Emergency Notification System (UAlert) Policy

September 2010

Annex A of the UAH Emergency Communications Plan

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I.   Introduction and Objective

A.   Overview

It is the policy of the University of Alabama in Huntsville (UAH) to quickly inform the University community of conditions posing a threat to life, safety, and security and/or property, so that members of the community can take the necessary precautions to ensure overall safety and security including that of lives and property. UAH will utilize multiple communications modes to reach the largest feasible percentage of the impacted population, provided such notification does not compromise efforts to contain the emergency.

UAH employs an Emergency Notification System (ENS) to provide emergency warnings and follow-up information to the campus community, prior to and during an emergency. The system uses a variety of methods to furnish information and direction so that campus community members may immediately protect themselves in an emergency situation.

The Emergency Notification System (ENS) shall be commonly known as "UAlert." (The terms ENS and UAlert will be used interchangeably in this Policy.) UAlert includes the following primary modes of notification:

- Outdoor "Giant Voice" high-power speaker arrays
- Indoor building mass notification systems (in buildings with voice-capable mass notification systems)
- Text/Short Message Service (SMS) to cellular phones
- Voice phone messages to non-UAH land lines and cellular phones
- Voice phone messages to UAH telephones
- E-mail to UAH official e-mail addresses
- E-mail to non-UAH e-mail addresses

The following alternate modes of message delivery will be utilized as deemed appropriate by a Responsible Authorizer to a specific situation, especially one as to which notification should be disseminated to the larger Huntsville/North Alabama community:

- UAH web site (www.uah.edu)
- UAH Emergency web site (emergency.uah.edu)
- UAH official social media sites
    - Twitter: www.twitter.com/UAH
    - Facebook: www.facebook.com/UAH
- Local media
- Other modes as acquired and implemented

The protocols include the activation of a system for issuing appropriate warning or follow-up informational messages on campus and the use of other communications systems as necessary. This Policy addresses internal and external communications and is intended to be used as an adjunct to the UAH Emergency Communications Plan and to the unit-specific emergency response plans, which every unit at the University should have in place.

B.   Definitions

Emergency Notification – message issued to alert the campus of a confirmed, <u>active</u> emergency that poses an <u>immediate</u> threat to life, safety, and security and/or property where there is no time to issue advance warning (and the warning must be issued at the time the emergency is occurring). This message notifies the recipient that he/she needs to take protective action. Examples of such events or incidents include, but are not limited to, severe weather/tornado warning, an active shooter incident, a "gunman" at large, an immediate life-threatening and wide-spread hazardous material incident, a bomb located, or other serious in-progress potentially deadly incidents. Such threats may either be on-campus or off-campus in the immediate area of University owned, operated, and/or controlled property. Only those threats requiring immediate action by community members may result in the activation of the emergency notification protocol.

Crisis Alert – message alerting to a confirmed <u>potential</u> emergency situation that poses a <u>reasonably likely</u> threat to life, safety, and security and/or property where there is a limited time to prepare and issue advance warning. Such threats may either be on-campus or off-campus in the immediate area of University owned, operated, and/or controlled property. Crisis alerts may also include urgent follow-up instructions or information on an ongoing emergency (one where an emergency notification has previously been issued and a threat is still present).

Status Update/All Clear Alert – message that disseminates follow up information or non-urgent instructions. This may be a **Status Update** on an ongoing or imminent crisis event about which campus community members must be advised to ensure their health and safety, or an **All Clear** message that the emergency situation has been contained or no longer exists. This information is given with the intention of being helpful, though no individual action is immediately required.

Confirmed Threat – event confirmed by UAH Police Department (UAHPD) or another Responsible University Authority (see II.B) as an emergency situation that poses an <u>immediate</u> or <u>reasonably likely</u> threat to life, safety, and security and/or property.

Responsible Authorizer – a person who provides approval for the issuance of a notification.

Responsible Activator – a person who performs the technical activity of issuing or broadcasting a notification.

UAlert – the University branding for its emergency notification system (the collective group of centrally controlled emergency notification methods utilized by the University).

II.   Operational Guidelines

A.   Purpose and Authority of Emergency Notification System Policy

The purpose of UAlert is to provide timely warnings and important information during an emergency.

This Policy provides operational guidelines for issuing emergency messages via UAlert. The Policy is integrated with and supplements the UAH Emergency Communications Plan. The protocols also provide visible leadership and establish communication procedures to ensure that University officials and staff members are familiar with both actions to be taken and their specific roles.

This Policy has been approved by the Emergency Management Operations Group (EMOG) of which the University President is the chair.

B.   Responsible University Authorities

At all times, reference to any position at the University shall be understood, in the absence of the referenced individual, to include designees. The following University positions, collectively referred to as "Responsible Authorizers" for the purposes of these protocols, are granted authority by the University President to authorize emergency notifications, crisis alerts, and status updates/all-clear alerts:

- **University President** (send initial emergency notification, crisis alerts, and/or status update/all-clear alerts)
- **Chief of Police or designee** (send initial emergency notification, crisis alert, and/or all-clear alerts)
- **UAHPD Captain** (send initial emergency notification, crisis alert, and/or all-clear alerts)
- **UAHPD Lieutenant** (send initial emergency notification, crisis alerts, and/or all-clear alerts)
- **UAHPD Senior Officer on Duty** (send initial emergency notification)
- **Director of Public Affairs/Public Information Officer** (PIO) (send crisis alerts and/or status update)

- **Emergency Management Coordinator** (send initial emergency notification, crisis alert, and/or status update/all-clear alerts)
- **The following University official(s)** are authorized if they are *directly involved with and have situational awareness for the emergency response or crisis situation at UAH*:

    o **Provost and Executive Vice President for Academic Affairs** (send initial emergency notification and/or crisis alerts)
    o **Vice President, Finance & Administration** (send initial emergency notification and/or crisis alerts)
    o **Associate Vice President, Facilities & Operations** (send initial emergency notification, crisis alert, and/or all-clear alerts)
    o **Director, Office of Environmental Health & Safety** (send initial emergency notification, crisis alerts, and/or all-clear alerts)

The following University positions, collectively referred to as "Responsible Activators" for the purposes of these protocols, are granted authority by the University President to activate the UAlert system to issue approved emergency notifications, crisis alerts, and status updates/all clear alerts:

- **Police Dispatchers** (execute an approved order to transmit an emergency notification message)
- **Police Assistants** (execute an approved order to transmit an emergency notification message)
- **Designees appointed by a Responsible Authorizer** and properly trained in system utilization (execute an approved order to transmit an emergency notification message in the absence of available or trained Police Dispatchers)
- **Responsible Authorizers** properly trained in system utilization (execute an approved order to transmit an emergency notification in the absence of available or trained Police Dispatchers)

It should be noted that Responsible Authorizer and Responsible Activator are not mutually exclusive groups; a Responsible Authorizer may also be a Responsible Activator and vice versa.

C. Reporting an Emergency Situation

Individuals should immediately report all emergency or hazardous situations on campus to the UAHPD. UAHPD may be reached as follows:

- **6911** from a campus phone
- **256-824-6911** from a cellular or off-campus phone
- **911** from any phone (off-campus calls go to Madison County 9-1-1 Center).

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Individuals should report as much information as possible:

- Nature of the emergency situation
- Where it is occurring
- Physical description of person(s) involved, if applicable

If safe to do so, remain on the phone with dispatchers and provide additional information until the first police officer arrives.

Responding to emergency situations: Individuals should not approach a hazardous or dangerous situation. Persons should refer to the UAH *Emergency Procedures Handbook* for information on protective actions to take during an emergency.

The *Emergency Procedures Handbook* contains specific instructions about building evacuation and procedures to be followed in responding to other kinds of emergencies. A printed copy should be available in each classroom, laboratory, and office and is available on the UAH web site at this web address: *(http://emergency.uah.edu/handbook.pdf).*

D.   Initial Activation of the Protocols

For the purposes of these protocols, "authorizing" and "issuing" notifications are distinct activities and responsibilities. In the interest of timely notification, these protocols do not contain a separate approval procedure for the language of a notification. The use of pre-approved "canned" message templates, with appropriate specifics inserted prior to issuance, will help to speed the process of issuing alerts. See Appendix B for a list of approved "canned" messages.

Confirming a threat or hazard situation: The activation process is initiated when an emergency posing an immediate or reasonably likely threat to life, safety, and security and/or property is reported to UAHPD or to another Responsible University Authority. UAHPD or other Responsible University Authority must confirm that a reported threat exists and is of a nature requiring immediate notification to protect lives and property and must determine the impacted population that should receive or be the focus of the notification.

1. **UAHPD**: UAHPD officers responding to a report of an emergency situation shall utilize their professional training and judgment to determine whether the reported situation poses an immediate threat or is reasonably likely to pose a threat to life, safety, and security and/or property. For situations where there is an ongoing or

progressive threat or where a given circumstance is reasonably likely to pose a threat, the responding officer(s) shall follow UAHPD protocol to ensure proper activation of the UAlert system in accordance with this Policy.

2. **Responsible Authorizers:** Responsible Authorizers (other than UAHPD personnel) receiving a report of an emergency situation should immediately notify UAHPD and request confirmation that a hazard exists and poses an immediate threat or is reasonably likely to pose a threat to life, safety, and security and/or property. Responsible Authorizers who personally witness or observe a hazard condition that poses or is reasonably likely to pose a threat to life safety should contact UAHPD to directly authorize a UAlert message and to apprise the police about the observed threat.

Issuing an alert: For <u>confirmed</u> threats to life, safety, and security and/or property, the UAHPD senior officer on duty, or another Responsible University Authority having situational awareness of the emergency situation, will authorize the appropriate warning or follow-up informational message based on the operational guidelines of this Policy.

These actions are to be taken without delay, unless issuing a notification will, in the professional judgment of the Responsible Authorizer, compromise efforts to assist a victim or to contain, respond to, or otherwise mitigate the emergency situation.

The following occurrences would ordinarily be regarded as constituting a threat to life, safety, and security and/or property:

- Accidents involving utilities (such as a gas leak)
- Hazardous materials incidents
- Violent crimes
- Severe weather / tornado warning
- Other occurrences or reasonably likely occurrences where the notification of the public reduces or eliminates the threat to life, safety, and security and/or property.

The above list is not intended to be all-inclusive but to provide guidance as to when the UAlert system may be used to enhance public safety.

The UAlert system shall not normally be activated to convey information that is unrelated to an active or potential emergency situation. Informational communications, other than status updates or "all clear" messages as defined herein, shall be governed by the appropriate policy section of the Emergency Communications Plan, and shall utilize the appropriate delivery modes and authorization channels as specified in that blanket policy.

E.　Message Language

1. Message wording is approved by the person authorizing the warning as outlined in Section II.B.
2. Length of message is bound by distribution method selected; i.e., text messages are limited to 150 characters, voice messages are limited to 25 to 30 seconds.
3. When feasible, messages should include several key elements:
    a. Indication that the notification is from the University in the beginning of the message.
    b. Description of the emergency situation or hazard condition.
    c. Description of the impacted population; i.e., people in specific buildings, people in a certain area of campus, or the entire campus.
    d. Actions the impacted population should take; i.e., evacuate building, avoid area of campus, or shelter in place.
    e. Referral to the University web site Home Page for additional information and updates when appropriate.

F.　Training and Exercising

UAH recognizes that training and exercising are essential to demonstrating and improving its ability to execute its UAlert protocols. Periodic exercising helps ensure that equipment and procedures are maintained in a constant state of readiness and may help identify issues and determine functionality before an emergency occurs.

1. **Responsible Authorizer Training:** Administrators and staff with UAlert authorization responsibilities will receive initial training on the emergency notifications protocols and process. Responsible Authorizers will be trained and exercised on the UAlert system annually. This group will be informed when UAlert policies, protocols, or system characteristics/capabilities are changed or updated, and additional training will be completed prior to or concurrently with such changes or updates. Such training shall be coordinated with and provided through UAHPD.
2. **Responsible Activator Training:** Administrators and staff with UAlert activation responsibilities (responsible for the technical activation of the UAlert system) will receive initial training on UAlert policies, protocols, and processes. This group will be trained and exercised on the UAlert system annually. In addition, this group will receive user training pertaining to the use and functionality of the UAlert system and its individual components. This group will be informed when UAlert policies, protocols, or system characteristics/capabilities are changed or updated, and additional training will be completed prior to or concurrently with such changes or updates. Such training shall be coordinated with and provided through UAHPD.

3. **Cross Training:** Cross-training will be employed to ensure trained staff are available to activate UAlert systems in an emergency. Departments/administrative units having personnel with UAlert activation responsibilities shall ensure that sufficient staff are trained in order to address leave, travel, and other planned and unplanned personnel absences.

4. **Position Successor Training:** Persons named in lines of succession for a Responsible Authorizer or Responsible Activator shall receive the same level of training as the position to which they might succeed.

5. **Refresher Training – Faculty and Staff**: It shall be the responsibility of each department/administrative unit head to ensure that all faculty and staff receive annual refresher training for the UAlert system and for all department/administrative unit-specific emergency response plans.

6. **New Hires and Transfers – UAlert Responsibilities:** New staff with UAlert roles will be trained on their UAlert role as they assume their University positions. Individuals who are currently employed by the University and transfer to a position with UAlert responsibilities must receive initial training immediately upon assuming the new position.

7. **Undergraduate Student Training:** Undergraduate students shall receive orientation training for the UAlert system during their orientation session. Students residing in University Housing shall receive additional orientation training from University Housing staff at the beginning of each academic semester. UAHPD and the PIO, with input from Enrollment Services and University Housing, will develop and maintain training materials and programs for student UAlert orientation.

8. **Graduate Student Orientation:** Graduate students shall be provided with a brief summary of the UAlert system, including how to update contact information and set contact priorities. This information should be provided along with acceptance letters. UAHPD and the PIO, with input from the School of Graduate Studies, will develop and maintain educational materials for graduate student UAlert orientation.

9. **General Faculty and Staff – New Hires:** Faculty and staff with no ENS authorization or activation responsibilities shall receive initial UAlert orientation training from Human Resources during their new-hire orientation. It shall be the responsibility of the individual's supervising Administrator, Dean, Department Chair, Center Director, or designee to ensure that the individual is familiar with UAlert and the departmental/administrative unit emergency response plan(s) and that the individual receives annual refresher orientation on both. UAHPD and the PIO, with input from Human Resources, will develop and maintain UAlert training materials and programs for Faculty and Staff.

10. **General Faculty and Staff – Transfers:** It shall be the responsibility of the individual's supervising Administrator, Dean, Department Chair, Center Director, or designee to ensure that an individual who transfers into a new position is familiar

with UAlert and the departmental/administrative unit emergency response plan(s) and receives orientation on both.

Responsibilities for Training Program: UAHPD and the PIO will collectively and cooperatively develop and maintain UAlert training materials and programs for all campus stakeholders.

1. UAHPD shall provide notifications each academic semester to remind departments/administrative units of the required annual refresher orientation for authorized users.
2. The PIO shall ensure that all Marketing and Communications personnel with UAlert authorization/activation responsibilities, including those named within this Policy as well as their alternate(s)/successor(s), have received proper training in their respective UAlert role(s) and subsequently receive annual refresher training as outlined above.
3. The UAHPD Chief of Police shall be responsible for ensuring that all UAHPD personnel with UAlert authorization/activation responsibilities, including those

Exercise Program: The University will conduct a minimum of one (1) announced or unannounced UAlert test exercise each academic semester. UAHPD, the PIO, and the Emergency Management Coordinator will plan and coordinate UAlert exercises. Announced exercises will be widely publicized in advance to ensure that:

1. The University community is aware of the exercise and thus is not confused or surprised by the test message(s).
2. University community members have the opportunity to check and update their contact information prior to and immediately after the exercise.

At least one (1) unannounced exercise shall be conducted annually.

Each exercise shall be evaluated and After-Action Reports will be utilized to review system and personnel performance and to identify system strengths and areas for improvement. The following information shall be documented for each exercise:

- Date and time conducted
- Type of exercise (announced or unannounced)
- Evaluative comments and After-Action Report

Documentation shall be maintained by UAHPD and the Emergency Management Coordinator.

G.   System Maintenance and Readiness

The UAlert system contact information database will be updated each academic semester. The update will add new students and employees and delete terminated employees and non-active students.

Information Technology Solutions (ITS):

1. ITS will develop the necessary processes to retrieve an updated user list from Banner® and transmit it to the appropriate vendor and/or University maintained database(s). The following information should be included for each active student and employee:
   - First and last name
   - UAH "A" number
   - UAH official e-mail address
   - Alternate e-mail address (if available)
   - Office phone number (if available)
   - Cellular phone number (if available)
   - Alternate (or home) phone number (if available)
   - SMS/Text Device (cellular number if no alternate supplied)
   - UAH building code (faculty, staff, student residents)

   This information shall be provided to UAHPD no later than 10 business days after the start of each academic semester.

2. ITS will ensure that UAHPD has redundant internet access capabilities and that UAHPD networks and associated infrastructure are maintained in a secure and resilient state. Where present, TCP/IP network connections between UAHPD administered emergency notification control interface(s) and building notification systems and/or alarm systems shall be maintained in a secure and resilient state.

3. ITS will maintain a secure web portal (http://ualert.uah.edu and http://www.uah.edu/ualert) that allows current students, faculty, and staff quick access to their UAlert accounts for the purposes of updating contact information. ITS will work in collaboration with UAHPD and the current text/SMS, telephone voice messaging, and mass email provider(s) to ensure a functional user-friendly interface. The web site will at a minimum contain the following:
   a. A link to an electronic version of this Policy (without confidential appendices).
   b. A brief description of the UAlert system and all current modes of delivery:
      - Modes that may be opted out of or reinstated.
      - Mandatory modes.
      - Alternate modes as developed and implemented.
   c. Instructions on how to access and update one's UAlert account.
   d. Secure login portal to access one's UAlert account.

Enrollment Services: Responsibilities for capturing and recording information for new and existing students shall reside with Enrollment Services. Enrollment Services shall develop and implement policies and protocols to ensure that:

1. A brief description of UAlert is included in recruitment materials and/or enrollment documents. Where possible and practicable it is recommended that students be briefed on the UAlert system at the time of registration.
2. Personal cellular phones number(s), when available, are entered into the proper Banner® field(s) within the Banner® student record.
3. Alternate (non-UAH) e-mail address(es), when available, are entered into the proper field(s) within the Banner® student record.
4. The above contact information, if not voluntarily provided, is requested at the time of enrollment. Students are to be advised as to how the contact information shall be used and that failing to provide it will prevent them from receiving emergency warnings and follow-up information through modes of delivery based on the University's possession of students' contact information.
5. Students wishing to opt out of the UAlert system complete and sign an opt-out form which clearly indicates their understanding that they will not receive emergency UAlerts through Text/SMS, telephone voice messaging, or alternate (non-UAH) e-mail addresses. (Minors would be required to have parent or guardian signature in order to opt out.)
6. Opt-out forms are forwarded to UAHPD.

Human Resources: Responsibilities for capturing and recording UAlert contact information for new employees shall reside with Human Resources. HR shall develop and implement policies and protocols to ensure that:

1. New employees are briefed on the UAlert system at the time of hire. It is recommended that a brief description of UAlert be included in each new hire package.
2. Personal cellular phone number(s), when available, are entered into the proper Banner® field(s) within the Banner® employee record.
3. Alternate (non-UAH) e-mail address(es), when available, are entered into the proper field(s) within the Banner® employee record.
4. The above contact information, if not voluntarily provided, is requested at the time of hire. Employees are to be advised as to how the contact information shall be used and that failing to provide it will prevent them from receiving emergency warnings and follow-up information through modes of delivery based on the University's possession of employees' contact information.
5. Employees wishing to opt out of the UAlert system at time of hire are required to complete and sign a voluntary opt-out form which clearly indicates their

understanding that they will not receive emergency UAlerts through Text/SMS, telephone voice messaging, or alternate (non-UAH) e-mail addresses.
6. Opt-out forms are forwarded to UAHPD.

Emergency Management Coordinator: The Emergency Management Coordinator shall be the technical administrator for the UAlert system and shall ensure that:

1. The system is maintained in a constant state of readiness.
2. The contact database is current and updated at the beginning of each academic semester.
   a. Students who have been inactive for three (3) consecutive academic semesters shall be removed from the UAlert system.
   b. Employees whose employment has ended at least ninety (90) days prior to the start of the current academic semester shall be removed from the UAlert system unless the former employee is a currently enrolled and active student.
3. Contact information, with the exception of official UAH e-mail addresses, for persons with documented opt-out requests is not loaded into UAlert. (Accounts will be created for ALL students, faculty, and staff. See section III.B for additional details.)
4. A user-friendly and functional web interface/portal for current students, faculty, and staff is maintained, with ITS, to allow individuals to update their UAlert contact information.
5. UAlert special call/alert groups are designated and maintained, including but not limited to:
   a. Emergency Management Operations Group (EMOG) personnel
   b. Student Residents according to assigned residence structure
   c. UAHPD personnel
   d. Faculty/staff by primary work location (building)

UAHPD: UAHPD shall be the functional administrator for the UAlert system and shall ensure that:

1. Adequate numbers of trained UAHPD staff (both UAlert authorizers and activators) are on duty at all times.
2. All Responsible Authorizers and Responsible Activators (both UAHPD staff and other University employees as named above and their immediate successors) are fully trained in their UAlert responsibilities and system operation and receive annual training updates.
3. Serve as the primary activation point of contact for message initiation.

H.   Personal UAlert Account Maintenance

Faculty, staff, and students may review and update their UAlert account information through the UAlert web portal: http://ualert.uah.edu. UAlert login ID shall be the individual's official UAH LDAP ID (the first part of the official UAH email address), and the password shall be the registered LDAP password (the password used to access UAH e-mail and wireless networking systems).

The following personal information and preferences may be updated via the UAlert portal:
- Cellular, office, and home (or alternate) phone numbers
- Text/SMS preferences for each text-capable phone number provided
- Alternate e-mail address
- Subscribe or unsubscribe from each alert method

Where applicable, users must accept the third-party notification provider's disclaimers in order to update personal information.

Academic Affairs: It is recommended that all course syllabi include a brief description of UAlert and include the internet address (http://ualert.uah.edu) which students may use to review and/or update their UAlert contact information and preferences.

III.   UAlert Participation

A.   Opt-Out Policy

UAH recognizes the need to notify as many members of its campus community as possible during an emergency situation. Participation in the text/SMS, telephone voice messaging, and alternate (non-UAH) e-mail notification components of UAlert shall be on an opt-out basis except as specified otherwise in Sections III.B and III.C below.

Information as outlined in section II.G.1 above shall automatically be loaded into the UAlert database (vendor hosted or UAH hosted as appropriate to the current contractual agreement with the current service provider) at the start of each academic semester for all students, faculty, and staff who do not have a written opt-out form on file.

B.   Mandatory Inclusion of Official UAH E-mail Addresses

All official UAH e-mail addresses for current students, faculty, and staff will remain in the UAlert system. Students, faculty, and staff may opt-out of all other text/SMS,

telephone voice messaging, and alternate email UAlert notification channels (except as specified in Section III.C).

This shall require that each current student, faculty member, and staff person have an active UAlert account.

C. Mandatory Inclusion of UAH-Provided Wireless Electronic Communications Devices

All faculty and staff who have portable wireless electronic communications devices provided by the University shall be required to participate in the UAlert system by providing the contact information for each provided device.

For the purposes of this Policy, "provided by the University" shall be defined as any device either owned directly by the University and provided for individual use for official University business or any device owned by an individual but reimbursed by the University through the Wireless Communications Devices Policy.

Wireless electronic communications devices include:
- Cellular phones (including Blackberries, Nextel radio/phones, iPhones, Droids)
- Pagers (voice and digital)
- Personal Digital Assistants (PDAs) capable of receiving text/SMS and/or e-mail
- PDA/cellular phone combinations
- Other wireless devices capable of receiving text/SMS or e-mail

UAH Wireless Communications Devices Policy and related forms and documents shall include this requirement and shall require the employee to acknowledge and document compliance with this requirement.

D. Inclusion of Non-UAH Personnel

Non-UAH individuals who work **on the UAH campus** in either a full- or part-time capacity are eligible to participate in UAlert. This includes, but is not limited to, employees of the following groups:

- NASA employees
- United States Armed Forces employees
- Department of Homeland Security employees
- Food service employees
- Bevill Center employees
- University Fitness Center employees
- U.A. System employees
- Alabama Credit Union employees

- Other State and Federal employees
- Private industry employees and contracted employees
- Full- and part-time UAH volunteer staff

These groups shall be responsible for requesting access through their official University liaison. (For example: food service and Bevill Center employee groups would make their request through the Vice President for University Housing and Campus Business Operations; U.A. System auditors would make their request through the Controller's office.) Those liaisons shall be responsible for informing non-UAH groups of the UAlert system and for providing an annual reminder to update contact information.

The groups will be required to provide all available information as outlined above in Section II.G.1 at the beginning of each academic semester. Groups will be responsible for supplying current information and for requesting removal of individual accounts. Groups should contact UAHPD for guidance on proper formatting for data submission.

E.   Caller ID Information for Incoming UAlert Messages

Telephone and text/SMS incoming messages will display the UAlert informational call-back telephone number when message recipients have caller ID services activated: 256-824-7100. UAlert participants are encouraged to program this phone number into cellular phone and other contact lists so that devices will indicate the call is from UAlert.

IV.   Policy Maintenance

This Policy shall be reviewed and updated on an annual basis or sooner whenever changes to organizational structure, assigned responsibilities, UAlert system capabilities, or other factors affecting this Policy or the UAlert system occur.

The PIO as chair of the Emergency Communications Planning Committee (a sub-committee of the EMOG) is responsible for conducting all Policy reviews and updates. The EMOG Policy Group has final approving authority for all Policy changes.

The Emergency Management Coordinator is responsible for maintaining the Policy document and incorporating changes approved by the EMOG, and will work with the PIO and during each update period to provide draft and final versions of this Policy.

A record of all Policy reviews and revisions shall be maintained in Appendix B of this Policy.

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APPENDIX A

Record of Reviews and Revisions

Review Date	Changes Made	Effective Date	Approved By
September 23, 2010	Initial Policy Adoption	September 23, 2010	EMOG
June 26, 2012	Updated Appendix B	June 26, 2012	(pending)
"	Update personal info maintenance section (II.H)	June 26, 2012	(pending)
"	Added EMC to authorized list (II.B)	June 26, 2012	(pending)
"	Clarification that EMOG Policy Group will approve Policy changes.	June 26, 2012	(pending)
September 30, 2015	Updated UAHPD Responsibilities	October 1, 2015	(pending)
September 30, 2015	Added UAHPD Captain to authorized user list	October 1, 2015	(pending)
September 30, 2015	Shifted technical system administration to EMC	October 1, 2015	(pending)
September 30, 2015	Updated pre-scripted message section	October 1, 2015	(pending)
September 30, 2015	Revised training responsibilities section (II.F)	October 1, 2015	(pending)

Emergency Notification System (UAlert) Policy

APPENDIX B

Approved Pre-scripted ("Canned") UAlert Messages

The following is a list of all currently approved pre-scripted ("canned") emergency notification messages contained within the UAlert system:

Effective Date: August 2010

Prebuilt scenarios for <u>immediate</u> delivery:

1. **All clear – weather:**
   - Voice: U A H Alert. U A H is no longer under a tornado warning. It is safe to exit protective areas on the U A H campus. Other portions of Huntsville and Madison County may still be affected by a tornado warning. Please continue to monitor weather conditions and stay weather aware. (Repeats one time)
   - Email: UAH is no longer under a tornado warning. It is safe to exit protective areas **on the UAH campus**. Other portions of Huntsville and Madison County **may still be affected** by a tornado warning.
     Please continue to monitor weather conditions and stay weather aware.
   - Text: UAH is no longer under a tornado warning. It is safe to exit campus protective areas. Other parts of Madison County may still be affected. Stay weather aware.
   - Facebook: UAH Alert: UAH is no longer under a tornado warning. It is safe to exit campus protective areas. Other parts of Huntsville and Madison County may still be affected. Please continue to monitor weather conditions and stay weather aware.
   - Twitter: UAH is no longer under a tornado warning. It is safe to exit campus protective areas. Other parts of Madison County may still be affected.
   - RSS: UAH is no longer under a tornado warning. It is now safe to exit campus protective areas. Other portions of Huntsville and Madison County may still be affected. Please continue to monitor weather conditions and stay weather aware.

2. **All Clear – Non-Weather Related:**
   - Voice (text to speech): The emergency situation at U. A. H. has ended. It is safe to resume normal activities. Please avoid any affected areas until further notice.
   - Email: The emergency situation at UAH has ended. It is safe to resume normal activities. Please avoid any affected areas until further notice.
   - Text: The emergency situation at UAH has ended. It is safe to resume normal activities. Please avoid any affected areas until further notice.
   - Facebook: The emergency situation at UAH has ended. It is safe to resume normal activities. Please avoid any affected areas until further notice.

- Twitter: The emergency situation at UAH has ended. It is safe to resume normal activities. Please avoid any affected areas until further notice.

3. **Tornado Warning:**
    - Voice: (Recorded audio): An emergency message from UAH. There is a tornado warning in effect for Madison County. Seek shelter immediately. Repeat: There is a tornado warning in effect for Madison County. Seek shelter immediately.
    - Email: A tornado warning has been issued for Madison County, AL. **Seek shelter immediately!** Remain in campus protective area until UAH issues an all-clear message.
    - Facebook: UAH Alert! A TORNADO WARNING has been issued for Madison County. Seek shelter immediately if you are on the UAH campus or in affected parts of Madison County! Remain in campus protective areas until UAH issues an all-clear message.
    - Twitter: TORNADO WARNING has been issued for Madison County. Seek shelter immediately! Stay in campus protective areas until all-clear message issued
    - RSS: UAH TORNADO WARNING! A tornado warning has been issued for Madison County. Seek shelter immediately if you are on the UAH campus or in affected parts of Madison County! Remain in campus protective areas until UAH issues an all-clear message.

4. **Active Shooter:**
    - Voice (text to speech): Gunman in [BLDG NAME]. Take shelter now! If in office, secure doors and stay quiet and silence phones. If in hall, move into room and secure door. As last resort if shooter at close range and escape not possible, attempt to take the shooter down. Do not exit shelter unless ordered to do so in person by law enforcement. Call 9 1 1 for help.
    - Email: Gunman in BLDG NAME. If in an office or classroom, secure doors and stay quiet and out of sight. Silence phones. If in hall, move into a room and secure the door. As a last resort if shooter at close range and escape not possible, attempt to take the shooter down. Do not exit shelter unless ordered to do so in person by law enforcement or the all-clear is issued through UAlert! Call 9-1-1 for help.
    - Text: Gunman in [BLDG NAME]. Shelter in room, secure doors, stay quiet. Do not exit shelter until ordered by police. Call 911 for help.
    - Facebook: Gunman in [BLDG NAME]. Take shelter now! If in office or classroom, secure doors, stay quiet, out of sight. Silence phones. If in hall, move to room and secure door. As last resort if escape not possible, attempt to take shooter down. Do not exit shelter unless ordered in person by law enforcement or all-clear issued through UAlert! Call 911 for help.
    - Twitter: Gunman in BLDG NAME! Shelter in room, secure doors, stay quiet. Do not exit shelter until ordered by police. Call 911 for help
    - RSS: Gunman in BLDG NAME. Take shelter now! If in an office or classroom, secure doors and stay quiet and out of sight. Silence phones. If in hall, move into a room and secure the door. As a last resort if shooter at close range and escape not possible, attempt to take the shooter down. Do not exit shelter unless ordered to do so in person by law enforcement or the all-clear is issued through UAlert! Call 9-1-1 for help.

5. **Bomb Threat:**
   - Voice (text to speech): Evacuate (BLDG NAME - NO ABBREVIATIONS) immediately! U. A. H. has received a bomb threat for this building. Follow all instructions from authorities at scene. Move away from the building at least 500 feet. Avoid the area of this building.
   - Email: Evacuate (BLDG NAME - NO ABBREVIATIONS) immediately! UAH has received a bomb threat for this building. Follow all instructions from authorities at scene. Move away from the building at least 500 feet. Avoid area until further notice.
   - Text: Evacuate (BLDG NAME) immediately. Move away from building. Follow instructions from authorities. Call 911 for help. Avoid area until further notice.
   - Facebook: Evacuate (BLDG NAME - NO ABBREVIATIONS) immediately! UAH has received a bomb threat for this building. Follow all instructions from authorities at scene. Move away from the building at least 500 feet. Avoid area until further notice.
   - Twitter: Evacuate (BLDG NAME) immediately. Move away from building. Follow instructions from authorities. Call 911 for help. Avoid area.
   - RSS: Evacuate (BLDG NAME - NO ABBREVIATIONS) immediately! UAH has received a bomb threat for this building. Follow all instructions from authorities at scene. Move away from the building at least 500 feet. Avoid area until further notice.

6. **Earthquake Damage Assessment (Building Safety Evaluation Team Only)**
   - Voice (text to speech): U. A. H. has experienced an earthquake. Please assign personnel to perform damage assessments and notify U. A. H. police of any damage or safety concerns.
   - Email: U. A. H. has experienced an earthquake. Please assign personnel to perform damage assessments and notify U. A. H. police of any damage or safety concerns.
   - Text: U. A. H. has experienced an earthquake. Please assign personnel to perform damage assessments and notify U. A. H. police of any damage or safety concerns.

7. **Natural Gas Leak**
   - Voice (text to speech): Emergency message from U. A. H. Evacuate (BLDG or AREA) immediately. There is a natural gas leak. Move at least 500 feet away from the area. Avoid open flame or lit cigarettes. Follow instructions from authorities. Do not block drives and emergency access ways to building or area. Avoid the area until further notice.
   - Email: Evacuate (BLDG or AREA) immediately. There is a natural gas leak. Move at least 500 feet away from the area. Avoid open flame or lit cigarettes. Follow instructions from authorities. Do not block drives and emergency access ways to building or area. Avoid the area until further notice.
   - Text: Gas leak at BLDG NAME or AREA NAME. Evacuate immediately. Move to safe distance at least 500 ft from area. Obey instructions from authorities. Avoid the area.
   - Facebook: Evacuate (BLDG or AREA) immediately. There is a natural gas leak. Move at least 500 feet away from the area. Avoid open flame or lit cigarettes. Follow

instructions from authorities. Do not block drives and emergency access ways to building or area. Avoid the area until further notice.

- Twitter: Gas leak at BLDG NAME or AREA NAME. Evacuate immediately. Move to safe distance at least 500 ft away. Obey authorities. Avoid area.
- RSS: Evacuate (BLDG or AREA) immediately. There is a natural gas leak. Move at least 500 feet away from the area. Avoid open flame or lit cigarettes. Follow instructions from authorities. Do not block drives and emergency access ways to building or area. Avoid the area until further notice.

8. Hazardous Material Release – Evacuation

- Voice (text to speech): Emergency message from U. A. H. Evacuate (AREA or BLDG NAME) immediately! Move to a safe location away from area. Follow instructions from authorities. Call 256-824-6911 for help. Avoid the area!
- Email: Evacuate (AREA or BLDG NAME) immediately. Move to a safe location. Follow instructions from authorities. Call 256-824-6911 for help. Avoid the area!
- Text: Evacuate (AREA or BLDG NAME) immediately. Move to a safe location. Follow instructions from authorities. Call 256-824-6911 for help. Avoid the area!
- Facebook: UAH Emergency! Evacuate (AREA or BLDG NAME) immediately. Move to a safe location. Follow instructions from authorities. Call 256-824-6911 for help. Avoid the area!
- Twitter: Evacuate (AREA - BLDG NAME) immediately. Move to safe location. Follow instructions from authorities. Call 256-824-6911 for help. Avoid area
- RSS: UAH Emergency! Evacuate (AREA or BLDG NAME) immediately. Move to a safe location. Follow instructions from authorities. Call 256-824-6911 for help. Avoid the area!

9. Hazardous Material Release – Shelter in Place

- Voice (text to speech): Emergency message from U. A. H. . SHELTER IN PLACE if you are in (BUILDING NAME). Do not attempt to evacuate! Close and seal doors and windows. Use tape, plastic sheeting, linens, clothing, or other suitable item to seal or block spaces under and around doors. Remain in sheltered area until notified by authorities that it is safe to exit. Persons not in this building should avoid the area until further notice!
- Email: UAH Emergency! SHELTER IN PLACE if you are in (BUILDING NAME). Do not attempt to evacuate! Close and seal doors and windows. Use tape, plastic sheeting, linens/clothing, or other suitable item to seal or block spaces under and around doors. Remain in sheltered area until notified by authorities that it is safe to exit. Persons not in this building should avoid the area until further notice!
- Text: SHELTER IN PLACE if in (BLDG NAME)-do not evacuate! Move to interior room, seal doors, windows. Await further instructions from authorities. Call 911 for help.
- Facebook: UAH Emergency! SHELTER IN PLACE if you are in (BUILDING NAME). Do not attempt to evacuate! Close and seal doors and windows. Use tape, plastic sheeting, clothing, or other suitable item to seal or block spaces under and around

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doors. Remain in sheltered area until notified by authorities that it is safe to exit. Avoid area until further notice!

- Twitter: SHELTER IN PLACE if in (BLDG NAME)-do not evacuate! Move to interior room-seal doors, windows. Await further instructions. Call 911 for help
- RSS: UAH Emergency! SHELTER IN PLACE if you are in (BUILDING NAME). Do not attempt to evacuate! Close and seal doors and windows. Use tape, plastic sheeting, linens/clothing, or other suitable item to seal or block spaces under and around doors. Remain in sheltered area until notified by authorities that it is safe to exit. Persons not in this building should avoid the area until further notice!

10. Weather Delay

All modes: Message provided by administration – dependent upon situation

11. Weather Closure

All modes: Message provided by administration – dependent upon situation

THE UNIVERSITY OF ALABAMA IN HUNTSVILLE

UAlert Emergency Notification System
Opt-Out Form

☐ **Enrolled Student**   ☐ **Faculty/Staff**

Student/Employee ID   A_____

First Name   _____   MI ____   **Last Name** _____

Department (Faculty/Staff) or College (students) _____**Contact Phone Number** _____

UAlert is an emergency notification system that allows the University to quickly disseminate an urgent message through multiple communication channels including:

- Voice messages to cell, home and office phones
- Text messages to cell phones
- Email messages

All enrolled students, faculty and staff will be automatically enrolled in UAlert. If you wish to opt-out of the emergency notification system, please check the box below.

☐ **Opt Out of the UAlert Emergency Notification System**

Disclaimer

I understand that I have chosen to opt-out of the **UAlert** Emergency Notification System that is used to disseminate urgent messages when an emergency occurs at the University. Furthermore, I understand by opting out of **UAlert**, an emergency notification will only be sent to my official UAH email address.

Should I choose at a later date to participate in UAlert, I understand that I may update my preferences by using the UAlert web portal at http://ualert.uah.edu.

_____

Signature   Date

Return form to: UAH Police Department, IMF