Policy Group (if activated).

- **Members:** Members of this group include the EOC Commander (Vice President of Finance and Administration or designee) with representation from Facilities, Police, IT, Student Affairs, Academics, Emergency Management, University Relations, support staff, and others as needed.

Policy Group

- **Role:** This group will be activated during a large scale incident that may expand depending on severity, scope, and length of time or other circumstances. The purpose of the Policy Group will be to communicate with State Education, Board of Regents, Trustees, and city officials. They will make overall University decisions affecting University operations and will communicate with media outlets and other officials.
- **Members:** President; Senior Vice President of Academics; Vice President of Planning, Budget and HR; Assistant to the President; Vice President of University Relations; Vice President of Student Affairs; Administrative Support; and others as needed.

Decision-Making Chain of Command

If the President is unreachable and the situation calls for it, decision-making power should follow this order as such individuals are present on campus:

- 1) Senior Vice President for Academic Affairs
- 2) Vice President of Finance and Administration
- 3) Vice President of Student Affairs
- 4) Vice President of University Relations
- 5) Vice President of Planning, Budget, and Human Resources
- 6) Vice President of Development and Alumni



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Emergency Communication

1) Decisions and message communication will be coordinated through the chain of command. No message, unless one of life and safety, will be sent without approval from the President or Policy Group.

2) Communication, both internal and external, will proceed simultaneously as follows:

Internal/External Communication	Method	Responsible Position
Internal	Text messaging, Digital Signage, Telephone Alerts, Emergency/Disaster Website, iNotify (computer screens)	Associate Vice President of IT or designee
Internal	Campus email (campusalert@uvu.edu)	Director of Public Relations or designee
Internal	Main Campus Public Announcement System	UVU Police Dispatch
External	Media Requests/Interviews	Associate Vice President of University Marketing and Communications or designee
External	Web Alerts	Director of Web Resources or designee
External	Social Media (Twitter/Facebook)	Director of Marketing and Public Relations or designee

3) Official University communication with the media will be handled by the university spokesperson (Associate Vice President of University Marketing and Communications) according to Policy 110 *Contacting the Media*. Requests by the media to answer questions or be interviewed concerning the emergency incident should be coordinated with the university spokesperson.

4) EOC staff will contact and inform UCAS, LDS Institute, Emergency Services, Aviation, Wasatch Campus, or other appropriate entities as needed. The President/Policy Group will contact and inform the Commissioner, Chair of the Trustees, and other appropriate entities as needed.

5) Communication updates through these channels will continue throughout the duration of the emergency or incident. Each communication should indicate the time of the next update. Update times should allow the EOC and Policy Group to take appropriate courses of action, such as



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university closures, cancellation of classes, etc. Decisions should take into consideration the impact on all areas of the University including evening, weekend, satellite campuses, etc.

After Action Report and Improvement Plan

An After Action Report and Improvement Plan (AAR/IP) will be documented after each incident. Information tracked and gathered by the EOC and Policy Group will be used to develop the AAR/IP. The Director of Emergency/Risk Management will be responsible for writing the AAR/IP and presenting it to the President's Cabinet and other groups as necessary. Copies of the AAR/IP will be maintained in the President's Office and with the Director of Emergency/Risk Management.

Donations Website

Depending on the scope and severity of the incident, a website, maintained by UVU Development and Alumni Relations, will be activated to collect donations.



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Summary Table of Roles and Responsibilities

The following table summarizes the roles and responsibilities of those involved in the emergency communication procedures:

Group	Member(s)	Role	Location
Incident Commander at the location of incident	UVU Chief of Police or designee Representatives of other responding agencies or auxiliary departments on campus may be involved	To manage incident that is on campus including other UVU properties. Life safety and property safety are priorities.	Scene of the emergency or disaster on campus to include UVU properties
Emergency Operations Center (EOC)	V.P. Finance/Administration as EOC Commander. Representatives as needed from the following areas: <ul style="list-style-type: none"> • Facilities • Police • IT • Student Affairs • Academics • Emergency Management • University Relations • Support Staff • Others as needed 	To support activities at the scene of the emergency or disaster with people, resources, supplies, information, and equipment as needed. This is a scalable group of people with the ability to expand or contract depending on the scope and severity of the incident.	Primary Location: BA 214 Secondary Location: UCAS Gym
Policy Group	The President is head of this group. Representatives as needed from the following areas: <ul style="list-style-type: none"> • Sr. V.P. of Academics • V.P. of Planning, Budget and HR • Assistant to the President • V.P. of University Relations • Administrative Support • V.P. of Student Life • Others as needed 	Activated during large scale incidents. This group would make overarching decisions and set policy for University direction during the incident. Decision could include ability to continue business operations, school closures, communication with state or local authorities and media.	Primary Location: President's Office Secondary Location: UCAS building, separate from EOC