



FLORIDA
ATLANTIC
UNIVERSITY

Emergency Notification & Alerting Policy and Procedures

(Environmental Health & Safety Policy & Procedure # 23)

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Environmental Health & Safety Policy & Procedure # 23

This Emergency Notification & Alerting Policy and Procedures document revises EH&S Policy and Procedure #23 – Siren System Policy (Date of Issue: April 2008) and replaces EH&S Policy and Procedure #25 – Emergency Telephone Call Out System Policy (Date of Issue: April 2008) and EH&S Policy and Procedure #26 – Text Messaging System Policy (Date of Issue: July 2008).

This document has been reviewed and approved by members of the FAU Alert System Committee in addition to the Director of Environmental Health & Safety and the University Architect and Vice President for Facilities.

Issued By:	Date Issued:	Date Revised:	Effective Date:
APPROVED:	Vice President	Associate V.P.	Director

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SECTION 1

1.1. POLICY

It is the policy of Florida Atlantic University to immediately notify the University community upon the confirmation of a significant emergency or dangerous situation involving an immediate threat to the health or safety of students or staff occurring on FAU's campuses, unless issuing a notification will worsen or compromise efforts to contain the emergency.

In order to fulfill this policy, FAU will:

- Confirm the existence of a credible emergency event or dangerous situation
- Determine appropriate segments of campus or specific campuses to notify
- Determine message content and appropriate notification methods to employ
- Initiate notification systems

1.2. PURPOSE & SCOPE

The purpose of the policy and procedures is to:

- Facilitate timely notification and warning to all students, faculty, staff, and visitors of Florida Atlantic University of actual or potential threats or emergency events occurring at FAU locations.

The policy and procedures apply to:

- All Florida Atlantic University campuses and sites

1.3. PHASES OF EMERGENCY COMMUNICATION

Emergency communication can be sub-divided into four phases:

1. Preparedness and Education – to inform University community members about the hazards the university may encounter and to educate them on steps that they can take to prepare for and/or mitigate their impacts.
2. Emergency Notification and Alerting – to inform individuals that an emergency condition exists that threatens their health and safety, and to provide protective action recommendations.

3. Emergency Follow-up/Status Update – to provide important updated information or instructions regarding an ongoing or recently terminated emergency.
4. All Clear/Recovery Information – to offer messages after the emergency has ended that are more informational in nature and are not related to the immediate health and safety of the University community.

1.4. PLANNING STATEMENTS

Emergency communications and alerting procedures must take the following into consideration:

- Many emergencies requiring activation of the alert system components will be “without warning.”
- No one-method of communication will reach everyone, everywhere, every time.
- Individual alert system components are not 100% dependable. Redundancy through utilization of numerous and various communication methods is necessary.
- Intended audiences may not receive or may receive delayed messages due to situations beyond the control of the University.
- Incorrect information may be generated and distributed by individuals outside official channels (i.e. word of mouth, text messaging). This requires FAU Alert messages to be clear, concise, accurate, and readily identifiable as “official” FAU Alert messages.
- Regular testing of the alert system components is required to ensure functionality and to familiarize recipients with the system’s features. All tests must be evaluated and corrective actions implemented as necessary.
- New communication methods may be identified and others may become obsolete. A constant evaluation of the effectiveness of alert system components is required.

1.5. AUTHORITY AND REFERENCES

- U.S. Public Law 110-315, Higher Education Opportunity Act (HEOA), and Code of Federal Regulations (34CFR)
- University Police Emergency Response Plan
- FAU President’s Emergency Response Plan
- University Policy 4.1.1 (Emergency Management)
- University Policy 4.1.2 (University Environmental Health and Safety)

SECTION 2

2.1. EMERGENCY NOTIFICATION SYSTEMS

The following systems are available for emergency notification and are known as FAU Alert system components:

- Blackboard Connect TM
 - Mass E-mail
 - Telephone Call out
 - Text Message
 - Social Media – FaceBook, Twitter
 - RSS (Real Simple Syndication)
- Outdoor Warning Sirens (Boca Raton, Jupiter, HBOI)
- Indoor Mass Notification System (Boca – Bldgs. 89 & 92)
- Hotline
- Media Advisories
- Voicemail
- Web pages – Homepage and webpage components

See Appendix 1 for more detailed information regarding each alert system component.

2.2. RESPONSIBILITIES

Responsibilities of the President, colleges, divisions, and departments are outlined in the President's Emergency Response Plan and Appendix 2 of this document.

The FAU Alert System Committee is a subcommittee of the University Safety Committee and meets monthly to review emergency notification and alerting issues. The Alert System Committee recommends and implements emergency notification and alerting policies, procedures and systems.

The FAU ALERT SYSTEM COMMITTEE consists of the following:

- Vice President of Division of Facilities (Committee Chair)
- Chief Information Officer
- Chief of University Police
- Director of Environmental Health and Safety
- Emergency Management Coordinator
- University Risk Manager
- Asst. Vice President for University Communications

- Director of Media Relations and Communications
- Asst. Director of Communications
- Assoc. Director of University Computing Systems – Information Security
- Coordinator of Student Affairs, Office of Students with Disabilities
- Director of Housing and Residential Services
- Director of Housing and Residential Operations

Note: Representatives from other areas may be invited as needed.

See Appendix 2 for alert system component specific duties and responsibilities

2.3. EMERGENCY NOTIFICATION PROCEDURES

A. Warning Point

The University Police Dispatch Center on the Boca Raton campus is the 24-hour warning point for FAU. It is the main point through which information is received regarding emergency events or threats that may require emergency notification of all or parts of the University community. When the University Police Department is made aware of a potential or actual emergency situation, the highest ranking FAUPD official on duty shall immediately utilize the chain of command to notify the Chief of University Police. The Chief of Police will then contact the Sr. VP of Financial Affairs and Administration.

Alternatively, as soon as an Executive Emergency Group (EEG) member is made aware of an incident, crisis, or emergency situation, the EEG member should first contact police or fire rescue, if needed and then contact the Sr. VP of Financial Affairs and Administration. It is the Sr. VP of Financial Affairs and Administration's responsibility to ensure that the President or designee and appropriate members of the EEG are aware of the situation. If the Sr. VP of Financial Affairs and Administration cannot be reached, the VP of Facilities or Director of Environmental Health and Safety should be contacted.

B. Confirmation of the existence of an emergency event or threat

Normally, the University's first responders, the University Police, are the ones who confirm the existence of a credible emergency event or threat with a call being received through the 24-hour University warning point. However, in the event that a University Police Officer is not yet at the scene of the emergency event or threat, or on a partner campus where University Police presence is small, confirmation may occur from other local emergency responders (i.e. City/County Law Enforcement or Fire Rescue) or a person or group who can authorize the notification as outlined in the Message Authorization Section below. This person or group will notify University Police and/or may authorize initiation of appropriate FAU Alert System components.

C. Message Authorization

Authorization to send emergency notifications involving immediate threats to the health and safety of the University community will be given by the highest ranking individual listed below as circumstances permit. President's designees can authorize the immediate launch of emergency messages without consultation if in their judgment delay in notification would compromise the health and safety of the University community.

The individuals authorized to determine whether an alert should be launched are:

- President
- Provost
- Sr. Vice President, Finance and Administration
- Vice President, Facilities
- Chief of University Police
- Director, Environmental Health and Safety
- Associate Director, Environmental Health and Safety
- Highest Ranking University Police Department officer on site or available by phone
- Highest ranked campus administrator on site (for emergencies affecting partner campuses)

D. Notification Guidelines and Message Language

When an emergency event or threat occurs the following phases of emergency communication are key - Emergency Notification and Alerting, Emergency Follow Up/Status Update and Recovery Information/All Clear:

1. Notification Guidelines

a. Emergency Notification and Alerting

An initial notification to the university is made when the Chief of Police or another individual from the Message Authorization Section above has *confirmed* that an emergency situation actually poses, or may reasonably be expected to pose, an *immediate* threat to life safety or security of the campus population.

If, in the professional judgment of the individual(s) with the authority to authorize emergency notifications, issuing an emergency notification will create a more serious emergency and/or compromise the University's efforts to contain the emergency, a notification should not be made.

b. Emergency Follow Up/ Status Update Notification

Follow up/status update notifications to the University are sent after an initial notification message has been previously disseminated. These notifications are released when there is new information or instructions for the University population, such as changes in protective actions. Messages are also sent at appropriate intervals to reiterate the current state of the emergency, especially if significant time has passed since the last update. The individuals from the Message Authorization

Section above have the authority to launch emergency follow up/status update notifications as warranted.

c. All Clear/ Recovery Information

An “All Clear” notification is disseminated and indicates that the emergency has been contained or effectively managed. All Clear notifications should be timed such that messages do not overlap. All Clear notifications are authorized by the incident commander or an individual from the Message Authorization Section above in consultation with the incident commander.

“Recovery Information” is disseminated after an “All Clear” message has been given and contains further instructions or actions in preparation for a return to normal operations.

2. Message Language

Numerous standing messages have been authorized and exist within several alert component systems such as telephone call out, mass e-mail, text message and outdoor warning sirens. Other message language and wording is governed by the following:

- a) Message wording is approved by the person or group authorizing the notification as outlined in the Message Authorization Section above.
- b) Length of message is dictated by the distribution method selected; i.e., text messages are limited to a specified number of characters.
- c) Messages should include several key elements:
 - i. Indication the notification is from FAU Alert in beginning of message.
 - ii. Message/Announcement number and/or date/time stamp.
 - iii. Brief description of the incident.
 - iv. Actions affected population should take; i.e., evacuate building, avoid area of campus, or shelter in place.
- d) Additional or supplemental information should include the following:
 - i. Reference FAU Homepage or appropriate information source for obtaining additional information and updates.
 - ii. Reporting information to appropriate authorities.

See FAU Alert Standing Messages document for more information.

E. Activation Decision

Emergency notifications will be sent without delay once a credible emergency event or threat has been confirmed, unless sending such a message will, in the professional judgment of the responsible University authorities, create a more serious emergency and/or compromise the University’s efforts to contain the emergency.

The following criteria must be considered to determine if activation of any or all alert system components is warranted:

1. Hazard Characteristics

- What is the hazard?
- What is the impact to FAU? (single building, single area on one campus, one campus, regional event)
- Is the situation under control or still ongoing?
- What is the potential for the situation to worsen?

2. Life Safety / Property Protection

- What is the potential for death?
- What is the potential for serious injury?
- What is the potential for minor injury?
- What is the potential for damage to property and facilities?
- What is the potential for disruption to normal course of business?

3. Urgency

- How soon does the message need to go out? (minutes, hours, days)
- Is there time for approval?

4. Audience

- Who needs to be alerted and where? (Administration, faculty, staff, students, visitors, all campuses, one campus, sector of campus, community, etc.)

5. Delivery Method Capabilities

- Does the delivery method have the capability to deliver an appropriate message to the appropriate audience within the necessary time frame?

2.4. ALERT SYSTEM COMPONENT USE AND MAINTENANCE

Several alert system components are used for normal business activities such as web pages, email, media advisories and social media. Other alert system components are used for emergency message dissemination only such as, telephone call out, text messaging and outdoor warning sirens.

Alert system components that require recipient data such as telephone call out and text messaging will be populated with data extracted from University information systems. Data extractions are performed at least weekly so that current information is available to alert system components.

2.5. TESTING AND RECORD KEEPING

A. Testing

Training and exercises are essential to demonstrating and improving the ability of FAU to execute its alerting protocols. Periodic exercises also help ensure that equipment and procedures are maintained in a constant state of readiness. Testing FAU Alert system components may help identify issues and determine functionality before an emergency occurs.

Full testing of the FAU Alert system components occurs at least three times a year. This testing is normally scheduled for the last Thursday of the months of February, June and September. These tests are announced to the University community, key external partners, local emergency management officials and the surrounding communities.

SYSTEM	TESTING SCHEDULE
Blackboard Connect <ul style="list-style-type: none">• Mass e-mail• Telephone call out• Text messaging• Social Media• RSS	<ul style="list-style-type: none">• Unannounced small load testing – monthly• Unannounced small load testing – monthly• Unannounced small load testing – monthly• Normal daily business ensures system functionality• Announced at least 3 times per year
Outdoor Warning Sirens	Unannounced daily audible testing Unannounced weekly silent testing
Indoor Mass Notification	Unannounced daily silent testing
Hotline	Announced at least 3 times per year
Media Advisories	Normal daily business ensures system functionality
Voice Mail	One time per year
Web pages	Normal daily business ensures system functionality

Additional testing occurs as deemed necessary to evaluate particular alert system components. If possible, these tests are announced.

B. Record Keeping

Some alert system components generate reports, others do not. Records generated by alert system components are reviewed and filed. Any system that does not generate a record is monitored during a test and information sent in electronic mail format to the FAU Alert Committee.

2.6. TRAINING AND EDUCATION

Staff with responsibilities for activating FAU Alert System components will receive initial and periodic training in order to operate those components. Training will be provided by the staff member's unit as identified in Appendix 2. Multiple staff members, in multiple

departments are trained in order to ensure that trained staff is always available to launch alert system components.

University administrators are kept apprised of the FAU Alert System, its capabilities, and those who can launch alert system components. Appendix 3 of this document lists those who are trained to operate the FAU Alert System components. This roster will be reviewed on a monthly basis by the FAU Alert System Committee and updated as necessary.

Faculty, staff and students are automatically entered into the FAU Alert System upon first being hired or enrolled in classes. Faculty, staff and students may only opt-out through the FAU Banner Self-Service system. The University provides email and website updates which encourage faculty, staff, and students to participate and to keep their contact information current. Details about the various alert system components are available at the [FAU Alert System Information Page](#).

APPENDICES

Appendix 1- FAU ALERT SYSTEM COMPONENTS (FAU ALERT)

System	Description	Target groups	Maintenance	System Operators	Delivery Time (Est.)
Blackboard Connect - Mass E-mail - Telephone Call Out - Text - RSS Feed (MyFAU, Home Page, College Home Pages, other FAU pages) - Social Media: Facebook Twitter	<p>Web-based interface to automated notification system with multiple and selectable modes of contact used to notify the entire University Community and key external groups or sub-groups thereof.</p> <p>RSS feed automatically displays messages on University web pages and updates University social media sites which are accessible to the general public.</p>	<p>Faculty, staff, students and key external groups who have opted to receive FAU Alert messages.</p> <p>General public passively through RSS feed, which updates web pages and social media sites.</p>	Software: Vendor contract (Blackboard) FAU Accounts/Hardware: OIT FAU Data: OIT/EH&S	University Communications, OIT, EH&S, University Police Partner campus administration	E-mail: 20 min. Telephone: 40 min. Text: 2 min. RSS/Social Media: Immediate
Hotline	Toll-free hotline reporting campus-specific operational status and other pertinent information. 888-8FAUOWL (832-8695)	University Community, parents, and other interested parties who can call in.	OIT	University Communications	15 min.
Indoor Mass Notification	Acoustic devices tied into a building's fire alarm system designed to provide audible warning within structures. Includes tone/voice warning and live PA capability.	Anyone inside buildings equipped with such a system.	Software: Vendor (Simplex) Hardware: Vendor (Simplex)	University Police	Immediate
Outdoor Warning Sirens	Directional acoustic devices designed for longer range audible warnings on campus grounds. Includes tone/voice warning and live PA capability.	Anyone outside on campus grounds	Hardware: Division of Facilities Software: Vendor contract (CentrAlert)	University Police	Immediate

System	Description	Target groups	Maintenance	System Operators	Delivery Time (Est.)
Media Advisory	An alert written to inform the media about an event or an announcement	News Media	N/A	University Communications	Immediate
Voicemail	Message sent to FAU facility phones that subscribe to FAU voicemail.	Occupants of FAU facilities with landline telephones that subscribe to FAU voicemail.	OIT	OIT	Several hours
Web pages	The <i>Homepage</i> can be updated to display emergency information directly or a link can be posted. The <i>Emergency Information Page</i> is a dedicated to emergency information. Official University web pages have an emergency information component that can be activated.	Faculty, staff, students, and other interested parties with internet access	Hardware: OIT Software: Vendor contract (OU Campus)	University Communications	20 min.

Appendix 2- STAFF/UNIT RESPONSIBILITIES

System	University Communications	University Police	EH&S	OIT	Other
Blackboard Connect	<ul style="list-style-type: none"> Send messages at the request of authorized individual(s). Train multiple personnel to use system. Report system problems to OIT. See also "Other" 	<ul style="list-style-type: none"> Send messages at the request of authorized individual(s). Train multiple personnel to use system. Report system problems to OIT. See also "Other" 	<ul style="list-style-type: none"> Send messages at the request of authorized individual(s). Train multiple personnel to use system. Report system problems to OIT. Maintain groups of data for: BOT, External entities: PBSC, IRSC, BC, Max Planck, Scripps, Building Safety Personnel. See also "Other" 	<ul style="list-style-type: none"> Financial responsibility for FAU-related infrastructure. Extract student, faculty and staff data from Banner and upload to Blackboard Connect on a weekly basis (current practice). Daily system updates to be implemented shortly. Maintain groups of data in the system for: faculty, staff, and students. Maintain system hardware and software and/or issue external vendor maintenance contracts. Respond to all system problems. Determine, assign and maintain system access levels and licenses. Build and maintain the telephone number update site in Banner self-service. Send messages at the request of authorized individual(s). Train multiple personnel in system use. See also "Other" 	<p>All Operators:</p> <ul style="list-style-type: none"> Complete the Blackboard Connect Operator's Activation Checklist – Appendix 4 <p>Division of Facilities:</p> <ul style="list-style-type: none"> Financial responsibility for vendor contract.
Hotline	<ul style="list-style-type: none"> Update recorded message at the request of authorized individual(s). Train multiple personnel to use system. 			<ul style="list-style-type: none"> Maintain system hardware and software and/or issue external vendor maintenance contracts. Respond to all system problems. 	<p>Division of Facilities:</p> <ul style="list-style-type: none"> Financial responsibility

System	University Communications	University Police	EH&S	OIT	Other
Indoor Mass Notification		<ul style="list-style-type: none"> • Activate the system at the request of authorized individual(s). • Conduct silent tests daily • Provide copies of all system generated reports to EH&S. • Train multiple personnel to use system with at least two staff per shift. • Notify Work Control at ext. 7-2240 of any failures of the IMNS or control panels. 	<ul style="list-style-type: none"> • Perform annual review on all written support documents for accuracy and facilitate annual meeting for review of system operation. • Provide copies of system generated reports indicating problems to Engineering and Utilities. • Maintain copies of technician reports and forward to appropriate parties when necessary 	<ul style="list-style-type: none"> • Maintain connection of launch point to FAU network 	<ul style="list-style-type: none"> • Hardware and software maintenance: Vendor (Simplex) • Maintenance and trouble - shooting reports: Provided to EH&S by vendor (Simplex) • Financial responsibility for maintenance and repair?
Voicemail				<ul style="list-style-type: none"> • Send voicemail messages at the request of authorized individual(s). • Train multiple personnel to use the system. • Financial responsibility for the system, • Maintain system hardware and software and/or issue external vendor maintenance contracts. 	

System	University Communications	University Police	EH&S	OIT	Other
Outdoor Warning Sirens	<ul style="list-style-type: none"> Assist in providing any necessary communications to nearby neighbors of FAU concerning scheduled testing. 	<ul style="list-style-type: none"> Activate the system at the request of authorized individual(s). Conduct silent tests weekly Provide copies of all system generated reports to EH&S. Train multiple personnel to use sirens with at least two staff per shift. Notify work control at ext. 7-2240 of any failures of the sirens or control panels. Maintain the radio frequencies necessary for siren control. Notify City of Boca Raton Dispatch Center prior to siren activation. 	<ul style="list-style-type: none"> Perform annual review on all written support documents for accuracy and facilitate annual meeting for review of system operation. Provide copies of system generated reports indicating problems to Engineering and Utilities. 		<p>Physical Plant:</p> <ul style="list-style-type: none"> Maintain clear and unobstructed areas around sirens. <p>Engineering and Utilities:</p> <ul style="list-style-type: none"> Maintain siren hardware. Respond to all system problems with the highest priority. Issue external vendor maintenance contract as needed. <p>Division of Facilities:</p> <ul style="list-style-type: none"> Financial responsibility.
Media Advisory	<ul style="list-style-type: none"> Provide any necessary communications to news media Train multiple personnel 				
Web pages	<ul style="list-style-type: none"> Update pages at the request of authorized individual(s). Train multiple personnel to use system. 			<ul style="list-style-type: none"> Financial responsibility for the system, Maintain system hardware and software and/or issue external vendor maintenance contracts. Update pages at the request of authorized individual(s). 	

Appendix 3- STAFF TRAINED TO OPERATE ALERT SYSTEM COMPONENTS

This appendix contains confidential information. Contact EH&S if you have a need for this information. Pages 19 - 20 have been deleted.

Appendix 4 – BLACKBOARD CONNECT OPERATOR’S ACTIVATION CHECKLIST

Complete this checklist if you are asked to send an emergency alert via Blackboard Connect.

A. Collect emergency event or threat information:

1. Type of emergency

2. Campus/location/area/building affected or potentially affected

3. Date/Time

4. Has the University Police Dept. been notified? (7-3500) Yes No
5. Have the Outdoor Warning Sirens been activated? Yes No N/A
6. Has the Indoor Mass Notification System been activated? Yes No N/A
7. Is the University Police Dept. landline operational? Yes No

a. If “No,” use 561-271-5163 to contact University Police (also use in alert messages if needed).

B. Determine who to notify and which alerting tools to use:

1. What groups/sections of the University need to be alerted?

2. Which alerting tools should be used? (*suggest appropriate tools if necessary*)

- BBC Components: Mass Email Text Call Out Social Media RSS
- Outdoor Sirens Indoor Mass Notification Hotline Media Advisory
- Voicemail Web pages

C. Send appropriate Blackboard Connect alert message(s) and request other alert tool operators as indicated above to make appropriate notifications via the alert tools they operate.

(See Appendix 3 for list of alert tool operators.)

1. Use standing message(s)? Yes No
2. Use custom message(s)? Yes No
3. Who approved sending the message(s) _____

Blackboard Connect Alert Message(s) sent: Date: _____ Time: _____ a.m. / p.m.

D. Update the following table and send a message to fualert@lists.fau.edu summarizing your actions.

System	Person Notified	Date/Time Notified	Notes
Outdoor Sirens			
Indoor Mass Notification			
Hotline			
Media Advisory			
Voicemail			
Web pages			