



Emergency Notification Plan

**Department of
Access Control & Security Systems**

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(Herein incorporated into the CSU Master Security Plan)

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PURPOSE: The purpose of this document is to convey the Cleveland State University (CSU) Emergency Notification Plan (ENP) for students, faculty, staff, and others within the campus community. Additionally, the Higher Education Opportunity Act (HEOA) of 2008 as amended in July 2010 adds additional requirements for compliance that have been incorporated into this plan.

RECINDS: The effective date of this document (as displayed on the title page) replaces and supersedes previously dated emergency notification plans, including Adverse Weather and Snow Closing Procedures. This procedure may change the existing CSU notification programs involving the CSU webpage, voicemail or emails, and it is the intention of this plan, where practicable, to replace and/or combine all existing plans into one unified document.

The latest version of this document will be posted on the CSU Access Control & Security Systems webpage: <http://www.csuohio.edu/offices/accesssecurity/>

POLICY: It is the policy of CSU to communicate emergency information to students, faculty, staff and the campus community in a timely manner. The President or his designee shall declare an emergency or urgent notification.

OVERVIEW

Effective and efficient communication is essential during an emergency; this ENP outlines the process that will be used during a declared emergency.

The President or his designee shall determine to what extent the plan is implemented for each emergency.

Designees will be issued a credential (password) by the Department of Access Control and Security Systems for positive identification to the PSAP.

The Campus Safety Department shall prepare, implement, and maintain an Emergency Notification System. It is the responsibility of all University Students, Faculty and Staff to become knowledgeable of their respective roles during an emergency.

The **primary** Emergency Notification Systems are:

1. Voice Emergency Notification Systems (VENS)
2. Mass Notification System (CSUalert)

It is the strategy of this plan to minimize the transmitted text and have incident or event details on the CSU home page.

PROCEDURES

It shall be the responsibility of any member of the University who becomes aware of a potential or existing emergency to notify CSU Public Safety Answering Point (PSAP) by calling 9-1-1 on any campus phone. Mobile phone (cellphone) users and any off-campus caller may call 9-1-1 and asked to be transferred to CSU Police Dispatch, or they may call CSU Police Dispatch directly at (216) 687-2020.

Urgent Notifications

Examples of urgent notifications include, but are not limited to:

- Adverse Weather
- Utility Failures
- Pandemic

The President or his designee shall notify the Director of Strategic Communications of the urgent message and the Director of Strategic Communications shall:

- a. Initiate a Pre-Alert message;
- b. Initiate the CSUalert message, and;
- c. Notify the PSAP; if the condition warrants the use of VENS, the Director of Strategic Communications will contact CSU Police Dispatch instructing them as to what specific message will be broadcast via VENS;
- d. If the Director of Strategic Communications cannot initiate a CSUalert, he may instruct the Police Dispatcher at the PSAP to initiate the CSUalert (see Appendix-C).

In the event that the Director of Strategic Communications is unavailable, the Executive Director of Campus Safety shall act to prosecute an Urgent Notification.

Emergency Notifications

If delayed notification during an emergency in-progress would create a clear and present danger, the CSU Police Officer-in-Charge (OIC) or a director of the Campus Safety division may have an emergency message broadcast immediately in order to quickly reduce risks. This may be VENS, CSUalert, or both

If the delay to provide Emergency Notification would cause a risk of Public Safety, the Campus Safety Department or designated individuals who have been given authority in this document will initiate the Emergency Notification Plan (ENP).

Examples of an emergency in-progress include, but are not limited to:

- Active shooter
- Barricaded shooter
- HAZMAT incident
- Major fire

Pre-Alert

If time allows, the President or his designee shall initiate a Pre-Alert.

If the emergency is of a nature that there is insufficient time for a Pre-Alert Conference, the President or his designee may waive the Pre-Alert Conference Call and proceed directly to initiating the emergency or urgent broadcast message.

The President may also designate staff to use VENS and/or CSUalert independently; however, CSU Police Dispatch shall be notified by the activating party before any message is broadcast. An example would be if the Emergency Operations Center (EOC) were activated and command staff were already engaged in emergency response and would broadcast a message.

Campus Integration

To best serve the emergency notification needs of CSU, any department that is adding publically displayed LCD-TVs, signboards, LED message boards, or any other campus notification or address systems shall coordinate the equipment specification with the CSU Information Systems and Technology division to ensure that it is compatible with VENS and is tied-in to VENS.

System Responsibility

The Director of Access Control and Security Systems (AC&SS) is responsible for the ENP and the operation and management of VENS and CSUalert. PSAP operators will be tested regularly for proficiency in system operations. A campus-wide VENS and CSUalert system test will be performed twice a year. The successful use of VENS and / or CSUalert during the year shall serve as a test.

Emergency Operations Center

If the Emergency Operations Center (EOC) is activated, EOC personnel may use or supplement this plan in accordance with the EOC plan developed as a result of the emergency requiring the EOC activation. At the EOC, the Marketing and Public Affairs Department shall assume responsibility for the dissemination of information.

CSU Alert

Procedural facts and details for enrolling and updating a CSUalert account are available to students, faculty, and staff on the Campus Safety website:

<http://www.csuohio.edu/offices/accesssecurity/alertsystem.pdf>

Appendix-A

Pre-Alert Call List

1. President
2. Provost
3. Vice President for Business Affairs & Finance
4. Vice President for Administration
5. Chief-of-Staff
6. Director of Strategic Communications & Public Affairs
7. Executive Director of Campus Safety
8. Director of Access Control & Security Systems
9. Lead-Tech of Access Control & Security Systems
10. Police Commander
11. Director of Environmental Health & Safety
12. Executive Director of Facilities Operations
13. IS&T Manager of Enterprise Network
14. Asst Vice President Campus Support Services
15. General Counsel

Appendix-B

Pre-Scripted Messages

1. Clearing Message - NOT FOR CSUalert
2. Clearing One Building - NOT FOR CSUalert
3. Weather Emergency- A weather emergency has been reported for the Main Campus area. Please take immediate cover.
4. Particular Message (for a specific reason/location) - NOT FOR CSUalert
5. Weather Closing - Due to the severe weather conditions classes and activities are cancelled, the university will reopen at 11:00pm
6. Utility Closing – The Main) (all campus (es) or _____ building will close due to a _____ utility emergency at _____.
7. May I have your attention, please? This is a test. This is a test of the of the CSU Alert notification system. If this was a real alert, you would be given additional information. This is only a test.
8. Immediate Lockdown

All messages shall be ended with reference to CSU home-page for updates.

VENS

1. “May I have your attention, please. May I have your attention, please. The building emergency condition has been cleared. You may return to normal activities. The building emergency condition has been cleared. You may return to normal activities.”
2. “May I have your attention, please. May I have your attention, please. An emergency situation has been reported in the building and responsible personnel are responding. Remain calm, collect all of your immediate personal items, and evacuate the building immediately. Again, collect your immediate personal belongings and evacuate the building now.”
3. “May I have your attention, please. May I have your attention, please. A weather emergency has been reported. Take immediate cover until you are notified this weather emergency has passed.”
4. “May I have your attention, please. May I have your attention, please. An alarm has been reported in the building. While the responsible personnel investigate this report, please remain in your area and await further instructions. Please do not use the exits. Again, do not exit your area at this time.”
5. “May I have your attention, please. May I have your attention, please. Due to severe weather conditions, Cleveland State University is closing the campus for safety reasons.

Please leave the campus now. You may see updates off-campus on the CSU home-page.”

6. “May I have your attention, please. May I have your attention, please. Due to a utility failure, Cleveland State University is closing the campus for safety reasons. Please leave campus now. You may see updates off-campus on the CSU home-page.”

7. “May I have your attention, please. May I have your attention, please. This is a test. This is a test of the of the CSU Alert notification system. If this was a real alert, you would be given additional information. This is only a test.”

8. “May I have your attention, please. May I have your attention, please. An emergency situation exists and you must take action now. Lock yourself in an office or other secure space and take cover away from windows and doors until you are notified via this system that safety has been restored. Again, an emergency situation exists and you must take action now. Lock yourself in an office or other secure space and take cover away from windows and doors until you are notified via this system that safety has been restored. ”

Appendix-C

Pre-Scripted Messages

Emergency Notification Plan Broadcast Form / Check list

1. Date: _____ 2. Time form sent to CSU Police Dispatch: _____

3 Broadcast canned message #_____, or broadcast the following text:

4. Broad cast: VENS CSU Alert Both

5. Authorized by: _____

6. FAX to CSU Police Dispatch: (216) 687-5144 Or e-mail to: police@csuohio.edu

7. Confirm CSU Police Dispatch received FAX by calling (216) 687-2020

For CSU Police Dispatch Use

A. Received by Dispatcher (name): _____

B. Time of receipt: _____

C. Notify OIC: _____

D. Message broadcasted on VENS at: _____

E. Message broadcasted on CSUalert at: _____

F. Radio patch engaged and message broadcasted on radio at: _____

G. Message faxed to community fax list at: _____

H. Notice entered into call record at: _____ Call Record # _____

Appendix-D

Technical Operations and Responsibilities

The technical responsibility of this plan rests with a number of different departments; the overall responsibility of this plan is that of the Executive Director of Campus Safety.

CSUalert, VENS, and the CSU Police Dispatch operation and management are the responsibility of the Director of Access Control and Security Systems.

The CSU Police Dispatch is the primary task and equipment center for this plan.

The IS&T Department will provide technical support to allow the modified use of the selected mass notification systems.

The CSUalert system information relies primarily on referring subscribers to the CSU home-page.

The CSU Marketing Department has primary responsibility for the text of all CSUalert messages and also for the message text and updates to the CSU home-page.

CSUalert Primary System Operation:

Using a single link as provided by IS&T, the CSU Police Dispatch shall broadcast a message via the selected mass notification system(s). This system also triggers:

1. The CSU Police Dispatch 2020-line may be routed to a recorded message to abate the 9-1-1 operations from being overwhelmed;
2. Initial message to the CSU home-page;
3. Initiates message to CSU phone numbers; and
4. Initiates message to CSUOhio.edu mailboxes.

Back-Up System:

For security reasons, the location of the secondary CSU Police Dispatch and EOC are not published. Senior CSU officials and all Campus Safety staff are aware of the EOC location.

At the secondary CSU Police Dispatch, a secondary VENS broadcast origination point is accessible by AC&SS staff and CSU Police. If necessary, the OIC shall be dispatched to activate the secondary VENS.

Also at the secondary CSU Police Dispatch and EOC, there are multiple access capabilities for initializing a CSUalert for broadcasting.

Appendix-E

Adverse Weather Canceling or Delaying Classes and Events

General Statement of Intent

All Cleveland State University offices will generally remain in operation and continue classes and regular services despite adverse weather conditions which may affect transportation and utilities. The continuation of all essential activities is important to meeting the needs of our students, especially for the students that reside on campus. In recent years, occasions which require the University to close due to inclement weather have been few. Thus, even in time of exceptionally inclement weather, all University employees are asked to accept some personal inconvenience in support of their efforts to meet the academic and supporting service needs of our students. In reaching a decision concerning the possibility of a delay or cancellation of classes and events during the day, careful attention is given to the expected intensity and duration of a storm. An early closing would not be announced at times which would result in dumping additional vehicles on near-campus streets and roadways which may be excessively hazardous and already clogged with vehicles from downtown and other parts of the city. Snow plows and emergency service vehicles must be able to provide services. Protocols that formalize the decision-making process and notification responsibilities for weather-related delays or closure of University offices are required to maintain a continuation of essential services for students who reside in campus housing.

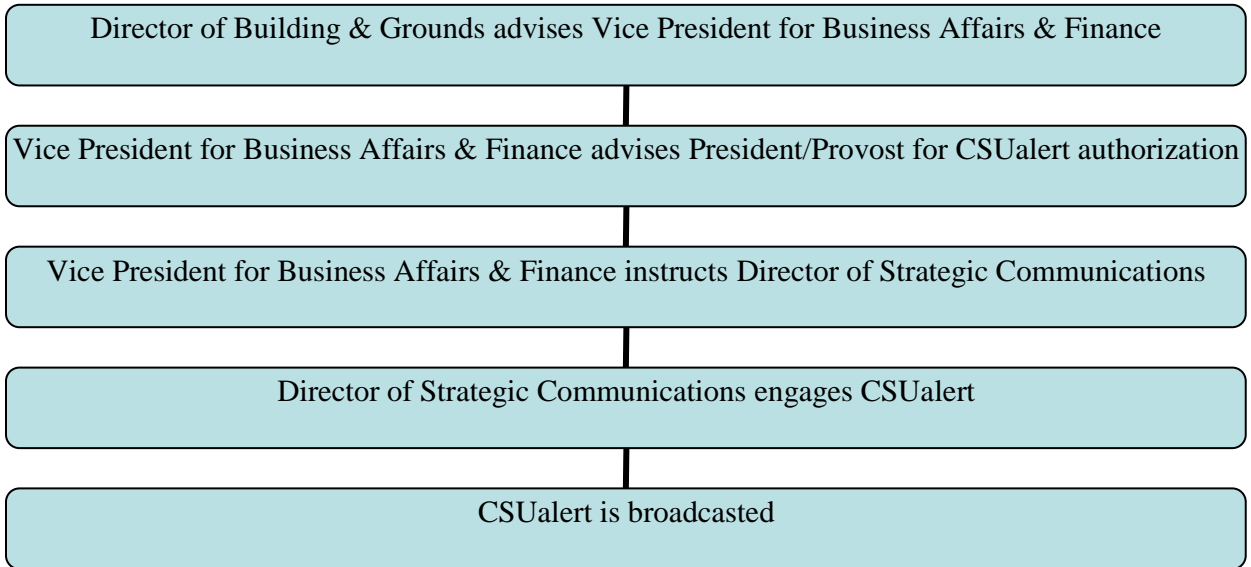
Reasons to Cancel Classes and Events

The decision to cancel classes and events is based on analysis of current conditions and weather forecast information from a variety of credible sources, including direct contact with the National Weather Service office and first-hand knowledge of conditions on and around the campus. The following situations are indicative of circumstances that may result in delaying the opening or in closing University offices or curtailing service activities:

- * Thirty-six or more inches of snow accumulation during a 24 hour period. Experience has shown that there is not enough space around the streets and parking lots to pile that much snow and maintain safe access for emergency vehicles and building egress. Snow must be loaded and transported off campus which is a time and resource intensive process. Safe access to and egress from buildings is difficult to maintain.
- * Eighteen or more inches of accumulation 2 hours before classes begin at 8:30 a.m. may cause a one hour delay in opening.
- * Twelve inches of accumulation with heavy snow falling continuously (very limited visibility) from 6:30 a.m. to 8:30 a.m. and a forecasted accumulation of over eighteen inches may cause a delayed opening or cancellation of classes. Poor visibility severely impedes safe snow plow operation on roads and sidewalks.

- * An ice storm or freezing rain during the 6:30 a.m. to 8:30 a.m. time frame may cause delayed opening due to slippery walks and the possibility of falling ice from trees and buildings and broken tree branches.

Typical Snow Hazard Cancelation



Appendix-F

Authorization List to Broadcast

The following indicates those positions authorized by the President to order execution of a CSUalert message, VENS announcement, or both.

1. President
2. Provost
3. Vice President for Business Affairs & Finance
4. Director of Strategic Communications & Public Affairs
5. Executive Director of Campus Safety
6. Director of Access Control & Security Systems
7. Director of Environmental Health & Safety
8. CSU Police / Officer-in-Charge

Short/condensed explanation of systems follows.

Emergency Notification Systems



ABOUT THE SYSTEMS

The University maintains at least two emergency notification systems for the CSU community:

1. Primary: **Voice Emergency Notification Systems (VENS)**
using voice announcements over the CSU fire alarm system speakers
2. Secondary: **CSUalert** using any or all of the delivery methods you select:
 - * Voice message (mobile and/or land-line)
 - * Text message
 - * E-mail

WHEN YOU WILL RECEIVE AN EMERGENCY MESSAGE

Emergency messages are only broadcast by the authority of the University President, Provost, or select members of the Campus Safety division. Aside from bi-annual tests, you will only receive a message utilizing the systems if it is an emergency. The systems are not used for non-emergency messages.

Situations for which one or both systems may be used include, but are not limited to:

- * Campus closings (weather, utilities, etc.)
- * Building Emergencies (utilities, HAZMAT incident, major fire, etc.)
- * Potential life-threatening situations on campus
- * Activation of Emergency Response Teams

CSUalert will broadcast messages as quickly as technically possible. Typically, recipients confirm receipt of a message within 1-minute to 30-minutes after the initial broadcast. Message broadcast to all can depend on how quickly you acknowledge your first notification message (freeing-up resources for a quicker notification to others), the amount of traffic on the assorted networks, and the number of subscribers.

RESPONSIBILITY

You are responsible for ensuring that your up-to-date information is on-file with the University so that you will be notified via CSUalert in the event of an emergency. The information that you initially provided to the University when you entered as a student or employee will be used for CSUalert broadcasts. To update your information anytime, go to your CampusNet account: <https://campusnet.csuohio.edu/login.jsp>

CSUalert will attempt to contact you through each delivery method that you selected. If notified of an emergency, you **MUST** acknowledge receipt immediately upon receiving the emergency message; otherwise, the system will cycle through each delivery method you selected and may also repeat attempts. Aside from you being interrupted unnecessarily repeatedly, any delayed acknowledgement on your part can delay others

from receiving an emergency message because the system is busy attempting to receive an acknowledgement from you.

TESTS

Both systems are tested at least twice a year, and a courtesy notice will be posted on the CSU main webpage and e-mailed via the “Campus Mailbag” forewarning you of a test. If you do not receive the CSUalert test message, then either you opted-out of the notification database (see above to update your account) or your delivery device(s) blocked the message (spam, IM privacy setting, etc.). It is your responsibility to ensure that your device(s) accepts CSUalert messages.

If you are no longer a student or an employee, you should not expect to receive CSU emergency messages.

COST OF THE SYSTEMS

CSU pays the entire cost of the systems, except participants are responsible for any charges their service provider may charge for receiving CSUalert messages (text, e-mail, etc.).

ADDITIONAL INFO.

For additional information regarding the University’s *Emergency Notification Plan*, you may view the entire plan at: <http://www.csuohio.edu/offices/accesssecurity/>

For questions regarding VENS or CSUalert, please contact the Access Control & Security Systems department at (216) 687-5386.
<http://www.csuohio.edu/offices/accesssecurity/>

For an emergency, call CSU Police Dispatch by dialing 9-1-1 on any campus phone. Mobile phone (cellphone) users and any off-campus caller may dial 9-1-1 and ask to be transferred to CSU Police, or they may call CSU Police directly at (216) 687-2020.