

# EMERGENCY COMMUNICATION PROCEDURES

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## Emergency Notification

- Emergency Notifications are issued upon the confirmation of a significant emergency or dangerous situation on campus involving an immediate threat to health or safety of students or employees.
- The subject line must always read the same: Emergency Notification.
- Brief description of incident and basic instructions to the community; direct them to where they can receive additional information.
- Follow-up information will be distributed using some or all of the identified communication systems (except fire alarm).
- Wide focus on any significant emergency or dangerous situation (may include Clery Act crimes).  
Examples: Outbreak of meningitis, serious illness, approaching tornado, hurricane, gas leak, terrorist incident, riot, explosion, hazardous waste spill, etc.
- Do not send Emergency Notification for power outage, snow closure or a string of larcenies.
- Determine the appropriate segment(s) of the campus community to receive a notification.
- Notification methods may include some or all the following include email, text messaging (via RAVE system) as well as text to voice phone calls to cell and home numbers, emergency phone alert system (EPAS), GRCC website, use of digital signs located through college buildings, fire alarm activation, posted notices in building, and /or contacting local television news outlets.
- Chief of Police or designee, the Executive Director of Operational Planning, or the Director of Communications (or their designees) will be responsible for writing and sending the notification.
- Employees, students and visitors will be given instructions and directed to a safe location.
- Complete the Emergency Communication form to document the rationale for sending or not sending a notification. Attach the completed form to the incident report, if one exists, and all emails sent and received (if any).
- Regular updates and notifications will be sent via the same and/or additional methods as the original notification (at least one update **must** be sent. Ex. "All clear").
- All records must be given to the Clery Compliance Officer and records must be maintained for 7 years.

## Timely Warning Notice (TWN)

- "Subject" line should always read "Timely Warning Notice"
- Ensure that the TWN contains information that would aid in the prevention of similar crimes by providing at least one crime prevention tip or additional safety information.
- Include date and time or timeframe of the incident
- Include a description of suspect(s) when deemed appropriate and if there is sufficient detail.
- Include GRCC PD contact information

- Distribute to the entire campus community for any Clery Act Crime that is within the College's Clery Act geography and is considered to represent a serious or continuing threat to students and employees.
- Complete the Emergency Communication form to document the rationale for sending or not sending a TWN. Attach the completed form to the incident report and all TWN e-mails, if distributed, sent and received.
- All reports and correspondence will be attached to the form and turned over to the Clery Compliance Officer for record keeping for 7 years.
- The TWN should be issued as soon as pertinent information is available. Even if you do not have all the facts surrounding the criminal incident.
- The TWN should contain information about what type of criminal incident has occurred; additional information may be provided as it becomes available.
- TWN are not limited to violent crimes or crimes against persons. They can be used for threats to property crimes. i.e. rash of burglaries or car thefts.
- Must include pertinent information triggering the TWN.
- TWN will be sent to the Executive Director of Operational Planning or the Director of Communications for distribution to the campus community.
- The primary method of communicating a TWN will be through the GRCC RAVE system utilizing email for complete details. If there is an immediate need to notify members of the campus community the text messaging function will also be used with basic information and directing individuals to their email for additional information.
- In an effort to notify visitors to our campus, the TWN will be posted on internal digital signs.
- In extenuating cases other possible methods of communication may include any of the following: home or mobile phone calls (RAVE System), a banner on the GRCC website homepage, EPAS, public address system, face to face communication, the use of social media and use of local news media.

### **Public Safety Advisory**

- Clery reportable geography. For non-Clery reportable crimes on campus, as well as other situations that may impact our campus community.
- A crime or pattern of crimes that are not one of the 15 reportable Clery crimes.
- A minor security or safety concern (fire caused by cigarettes).
- Facilities-related issues that may cause disruption to one or more campuses.
- Chief of Police or designee may issue a Public Safety Advisory.
- Disseminated via email and/or text messaging by the Director of Communications or designee. Are written in situations in which a serious or significant crime(s) occurs outside of the.

### **Incident Information (On Campus)**

GRCC Police Department process for the Main, DeVos and Tassell M-TEC campuses.

- Dispatcher will receive the call.
- Police Officer(s) will respond to the reported incident.
- Police Officer(s) will evaluate the incident to determine danger and the threat level.

- Highest ranking police employee will be notified.
- If appropriate, the Emergency Communication process will be initiated.
- Instructions as to where to go, what to do, etc. will be provided.
- If appropriate, the Emergency Management Team will be convened.
- Regular updates and notifications will be sent in the same and/or additional methods as the original emergency notification.

#### **Incident Information for GRCC Lakeshore Campus and Off Campus**

- Once GRCC is notified, whether by the local jurisdiction or other GRCC employees, the highest ranking police employee will be notified.
- If appropriate, the Emergency Communication process will be initiated.
- Instructions as to where to go, what to do, etc. will be provided.
- If appropriate, the Emergency Management Team will be convened.
- Regular updates and notifications will be sent in the same and/or additional methods as the original emergency notification.