**Department of Emergency Management**

**Policy #2**

**Emergency Notification and Alerting**



**Effective: 04/04/2014**

**Revised: 06/28/2017**

***Stacy Volnick***

***Vice President, & CAO, Administrative Affairs***

1. PURPOSE:

1.1.

Facilitate timely notification and warning to all students, faculty, staff, and visitors of Florida Atlantic University of actual or potential threats or emergency events occurring at FAU locations.

1. POLICY STATEMENT:

2.1.

2.2.

2.3.

It is the policy of Florida Atlantic University to immediately notify the University community upon the confirmation of a significant emergency or dangerous situation involving an immediate or potential threat to the health or safety of students or staff affecting or that can affect FAU’s campuses, unless issuing a notification will worsen or compromise efforts to contain the emergency.

In order to fulfill this policy, FAU will:

* Confirm the existence of a credible emergency event or dangerous situation.
* Determine appropriate segments of campus or specific campuses to notify.
* Determine message content and appropriate notification methods to employ.
* Initiate notification systems.

This policy must take the following into consideration:

* Many emergencies requiring activation of the alert system components will be “without warning.”
* No one-method of communication will reach everyone, everywhere, every time.
* Individual alert system components are not 100% dependable. Redundancy through utilization of numerous and various communication methods is necessary.
* Intended audiences may not receive or may receive delayed messages due to situations beyond the control of the University.
* Incorrect information may be generated and distributed by individuals outside official

channels (i.e. word of mouth, text messaging).

This requires FAU Alert messages to be

clear, concise, accurate, and readily identifiable as “official” FAU Alert messages.

* + Regular testing of the alert system components is required to ensure functionality and to familiarize recipients with the system’s features. All tests must be evaluated and corrective actions implemented as necessary.
  + New communication methods may be identified and others may become obsolete. A constant evaluation of the effectiveness of alert system components is required.

2.4

This policy is intended to comply with all applicable local, state and federal laws and regulations including, but not limited to, U.S. Public Law 110-315, Higher Education Opportunity Act (HEOA), and Code of Federal Regulations (34CFR), FAU President’s Emergency Response Plan, University Policy 1.14 (Emergency Management)

1. CONCEPTS AND DEFINITIONS:
   1. *Phases of Emergency Communication*
      1. *Preparedness and Education* – to inform University community members about the hazards the university may encounter and to educate them on steps that they can take to prepare for and/or mitigate their impacts.
      2. *Emergency Notification and Alerting* – to inform individuals that an emergency condition exists that threatens their health and safety, and to provide protective action recommendations.
      3. *Emergency Follow-up/Status Update* – to provide important updated information or instructions regarding an ongoing or recently terminated emergency.
      4. *All Clear/Recovery Information* – to offer messages after the emergency has ended that are more informational in nature and are not related to the immediate health and safety of the University community.
   2. *FAU Alert System Components*: The following methods are available for emergency notification and are known as FAU Alert system components:

* Mass E-mail
* Telephone Call out
* Text Message
* Social Media – Facebook, Twitter
* CAP (Common Alerting Protocol)
* Digital displays
* Desktop Alerting
* Outdoor Warning Sirens (Boca Raton, Jupiter, HBOI)
* Indoor Mass Notification System (Boca)
* Hotline
* Media Advisories
* Voicemail
* Web pages – Homepage and webpage components
* Alert Now (Henderson/Slattery)

1. PROCEDURE:
   1. *Emergency Notification*
      1. *Warning Point*: The University Police Dispatch Center on the Boca Raton campus is the 24-hour warning point for FAU. It is the main point through which information is received regarding emergency events or threats that may require emergency notification of all or parts of the University community. When the University Police Department is made aware of a potential or actual emergency situation, the highest ranking FAUPD official on duty shall immediately utilize the chain of command to notify the Chief of University Police. The Chief of Police will then contact the VP of Administrative Affairs. If the VP of Administrative Affairs cannot be reached, the President should be contacted.

Alternatively, as soon as an Executive Policy Group (EPG) member is made aware of an incident, crisis, or emergency situation, the EPG member should first contact police or fire rescue, if needed and then contact the VP of Administrative Affairs. It is the VP of Administrative Affairs’ responsibility to ensure that the President or designee and appropriate members of the EPG are aware of the situation. If the VP of Administrative Affairs cannot be reached, the President should be contacted.

* + 1. *Confirmation of the existence of an emergency event or threat*: Normally, the University’s first responders, the University Police, are the ones who confirm the existence of a credible emergency event or threat with a call being received through the 24-hour University warning point. However, in the event that a University Police Officer is not yet at the scene of the emergency event or threat, or on a partner campus where University Police presence is small, confirmation may occur from other local emergency responders (i.e. City/County Law Enforcement or Fire Rescue) or a person or group who can authorize the notification as outlined in the Message Authorization Section below. This person or group will notify University Police and/or may authorize initiation of appropriate FAU Alert System components.
    2. *Message Authorization:* Authorization to send emergency notifications involving immediate threats to the health and safety of the University community will be given by the highest ranking individual listed below as circumstances permit. President’s designees can authorize the immediate launch of emergency messages without consultation if in their judgment delay in notification would compromise the health and safety of the University community.

The individuals authorized to determine whether an alert should be launched are:

* + - * President
      * Provost
      * Vice President, Administrative Affairs
      * Chief of University Police
      * Director, Environmental Health and Safety
      * Director, Emergency Management
      * Highest Ranking University Police Department officer on site or available by phone
      * Highest-ranked campus administrator on site (for emergencies affecting partner campuses)
      * Assistant Dean, College of Education, PK-12 Schools and Educational Programs (for emergencies affecting A.D. Henderson University Schools and Karen Slattery Educational Research Center only)
    1. *Notification Guidelines*: When an emergency event or threat occurs the following phases of emergency communication are key - Emergency Notification and Alerting, Emergency Follow Up/Status Update and Recovery Information/All Clear.

4.1.4.1. *Emergency Notification and Alerting:* An initial notification to the university is made when the Chief of Police or another individual from the Message Authorization Section (4.1.3) above has *confirmed* that an emergency situation actually poses, or may reasonably be expected to pose, an *immediate* threat to life safety or security of the campus population. If, in the professional judgment of the individual(s) with the authority to authorize emergency notifications, issuing an emergency notification will create a more serious emergency and/or compromise the University’s efforts to contain the emergency, a notification should not be made.

4.1.4.2 *Emergency Follow Up/ Status Update Notification*: Follow up/status update notifications to the University are sent after an initial notification message has been previously disseminated. These notifications are released when there is new information or instructions for the University population, such as changes in protective actions. Messages are also sent at appropriate intervals to reiterate the current state of the emergency, especially if significant time has passed since the last update. The individuals from the Message Authorization Section above have the authority to launch emergency follow up/status update notifications as warranted.

4.1.4.3. *All Clear/Recovery Information*: An “All Clear” notification is disseminated and indicates that the emergency has been contained or effectively managed. All Clear notifications should be timed such that messages do not overlap. All Clear notifications are authorized by the incident commander or an individual from the Message Authorization Section above in consultation with the incident commander.

“Recovery Information” is disseminated after an “All Clear” message has been given and contains further instructions or actions in preparation for a return to normal operations.

* + 1. *Message Language* Numerous standing messages have been authorized and exist within several alert component systems such as telephone call out, mass e-mail, text message and outdoor warning sirens. Other message language and wording is governed by the following:

4.1.5.1. Message wording is approved by the person or group authorizing the notification as outlined in the Message Authorization Section above.

* + - 1. Length of message is dictated by the distribution method selected; i.e., text messages are limited to a specified number of characters.
      2. Messages should include several key elements:
         * Indication the notification is from FAU Alert or “Attention FAU”, that latter is used if the message is informational in nature and not related to impending or immediate-threat emergencies.
         * Message/Announcement number and/or date/time stamp.
         * Brief description of the incident.
         * Actions affected population should take; i.e., evacuate building, avoid area of campus, or shelter in place.
      3. Additional or supplemental information should include the following:
         * Reference FAU Homepage or appropriate information source for additional information and updates or indicating more to follow.
         * Reporting information to appropriate authorities.
    1. *Activation Decision:* Emergency notifications will be sent without delay once a credible emergency event or threat has been confirmed, unless sending such a message will, in the professional judgment of the responsible University authorities, create a more serious emergency and/or compromise the University’s efforts to contain the emergency.

The following criteria must be considered to determine if activation of any or all alert system components is warranted:

* + - 1. Hazard Characteristics
         * What is the hazard?
         * What is the impact to FAU? (single building, single area on one campus, one campus, regional event)
         * Is the situation under control or still ongoing?
         * What is the potential for the situation to worsen?
      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 to property and facilities?
         * What is the potential for disruption to normal course of business?
      3. Urgency
         * How soon does the message need to go out? (minutes, hours, days)
         * Is there time for approval?
      4. Audience
         * Who needs to be alerted and where? (Administration, faculty, staff, students, visitors, all campuses, one campus, sector of campus, community, etc.)
      5. Delivery Method Capabilities
         * Does the delivery method have the capability to deliver an appropriate message to the appropriate audience within the necessary time frame?
  1. *Component Use and Maintenance:* Several alert system components are used for normal business activities such as web pages, email, media advisories and social media. Other alert system components are used for emergency message dissemination only such as, telephone call out, text messaging and outdoor warning sirens.

Alert system components that require recipient data such as telephone call out and text messaging will be populated with data extracted from University information systems. Data extractions are performed at least weekly so that current information is available to alert system components. See Appendix 1 for FAU Alert System components.

* 1. *Testing:* Training and exercises are essential to demonstrating and improving the ability of FAU to execute its alerting protocols. Periodic exercises also help ensure that equipment and procedures are maintained in a constant state of readiness. Testing FAU Alert system components may help identify issues and determine functionality before an emergency occurs.

Full testing of the FAU Alert system components occurs at least twice a year. These tests are announced to the University community, key external partners, local emergency management officials and the surrounding communities.

See Appendix 2 for Testing Schedule

Additional testing occurs as deemed necessary to evaluate particular alert system components. If possible, these tests are announced.

* 1. *Record Keeping:* Some alert system components generate reports, others do not. Records generated by alert system components are reviewed and filed. Any system that does not generate a record is monitored during a test and results sent in electronic mail format to the FAU Alert Committee. Each unit will keep system components operators’ practice logs for a period of one year. No practice records will be required for operators of systems that by normal daily business ensures functionality.

See Appendix 2 for Testing Schedule

* 1. *Training and Education*: Staff with responsibilities for activating FAU Alert System components will receive initial and periodic training in order to operate those components.

Each unit must ensure that all appropriate personnel are trained on all appropriate system components and that these system component operators practice on at least a monthly basis.

Training will be provided by the staff member’s unit as identified in Appendix 3. Multiple staff members, in multiple departments are trained in order to ensure that trained staff is always available to launch alert system components.

University administrators are kept apprised of the FAU Alert System, its capabilities, and those who can launch alert system components. Appendix 4 of this document lists those who are trained to operate the FAU Alert System components. This roster will be reviewed on a monthly basis by the FAU Alert System Committee and updated as necessary. See appendix 5 for Alert Operators Activation Checklist.

Faculty, staff and students are automatically entered into the FAU Alert System upon first being hired or enrolled in classes. Faculty, staff and students may only opt-out through the FAU Self-Service system. The University provides email and website updates which encourage faculty, staff, and students to participate and to keep their contact information current.

4.6 References:

* U.S. Public Law 110-315, Higher Education Opportunity Act (HEOA) and Code of Federal Regulations (34CFR)
* University Policy 1.14 – Emergency Management

End of Policy

THIS POLICY RESCINDS ALL OTHER WRITTEN DIRECTIVES REGARDING THIS TOPIC.

Approved and issued by order of:

Signature on File

Stacy Volnick

VICE PRESIDENT OF Administrative Affairs

DATE: 06/28/17

### POLICY MAINTENANCE SECTION

|  |  |
| --- | --- |
| **Last Revision Date:** | 09/2016 |
| **Last Revision By:** | S. Sookhoo |
| **Next Review Due:** | 09/2017 |
| **Responsibility:** | Department of Emergency Management |
| **Time Sensitive Items:** | N/A |
| **Replaces:** | EH&S Policy #23 |

**Record of Changes:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Date** | **Change** | **Prompts changes to** | **Review by** | **Notes/ Other** |
| 08/28/14 | Appendix 4:   * Division of Executive Operations - Communications to Public Affairs * Division of Public Safety to Division of Administrative Affairs - Public Safety * Division of Facilities to Division of Administrative Affairs - Facilities * Appendix 4. Updated list of staff/responsibilities: |  | SS | Upload to SharePoint site |
| 08/09/16  09/28/16  06/28/17 | * Header. Changed policy authority to Stacy Volnick, Vice President & CAO, Administrative Affairs * Section 4.1.3. Added “Director of Emergency Management” to list of individuals authorized to determine whether an alert should be launched * Section 4.3. Changed full testing frequency schedule to 2 times/year. Removed monthly schedule. * Section 4.6. Added – References Section * Appendix 4. Updated list of staff/responsibilities: * Appendix 4.1.5.3. Added language for “Attention FAU” to distinguish messaging for potential/actual threat/suspension of normal operations. * Appendix 5. Blackboard Connect Operator’s Activation Checklist – included instructions on how to draft a message * Policy Maintenance Section: Added Record of Changes table * Section 2.1, wording changed to “or potential threat…” and “affecting or that can affect…” * Section 3.2. Added “Digital displays under auspices of Student Affairs (Boca)” * Section 4.1.5.3. Wording change to “potential threat to…” * Section 4.1.5.4. Wording change “Additional or supplemental information should include the following: reference the homepage or appropriate information source for additional information and updates. * Section 4.4. Added “Each unit will keep system components operators’ practice logs for a period of one year. No practice records will be required for operators of systems that by normal daily business ensures functionality.   See Appendix 2 for Testing Schedule   * Section 4.5. Added “Each unit must ensure that all appropriate personnel are trained on all appropriate system components and that these system component operators practice on at least a monthly basis.” * Appendix 1. “ Digital displays” added under Blackboard Connect section under headings of System and Description. * Appendix 2. Revised Mass Email, Text Message, Telephone Call Out, and RSS testing schedules to “Announced at least 2 times per year and unannounced small load testing throughout the year.” * Appendix 3. Added “Mange service provider contract and coordinate system maintenance with appropriate internal units and service provider” under Emergency Management section of table. * Appendix 3. Updated “Administrative Affairs” from Public Safety for Blackboard Connect under “Other” column. * Appendix 3. Updated “OIT” for Hotline section under “Other” column. * Appendix 3. Under “University Police” column, removed “Notify City of Boca Raton Dispatch Center prior to siren activation” * Appendix 3. Under “Indoor Mass Notification” row, University Police now designated as Lead unit for Indoor Mass Notification. * Appendix 3. Under “Other” column in “Indoor Mass Notification” row, Administrative Affairs replaces Public Safety. * Appendix 3, Replaced “Train employees” with “Ensure that all appropriate personnel are trained on component and that these system component operators practice on at least a monthly basis.” throughout. * Appendix 3. Changed unit name from “University Communications” to “Public Affairs” * Appendix 3. Added “Provide information for appropriate phases of Emergency Alerting.” to “Public Affairs” column for Blackboard Connect component * Appendix 3. Removed all references to vendor/service provider names. * Section 3.2. Removed references to Blackboard Connect and added Desktop Alerting. Changed “systems” to “methods”. Changed order of methods. * Section 4.1.5.3. Revised language for “Attention FAU” to distinguish messaging for potential/actual threat/suspension of normal operations. * Section 4.3. changed “two times” to “twice” * Section 4.4 changed “information” to “results” * Section 4.5. removed Blackboard Connect reference to Alert |  | SS  SS | Upload to SharePoint site  Upload to SharePoint site |

Appendix 1. *FAU ALERT SYSTEM COMPONENTS*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **System** | **Description** | **Target groups** | **Maintenance** | **System Operators** |
| **Alert Now** | Web-based interface to automated notification system via call out mode. | Parents of students within the PK-12 Schools and Educational Program system | Vendor contract: Alert Now FAU Data: PK-12 Schools and Educational Program | Designated PK-12 Schools and Educational Programs staff |
| **Rave**   * **Mass E-mail** * **Telephone Call Out** * **Text** * **CAP Feed (FAU pages, displays)** * **Social Media: Facebook Twitter** * **Desktop alerting** * **Outdoor Warning Sirens (through API)** * **Rave Guardian App Users** | Web-based interface to automated notification system with multiple and selectable modes of contact used to notify the entire University Community and key external groups or sub- groups thereof.  CAP feed automatically displays messages on University web pages and digital displays, and updates University social media sites which are accessible to the general public.  Desktop alerting send message to hard-wired desktops  Siren system can be launched via API | Faculty, staff, students and key external groups who have opted to receive FAU Alert messages.  General public passively through CAP feed, which updates web pages and social media sites. | Software: Vendor contract FAU Accounts/Hardware: OIT  FAU Data: OIT | University Communications, OIT,  EH&S, EM,  University Police Partner campus administration |
| **Hotline** | Toll-free hotline reporting campus-specific operational status and other pertinent information. **888-8FAUOWL (832-8695)** | University Community, parents, and other interested parties who can call in. | OIT | University Communications |
| **Indoor Mass Notification** | Acoustic devices tied into a building’s fire alarm system designed to provide audible warning within structures. Includes tone/voice warning and live PA capability. | Anyone inside buildings equipped with such a system. | Software: Vendor Hardware: Vendor | University Police |
| **Outdoor Warning Sirens** | Directional acoustic devices designed for longer range audible warnings on campus grounds. Includes tone/voice warning and live PA capability. | Anyone outdoors (campus grounds) | Hardware: Division of Administrative Affairs/Department of Emergency Management  Software: Vendor contract | University Police |
| **Media Advisory** | An alert written to inform the media about an event or an announcement | News Media | N/A | University Communications |
| **Voicemail** | Message sent to FAU facility phones that subscribe to FAU voicemail. | Occupants of FAU facilities with landline telephones that subscribe to FAU voicemail. | OIT | OIT |
| **Web pages** | The *Homepage* can be updated to display emergency information directly or a link can be posted. The *Emergency Information Page* is a dedicated to emergency information.  Official University web pages have an emergency information component that can be activated. | Faculty, staff, students, and other interested parties with internet access | Hardware: OIT  Software: Vendor contract | University Communications |

## 

Appendix 2. *FAU ALERT SYSTEM TESTING SCHEDULE*

***Revised: June 2017***

|  |  |
| --- | --- |
| **SYSTEM** | **TESTING SCHEDULE** |
| **Blackboard Connect**   * Mass e-mail * Telephone call out * Text messaging * Social Media * CAP * Desktop alerting * Rave Guardian Alert push | * Announced at least 2 times per year and unannounced small load testing throughout the year * Announced at least 2 times per year and unannounced small load testing throughout the year * Announced at least 2 times per year and unannounced small load testing throughout the year * Normal daily business ensures system functionality * Announced at least 2 times per year and unannounced small load testing throughout the year * Announced at least 2 times per year and unannounced small load testing throughout the year * Announced at least 2 times per year and unannounced small load testing throughout the year |
| **Outdoor Warning Sirens** | Unannounced daily audible testing |
| **Indoor Mass Notification** | Unannounced daily silent testing |
| **Hotline** | Announced at least 2 times per year |
| **Media Advisories** | Normal daily business ensures system functionality |
| **Voice Mail** | One time per year |
| **Web pages** | Normal daily business ensures system functionality |

***Revised: June 2017***

Appendix 3. *STAFF/UNIT RESPONSIBILITIES*

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **System** | **Public Affairs** | **University Police** | **EH&S** | **Emergency Management** | **OIT** | **Other** |
| **Alert Now** |  |  |  |  |  | System is maintained and operated by PK-12 Schools and Educational Programs staff. |
| **Mass e-mail**  **Telephone call out**  **Text messaging**  **Social Media**  **CAP**  **Desktop alerting**  **Rave Guardian Alert push** | * Assist in providing any necessary communications to appropriate internal and external parties and partners of FAU concerning scheduled testing. * Provide information for appropriate phases of Emergency Alerting. * See also “Other” | * Lead unit - send messages at the request of authorized individual(s). * Ensure that all appropriate personnel are trained on component and that these system component operators practice on at least a monthly basis. * Report system problems to OIT. * See also “Other” | * Send messages at the request of authorized individual(s). * Ensure that all appropriate personnel are trained on component and that these system component operators practice on at least a monthly basis. * Report system problems to OIT. * See also “Other” | * Send messages at the request of authorized individual(s). * Ensure that all appropriate personnel are trained on component and that these system component operators practice on at least a monthly basis. * Report system problems to OIT. * Provide access to Non-FAU Personnel Managers through portal * Mange service provider contract and coordinate system maintenance with appropriate internal units and service provider. * Determine, assign and maintain system access levels * See also “Other” | * Financial responsibility for FAU- related infrastructure. * Extract and upload all student, faculty and staff data and Non-FAU personnel from portal and on a daily basis. * Maintain groups of data in the system for: faculty, staff, students and Non- FAU personnel. * Maintain system hardware and software and/or issue external vendor maintenance contracts. * Respond to all system problems. * Determine, assign and maintain system access levels and licenses. * Build and maintain contact information collection points/portals for all students, faculty, staff and Non-FAU personnel. * Send messages at the request of authorized individual(s). * Ensure that all appropriate personnel are trained on component and that these system component operators practice on at least a monthly basis. * See also “Other” | **All Operators:**   * Complete the Alert Activation Checklist – Appendix 5.   **Division of Admin. Affairs:**   * Financial responsibility for vendor contract. |

0

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **System** | **University Communications** | **University Police** | **EH&S** | **Emergency Management** | **OIT** | **Other** |
| **Indoor Mass Notification** | * Assist in providing any necessary communications to appropriate internal and external parties and partners of FAU concerning scheduled testing. * Provide information for appropriate phases of Emergency Alerting. | * Lead unit - Activate the system at the request of authorized individual(s). * Conduct silent tests daily. * Provide copies of all system generated reports to Emergency Management. * Ensure that all appropriate personnel are trained on component and that these system component operators practice on at least a monthly basis. * Notify Emergency Management of any failures of the IMNS or control panels. |  | * Mange service provider contract and coordinate system maintenance with appropriate internal units and service provider. | * Maintain connection of launch point to FAU network. | **Division of Admin Affairs:**   * Financial responsibility. |
| **Voicemail** |  |  |  |  | * Send voicemail messages at the request of authorized individual(s). * Train multiple personnel to use the system. * Financial responsibility. * Maintain system hardware and software and/or issue external vendor maintenance contracts. |  |
| **Hotline** | * Update recorded message at the request of authorized individual(s). * Ensure that all appropriate personnel are trained on system component and that these system component operators practice on at least a monthly basis. |  |  |  | * Maintain system hardware and software and/or issue external vendor maintenance contracts. * Respond to all system problems. | **OIT:**  Financial responsibility. |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **System** | **University Communications** | **University Police** | **EH&S** | **Emergency Management** | **OIT** | **Other** |
| **Outdoor Warning Sirens** | * Assist in providing any necessary communications to appropriate internal and external parties and partners of FAU concerning scheduled testing. | * Lead unit - Activate the system at the request of authorized individual(s). * Conduct silent tests weekly. * Provide copies of all system generated reports to Emergency Management. * Ensure that all appropriate personnel are trained on component and that these system component operators practice on at least a monthly basis. * Notify Emergency Management of any failures of the sirens or control panels. * Maintain the radio frequencies necessary for siren control. |  | * Mange service provider contract and coordinate system maintenance with appropriate internal units and service provider. |  | **Facilities Management:**   * Maintain clear and unobstructed areas around sirens. * Maintain siren hardware. * Respond to all system problems with the highest priority.   **Division of Admin Affairs:**   * Financial responsibility. |
| **Media Advisory** | * Provide any necessary communications to news media. * Train multiple personnel. |  |  |  |  |  |
| **Web pages** | * Update pages at the request of authorized individual(s). * Ensure that all appropriate personnel are trained on component and that these system component operators practice on at least a monthly basis. |  |  |  | * Financial responsibility. * Maintain system hardware and software and/or issue external vendor maintenance contracts. * Update pages at the request of authorized individual(s). |  |

Appendix 4. *STAFF/UNIT RESPONSIBILITIES*

***Revised: June 2016***

|  |  |
| --- | --- |
| **Component** | **Key** |
| Alert Now | AN |
| RAVE  (Email, Text, Call Out, Social Media, CAP, Desktop, Sirens through API) | RAVE |
| Webpage | WEB |
| Outdoor Sirens | SIR |
| Indoor Mass Notification System | IMNS |
| MyFAU | MyFAU |
| Media Advisory | MA |
| Hotlines | HOT |
| Voice Mail | VM |

# Operators by Department Division

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1. **DIVISION OF PUBLIC AFFAIRS** | | | | | |
| **CONTACT PERSON** | **OFFICE PHONE** | **MOBILE PHONE** | **HOME PHONE** | **E-MAIL** | **COMPONENTS** |
| Scott Silversten | 561-297-3797 | 561-221-7636 | 561-672-7825 | [ssilversten@fau.edu](mailto:ssilversten@fau.edu) | Internal Comm. Social Media |
| Joshua Glanzer | 561-297-1168 | 561-212-2924 | Use Mobile # | [jglanzer@fau.edu](mailto:jglanzer@fau.edu) | MA |
| Laurie Donahue | 561-297-3042 | 954-778-0294 | Use Mobile # | [ldonahu2@fau.edu](mailto:ldonahu2@fau.edu) | WEB, HOT, Social Media |
| Diego Meeroff | 561-297-3025 | 561-235-6753 | Use Mobile # | [dmeerof1@fau.edu](mailto:dmeerof1@fau.edu) | WEB |
| Lisa Metcalf | 561-297-3022 | 561-213-2910 | Use Mobile # | [lmetcalf@fau.edu](mailto:lfreed@fau.edu) | MA |
| Lien Pham | 561-297-2427 | 561-271-9461 | 561-689-2061 | [lpham@fau.edu](mailto:lpham@fau.edu) | WEB |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1. **OFFICE OF INFORMATION TECHNOLOGY** | | | | | |
| **CONTACT PERSON** | **OFFICE PHONE** | **MOBILE PHONE** | **HOME PHONE** | **E-MAIL** | **COMPONENTS** |
| Jason Ball | 561-297-3440 | 561-212-1452 | 954-524-2510 | [jball@fau.edu](mailto:jball@fau.edu) | RAVE |
| Wayne Bullock | 561-297-3842 | 561-239-1594 | 561-347-8523 | [wayne@fau.edu](mailto:wayne@fau.edu) | RAVE |
| Wendy Wong | 561-297-3151 | 305-479-9453 | 954-753-6219 | [wlinares@fau.edu](mailto:wlinares@fau.edu) | MyFAU |
| Ivette Puga | 561-297-2555 | 561-411-0111 | 954-753-6612 | [ipuga@fau.edu](mailto:ipuga@fau.edu) | VM |
| Regine Philippe | 561-297-3490 | 561-901-1044 | 561-739-6444 | [regine@fau.edu](mailto:regine@fau.edu) | VM |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1. **DIVISION OF ADMINISTRATIVE AFFAIRS – EMERGENCY MANAGEMENT** | | | | | |
| **CONTACT PERSON** | **OFFICE PHONE** | **MOBILE PHONE** | **HOME PHONE** | **E-MAIL** | **COMPONENTS** |
| Sharlene Sookhoo | 561-297-2889 | 561-902-7016 | Use Mobile # | ssookhoo@fau.edu | RAVE |
| Katie Shultz | 561-297-4587 | 561-419-5490 | Use Mobile # | [kshultz@fau.edu](mailto:kshultz@fau.edu) | RAVE |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **DIVISION OF ADMINISTRATIVE AFFAIRS – PUBLIC SAFETY** | | | | | | |
| **CONTACT PERSON** | **OFFICE PHONE** | **MOBILE PHONE** | **HOME PHONE** | **E-MAIL** | **COMPONENTS** |
| Police Command | 561-297-3500 |  |  | [faupd\_command@fau.edu](mailto:faupd_command@fau.edu) | RAVE |
| Police Dispatch | 561-297-3500 | 561-271-5163 |  | [faupd\_dispatch@fau.edu](mailto:faupd_dispatch@fau.edu) | RAVE, SIR, IMNS |
| John Ithal |  | 603-802-9360 | Use Mobile # | [jithal@fau.edu](mailto:sbrammer@fau.edu) | RAVE |
| Ethyl Jones | 561-297-4833 | 305-310-2323 | Use Mobile # | [jonese@fau.edu](mailto:jonese@fau.edu) | RAVE |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1. **DIVISION OF ADMINISTRATIVE AFFAIRS –EH&S** | | | | | |
| **CONTACT PERSON** | **OFFICE PHONE** | **MOBILE PHONE** | **HOME PHONE** | **E-MAIL** | **COMPONENTS** |
| Dennis Zabel | 561-297-3106 | 561-239-4199 | 561-239-4199 | dzabel@fau.edu | RAVE |
| Tafese Geleta | 561-297-0030 | 561-239-4203 | 561-735-3606 | [tgeleta@fau.edu](mailto:ttomasci@fau.edu) | RAVE |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1. **PARTNER CAMPUS - BROWARD** | | | | | |
| **CONTACT PERSON** | **OFFICE PHONE** | **MOBILE PHONE** | **HOME PHONE** | **E-MAIL** | **COMPONENTS** |
| Anthony Abbate | 954-762-5295 | 954-328-0973 | 954-462-2682 | [aabbate@fau.edu](mailto:aabbate@fau.edu) | RAVE |
| Jane Morgan | 954-236-1282 | 954-240-4119 | 954-431-1192 | [jmorgan@fau.edu](mailto:jmorgan@fau.edu) | RAVE |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1. **PARTNER CAMPUS - JUPITER** | | | | | |
| **CONTACT PERSON** | **OFFICE PHONE** | **MOBILE PHONE** | **HOME PHONE** | **E-MAIL** | **COMPONENTS** |
| Eliah Watlington | Use Mobile # | 561-239-2019 | Use Mobile # | [ewatling@fau.edu](mailto:ewatling@fau.edu) | RAVE |
| Teeranai "Nong" Ovathanasin | 561-799-8507 | 561-962-5688 | Use Mobile # | [tovathan@fau.edu](mailto:tovathan@fau.edu) | RAVE |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1. **PARTNER CAMPUS - HBOI** | | | | | |
| **CONTACT PERSON** | **OFFICE PHONE** | **MOBILE PHONE** | **HOME PHONE** | **E-MAIL** | **COMPONENTS** |
| Patrick Boles | 772-242-2579 | 772-538-9131 | 772-770-6312 | [pboles@fau.edu](mailto:pboles@fau.edu) | RAVE |
| Tina Angelo | 772-242-2247 | 772-528-9501 | 772-460-2983 | [tangelo@fau.edu](mailto:tangelo@fau.edu) | RAVE |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1. **HENDERSON/SLATTERY** | | | | | |
| **CONTACT PERSON** | **OFFICE PHONE** | **MOBILE PHONE** | **HOME PHONE** | **E-MAIL** | **COMPONENTS** |
| Iris Bernstein | 561-297-3976 | 954-536-1947 | 954-482-4227 | [Ibernst1@fau.edu](mailto:Ibernst1@fau.edu) | AN |
| Joel Herbst | 561-297-3977 | 954-292-2716 | Use Mobile # | [jherbst1@fau.edu](mailto:jherbst1@fau.edu) | AN |
| Kristina Cornwell | 561-297-3975 | 954-803-1990 | Use Mobile # | [kcornwel@fau.edu](mailto:kcornwel@fau.edu) | AN |

# Operators by Component

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1. **RAVE** | | | | |
| **CONTACT PERSON** | **OFFICE PHONE** | **MOBILE PHONE** | **HOME PHONE** | **E-MAIL** |
| Police Dispatch | 561-297-3500 | 561-271-5163 |  | [faupd\_dispatch@fau.edu](mailto:faupd_dispatch@fau.edu) |
| PD Command Staff | 561-297-3500 |  |  | [faupd\_command@fau.edu](mailto:faupd_command@fau.edu) |
| Anthony Abbate | 954-762-5295 | 954-328-0973 | 954-462-2682 | aabbate@fau.edu |
| Dennis Zabel | 561-297-3106 | 561-239-4199 | 561-239-4199 | dzabel@fau.edu |
| Eliah Watlington | Use Mobile # | 561-239-2019 | Use Mobile # | ewatling@fau.edu |
| Jane Morgan | 954-236-1282 | 954-240-4119 | 954-431-1192 | jmorgan@fau.edu |
| Jason Ball | 561-297-3440 | 561-212-1452 | 954-524-2510 | jball@fau.edu |
| Patrick Boles | 772-242-2579 | 772-538-9131 | 772-770-6312 | pboles@fau.edu |
| Sharlene Sookhoo | 561-297-2889 | 561-902-7016 | Use Mobile # | ssookhoo@fau.edu |
| Katie Shultz | 561-297-4587 | 561-419-5490 | Use Mobile # | [kshultz@fau.edu](mailto:kshultz@fau.edu) |
| Tafese Geleta | 561-297-0030 | 561-239-4203 | 561-735-3606 | tgeleta@fau.edu |
| Teeranai "Nong" Ovathanasin | 561-799-8507 | 561-962-5688 | Use Mobile # | tovathan@fau.edu |
| Tina Angelo | 772-242-2247 | 772-528-9501 | 772-460-2983 | tangelo@fau.edu |
| Wayne Bullock | 561-297-3842 | 561-239-1594 | 561-347-8523 | wayne@fau.edu |
| John Ithal |  | 603-802-9360 | Use Mobile # | [jithal@fau.edu](mailto:sbrammer@fau.edu) |
| Ethyl Jones | 561-297-4833 | 305-310-2323 | Use Mobile # | [jonese@fau.edu](mailto:jonese@fau.edu) |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1. **OUTDOOR WARNING SIRENS** | | | | |
| **CONTACT PERSON** | **OFFICE PHONE** | **MOBILE PHONE** | **HOME PHONE** | **E-MAIL** |
| Police Dispatch | 561-297-3500 | 561-271-5163 |  | [faupd\_dispatch@fau.edu](mailto:faupd_dispatch@fau.edu) |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1. **INDOOR MASS NOTIFICATION** | | | | |
| **CONTACT PERSON** | **OFFICE PHONE** | **MOBILE PHONE** | **HOME PHONE** | **E-MAIL** |
| Police Dispatch | 561-297-3500 | 561-271-5163 |  | [faupd\_dispatch@fau.edu](mailto:faupd_dispatch@fau.edu) |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1. **HOTLINES** | | | | |
| **CONTACT PERSON** | **OFFICE PHONE** | **MOBILE PHONE** | **HOME PHONE** | **E-MAIL** |
| Laurie Donahue | 561-297-3042 | 954-778-0294 | Use Mobile # | ldonahu2@fau.edu |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1. **HOTLINES** | | | | |
| **CONTACT PERSON** | **OFFICE PHONE** | **MOBILE PHONE** | **HOME PHONE** | **E-MAIL** |
| Diego Meeroff | 561-297-3025 | 561-235-6753 | Use Mobile # | dmeerof1@fau.edu |
| Laurie Donahue | 561-297-3042 | 954-778-0294 | Use Mobile # | ldonahu2@fau.edu |
| Lien Pham | 561-297-2427 | 561-271-9461 | 561-689-2061 | lpham@fau.edu |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1. **MY FAU** | | | | |
| **CONTACT PERSON** | **OFFICE PHONE** | **MOBILE PHONE** | **HOME PHONE** | **E-MAIL** |
| Wendy Wong | 561-297-3151 | 305-479-9453 | 954-753-6219 | wlinares@fau.edu |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1. **MEDIA ADVISORIES** | | | | |
| **CONTACT PERSON** | **OFFICE PHONE** | **MOBILE PHONE** | **HOME PHONE** | **E-MAIL** |
| Joshua Glanzer | 561-297-1168 | 561-212-2924 | Use Mobile # | jglanzer@fau.edu |
| Lisa Metcalf | 561-297-3022 | 561-213-2910 | Use Mobile # | lmetcalf@fau.edu |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1. **VOICEMAIL** | | | | |
| **CONTACT PERSON** | **OFFICE PHONE** | **MOBILE PHONE** | **HOME PHONE** | **E-MAIL** |
| Ivette Puga | 561-297-2555 | 561-411-0111 | 954-753-6612 | ipuga@fau.edu |
| Regine Philippe | 561-297-3490 | 561-901-1044 | 561-739-6444 | regine@fau.edu |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1. **HENDERSON/SLATERY “ALERT NOW” SYSTEM** | | | | |
| **CONTACT PERSON** | **OFFICE PHONE** | **MOBILE PHONE** | **HOME PHONE** | **E-MAIL** |
| Joel Herbst | 561-297-3977 | 954-292-2716 | Use Mobile # | jherbst1@fau.edu |
| Iris Bernstein | 561-297-3976 | 954-536-1947 | 954-482-4227 | Ibernst1@fau.edu |
| Kristina Cornwell | 561-297-3975 | 954-803-1990 | Use Mobile # | kcornwel@fau.edu |

*ALERT OPERATOR’S ACTIVATION CHECKLIST*

***Complete this checklist if you are asked to send an emergency alert***

1. **Collect emergency event or threat information:**
2. Type of emergency (S*helter-in-place, armed intruder, fire, tornado)* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. Campus/location/area/building affected or potentially affected Date/Time \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_
4. Has the University Police Dept. been notified? ❒ Yes ❒ No
5. Is the University Police Dept. landline operational? ❒ Yes ❒ No
   1. If “No,” use 561-271-5163 to contact University Police (also use in alert messages if needed).
6. **Determine who to notify and which modalities to use:**
7. What groups/sections of the University need to be alerted? ❒ University community (email, text &/or voice),

❒ Campus (sirens, digital signage, desktops, indoor – Boca only) ❒ Housing- all

❒ Housing – specific (bldg./campus) \_\_\_\_\_\_\_\_\_\_

1. Which modalities should be used? (*suggest appropriate tools if appropriate*)

CAMPUS SPECIFIC: ❒ Desktop Alerting (Alertus) ❒Sirens ❒Digital Signage (CAP) \*Expire\_\_\_\_\_\_\_\_

❒ Indoor (Boca only)

GENERAL: ❒ Mass Email ❒ Text ❒ Call Out ❒ Social Media ❒ Webpages (CAP) \*Expire\_\_\_\_\_\_\_\_\_\_\_

OTHER: ❒ RAVE Guardian App users

1. **Message approval and content:** 
   1. Who approved sending the message(s) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   2. Use standing message(s)? ❒ Yes ❒ No *(Indicate affected population for all groups other than all recipients*)
   3. Use custom message(s)? ❒ Yes ❒ No *(Indicate affected population for all groups other than all recipients*)
2. **Creating a Custom Message - Message (s) should include the following key elements:** 
   1. Message should begin with “**FAU Alert**” or “**Attention FAU**” (use the latter only if the message is informational in nature and not related to immediate emergencies.)
   2. Add the message number or date and time for all methods.
   3. Add a brief description of the incident.
   4. Add actions to be taken by the affected population; i.e., evacuate building, shelter in place, run, hide, fight.
   5. Be sure to end with “More to follow” or “Visit the FAU website” if you have confirmed that information is posted there.

**Alert Message(s) sent: Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Time: \_\_\_\_\_\_\_\_\_\_\_ a.m. / p.m.**

1. **Send appropriate alert message(s)**

**Update** [faualert@lists.fau.edu](mailto:faualert@lists.fau.edu) **summarizing your actions.**