President's Council Guidelines & Protocols

Effective Date: August, 2023

The following is not official university policy but rather a set of guidelines for internal actions of the university or a particular unit therein when responding to emergencies on campus. Guidelines are not binding and may be amended at any time. They do not establish any contractual rights or obligations between the university and any individual.

Executive Summary

UVU is committed to the safety of its campus community and to responding to emergency or disaster incidents in a safe, effective, and timely manner and in accordance with applicable laws and UVU policies, including those listed below. This guideline outlines the initial steps university leaders should take directly after an emergency or disaster. The chain of authority, roles and responsibilities of university entities, and emergency communication plans and methods are outlined as well.

Related University Policies

UVU Policy 110 *Contacting the Media*

UVU Policy 154 *Workplace Violence*

UVU Policy 115 *Minors on Campus and at University-Sponsored Events* UVU Policy 161 *Freedom of Speech*

UVU Policy 407 *Clery Act Compliance*

UVU Policy 449 *Private Sensitive Information*

UVU Policy 542 *Student Records Access (Student Privacy/FERPA)*

Initial Notification of Emergency/Disaster

The following outline includes the initial response and communication protocols for notifying appropriate people and entities of emergency/disaster incidents involving Utah Valley University. Notification of an emergency/disaster often comes from the UVU Police but may also come from another member of the Triage Team. Members of the Triage Team include the following:

1. Vice President of Administration/Strategic Relations
2. Director of Emergency Management/Safety
3. Chief of Police
4. Sr. Director of Public Relations
5. Associate Vice President of Facilities Planning

Depending on the situation, communication may begin immediately with the Triage Team via text messaging or phone calls, or the UVU Police may call the Vice President of Administration/Strategic Relations (or designee) directly, as needed. *If the UVU Police determine there is a life-safety issue, they may take immediate action, including sending emergency communication to students, faculty, and staff, to address those issues prior to notifying the Vice President of Administration/Strategic Relations.*

The Vice President of Administration/Strategic Relations, or Police Chief will notify the other members of the Triage Team immediately.

The Triage Team, or a portion thereof, will determine the appropriate level of response to manage an incident. The response level will be based on the scope and severity of the situation, injuries, media coverage, ability to maintain business operations, structural integrity of the buildings, resource management, etc.

For small-scale incidents — short-term incidents that can be handled at the scene with no threat to life/safety — the responding Triage Team members may open an Emergency Operations Center (EOC), if needed; or delegate the response to relevant university employees, committees, or teams such as the Cybersecurity Response Team or Campus Facilities and Planning or may determine that no action is needed.

An EOC will be activated if responding members of the Triage Team determine that an incident would be best managed by convening in person, or virtually.

Activation of the Emergency Operations Center (EOC) and Policy Group

An EOC is a tool to manage the university's response to an incident and member composition and size of the group is scalable depending on current and foreseeable needs. EOC leaders will determine how many people are needed to manage an incident based on circumstances. An EOC manager will be assigned when warranted.

Once activated, EOC members will discuss the situation and determine, based on available information, what actions the university should take to manage and minimize an incident for the campus community. All decisions made in the EOC will documented.

If the Policy Group is activated in addition to an EOC — likely during a larger incident — its purpose is to make policy that will guide the response to the incident, for example, class cancellation, campus closure, event cancellation, communication with other stake holders, etc. The Policy Group is responsible to notify the UVU Board of Trustees chair and the state of Utah's Commissioner of Higher Education of an incident.

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Location of EOC and Policy Group

During a large event, the EOC will be in the Fugal Gateway Building room Board of Trustees Conference Room. If that area is unavailable, another appropriate room will be selected, or if needed the team will meet virtually. There is also room for a smaller EOC in the conference room of the Police Department, Gunther Technology Building room 331 (GT-331).

The Policy Group location will be in Fugal Gateway Building in the Presidential Suite. If that area is unavailable, meeting virtually will be considered.

Depending on incident issues, other locations may be designated for an EOC. If possible, the Policy Group should be near but not in the same room as the EOC.

Decision-Making Chain of Command in the Event of an Emergency/Disaster

In the event of an incident on campus, the chain of command for decisions/authorizations are as follows:

1. University President
2. Provost/Sr. Vice President of Academic Affairs
3. Vice President of Administration/Strategic Relations
4. Vice President of Student Affairs
5. Vice President of Planning, Budget, and Finance
6. Vice President of University Marketing & Communications
7. Vice President of Institutional Advancement
8. Vice President of Digital Transformation/CIO
9. Vice President of People and Culture

Emergency Communication

In an emergency, university police may send immediate life-safety messages without approval from other university groups. Members of the Triage Team will coordinate additional communication as needed. If they are not available, communication will be coordinated through the chain of command as outlined above.

The following table outlines university communication channels and those responsible for disseminating information to external and internal audiences in the event of an incident:

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Emergency Communication

Type	Method of Communication	Responsible Positions
Internal	Mass Text Messaging System	*UVU Police Associate Vice President of Marketing & Communications Director of Communications Director of Emergency Management Or their designees*
Internal	Digital Signage, Emergency/Disaster Website, Alertus	*Sr. Director of IT and Technology Support Director of Communications*
Internal	Campus email (UVAnnounce)	*Director of Communications*
Internal	Main Campus Public Announcement System	*UVU Dispatch*
External	Media Requests/Interviews	*Sr. Director of Public Relations*
External	Web Alerts (Banner across the top of UVU.edu)	*Director of Communications Director of Web Development Assistant Director of Web Development*
External	Social Media	*Sr. Director of Public Relations Associate Vice President of Marketing & Communications Sr. Director of Social Media*

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The Senior Director of Public Relations is responsible for official university communications with the media, in accordance with Policy 110 *Contacting the Media*. Media requests for information or interviews concerning the incident should be directed to the Senior Director of Public Relations. The EOC staff will inform leaders at the following UVU-affiliated organizations and buildings of an incident: Utah County Academy of Sciences (UCAS), The Church of Jesus Christ of Latter-Day Saints Institute, the Utah County Credit Union (UCCU) branch on campus, emergency services, alumni, School of Aviation Sciences, Culinary Arts Institute, Lehi, Wasatch, and West Campuses, Digital Transformation, and other appropriate entities.

Incident updates through the selected communication channels will continue throughout the emergency or incident. Update communications should be sent every 15-20 minutes and include the time of the next update. The timing is designed to allow the EOC and Policy Group members to discuss and take appropriate action on university closures, cancellation of classes, etc. Decisions should take into consideration the impact on all areas of the University, including activities, events, and evening and weekend classes at all campuses.

Summary of Roles and Responsibilities

Title	Representative	Responsibility	Location
Incident Commander at the location of a police action like an active shooter or bomb threat	*UVU Chief of Police or designee.* Representatives of other responding agencies like city fire, police, etc., or auxiliary departments on campus may be involved.	Manages an incident that is on main campus or other UVU properties. Life safety and property protection are priorities.	Scene of the emergency or disaster on UVU properties
Policy Group	*University President* *Provost* *VP of Planning, Budget and HR* *VP of University Marketing Communications* *VP of Student Affairs* *VP of Alumni* *VP of Institutional Advancement* *General Counsel* *VP of People and Culture* *VP of Digital Transformation* *Administrative support* *Others as needed*	Activates during large-scale incidents. Makes overarching decisions and sets policy for university direction during an incident. Decisions include the ability to continue business operations, school closures, communication with state or local authorities, and media etc.	**Primary Location:** FG Conference Rooms **Secondary Location:** Auxiliary building, separate from EOC

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Title	Representative	Responsibility	Location
Triage Team	*Vice President of Administration* *Strategic Relations Director of Emergency Management/Safety* *Chief of Police* *Sr. Director of Public Relations* *Associate Vice President of Facilities Planning*	Responsible for initial decision- making, and communication following an incident. Determines what response to an incident (if any) should occur, including if an EOC needs to be activated.	Communicates through text messaging or phone calls
Emergency Operations Center (EOC)	The Triage Team may ask other representatives from relevant departments to assist in the EOC such as: *Facilities* *Police* *Digital Transformation* *Dean of Students* *Finance/Auditing* *Environmental Health* *Risk Management* *Safety Officer* *Human Resources* *Academic Affairs* *Faculty Senate President* *PACE President* *Purchasing and Procurement* *Assoc. VP of University Marketing & Communications* *Office of General Counsel* *And/or other support staff as needed*	Supports activities and decisions made by the policy group and at the scene of the emergency or disaster with people, resources, supplies, information, and equipment as needed. This is a scalable group of people whose size and composition depends on the scope and severity of the incident.	**Primary Location:** FG Conference Room **Secondary Location:** Auxiliary Building

Related Forms

This section will list relevant forms and where to find them. Necessary forms are available in the EOC and through MS Teams.

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