



President's Council Guidelines & Protocols

Effective Date: August 22, 2019

Protocol/Guideline Title: UVU Campus-wide Emergency Communications Plan		
Responsible Office: Vice President of Finance and Administration		
Date Approved by President's Council: 8/22/2019		
UVU Web Host Page: https://www.uvu.edu/policies/guidelines/guidelines.html		
UVU Web Pages that Link to Host Page:		
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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

UVU is committed to the safety of its campus community and to responding to emergency or disaster incident(s) in a safe, effective, and timely manner and in accordance with applicable laws and UVU policies, including those listed below. This guideline outlines the initial steps to be taken directly after an emergency or disaster has occurred. The chain of authority, roles and responsibilities of university entities, and emergency communications plans and methods are outlined as well.

Related University Policies

UVU Policy 110 *Contacting the Media*

UVU Policy 154 *Workplace Violence*

UVU Policy 115 *Minors on Campus and at University-Sponsored Events*

UVU Policy 161 *Freedom of Speech*

UVU Policy 407 *Clery Act Compliance*

UVU Policy 449 *Private Sensitive Information*

UVU Policy 542 *Student Records Access (Student Privacy)/FERPA*

Initial Notification of Emergency/Disaster

The following outlines the initial response and communication protocols for notifying appropriate entities of emergency/disaster incidents involving the University:

- 1) Notification of an emergency/disaster often comes from UVU Police but may also come from another member of the Triage Team. Members of the Triage Team include the following university entities:
 - University President
 - Provost
 - Vice President of Finance/Administration
 - Director of Emergency Management/Safety
 - Chief of Police
 - Associate Vice President of IT
 - Associate Vice President of University Marketing/Communications
 - Sr. Director of Public Affairs
 - Associate Vice President of Facilities
 - General Counsel
- 2) Depending on the situation, communication may begin immediately with the Triage Team via text messaging or phone calls, or UVU Police may call the Vice President of Finance Administration (or designee) directly, as needed. *If UVU Police determine there is a life-safety issue, they*

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may take immediate actions (including emergency communication to campus) to address those issues prior to notifying the VP of Finance/Administration.

- 3) The VP of Finance/Administration or Police Chief will notify the other members of the Triage Team and begin immediate communication.
- 4) The Triage Team, or a portion of the Triage Team, will determine, based on the circumstances of the incident (i.e., scope and severity, injuries, media coverage, ability to maintain business operations, structural integrity of the buildings, resource management, etc.), the appropriate level of response needed to manage the incident.
- 5) For small-scale incidents (i.e., short-term incidents that can be handled at the scene with no threat to life/safety), the responding Triage Team members may open an Emergency Operations Center (EOC), if needed; delegate the response to relevant university employees, committees, or teams (such as the Cybersecurity Response Team or a Campus Facilities group); or may determine that no further action is needed.
- 6) For incidents that are larger in scale or require more complex assessment and management, and/or where the responding members of the Triage Team determine that the incident would be best managed by convening in person, an EOC will be activated.

Activation of the Emergency Operations Center (EOC) and Policy Group

The purpose of an Emergency Operations Center (EOC) of any size is to manage the University's response to an incident. The member composition and size of an EOC group is scalable depending on the current and foreseeable needs for managing the incident. The EOC shall determine which additional members, if any, are needed based on the circumstances of the incident. When an incident warrants a larger EOC, an EOC manager will be assigned.

Once activated, the EOC will convene to discuss the situation and determine, based on the information available, what actions the University should take to best manage the incident and minimize its impact on the campus community. The EOC will document any decision(s) and the reasoning behind these decisions.

If the Policy Group is activated in addition to an EOC (likely during a larger incident), their purpose is to make policy that would guide the response to the incident (for example, canceled classes, campus closure, cancellation of events, communication with other stake holders, etc.). The Policy Group will notify the following groups of the incident: the Chair of the Board of Trustees and Commissioner of Higher Education.

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Location of EOC and Policy Group

The primary location of the EOC will be BA204. If that area is unavailable, the Auxiliary Building conference room (AX 117) will be used as a secondary location.

The primary Policy Group location will be in BA205a. If that area is unavailable, then room AX 112 in the Auxiliary Building will be used as a secondary location.

Depending on the incident, other locations may be designated for use. If possible, the Policy Group should be in close proximity to but not in the same room as the EOC.

Decision-Making Chain of Command in the Event of an Emergency/Disaster

In the event of an incident on campus, the chain of command for decisions/authorizations pursuant to this document is as follows:

- 1) University President
- 2) Provost
- 3) Vice President of Finance and Administration
- 4) Vice President of Student Affairs
- 5) Vice President of Planning, Budget, and Human Resources
- 6) Vice President of University Marketing and Communications
- 7) Vice President of Institutional Advancement

Emergency Communication

In the event of an emergency, university police may send immediate life-safety messages without approval from any other university groups. Members of the Triage Team will coordinate additional communication as needed. If they are not available, communication will be coordinated through the chain of command (as outlined above).

The following table outlines possible communication methods and the parties responsible for coordinating the transmission of information to external and internal entities through the University's communication channels in the event of an incident:

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Type	Method of Communication	Responsible Position(s)
Internal	Mass Text Messaging System	UVU Police Dispatch, UVU Police, Associate VP of University Marketing/Communications, Associate Vice President of IT, Emergency Manager, or their designees
Internal	Digital Signage, Telephone Alerts, Emergency/Disaster Website, iNotify (computer screen alerts)	The Associate Vice President of IT, Senior Director of Public Relations, Associate VP of University Marketing/Communications, or their designees
Internal	Campus email (campusalert@uvu.edu)	The Sr. Director of Public Relations (or designee)
Internal	Main Campus Public Announcement System	UVU Police Dispatch (or designee)
External	Media Requests/Interviews, Social Media (Twitter, Facebook, etc.)	The Sr. Director of Public Relations (or designee)
External	Web Alerts	The Associate Vice President of IT (or designee)

The Senior Director of Public Relations is responsible for official university communications with the media, in accordance with Policy 110 *Contacting the Media*. Media requests for information or interviews concerning the incident should be directed to the Senior Director of Public Relations.

EOC staff will contact and inform as needed UCAS, LDS Institute, UCCU Branch, Emergency Services, Aviation, Wasatch Campus, Thanksgiving Point building, Auxiliary building, or other appropriate entities.

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 as possible. Update times should allow the EOC and Policy Group to take appropriate courses of action, such as university closures, cancellation of classes, etc. Decisions should take into consideration the impact on all areas of the University, including activities, events, and classes held during the evening/weekend, at satellite campuses, etc.

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Summary of Roles and Responsibilities

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.	Manages an incident that is on main campus or any other UVU properties. Life safety and property safety are priorities.	Scene of the emergency or disaster on UVU properties
Triage Team	University President Provost VP of Finance/Administration Director of Emergency Management/Safety Chief of Police Associate VP of IT Associate VP of University Relations Sr. Director of Public Relations Associate VP of Facilities General Counsel Dean of Students	Responsible for decision-making and communication following an incident involving the University. Determines what response to the incident (if any) should occur, including if an EOC of any size needs to be activated.	Communicates through text messaging or phone calls
Emergency Operations Center (EOC)	Members of the Triage Team (as outlined above) and administrative support. Depending on the circumstances of the incident, the Triage Team may ask other representatives or entities from relevant departments (such as Facilities, Police, IT, Dean of Students, Finance/Auditing, EHS, Risk Management, Safety Officer, Human Resources, Academic Affairs, Faculty Senate President, PACE President, Associate VP of University Marketing/Communications, Office of General Counsel, and/or other support staff or representatives as needed) to assist in an EOC.	Supports 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 whose size and composition depends on the scope and severity of the incident.	Primary Location: BA 204 Secondary Location: Auxiliary Building

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Policy Group	University President Provost VP of Planning, Budget & HR Chief of Staff VP of University Marketing/Communications VP of Student Affairs VP of Alumni Development General Counsel Administrative support Others as needed	Activated during large-scale incidents. Makes overarching decisions and set policy for University direction during the incident. Decisions could include the ability to continue business operations, school closures, communication with state or local authorities and media, etc.	Primary Location: BA 205a Secondary Location: Auxiliary building, separate from EOC
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Related Forms

This section will list any relevant forms and where to find them (web links would be best to use if possible).

HISTORY		
8/22/2019	Revised and approved.	President's Council
5/14/2014	First created and approved.	President's Council