

Addendum A

Emergency Communications Protocols

I. Emergency Management Team Communications

- A. UHPD Dispatch will notify the EMT when a Level Two or Level Three emergency has been identified by the Chief of Police, senior academic and administrative Vice Presidents or the President. The EMT will automatically be called in if a Level Three event occurs.
 - 1. UH Police Dispatch will maintain current contact information on all members of the Cabinet and the EMT, including home and cell phones, pagers, alternative and university e-mail and the list of alternative members to ensure the full team can be assembled when needed.
 - 2. The EMT and the Cabinet will be equipped with pagers (Blackberries) or cell phones capable of notifying them of any emergency, even if electronic communications are temporarily disabled.
- B. Communications among the EMT members during the crisis will be done through cell phones, pagers, e-mail and two-way radios as needed. Additional electronic communications devices will be available in the EOCC or available through lease contracts that are established each year in case additional equipment is required.
- C. The EMT may meet daily in the EOCC during the height of the crisis, and less frequently once the immediate crisis is abated, while additional campus restoration is underway.
- D. The Communications Team, working with the EMT, will create a separate Communications Command Center (CCC) near the EOCC and in consultation with the EMT will coordinate external communications during the crisis.

II. Communicating to the Internal University Community During Level Two or Three Crisis

The Cabinet, Deans and the EMT will work together to get information to the university community in the fastest and most expeditious manner. Not all faculty, staff and students have access to the same level of telecommunications support either on campus or at their homes.

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- A. Level Two Crisis (no facilities closed)
1. Communications will remain localized to the affected units during the initial handling of a Level Two crisis, unless others in the surrounding areas are affected or concerned. Internal Communications, working with UHPD, the administrative head of the affected unit and the appropriate Vice Presidents, will assist in providing initial information and updates for the Deans and Directors to use in communicating with their faculty and staff. Personal safety of all people in the facility is the primary concern; however, classes WILL NOT BE CANCELED without the express approval of the Senior Vice President for Academic Affairs and Provost in consultation with the President. Whenever possible, affected classes will be moved elsewhere on campus, rather than cancelled.
 2. Each department will create a phone and e-mail communications system for campus and off-campus contacts to alert quickly their immediate group of any localized emergency. The university-wide e-mail and voice-mail cannot be sorted by individual buildings or departments, and will generally NOT be used during a localized Level Two emergency.
 3. When a resolution of the crisis is reached, the EMT or Internal Communications may determine that a broader report should be made to the campus at large utilizing university publications, flash fax, or in some instances the e-mail LISTSERV systems.
- B. Level Three Crisis (large part of campus impacted, possibly closed)
1. ONLY THE PRESIDENT OR HIS DESIGNEE HAS THE AUTHORITY TO CLOSE THE UNIVERSITY CAMPUS.
 2. If the President determines the need to close the university campus, it is imperative that all faculty, staff and students get this information quickly and accurately, and multiple channels of communication must be utilized.
 3. Departmental phone tree systems are the fastest way to communicate while on campus, and are particularly important to be able to reach people on weekends and in the evening.
 4. Internal Communications will issue an alert or official closing announcement via e-mail listserv first (fastest method) followed by telephone voice-mail and flash fax.

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5. Department heads and business managers are asked to ensure that all employees who do not have access to e-mail or voice-mail receive notification of any emergency announcements.
6. External Communications will issue an announcement to area news media to report the closing and will keep them informed of any change in status.
7. External Communications coordinates ALL media communication during a crisis and is the only area authorized to deal directly with the media during a crisis. Please refer any media calls to the Executive Director of External Communications (3-8155) during any crisis (Level One to Three).

III. Communicating to the External Community During Level Two or Three Emergency

The Office of External Communications works with the EMT, the President and Cabinet to keep the external community informed during any emergency affecting any part of the university. This office is also responsible for coordinating the communication during emergencies involving more than one component university.

A. Level Two Crisis (no facilities closed)

1. External Communications is the primary contact to the news media in ANY crisis, even if localized to a single building or department.
2. The External Communications Office will not issue any statements until the crisis has been resolved unless they are asked to respond to media inquiries about the event, or there is some public risk involved that requires early notification.

B. Level Three Crisis (large part of campus impacted, possibly closed)

1. Official word of closing the campus must come from the President or his designee before any communications to internal or external communities will begin.
2. External Communications is the only office authorized to notify the news media about a campus closing.

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3. External Communications will deploy the media relations staff to work on-site during any emergency and to help manage the news media during the crisis.
4. External Communications is charged with establishing the on-site CCC when necessary to serve the needs of off-campus media covering an emergency of any type at the university.
5. An appropriate representative at the university will be identified and will work with the External Communications to ensure the media have prompt, accurate information about any emergency, while helping to prevent confusion.
6. External Communications will work with the Office of Internal Communications and with the OnCALL telephone team to ensure that the internal community also has the most current information regarding any emergency.
7. University Relations, working through Internal and External Communications and IT, will post information on any closings and provide updates on recovery efforts through the university's website.