UNIVERSITY of HAWAI'I®
WINDWARD
COMMUNITY COLLEGE

Emergency Notification System

Policy & Procedure

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Definitions

Emergency communication consists of three phases:

1. <u>Preparedness and Education</u> – to inform the campus community about potential hazards, educate and prepare them to take mitigating steps to guard against their impact.
2. <u>Emergency Notification and Warning</u> – to alert individuals that an emergency condition exists that threatens their health and safety; and to provide protective action recommendations
3. <u>Emergency Follow-up</u> – to provide important follow-up information or instructions regarding an ongoing or recently terminated emergency, but does WINDWARD COMMUNITY COLLEGE <u>Recovery Information</u> – to offer longer-term, time indifferent, messages that are more informational in nature and irrelevant to the immediate health & safety of individuals.

Scope

This document applies *only* to the second phase of emergency communication: Emergency Notification and Warning.

This *only* applies when hazardous conditions threaten the health or safety of individuals on or near a WINDWARD COMMUNITY COLLEGE facility. These situations require timely notification and warning, perhaps with protective action recommendations.

This document only concerns itself with urgent and immediate notifications and warnings, although many of the communications identified in this document apply to subsequent phases of an emergency, and become applicable in less immediate or less threatening conditions.

Background

WINDWARD COMMUNITY COLLEGE is undergoing a comprehensive analysis of all possible communication methods at its disposal for the timely dissemination of emergency notification and warning. It has identified numerous means in which UH/WCC can deliver emergency information.

It is important to note that no one system is capable of reaching everyone, everywhere, every time. Each method has its strengths, weaknesses, and limitations. As such, it is valuable to consider an emergency notification and warning system that utilizes multiple delivery methods. This ensures a greater coverage of intended recipients, and redundancy in the event of failures, which many communication systems are prone.

"UH ALERT"

To aid in the education of our students, faculty, staff, and visitors, The University of Hawaiʻi 10 campus system combines all of its emergency notification systems described herein into a single concept dubbed "UH ALERT." Regardless of which notification methods or media the University utilizes, to the recipient, all official university emergency notification and warning messages come from "UH ALERT."

UH-Alert Emergency Notification
The UH Alert emergency notification system alerts the campus community in the event of a natural, health or civil emergency. You are only alerted in the event of an emergency that affects the health and safety of the campus community or closures of whole campuses. UH tests the Alert system twice annually, during the Fall and Spring Semesters.

Information about UH Alert
Automated emergency messaging options include:
- Email – Emergency alerts are sent to hawaii.edu email addresses for all members of the UH system community. Faculty/staff may also provide a non-UH email address.
- SMS / text messages – Alerts can be sent via text message to student, faculty and staff mobile phones.

UH-Alert Sign-up Instructions
1. Login with your UH username and password.
2. Tell us the campus(es) or geographic location(s) about which you want to be alerted.
3. Submit your phone and/or email information.
4. Click "Save Changes" at the end of the form.
5. Thatʻs it! You may opt-out or change your information at any time.
   If you have problems, questions or suggestions, please send us feedback.

Additional Information About the UH Alert Sign Up
- A test text message will be sent each semester. Depending on your plan, you may be charged by your cell phone carrier for this message.
- Although we will make every effort to deliver emergency information, due to limitations with public carrier networks we cannot guarantee you will receive an emergency message.
- The use of this capability will be limited to emergency communications. Emergency communications are defined as urgent notices regarding matters that affect the health and safety of members of the campus community and closures of whole campuses. This determination will be made only by the president, vice presidents, chancellors, vice chancellors and formally designated emergency coordinators.
- We will not give, rent or voluntarily supply your information to any third party for any reason other than emergency notification.

Available Emergency Notification and Warning Systems

The University of Hawaiʻi "UH ALERT" emergency notification and warning system consists of the following communication methods, segregated into two categories, "primary" and "secondary," based upon the speed of delivery and breadth of audience receipt. Each of these systems will be described in detail later in the document.

Primary:

1. UH System or UH campus / UH Department specific web site:
   http://www.hawaii.edu/emergency/
   http://windward.hawaii.edu/Emergency/index.php
2. Text Messages
3. E-mail
4. (808) 235-7355 Campus Emergency Hotline
5. Voice-Mail Message
6. Code Blue Emergency Phones / Mass Notification Speakers

Secondary:

7. Media Release / Press Conference
8. Local Television or Local Radio

This document also recognizes that emergency information will travel via word-of-mouth. However, in that this method is unreliable and cannot be controlled, it is not considered an official communication method.

Planning Assumptions

In order to plan for and consider the effectiveness of the UH ALERT emergency notification system, one must take into account several planning assumptions:

1. The most critical use of the UH Alert system involve emergencies requiring activation of the UH ALERT emergency notification system without any advance notice and posing an *immediate* **threat to individual life safety**.

2. With assumption #1 in mind, there is a need to streamline the activation process for UH ALERT to ensure timely notification and warning. Seconds count! A cumbersome activation and/or approval procedure may result in injury or loss of life.

3. No one-method of communication will reach everyone, everywhere, every time. Utilization of numerous and various communication methods is required.

4. Electronic communication mechanisms are subject to failure. Redundancy through utilization of numerous and various communication methods is required.

5. Even with numerous and various communication methods, you will never achieve emergency message delivery to 100% of the intended audience due to situations beyond your control.

6. Due to limitations beyond the university's control, a small portion of the intended audience will receive their emergency messages in a later timeframe than desired.

7. Some of the emergency communication methods identified herein are "passive" systems, requiring deliberate action on the part of the recipient to obtain the emergency message. Many will not take this required action.

8. With assumption #7 in mind, a number of the communication methods must be "active" systems, requiring minimal efforts on the recipient's part to receive and comprehend the message.

9. Despite best efforts, errant information will still be generated and distributed by alternate means of communication (i.e. word of mouth). This requires UH ALERT messages to be clear, concise, succinct, and accurate.

10. UH ALERT must account for communication impairments (hearing or sight).

11. Language barriers will result in misunderstood receipt of messages.

12. Emergency messages must be identifiable as "official" UH ALERT messages.

13. An aggressive educational campaign is required to introduce the system to every person on campus. This educational campaign must be ongoing to inform each new person that comes on campus through student or new employee orientation.

14. Regular testing of the UH ALERT system is required to ensure functionality and to familiarize recipients with the system's features. All tests must be evaluated and corrective action recommendations developed, as necessary.

15. As communication technology evolves, new communication methods maybe identified as others become obsolete. A constant evaluation of the effectiveness of the system is required.

Decision Criteria

Five criteria must be considered to determine if activation of the UH ALERT system is warranted, which communications will be utilized, and who authorizes activation of the system:

1. **Hazard Type**
   - What is the hazard? (Room fire, hurricane, flash flood)
   - What is the impact to the campus? (Minor, major, catastrophic)
   - What is the potential for the situation to worsen?
   - Is the situation under control?

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?
   - What is the potential for disruption to normal course of business?

3. **Urgency**
   - How soon does the message need to go out? (Seconds, hours, days)
   - Is there time for approval?

4. **Audience**
   - Who needs to be alerted? (Administration, faculty, staff, students, guests)
   - How many people need to be alerted? (dozens, hundreds, thousands)

5. **Capabilities / Limitations**
   - What are the limitations of the system? (Limited audience, lengthy delivery time, mass panic)
   - Which system should be used? (Press conference, bulk text message, web site, mass notification system/code blue phones)
   - How quickly can the messages be sent? (Immediately, minutes, hours)

Activation Approval

A campus administrator must approve activation of the UH ALERT emergency notification system.

Note: Planning assumption #2, previously stated, reads:

> "There is a need to streamline the activation process for UH ALERT to ensure timely notification and warning. Seconds count! A cumbersome activation and/or approval procedure may result in injury or loss of life"

As such, this document serves to establish a flexible, but controlled, activation approval hierarchy. Through acceptance of this document, the appropriate campus administrators approve of the enclosed activation procedures.

This document contains a number of pre-scripted emergency messages that are pre-approved for immediate use as outlined.

Situations or messages that do not fall within the prescribed parameters contained herein must be approved individually prior to dissemination.

As practical without jeopardizing life safety, the following individuals or entities shall be consulted prior to emergency message dissemination. If the preceding person or entity is not available or not feasible, proceed down the list to the next available entity:

1. Chancellor or designated alternate.

2. Vice Chancellor for Administrative Services or designated alternate.

3. Vice Chancellor for Academic Affairs or designated alternate.

4. Vice Chancellor for Students Affairs or designated alternate.

These positions collectively referred to as "Responsible University Authorities" for

the purpose of these Protocols.

Pre-Approved Activation Scenarios & Messages

The following emergency scenarios and associated UH ALERT messages are pre-approved by campus administrators and eligible for immediate activation immediately.

1. Dangerous Situation
2. Hazardous Condition

Details regarding each scenario and the associated message text follow:

DANGEROUS SITUATION	
Definition	Any human-caused situation, generally of a criminal nature, occurring or imminent, that poses an immediate threat to the health and safety of individuals on campus. Examples: active shooter, suicide bomber, hostage situation, civil unrest, terrorist attack, credible bomb or terrorist threat, suspicious device found
Warning Origin	Campus Security Department, Honolulu Police/Fire/EMS Department dispatcher, State of Hawaii Sheriff's Office
Received via	- 235-7355 Caller (Campus Emergency line) - Campus Security (Contracted Guard Services or Security Officer) - 911 (Honolulu County 911 Emergency Dispatcher)
Urgency	Immediate (Seconds)
Threat to Life Safety	Potentially fatal, serious or minor injury to individuals.
UH ALERT Delivery Methods	**Primary (immediate):** - www.hawaii.edu > UH ALERT (manual activation by: Campus Security, Vice Chancellor for Administrative Services. - E-mail (manual activation by Campus Security, Vice Chancellor for Administrative Services) (*as directed by Incident Command*): - 235-7403 Hotline (manual activation by campus) - Voice-mail Message (manual activation by campus designee) **Secondary (intermediate, *as directed by Incident Command*):** - Mass Notification/Code Blue Phones (localized, manual by Campus Admin) - Media Release / Press Conference - Television - Radio
Default SMS Text Message	*UH ALERT!* Dangerous Situation! Seek shelter immediately in nearest building, away from doors and windows. Additional info will be provided when available.
Default Message for: • **E-mail** • **Hotline #**	*UH ALERT!* This is an official emergency notification, for distribution to all students currently taking classes, faculty, and staff. *UH ALERT!* Dangerous Situation! Seek shelter immediately in nearest building, away from doors and windows. Additional info will be provided when available. *[Custom Message from Chancellor –Initial Incident Commander]*
Building Fire Alarm	Not to be used for this type of incident unless actual fire emergency exists.
Outdoor Siren	Used as part of Secondary Alert Protocol Mass Notification and Code Blue Phones

HAZARDOUS CONDITION	
Definition	Any technological situation, such as a hazardous materials spill, occurring or imminent, that poses a threat to the health and safety of individuals on campus. Examples: gas leak, chemical spill, biological hazard, radiological hazard
Warning Origin	Campus Security Department, Honolulu Police/Fire/EMS Department, State of Hawaii Sheriff's Office, Hawaiʻi State Department of Health.
Received via	- 235-7355 Caller (Campus Emergency line) - Campus Security (Contracted Guard Services or Security Officer) 911 (Honolulu County 911 Emergency Dispatcher)
Urgency	Immediate (Seconds)
Life Safety	Potentially fatal, serious or minor injury to individuals.
UH ALERT Delivery Methods	**Primary (immediate):** - www.hawaii.edu > UH ALERT (manual activation by: Campus Security, Vice Chancellor for Administrative Services. - E-mail (manual activation by Campus Security, Vice Chancellor for Administrative Services) (*as directed by Incident Command*): - (808) 235-7403 Hotline (manual activation by campus) - Voice-mail Message (manual activation by campus designee) **Secondary (intermediate, *as directed by Incident Command*):** - Mass Notification/Code Blue Phones (localized, manual by Campus Admin) - Media Release / Press Conference - Television - Radio
Default SMS Text Message	*UH ALERT!* Hazardous Condition! Take precautionary measures. Additional information will be provided when available."
Default Message for: • **E-mail** • **Hotline #**	UH ALERT!* This is an official emergency notification, for distribution to all students currently taking classes, faculty, and staff. *UH ALERT!* Hazardous Condition! Take precautionary measures. Additional information will be provided when available. [*Custom Message from Chancellor –Initial Incident Commander*]
Building Fire Alarm	Locally activated at the incident location. Activated by local pull station, or locally activated smoke detectors.
Outdoor Siren	Used as part of Secondary Alert Protocol Mass Notification and Code Blue Phones

WWW.HAWAII.EDU WEB SITE	

Description	The University of Hawaiʻi Web site, http://www.hawaii.edu/emergency is the central hub for all emergency information. All other emergency notification methods direct recipients to the Web site for the most current, official, detailed information.
	
	On a 24/7 basis, emergency information, including preparedness and awareness information, resides at the UH EMERGENCY Page: http://www.hawaii.edu/emergency, which is linked on the Front Page under "Emergency Information." The UH EMERGENCY Page is segmented into several sections:
	
	    1.) **Current Institution Status**: This simply states if the campus is operating at a normal status or not.
	    2.) **Emergency Information**: Description of the UH Emergency page.
	    3.) **Reporting an emergency**: Directions for reporting an emergency.
	
	During emergencies, the UH Emergency Page is updated with the latest information and instructions. Depending on the severity level of the emergency, there are 3 additional front page options:
	
	    1.) Urgent Announcement – An "Urgent Announcement" graphic can be placed in the News section of the Front Page with a direct link to the UH Emergency page.
	    2.) Emergency Alert – An "Emergency Alert" graphic can be placed across the top of the Front Page with a direct link to the UH Emergency page.

System Ownership	Information Technology Services
System Maintenance	Information Technology Services
Budget Responsibility	Information Technology Services
Activation Time	
Delivery Time	Immediate
Coverage	Worldwide on the Internet
Availability	24/7/365
Performance Expectation	
Activation Control	Campus Chancellor/Vice Chancellors, University Communications, Safety and Security Manager
Activation Location	Any computer with internet access
Activation Process	**To edit the UH Emergency page: Login to the edit screen by clicking the "This page last modified on XXXXXX"**

TEXT MESSAGES (CELL PHONE – SMS)

Description	UH maintains a registry of approximately 20,000 student, faculty, and staff cellular telephone numbers. Students, faculty, and staff can register via: http://www.hawaii.edu/alert The database is updated on Monday, Wednesday, and Friday to our text-messaging vendor, Blackboard. Utilizing Blackboard Connect-Ed portal, authorized personnel can send emergency messages to all users.
System Ownership	Blackboard
System Maintenance	Blackboard Information Technology Services
Budget Responsibility	Information Technology Services
Activation Time	2 – 5 minutes
Delivery Time	20,000 messages within 30 minutes Results may vary widely upon telephone network congestion.
Coverage	All registered cell phones
Availability	24/7/365
Performance Expectation	90% - roughly 10% of users in previous tests have reported receiving no message at all. Subject to telephone network congestion, phone condition, location, etc.
Activation Control	Campus Chancellor/Vice Chancellors, Safety and Security Manager
Activation Location	Any computer with internet access and proper authorization
Activation Process	**1.)** Log on to https://www.blackboardconnect.com/signin/default.asp **2.)** ENTER Login and Password **3.) Refer to connect-Ed user's guide.**

E-MAIL	
Description	UH has the ability to send an E-Mail message to all students, faculty, and staff with a @hawaii.edu address. Approximately 68,000 r-mails are rapidly sent to all users. Depending on each user's E-mail settings, their message may be forwarded to other non-university addresses as well.
System Ownership	Information Technology Services
System Maintenance	Information Technology Services
Budget Responsibility	Information Technology Services
Activation Time	2 – 5 minutes
Delivery Time	0 – 30 minutes on average
Coverage	Approximately 68,000 hawaii.edu e-mail recipients
Availability	24/7/365
Performance Expectation	95%
Activation Control	User's authorized by campus Chancellor's office
Activation Location	Any computer with an internet connection

Activation Process	**1.)** Using a computer, internet connection, and Web browser, go to http://www.hawaii.edu/broadcast
	
	2.) Login using your UH Username and password. *Only authorized users will be admitted.*
	
	3.) Click on the "Health & Safety Alert" icon. Provide the following information:
	
	    o **Phone number**
	
	    o **Check location you wish to notify**
	
	    o **Subject**
	
	    o **Message Body**
	
	    o **Message Footer**
	
	    o **Click on the "Continue to Final Step" Button**
	
	    o **A preview email will be sent to your email account. Review message for errors. If message is correct, click on the "Send Health and Safety Alert".**

BLUE LIGHT or CODE BLUE SAFETY PHONES

Description	Our campus is equipped with emergency "Blue Light" safety phones. These phones allow persons in need of emergency assistance, who feel threatened or see anything suspicious to quickly connect the caller with Campus Security.
System Ownership	Campus Administrative Services
System Maintenance	Campus Facilities/O&M
Budget Responsibility	Vice Chancellor for Administrative Services
Activation Time	Immediate, unless other Code Blue phones are in use
Delivery Time	30 minute response or less from HPD, Fire or Emergency Services
Coverage	Phones are located throughout the main campus
Availability	24/7/365
Performance Expectation	75% - subject to power, phone network congestion, individual unit reception
Activation Control	Campus Security, Safety and Security Manager, Vice Chancellor for Administrative Services
Activation Location	Any computer with internet access and proper authorization
Activation Process	Distressed caller will press the "call" button which will automatically connect to the Security Guard on duty. The phone will identify the location of the caller to the security guard. The security guard will respond accordingly.

(808) 235-7355 CAMPUS SECURITY

Description	During a time of emergency, call 911 and/or campus security immediately. The security will promptly respond and provide assistance to the caller or person in distress
System Ownership	Vice Chancellor for Administrative Services
System Maintenance	Vice Chancellor for Administrative Services
Budget Responsibility	Vice Chancellor for Administrative Services
Activation Time	5 – 10 minutes.
Delivery Time	Instant.
Coverage	Campus wide on Windward Community College.
Availability	24/7/365
Performance Expectation	75% - subject to power, phone network congestion, individual unit reception.
Activation Control	Chancellor/Vice Chancellor for Administrative Services, Safety and Security Manager
Activation Location	On and off campus.
Activation Process	Any phone on campus dial x-355, off campus dial 235-7355