METHODIST UNIVERSITY

METHODIST UNIVERSITY PUBLIC ALERT WARNING SYSTEM POLICY AND PROCEDURE

Emergency Notification/Timely Warning Policy

✓ **READY-PREPARE, PLAN, STAY INFORMED**

Updated April 7, 2020

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Section 1: Emergency Notification

1.1   Introduction

A. In accordance with Methodist University's Emergency Operations Manual this document formalizes the University's emergency warning notification system designated as **MUPAWS** (Methodist University Public Alert Warning System). Methodist is a complex institution, and people move about our campus freely. Despite advances in communication, there is no way to reach everyone instantly with a single notification method.

B. The goal is to balance the need to provide warnings as quickly as possible with the need to ensure accuracy and provide helpful safety instructions to our campus community.

C. MUPAWS has been designed as a multi-layered approach that will help spread the word quickly and accurately. The multiple communications layers will initially provide basic information to alert the community of a safety incident. Individuals should then take actions to protect themselves as public safety officials react to the safety issue.

1.2   Purpose

MUPAWS is designed to notify as many as possible as quickly as possible based on the specific incident circumstances.

"The HEA has specific requirements intended to help you keep your students and employees informed about threats to their safety and health in a manner that allows them to protect themselves." (The Handbook for Campus Safety and Security Reporting)

"The Clery Act requires every Title IV institution, without exception to have and disclose emergency response and evacuation procedures that would be used in response to a significate emergency or dangerous situation involving an immediate threat to health or safety of students or employees occurring on campus." (The Handbook for Campus Safety and Security Reporting)

"Under the Clery Act, every institution is required to immediately notify the campus community upon confirmation of a significant emergency or dangerous situation occurring on the campus that involves an immediate

threat to the health or safety of students or employees." (Emergency Notification) (The Handbook for Campus Safety and Security Reporting)

1.3   Scope

MUPAWS is designed to quickly provide warning information to faculty, staff, students and visitors on campus. Public Relations personnel will provide more information to internal stakeholders and external stakeholders based on the specific incident's circumstances.

1.4   Laws and Authorities

A. Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act or Clery Act; federal statute codified at 20 USC 1092(f), with implementing regulations is the US Code of Federal Regulations at 34 CFR 668.46.
B. The Higher Education Opportunity Act (Public Law 110-315) (HEOA) was enacted on August 14, 2008, and reauthorizes the Higher Education Act of 1965, as amended (HEA).

1.5   Situation and Assumptions

A. Situation:
   1. These guidelines are specifically designed for Methodist University main campus.
   2. The Methodist University campus covers a little over 600 acres and approx. 51 classroom/academic/office/athletic/residential buildings.
   3. The student population in total is roughly 2400 (approx. 1100 housed on campus). There are close to 600 employees (faculty and staff) on campus.
   4. The Methodist University campus is a community of nearly 3000 faculty, staff and students that must be prepared to respond to events and incidents.

B. Assumptions:
   1. All Outdoor Speaker Arrays are designated for outdoor use and building residents should not relay on them for initial incident notification.
   2. A single communication cannot reach all stakeholders in a timely manner.
   3. Timely emergency notification relies on functioning, multiple communication avenues.

4. Most emergency event will occur with little or no warning.
5. Emergencies may require cooperation/coordination of internal and external departments, organizations, and agencies to include, university, city, county, state and federal entities.
6. Basic services, including electrical, telecommunications, and other information systems may be interrupted and will probably limit some layers of our overall communication system.
7. Departments must develop internal processes to notify their employees of emergency incidents.
8. Periodic testing of MUPAWS and departmental processes are critical to ensure operational readiness and effectiveness of the notification systems.

Section 2: Emergency Notification System Operations

2.1   Introduction

A. The campus community will be notified by the University's emergency warning notification system if a major emergency or dangerous situation involving an immediate threat to the health or safety of students or employees occurs on or near campus, unless in the professional judgement of the responsible authorities, the notification will compromise efforts to assist victims or to contain, respond to or otherwise mitigate the emergency.

B. The major emergency or dangerous situation will normally will normally be confirmed by MUPS personnel prior to alerting the campus community.

C. MUPAWS warning notifications are designed to warn Methodist faculty, staff and students by activating some or all MUPAWS layers.

D. In major incidents emergency warning may initially focus on one of the following two basic emergency notification systems:
1. **Fire Alarms** means to <u>immediately</u> **evacuate** the building and proceed to your Emergency Assembly Area.
2. **Outdoor Speaker Array Warning** means to <u>immediately</u> follow the instructions given through the speaker text to speech message.
   a. Shelter in place means seeking immediate shelter inside a building or University residence. This course of action may need to be taken during a tornado, a civil disturbance (such as a shooting), or a release of hazardous materials in the outside air.

E. When individuals hear a Fire Alarm or the Outdoor Speaker Array they should immediately evacuate or go inside a building to a safe location, as applicable, or use any communication means available to find out more details about the emergency. They should remain in place until police, fire or other emergency response personnel provide additional guidance or tell them it is safe to leave.

F. Additional warning notifications and follow up information will use other layers of MUPAWS. They are:
1. Mobile App
   a. Methodist University faculty, staff and students should install the Alertus + app through their play store (both IPhone and Android compatible).
2. Twitter/Facebook Posts
   a. Follow MUPS @MUPublicSafety or like us on Facebook (Methodist University Public Safety to receive up-to-date information on campus emergencies. Also follow @Methodist_News for the most recent updates.
3. Desktop Popup Alert
   a. Alerts will be sent to all University computers that are logged on and display incident information. If the speakers are on, you will also hear the text to speech message.
4. Alertus Beacons
   a. Alerts will be sent to the beacons that are installed in all buildings. Beacons will alarm audibly, flash and a text alert will be available.
5. Digital Signage Display
   a. Alerts will be displayed on digital signage that is available across the campus showing in text the incident message.
6. Web Push Notification
   a. Alerts can/will be sent to the individual's personal devices not connected to the Methodist University network. The alerts are sent through you web connections on those devices.
7. An email will be sent out to all campus email addresses.
8. Any TV tuned to the internal Methodist station will display incident information.
9. Methodist University home page (www.methodist.edu).
   a. Public Relations personnel will post additional information as applicable for campus related emergencies.
10. University Residences personnel will implement internal notification procedures to alert people in individual halls via their resident assistants, phones and signage.
11. Public Relations personnel will work with the news media, radio, TV, newspaper and internet to help spread the word as needed.

2.2 Objectives

A. Maintain multiple communication layers to disseminate information to all stakeholders as quickly as possible.
B. Constantly evaluate new technologies and incorporate them into MUPAWS as funding allows.
C. Test MUPAWS, normally quarterly and incorporate any lessons learned into the activation procedures.

2.3 Activation

A. Most major emergencies or dangerous situations will be reported to the MUPS communications center who will dispatch MUPD and security to investigate and confirm the emergency. If confirmed, MUPSCC starts notification process by notifying public safety officials.

B. Activation of all or part of the overall warning notification system will be decided on by the Incident Commander and senior leadership. Each incident will be evaluated based on incident specifics and life safety factors; a decision to make a timely warning/emergency notification will then be made.
C. The Director of Public Safety or representative will normally direct MUPAWS activation. However, the responding Incident Commander may direct MUPAWS activation if immediate life safety issues exist.

D. The initial MUPAWS notifications will normally use a pre-canned message that provides very basic information that is designed to immediately notify Methodist faculty, staff and students. More detailed information will be included in subsequent notifications and posted on the Methodist University page.

2.4   More detailed information on all MUPAWS layers can be found in the plan appendices.

Section 3: Direction, Control, and Coordination

3.1 Responsibilities:

A. The Incident Commander has the authority to activate all or part of MUPAWS. Figure 1, Emergency Warning Notification Flow Chart, outlines the emergency warning notification process. However, for most emergency incidents the IC will relay information to their respective MUPS leadership who will determine MUPAWS activation. They will direct Methodist University Public Safety Communication Center to activate

applicable MUPAWS layers and ensure Public Relations personnel are notified and will then activate the other layers if deemed appropriate.

B. Emergency warning notification decisions will be based on emergency levels and urgency of notification (life safety considerations).

C. The decision to take action and initiate an emergency warning notification should be based on the severity of the emergency and the threat to life safety, as well as the time that is required to communicate with the most people possible. Figure 2, the Activation Hierarchy outlines the approval process for most situations.

D. The person who initiates the emergency warning notification system should undertake this responsibility after careful consideration of the emergency and the threat to human life and safety. For example:

1. A tanker truck leaking a hazardous gas that is moving onto the campus requires **immediate action** to provide enough time for people outside to take shelter inside of a building. This type of emergency and the need for rapid notification requires the Incident Commander (probably first responding security or police units) to take action as quickly as possible. The IC has the authority to activate MUPAWS. MUPAWS will be **immediately activated.**

2. A potential release of a hazardous gas does not have the immediacy of a release and the threat to life safety is less severe. The people who are initially notified would be able to move up through the hierarchy to a decision-maker who would determine the appropriate level and the type of emergency notification systems to activate.

E. Figure 3, Methodist and Timing of MUPAWS describes the systems that Methodist University may activate and the desired activation time for these systems. Activation of all or part of the emergency warning notification systems will be based on the specific incident.

3.2 MUPAWS Notification Guidelines

A. Normally, all MUPAWS layers will be activated. However, the MUPAWS activator may only activate certain layers based on the specific incident circumstances. These guidelines allow for the flexible use of communication layers to provide an emergency warning to our campus community. An Incident Commander or other individuals authorized to activate MUPAWS should have a thorough understanding of the various

emergency warning notification system layers and activate only the ones that are needed to ensure the Methodist community is properly notified.

3.3   Call Center

A. Public Relations staff maintain the standard operating procedures and checklist to activate a Call Center in their Crisis Communications Plan.

B. Determining when the Call Center will be activated is the responsibility of the Vice President of Public Relations or the current senior staff person, the Director of Public Safety or the Dean of Students.

3.4   Preformatted Warning Notification Messages

A. Preformatted messages are already entered into the system under pre-set messages. Appendix 11 provides a listing of messages included.

3.5   Emergency Announcement Examples

A. Attachments 3 provides script that can be adjusted and used if an emergency situation occurs.

Section 4: Training

4.1   Exercises

A. When possible, MUPAWS will be used in campus exercises to provide training for activators; promote awareness for the Methodist University community; and provide realism to exercise execution.

4.2   After Action Review Process

A. When MUPAWS is active an after action review will be conducted by the Public Safety Office. Activation procedures and message systems effectiveness will be reviewed. Lessons learned will be documented and incorporated and used to improve the standard operating procedures.

B. A MUPAWS activation chart will be maintained with all activations. A monthly report will be made to the Campus Safety and Security Committee. The report will show the type of activation and overall number of activations for the year.

4.2   Testing

A. Periodic testing is critical to ensuring MUPAWS is reliable and effective in reaching our stakeholders. MUPAWS will normally be tested at the beginning of each academic semester. The system will also be test at random times throughout the semesters. At least one of the two tests must be conducted to comply with the Department of Education's Campus Safety and Security reporting requirements. An After Action Report should be completed and lessons learned incorporated into fine tuning the overall system.

Section 5: Timely Warning Policy

5.1   Scope

A. This policy applies to Methodist University

5.2   Purpose

The purpose of this policy is to ensure the issuance of timely warnings regarding crimes posing a serious or ongoing threat to the campus community. This policy complies with the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (Clery Act) by establishing procedures for the university regarding the circumstances and delivery of warnings of serious or on-going threats (see 20 USCA section 1092; 34 CFR 668.46(e)).

"The Clery Act requires you to alert the campus community to certain crimes in a manner that is timely and will aid in the prevention of similar crimes." "All Title IV institutions, without exception, are subject to the timely warning regulation." (The Handbook for Campus Safety and Security Reporting)

5.3   Policy and Procedure

What are timely warnings? Timely warnings are provided to notify students, faculty, and staff of certain crimes that may represent a serious or ongoing threat to the campus community and to heighten safety awareness. A timely warning also seeks information that may lead to the arrest and conviction of the offender when violent crimes against persons or substantial crimes against property have been reported.

Timely warnings include information about the crime that triggered the warning, but do not include personally identifiable information about the victim of the crime. Timely warnings also include other available information that the university determines will help members of the campus community to

protect themselves, ranging from descriptive information about suspects to tips on deterring theft. The content and amount of information varies depending on the nature of the threat, the amount of information available without the risk of compromising law enforcement efforts, and other factors.

When are timely warnings made – what type of situations do they warn of? Timely warnings are made for all Clery Act crimes that occur on our Clery Act geography, that are reported to a CSA, local police, and campus police/security and is considered by the institution to represent a serious or continuing threat to students and employees. Timely warnings may not be limited to only Clery Act crimes, a timely warning could also be used in crimes that are threat toward property or for crimes that occur off campus in the surrounding areas that could pose a threat to student or employees safety.

Decisions to issue a timely warning are made on a case-by-case basis considering the nature and circumstances of the crime and the danger posed to the community.

Who makes them and how? Timely warnings typically are made by the Methodist University Public Safety Department.

Timely warnings typically are made through campus wide e-mails sent to students and employees and through the mobile app section only of the MUPAWS discussed above. This is done in order to reach the most people as possible and to ensure that the community has been advised about the crime and steps to take to ensure their own safety.
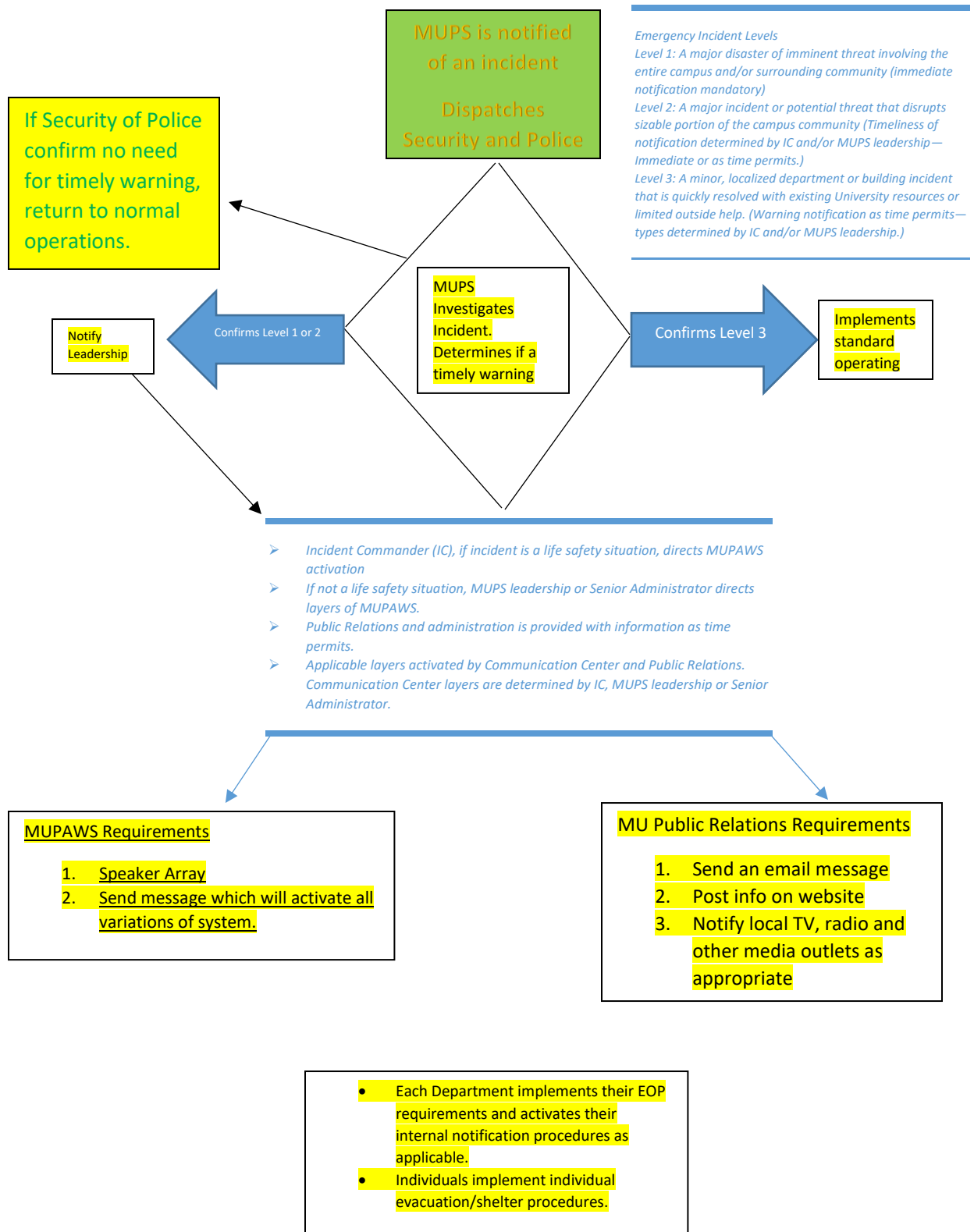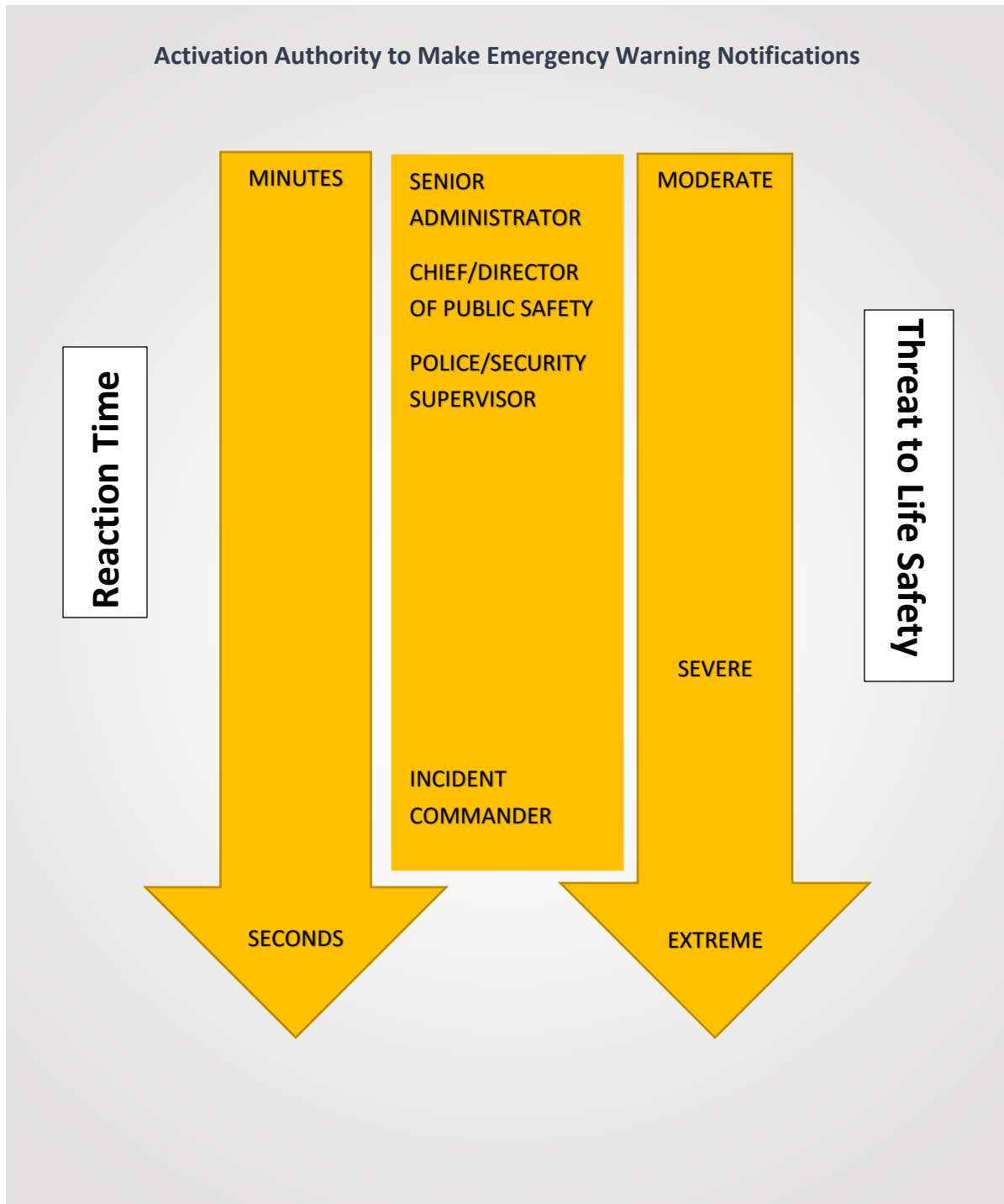
MUPAWS FLOW CHART

MUPS is notified of an incident

Dispatches Security and Police

If Security of Police confirm no need for timely warning, return to normal operations.

Emergency Incident Levels
Level 1: A major disaster of imminent threat involving the entire campus and/or surrounding community (immediate notification mandatory)
Level 2: A major incident or potential threat that disrupts sizable portion of the campus community (Timeliness of notification determined by IC and/or MUPS leadership— Immediate or as time permits.)
Level 3: A minor, localized department or building incident that is quickly resolved with existing University resources or limited outside help. (Warning notification as time permits— types determined by IC and/or MUPS leadership.)

MUPS Investigates Incident. Determines if a timely warning

Confirms Level 1 or 2 →

Notify Leadership

Confirms Level 3 →

Implements standard operating

➢ *Incident Commander (IC), if incident is a life safety situation, directs MUPAWS activation*
➢ *If not a life safety situation, MUPS leadership or Senior Administrator directs layers of MUPAWS.*
➢ *Public Relations and administration is provided with information as time permits.*
➢ *Applicable layers activated by Communication Center and Public Relations. Communication Center layers are determined by IC, MUPS leadership or Senior Administrator.*

MUPAWS Requirements

1. Speaker Array
2. Send message which will activate all variations of system.

MU Public Relations Requirements

1. Send an email message
2. Post info on website
3. Notify local TV, radio and other media outlets as appropriate

• Each Department implements their EOP requirements and activates their internal notification procedures as applicable.
• Individuals implement individual evacuation/shelter procedures.

Figure 1

MUPAWS ACTIVATION HIERARCHY

Activation Authority to Make Emergency Warning Notifications

Reaction Time

Threat to Life Safety

MINUTES

MODERATE

SENIOR ADMINISTRATOR

CHIEF/DIRECTOR OF PUBLIC SAFETY

POLICE/SECURITY SUPERVISOR

SEVERE

INCIDENT COMMANDER

SECONDS

EXTREME

Figure 2

MUPAWS COMMUNICATIONS METHODS

Methods/Timing of MUPAWS

Reaction Time

Threat to Life Safety

HOURS

HIGH

- **PRESS CONFERENCE**

- **FOLLOW UP MEDIA RELEASES**

MINUTES

SEVERE

- **LOCAL MEDIA NOTIFICATION**
- **UNIVERSITY RESIDENCE PERSONNEL NOTIFIED**
- **POST INFOR ON WEBSITE**
- **TWITTER POST**
- **SEND A MASS EMAIL**
- **BEACONS/SIGNAGE**
- **DESKTOP POPUP**
- **APP MESSAGE**

SECONDS

EXTREME

Figure 3

APPENDICES

The appendices include a description, assumptions and procedures for activating MUPAWS.

1. Clery Reportable Crimes
2. Outdoor Emergency Warning Speaker Array
3. Mobile App
4. Desktop Popup
5. Alertus Beacon
6. Digital Signage
7. Web Push Notifications
8. Mass Email
9. Webpage Notification
10. University Residences Notification
11. Media Advisory or News Release Notification

Appendix 1
Clery Reportable Crimes

The Clery Act requires us to report all incidents of the following crimes when they occur within Clery geography

- Murder/Non-negligent Manslaughter
- Negligent Manslaughter
- Sexual Offenses:
  - Rape
  - Forcible Fondling
  - Incest
  - Statutory Rape
- Dating and Domestic Violence
- Stalking
- Robbery
- Aggravated Assault
- Burglary
- Motor Vehicle Theft
- Arson
- Alcohol, Drug and Weapons offenses
- Hate Crimes

The Clery Act defines hate crimes as any of the above offenses, plus

- Destruction of Property/Vandalism
- Intimidation
- Larceny/Theft
- Simple Assault

when those crimes are motivated by bias or prejudice. The above offenses are to be counted as hate crimes when it can be demonstrated that the act was based on a bias or prejudice based on:

- Race
- Religion
- Gender
- Gender Identity
- Sexual Orientation
- Ethnicity
- National Origin
- Disability

Appendix 2
Outdoor Emergency Warning Speaker Array

Description

Methodist University has 5 Outdoor Emergency Warning Speaker Arrays, which can be independently activated from the Methodist University Public Safety Office or Welcome Center. The speakers are strategically located around campus (See Attached Photo). Speaker notification is one layer of Methodist University's multilayered notification system and is designated to be the sole source of emergency warning notification.

Assumptions

1. Speakers are functional
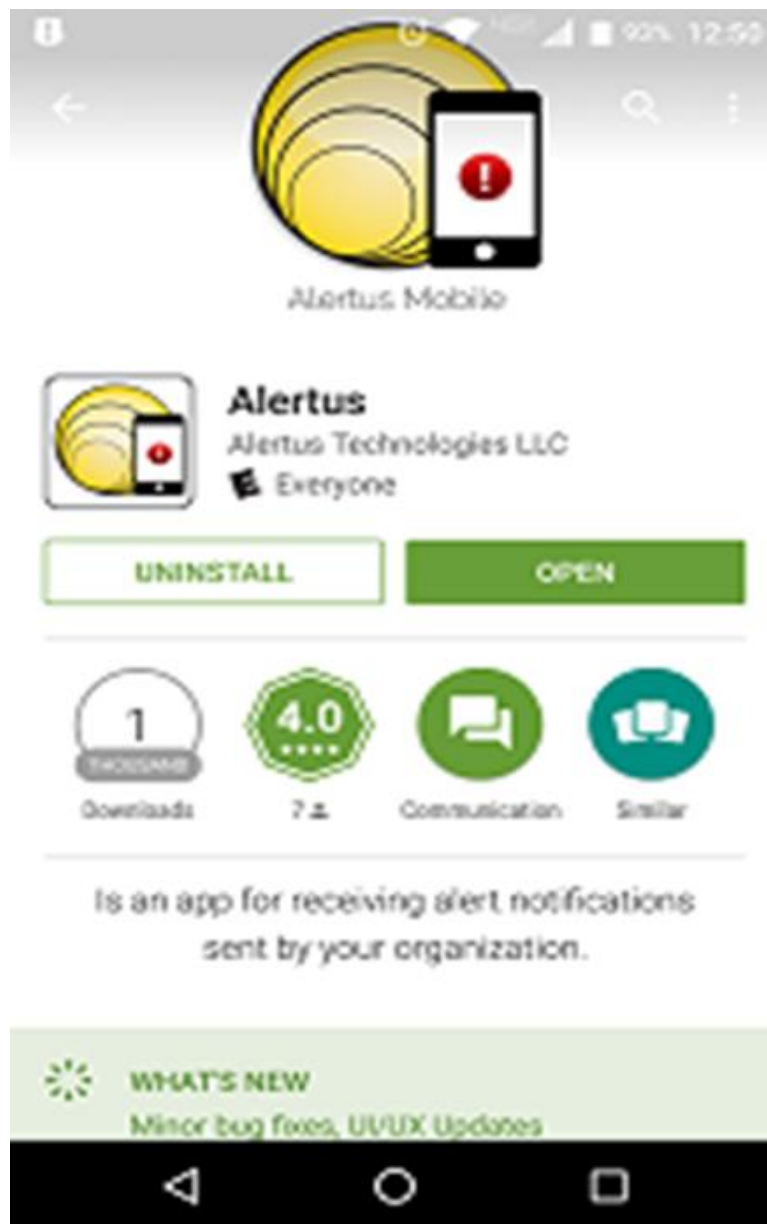2. Outdoor Emergency Warning Speakers are primarily designated for outdoor notification.
3. For most emergency incidents, the Incident Commander (IC) will normally relay information to their respective MUPS leadership who will determine MUPAWS activation.
4. Based on life threatening considerations the IC has the authority to activate the MUPAWS.
5. People hearing the speakers should immediately follow the instruction given.

Procedures for Activation

1. Methodist University Security or Police will notify senior leadership on the specific incident.
2. IC, senior administrative official, or MUPS leadership will direct the activation of the speaker system.

Maintenance

Methodist University Public Safety is responsible for testing the Outdoor Warning Speaker Arrays. The speakers are tested at a minimum on a quarterly basis. MUPS will verify proper operation of the University's five speakers during each test. They will report any malfunction or maintenance requirements to the Director/Assistant Director of Safety and Security.

Speaker Array Coverage
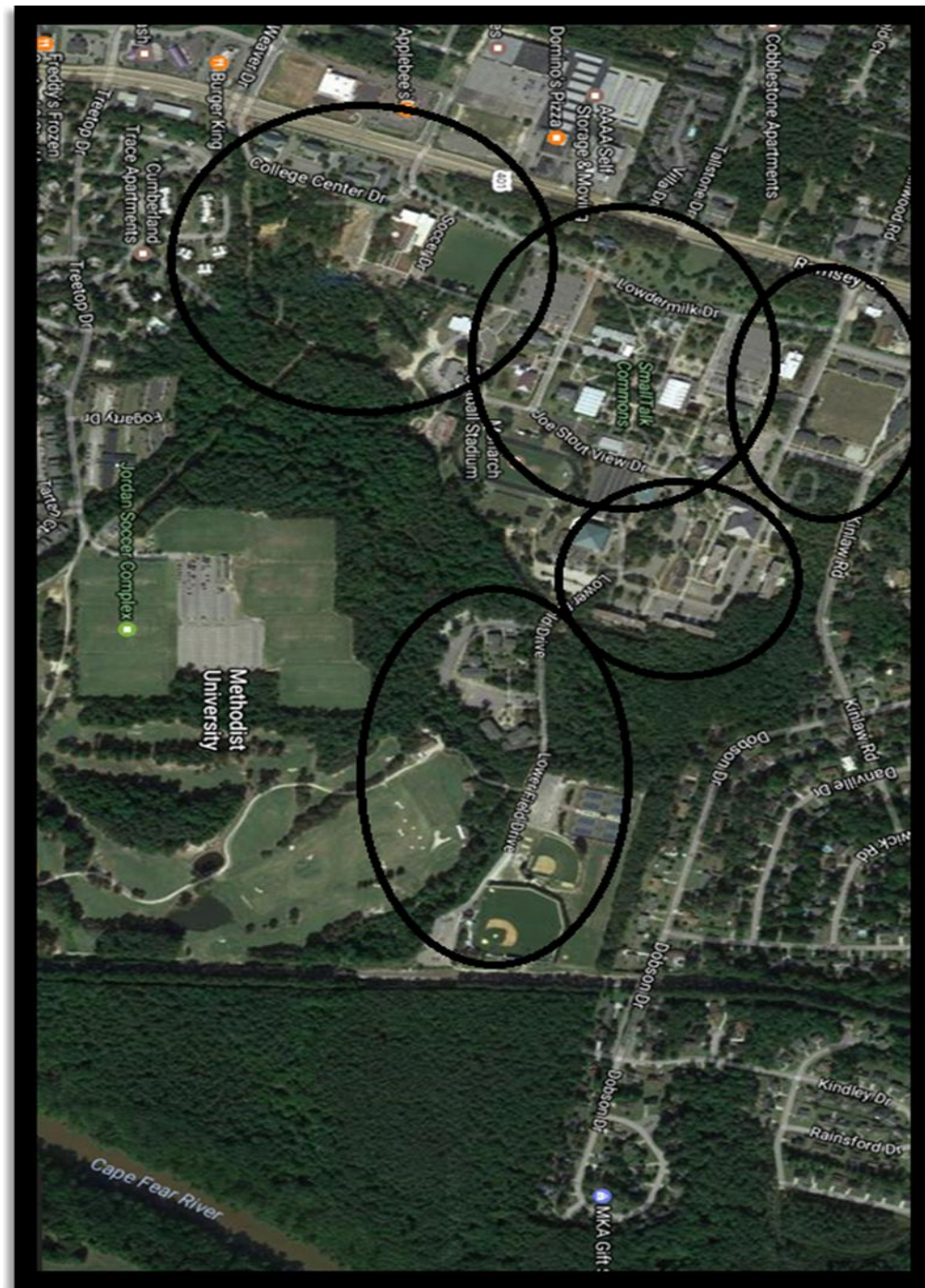
Appendix 3
Mobile App

Description

The Alertus Mobile App is available to everyone (parents, students, staff and faculty). It is one of the fastest and most reliable ways to reach everyone. The mobile app is only one layer of Methodist University's multilayered notification system and is not designed to be the sole source of emergency warning notification.

Assumptions

1. For most emergency incidents, the Incident Commander (IC) will normally relay information to their respective MUPS/MUPD leadership who will determine MUPAWS activation.
2. Based on life threatening considerations the IC has the authority to activate the MUPAWS.
3. Methodist University Public Safety officers will normally use the preformatted messages.
4. Individuals who have installed the app on their phones and set up the app are operational (**Notify Public Safety at mupublicsafety@methodist.edu to receive domain code or come by in person.)**
5. People receiving the app alert will read the alert and then take appropriate action.

Procedures for Activation

1. IC, senior administrative official or MUPS/MUPD leadership must determine that the mobile app alert is necessary.
2. MU Public Safety personnel have primary responsibility to send the initial alert.
3. MUPS personnel will normally use preformatted messages and use their internal standard operating procedures.
4. When formatted a message for an alert, the same message should be set to:
   a. Outdoor Speaker Arrays
   b. Desktop Popup
   c. Mobile App
   d. Beacon
   e. Digital Signal Override
   f. Web Push Notifications

Maintenance

The Mobile App will normally be tested at least once a semester to verify operation.

Appendix 4

Desktop Popup Alert

Description

The Popup Alert will:
- "Take Over" a Methodist University logged in computer and display an alert message (all offices and computer labs).
- By clicking the "Acknowledge", one is acknowledging receipt of the alert and will return to the normal screen.

Assumptions

1. For most emergency incidents, the Incident Commander (IC) will normally relay information to their respective MUPS/MUPD leadership who will determine MUPAWS activation.
2. Based on life threatening considerations the IC has the authority to activate the MUPAWS.
3. Methodist University Public Safety officers will normally use the preformatted messages.
4. Targeted computer is turned on, logged on and operational
5. People receiving the Desktop Popup will read the alert and then take appropriate action.

Procedures for Activation

1. IC, senior administrative official or MUPS/MUPD leadership must determine that the mobile app alert is necessary.
2. MU Public Safety personnel have primary responsibility to send the initial alert.
3. MUPS personnel will normally use preformatted messages and use their internal standard operating procedures.
4. When formatted a message for an alert, the same message should be set to:
   a. Outdoor Speaker Arrays
   b. Desktop Popup
   c. Mobile App
   d. Beacon
   e. Digital Signal Override

Maintenance

The Mobile App will normally be tested at least once a semester to verify operation.

Appendix 5
Alertus Beacon

Description

The alert BEACON will:

- Alarm for 30-60 seconds (cannot be muted).
- Flash for approximately 5-10 minutes.
- Provide incident information (Info available for 5-10 minutes before it resets).

Assumptions

1. For most incidents, the Incident Commander (IC) will normally relay information to their respective MUPS/MUPS leadership who will determine MUPAWS activation.
2. Based on life threatening considerations the IC has the authority to activate the MUPAWS.
3. MUPS personnel will normally use preformatted messages.
4. Alertus Beacon system is operational.
5. People receiving an alert will read the message transmitted, react to visual/audible alarms and then take appropriate action.

Procedures for Activation

1. IC, senior administrative official, or MUPS/MUPD leadership must determine that an alert is necessary.
2. MUPS personnel have primary responsibility to activate the beacons through the Alertus console.
3. MUPS personnel will normally use preformatted messages and use their internal standard operation procedures.
4. When the message is formatted, the same message should be sent to:
   a. Outdoor Speaker Arrays
   b. Desktop Popup
   c. Mobile App
   d. Beacon
   e. Digital Signal Override

Maintenance

The Alertus Beacons will normally be tested at least once each semester to verify operation.

Appendix 6
Digital Signage

Description

The Digital Signs will:
- The alert takes over the digital display screen.
- Provides incident information (Info available for 5-10 minutes before it resets).

Assumptions

1. For most emergency incidents, the Incident Commander (IC) will normally relay information to their respective MUPS/MUPD leadership who will determine MUPAWS activation.
2. Based on life threatening considerations the IC has the authority to activate the MUPAWS.
3. MUPS personnel will normally use preformatted messages.
4. Digital Signs are operational.
5. People receiving an alert will read the message sent, react to visual/audible alarms, and then take appropriate action.

Procedures for Activation

1. IC, senior administrative official, of MUPS/MUPD leadership must determine that an alert is necessary.
2. MUPS personnel have primary responsibility to activate the alert beacons.
3. MUPS personnel will normally use preformatted messages and use their internal standard operating procedures.
4. When message is formatted, the same message should be sent out to:
   a. Outdoor Speaker Arrays
   b. Desktop Popup
   c. Mobile App
   d. Beacon
   e. Digital Signal Override
   f. Web Push Notifications

Maintenance

Digital Signs will normally be tested at least once a semester to verify operations.

Appendix 7
Web Push Notification

Description

The Web Push Notification will:

- Will send a notification of the alert to individual devices not connected to the University network.

Assumptions

1. For most incidents, the Incident Commander (IC) will normally relay information to their respective MUPS/MUPS leadership who will determine MUPAWS activation.
2. Based on life threatening considerations the IC has the authority to activate the MUPAWS.
3. MUPS personnel will normally use preformatted messages.
4. **Individual has signed up for web push notifications through secured link.**
5. People receiving an alert will read the message transmitted, react to visual/audible alarms and then take appropriate action.

Procedures for Activation

1. IC, senior administrative official, or MUPS/MUPD leadership must determine that an alert is necessary.
2. MUPS personnel have primary responsibility to activate the beacons through the Alertus console.
3. MUPS personnel will normally use preformatted messages and use their internal standard operation procedures.
4. When the message is formatted, the same message should be sent to:
    a. Outdoor Speaker Arrays
    b. Desktop Popup
    c. Mobile App
    d. Beacon
    e. Digital Signal Override
    f. Web Push Notification

Maintenance

The Web Push Notifications will normally be tested at least once each semester to verify operation.

Appendix 8
Mass E-mail

Description

Marketing and Media personnel will send all university faculty, staff and students (who have a Methodist.edu email address) an email on the emergency incident. Updated information on the incident will be posted on the university's website when deemed necessary through that office. Mass email notification is one layer of the MUPAWS multilayered notification system and is not designed to be the sole source of emergency warning notification.

Assumptions

1. Email system is operational.
2. For most emergency incidents, the Incident Commander (IC) will normally relay the information to their respective MUPS/MUPD leadership who will determine MUPAWS activation.
3. Based on life threatening considerations the IC has the authority to activate the MUPAWS.
4. All members of the university community have access to their email at all times of the emergency.
5. All members of the university community check their email at the time of the emergency.

Procedures for Activation

1. Once MUPAWS has been activated an email will be draft and sent to all current faculty, staff and students who have a Methodist.edu account.
2. Should use a pre-canned message (may alter the message based on specific incident factors.)

Maintenance

The email system should be periodically tested to verify operations.

Appendix 9
Emergency Status Page Message

Description

Methodist University web page (www.methodist.edu) is accessible from anywhere in the world and is the focal point for emergency information. Marketing and Media personnel will post emergency information on the page to provide Methodist University community additional information on the emergency incident as quickly as possible. A web page emergency notification posting is one layer of the MUPAWS multilayered notification system and is not designated to be the sole source of emergency warning notification.

Assumptions

1. The University's web page (www.methodist.edu) is operational.
2. For most emergency incidents, the Incident Commander (IC) will normally relay information to their respective MUPS/MUPD leadership who will determine MUPAWS activation.
3. Based on life threatening considerations the IC has the authority to activate MUPAWS.
4. People will check the web site and take appropriate action.
5. Web site messaging is a passive communication vehicle, which is to be used redundantly with other emergency notification methods.

Procedures for Activation

1. Once MUPAWS has been activation Marketing and Media will format and post emergency information on the university web site.
2. Emergency incident information will be updated on the university web site as necessary.

Appendix 10
University Residence (UR) Notification

Description

UR officials are notified of the emergency incident by MUPAWS. Once UR officials receive emergency incident notification, they will implement UR internal notification procedures. UR notification is on layer of Methodist University's multilayered notification system and is not designed to be the sole source of emergency warning notification.

Assumptions

1. For most emergency incidents, the Incident Commander (IC) will normally relay information to their respective MUPS/MUPD leadership who will determine MUPAWS activation.
2. Based on life threatening considerations the IC has the authority to activate MUPAWS.
3. UR officials receive the MUPAWS alert.
4. UR officials recognize the need to implement their internal UR emergency warning notification procedures.

Maintenance

UR personnel should maintain up to date internal notification procedures.

Appendix 11
Media Advisory or News Release

Description

Marketing and Media personnel may notify the media (radio, newspaper, etc) as soon as possible with details of an emergency incident, based on the incident's specific circumstances. Updated information will be provided to all sources as it becomes available. Media advisory or news release is one layer of Methodist University's multilayered notification system and is not designed to be the sole source of emergency warning notification.

Assumptions

1. For most emergency incidents, the Incident Commander (IC) will normally relay information to their respective MUPS/MUPD leadership who will determine MUPAWS activation.
2. Based on life safety consideration the IC has the authority to activate MUPAWS.
3. Marketing and Media personnel are the official spokespersons for Methodist University. A designated representative will serve as the Emergency Operations Center's Public Information Officer (PIO).
4. All news media contacts will be directed to the Marketing and Media office.

Procedures for Activation

1. After MUPAWS has been activated, M & M personnel will determine if a media release is warranted for the incident.
2. Final media advisory or news release is distributed to the appropriate media outlets, as applicable.

Evaluation and Follow-Up

1. Marketing and Media will monitor the news coverage surrounding a crisis, including wire stories, newspaper articles, radio and television broadcasts and move quickly to correct and errors that are made in the new coverage.
2. After the emergency, M & M personnel should supply the Emergency Operations Center (if activated) an overview of news coverage for post-event evaluation.

Appendix 12
Preset App/Desktop/Beacon Alerts

1. **All Clear (ALL)**-*(Name of System)*ALL CLEAR. The emergency condition is over. Return to normal activities.
2. **Aircraft Crash (ALL)**-*(Name of System)* An AIRCRAFT CRASH has been reported on the premises. Please stay away from the area. Await further instructions.
3. **Active Shooter (ALL)**-*(Name of System)*An ACTIVE SHOOTER has been reported on the premises. Please seek shelter in a safe/secure place away from windows and doors. Follow the ACTIVE SHOOTER protocol. If you are not on premises, please do not attempt access to campus. Stay put and await further instructions.
4. **Bomb Threat (ALL)**-*(Name of System)* A BOMB THREAT has been reported on the premises. Await further instruction.
5. **Fire (ALL)**-*(Name of System)* A FIRE has been reported on premises. Please follow the evacuation plans for your building or follow the instructions of the authorities on premises (security, police, fire, etc).
6. **Gas Leak (ALL)**-*(Name of System)* A GAS LEAK has been reported on premises. Follow instructions of the authorities on scene.
7. **Hazardous Materials Event (ALL)**-*(Name of the System)*A HAZARDOUS MATRIALS exposure has been reported on premises. Follow instructions of the authorities on scene.
8. **Severe Weather/Severe Thunderstorms (ALL)**-*(Name of System)* A SEVERE WEATHER ALERT is in effect. SEEK SHELTER away from doors and windows. Once safely sheltered, await further instructions.
9. **Tornado Watch (ALL)**-*(Name of System)* A TORNADO WATCH is in effect. Conditions are favorable for a tornado to develop. Remain indoors if possible. Monitor this system for further information.
10. **Tornado Warning (ALL)**-*(Name of System)* A TORNADO WARNING has been issued. A tornado has been reported nearby. SEEK SHELTER away from doors and windows. Move below ground if possible. Once safely sheltered, await further instructions.
11. **Tropical Storm Watch (ALL)**-*(Name of System)* A TROPICAL STORM WATCH is in effect. Conditions are favorable for tropical storm conditions to develop. Remain indoors if possible. Monitor this system for further information.
12. **Tropical Storm Warning (ALL)**-*(Name of System)* A TROPICAL STORM WARNING has been issued. There are tropical storm conditions are expected in the area. SEEK SHELTER away from doors and windows. Move below ground if possible. Once safely sheltered, await further instructions.

13. **Hurricane Watch (ALL)**-*(Name of System)* A HURRICANE WATCH is in effect. Conditions are favorable for hurricane to impact the area. Remain indoors if possible. Monitor this system for further information.

14. **Hurricane Warning (ALL)**-*(Name of System)* A HURRICANE WARNING has been issued. Hurricane conditions are expected in the area. SEEK SHELTER away from doors and windows. Move below ground if possible. Once safely sheltered, await further instructions.

15. **Test System (TEST GROUP ONLY)**-*(Name of System)* This is a test of (Name of System). NO ACTION IS NEEDED. In a real emergency, this message will contain important alert information.

16. **Community Advisory Re: Sexual Assault Report (ALL)**–*(Name of System)*(Insert Date)On (Insert Day and Date) Methodist University Police received a report of a sexual assault that occurred on (Insert Date). The complainant reported being assaulted in an on-campus residence. The complainant knows the alleged perpetrator and has identified that person. This advisory serves to inform the university community members that a sexual assault has been reported and is being investigated. There is no indication of a continuing threat to the campus community related to this incident.

17. **Armed Robbery (ALL)**-*(Name of System)*There has been a reported armed robbery on the premises. It is unknown at this time if the suspect is still in the area. Police are responding to the incident at this time. Please get a safe place immediately, additional information to follow.

18. **Suspicious Person (Armed)**-*(Name of System)* A suspicious person on campus, possibly armed. Shelter in place.

Attachment 1
MUPAWS Testing Log

MUPAWS Test Log

Date	Time	Description	Purpose	Results/Concerns/Issues Noted
3/8/2017	9:00 AM	Complete System Test	Statewide Tornado Drill	None Noted at this time

MUPAWS PUBLIC SAFETY

Attachment 2
MUPAWS ACTIVATION GUIDELINES

The following checklist provides the basic guidelines to activate MUPAWS. These actions should be completed as soon as possible.

STEPS	ACTION
Emergency Level 1 and 2 Incidents	
• MUPS is notified of an incident on campus	Dispatch appropriate Security/Police units to confirm incident.
• MUPS determines if additional calls need to be made.	Make calls
• MUPS Leadership will gather additional information. (**For life safety incidents, MUPAWS should be activated by the initial Incident Commander)**	Give recommendations on which layers should be activated, then call University leadership team.
• PS leadership will discuss incident with the University leadership and make a decision if MUPAWS should be activated.	MUPS leadership will contact MU dispatch to activate MUPAWS.
• Activate the applicable layers	
a) If Speaker Array activation is directed	• Activate all MUPAWS Speaker Array layers through activation console.
b) If app, desktop, digital signage, etc activation is directed NOTE: MUPAWS activators should verify that the applicable MUPAWS layers have been activated.	• Use preformatted message (see attachment 3) • Incorporate incident specific information if needed. • Verify all applicable layers to be activated
• Marketing and Media will send the email alert, notify local media, and update web page as applicable.	
The following checklist provides MUPAWS activators what should occur for a tornado warning. This checklist has been provided to activators but may be useful to them to ensure mission accomplishment.	
Tornado Warnings	

A Tornado WARNING alert is received form the National Weather Service for Cumberland County	
- ThreatWatcher should automatically active the system. - Manually activate MUPAWS if necessary a) Desktop Popup b) Alertus Beacons c) Digital Signage d) Mobile App e) Campus TV Channel f) Spreaker Array	- Use preformatted weather message - Incorporate warning specific information - Send message
- When the threat of a tornado is over send "All Clear" message. - Activate all levels a) Desktop Popup b) Alertus Beacons c) Digital Signage d) Mobile App e) Campus TV Channel f) Speaker Array	- Use preformatted message - Send "All Clear" message

Attachment 3
Warning Notification Templates

The following preformatted messages are designed for "Active Shooter" and evacuation incidents. They are not all inclusive but severe as emergency incident examples. They will have to be adjusted based on the emergency.

Security/Police Emergency

Email Example: This is a public safety emergency notification. There has been police activity due to _____assault/shooting/stabbing/serial crime/abduction/attempted abduction/hostage/other at _____am/pm on _____in/around _____building. The suspect was last seen heading _____ on foot/in vehicle (describe). Suspect appeared to be (black, Asian or Caucasian) and is about _____feet tall, has a _____build, _____hair, _____eyes and was wearing. Other features include _____. Avoid the area of _____ between _____ streets. All individuals on campus should stay inside and seek a safe location. (Use this sentence if shelter in place procedures are deemed necessary.) Methodist University Police officers are on the scene. Go to www.methodist.edu for more information and updates on the incident.

Fire/HazMat

Email Example: This is an emergency notification. A hazardous materials/other incident occurred at _____am/pm on _____ in/around _____ building. Avoid the area of _____ between _____ streets. Residents in _____ building should shelter in place immediately. _____ buildings should evacuate immediately. Proceed north/south/east/west away from the incident. Methodist University police/security and Fayetteville Fire Department are on scene. Go to www.methodist.edu for more information and updates on this incident.

Natural Disaster

Email Example: This a weather emergency notification. A weather emergency of _____ is in effect. Stay indoors and monitor the radio/TV/Web for weather information. Go to www.methodist.edu for more information and updates on this incident.

Other

Email Example: This is an emergency notification. The Methodist University Campus is closed due to _____ as of _____ am/pm on _____. A State of Emergency exists in Cumberland County due to _____. Essential employees are to report to work; all other are advised to stay at home.

Monitor the news media for information on weather. Go to www.methodist.edu for more information and updates on this incident.

Attachment 4

Timely Warning Matrix/Worksheet

Methodist University, Department of Public Safety
Timely Warning Decision Matrix

Date/time incident was reported to a CSA:_____ Incident Case Number:_____

How was the report received: __ Campus Police __ Other CSA reported It __ Local Law Enforcement __ Other

Date/time incident occurred: _____

Clery Crime Classification (If it is one of these crimes, check and move onto next question)

___ Homicide	___ Burglary	___ Dating Violence
___ Aggravated Assault	___ Motor Vehicle Theft	___ Stalking
___ Sex offense	___ Arson	___ Hate Crime
___ Robbery	___Domestic Violence	___ Arrest/Referral for Drug/Liquor/ Weapons Law Violation

Clery Crime Geography (If it is one of these locations, check and move onto next question)
___ On Campus ___ On Campus Residence Facilities ___ Public Property ___ Non Campus Property

Description of Incident:

Factors to consider in determining if serious and ongoing threat may exist (check all that apply):

__Incident occurred more than 30 days prior to report	__No contact order in place
__Suspect known to victim/relationship between suspect and victim	__Pattern of behavior around particular group/recurring event/pattern of reported crimes
__Suspect not in custody	__Suspect used date rape/other similar drugs/intoxicants
__Appear to be isolated incident with specifically targeted victim?	__Victim under 18 years of age
__Lack of available facts to determine threat/no threat (explain):	__Other aggravated circumstances or signs of predatory behavior that may constitute a serious or ongoing threat

__Other:	__Incident involved physical violence
	__Suspect has prior arrests/history of violent behavior
	__Multiple victims
	__Suspect threatened to commit physical violence
	__Suspect has history of noncompliance with law enforcement or institutional directives
	__Other:

Is this considered to represent a serious or ongoing threat to students and/or employees?

      ___YES: Issue a timely warning and indicate date/time of issuance

      ___NO: Why not? (Check relevant factors)

__Suspect in custody

__Report generalized/lacks pertinent information to determine if threat continues or exists

__Isolated incident with no pattern

__Significant delay between incident and report date

__Incident targeting specific individual

__Other:

__Did not include violence or threat thereof

Law Enforcement Consulted? __Yes__No When/contact info/notes:

Could a timely warning present a risk of compromising law enforcement efforts? __Yes__No
If yes, was there a request for specific information withheld from timely warning? Explain:

Completed by:_____Date/Time:_____
Keep completed forms for documentation purposes
(Attach to report and a copy should go to the timely warning folder)

Template adapted in part from matrixes/forms from the University of Virginia, Sothern Illinois, University of Texas at Austin