



University of New Haven

POLICIES AND PROCEDURES

Policy Title:

Clery Act Emergency

Notifications Policy

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Responsible Office: Public Safety and Administrative Services
Responsible Official: Associate VP for Public Safety and Administrative Services

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Purpose

The purpose of this policy is to outline the UNIVERSITY OF NEW HAVEN's (the University) emergency response and evacuation procedures, including protocols for emergency notifications in those situations that represent a significant emergency or dangerous situation affecting the health and/or safety of the University campus community. This policy statement complies with the Emergency Notification requirements of the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistic Act (20 U.S.C. § 1092(f)) ("Clery Act") and its implementing regulations.

Scope of Policy

This policy is distributed in accordance with the UNIVERSITY OF NEW HAVEN Clery Act Policy (Policy 8601) and is applicable to all UNIVERSITY OF NEW HAVEN campuses and departments located within the University's Clery geography.

Why We Have This Policy

In the event that a significant emergency or dangerous situation occurs on the University's campus which constitutes an immediate threat to the health or safety of campus community members, the University will issue an emergency notification without delay; unless issuing a notification will compromise efforts to assist a victim or to contain, respond to, or otherwise mitigate the emergency. This dangerous situation does not need to be on the campus at the time of the alert, but rather that the situation presents a danger to the campus. For example, a tornado warning that includes the campus in its possible path, or a chemical leak off campus, where fumes present a danger to the campus.

If a significant emergency or dangerous situation occurs, University of New Haven Police Department (UNHPD) or its designee, will; (1) confirm the existence of a significant emergency or dangerous situation; (2) determine the appropriate segment or segments of the campus community to notify; (3) determine the content of the emergency notification; and (4) initiate the emergency notification system.

Definitions

Emergency: A "high risk" event, expected or unexpected, that threatens life or safety and requires immediate action.

Urgent situation: An incident or condition that may not pose an immediate threat to life or safety, but where timely information or instructions may directly affect the well-being of the recipient and/or require timely action.

Public Safety Administrative Team: Made up of the following - Associate VP for Public Safety and Administrative Services, University of New Haven Police Department Police Chief, Deputy Police Chief, and University of New Haven Fire Marshal.

Procedures

Confirming the Existence of a Significant Emergency or Dangerous Situation and Initiating the Emergency Notification System

University of New Haven Police Department, and/or other campus first responders may become aware of a critical incident or other emergency situation that potentially affects the health and/or safety of the campus community. Generally, campus first responders become aware of these situations when they are reported to the University of New Haven Police Department, or upon discovery during patrol or other assignments. Some emergencies may be reported through other UNIVERSITY OF NEW HAVEN offices, for example infectious diseases such as UNIVERSITY OF NEW HAVEN Health Services.

Once first responders confirm that there is, in fact, an emergency or dangerous situation that poses an immediate threat to the health or safety to some or all members of the campus community, first responders will notify supervisors at the University of New Haven Police Department, or other

authorized University office(s) to issue an emergency notification.

In the event of a situation that poses an immediate threat to members of the campus community, the University has various systems in place for communicating information quickly. Some or all of these methods of communication may be activated for emergency notification to all or a segment of campus community. These methods of communication may include the UNIVERSITY OF NEW HAVEN's email system, press releases, emergency alert system, LiveSafe app, ALERTUS desktop software, and with messages on the UNIVERSITY OF NEW HAVEN's website, when appropriate. Additionally, public address emergency phones, University social media, verbal announcement within a building and via the public address systems on police vehicles may be used. The UNIVERSITY OF NEW HAVEN may post updates during a critical incident on the University's website.

If the situation warrants, the University will establish a telephone call-in center to communicate with the campus community during an emergency situation. The University may also utilize posters and/or other simple systems where technology support is unavailable. The selection and implementation of any of these methods will be made with the goal of notice to the impacted members of the community as rapidly as possible.

The University may not use all distribution methods for every incident.

If the University activates its emergency notification system in response to a situation that poses an immediate threat to members of the campus community, several offices at the University are responsible for notifying the larger community, such as parents, the local community, alums, etc., about the situation and steps the University has taken to address the emergency. Primarily, Marketing and Communications is responsible for crisis communications and for maintaining communications with national, regional, and local news outlets.

The University's authorized representatives that may initiate all or some portions of the emergency notification system (or request the UNIVERSITY OF NEW HAVEN POLICE DEPARTMENT, or Marketing and Communications to do so) in an emergency, urgent, or important situation include:

- (1) UNIVERSITY OF NEW HAVEN PUBLIC SAFETY DEPARTMENT, Chief or designee (normal Chain of Command);
- (2) University Fire Marshal
- (3) UNIVERSITY OF NEW HAVEN Incident Management Team
- (4) Designated Public Affairs Personnel (Marketing and Communications AVP or designated staff);
- (5) Municipal or State official where there is impending emergency in the community that will likely affect the university.

As soon as the emergency is no longer present, the University will issue the emergency notification to the campus community or applicable segment of the community. Department of Public Safety and/or other campus first responders may become aware of a critical incident or other emergency situation

Determining the Appropriate Segment or Segments of the Campus Community to Receive an Emergency Notification

University and/or local first responders on the scene of an incident critical incident or dangerous situation will assist those preparing the emergency notification with determining what segment or segments of the University community should receive the notification.

In addition to the emergency notification that may be issued via the University's Everbridge system, the University will also post applicable messages about the dangerous condition on the University homepage to ensure the rest of the campus is aware of the situation and the steps they should take to maintain personal and campus safety.

Determining the Contents of the Emergency Notification:

The University of New Haven Police Department or its designees will determine the contents of the notification based on each situation. The University has some templated messages in its Everbridge notification system addressing emergency situations. The individual authorizing the alert will select the template message most appropriate to the ongoing situation and modify it to address the specifics of the present incident. In those cases where there are no predetermined template messages in the system, the individual authorizing the alert will develop the most succinct message to convey the appropriate information to the community. The goal is to ensure that individuals are aware of the situation, and they know the steps to take keep themselves safe.

We recognize that no two incidents are the same, and that these types of incidents are fluid. It is the of the University of New Haven's Public Safety team's mission to alert our community as soon as possible, provide updates in a timely fashion, and let members know when and incident is completed.

Responsibilities

Public Safety Administration

After determining to send or receiving a directive to send out an Emergency Notification from the Public Safety Administrative Team (PSAT) the University of New Haven Police Department Command Staff, any member of the PSAT shall;

- Select the most appropriate predetermined template or create message provided by the individual authorizing the message.
- Where no template is available...
 - Steps established by UNIVERSITY OF NEW HAVEN guide the creation of the message
 - For example, "drafted by the patrol supervisor directed by the Chief of Police," or
 - "Drafted by the Fire Marshal."

- Follow the guidelines for sending out an Emergency/Urgent messages and ensure the message is sent in a timely manner
- Send the Follow Up/Status & All Clear notifications as directed by University of New Haven Public Safety Administrative Team.

After Action Assessment

When the UNIVERSITY OF NEW HAVEN undertakes a formal after-action assessment of circumstances where an emergency notification has been distributed, this process must include an examination of any gaps in the process outlined for the issuance of an emergency notification with appropriate remediation.

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When the UNIVERSITY OF NEW HAVEN has initiated an emergency notification that is not part of its normal after-action assessment procedures, the Associate VP for Public Safety and Administrative Services will undertake an examination of any gaps in the process outlined for the issuance of an emergency notification with appropriate remediation.

Template Review

Minimally annually, the UNIVERSITY OF NEW HAVEN Public Safety team will review existent templates to ensure they are current, correct, and address those emergencies the UNIVERSITY OF NEW HAVEN is likely to encounter.

Web Address for This Policy

[Emergency Notification Policy](#)

Related Documents and Policies

- Clery Act Compliance Policy (UNH policy 8601)
- Clery Timely Warning Notice Policy (UNH policy 8609)

Appendix

None

Policy History – Created 02/24/2022