Cleveland State University

Emergency Notification Plan

Developed By:

**Cleveland State University Police Department
Office of Emergency Management
216.687.2184**

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EMERGENCY NOTIFICATION, RESPONSE AND EVACUATION

The Cleveland State University Department of Campus Safety is responsible for issuing emergency notifications to the campus community. An emergency notification is the immediate announcement to the campus community upon the confirmation of a significant emergency or dangerous situation involving an imminent threat to the health or safety of students or employees occurring on campus.

Cleveland State University (CSU) will, without delay, and taking into account the safety of the community, determine the content of the notification and initiate the notification system or systems, unless issuing a notification will, in the professional judgment of responsible authorities, compromise the efforts to assist a victim or to contain, respond to, or otherwise mitigate an emergency.

Emergency notifications may be initiated by the University President, Provost, or select members of the Campus Safety division. The process of issuing an emergency notification begins by confirming there is a significant emergency or dangerous situation. Campus Safety personnel verify information about a potential significant emergency or dangerous situation. This occurs by collecting and assimilating information from firsthand accounts, from uniformed officers in the field, and through the use of surveillance technologies such as alarm systems. Alarm systems are monitored by the Cleveland State University Police Department (CSUPD) Dispatch Center 24-hours a day, 7 days a week. In many locations, video from surveillance cameras can be reviewed in the event of an emergency.

In some circumstances, other CSU departments or local, state, or federal agencies may notify the CSUPD Dispatch Center of a possible emergency and may provide information or guidance to be used in verifying whether a significant emergency or dangerous situation exists. For example, the Cleveland Public Health Department may determine whether there is an outbreak of serious illness. CSU may contact or be contacted by external law enforcement agencies, emergency management agencies, public health agencies, or other agencies with expertise in the type of situation affecting the campus. These departments or agencies may provide assistance and guidance in confirming the presence of an emergency or dangerous situation. The CSU departments that become aware that an emergency or dangerous situation may affect the campus will contact the CSUPD Dispatch Center, 216-687-2020, to report the incident.

Upon confirming that an emergency or dangerous situation exists, the CSUPD Dispatch Center or other Campus Safety personnel will issue an emergency notification. As part of this process, Campus Safety leadership will determine the event's significance and the populations it may impact. The content of the notification will provide instruction to the university community that promotes the safety and well-being of those impacted. At times, messages may simply contain information about an area of campus to avoid. At other times, messages may have specific protective action recommendations or information about the nature of the incident itself. A message may be directed to the entire campus community or to specific areas or segments of the campus depending on the nature of the incident. As soon as the message is ready, the Department of Campus Safety transmits it to the university community using the appropriate system or systems for the nature of the emergency. These systems are described in the next section.

Delivery of an emergency notification may occur within minutes of the initial confirmation of a significant emergency or dangerous situation depending upon the time of day, the methods chosen to disseminate information, and the successful activation and performance of technologies used to issue notifications.

EMERGENCY NOTIFICATION SYSTEMS

To report an emergency or dangerous situation, call 9-1-1 from a cellular phone and ask to be connected to CSU PD or call 216-687-2020.

Once the Department of Campus Safety is aware of an emergency situation, response agencies such as Police, Fire, or a Health Department can initiate a response and, if appropriate, Campus Safety can begin the process of notifying our campus community.

Before or while Campus Safety leadership is being notified of a potential emergency or dangerous situation, CSU PD Dispatch Center personnel will notify first responders and will request their assistance at the scene. First responders called to a scene are typically the CSU Police. However, depending on the nature of the incident, other CSU departments or other local, state, or federal agencies could be involved in responding to the incident. CSU will work in cooperation with these agencies to manage the incident.

General Information

In the event of an emergency, Campus Safety will determine the appropriate emergency notification systems to be used to inform the campus community. CSU may use any or all communication resources to disseminate information depending on the nature of the emergency and the surrounding circumstances.

The Department of University Marketing will disseminate information pertaining to incidents and emergencies on campus to the general public via media organizations.

Emergency notifications may be sent to the entire campus community when a situation has the potential to affect a large portion of the campus, or they may be sent to specific buildings or areas of the campus in circumstances where the impact of the situation may be limited. The Department of Campus Safety will evaluate the information known about the situation and will determine the appropriate areas of campus to be notified. As the situation progresses, the Department of Campus Safety will continue to assess the circumstances and may notify additional segments of the campus community if it is warranted.

Based on the circumstances involved in the emergency or dangerous situation, the Department of Campus Safety will develop a notification designed to aid in protecting individuals from harm, to prevent an incident from escalating into a larger or more complex emergency, and to preserve law enforcement and other public safety operations.

VENS and CSU Alert

The Voice Emergency Notification System (VENS) and CSU Alert are multi-modal, all-hazards emergency notification systems that include all of the communications methods listed below. Based upon a variety of factors, Campus Safety officials will determine which method, or combination of methods, should be utilized to communicate with the university community during an emergency.

In true emergency situations, messages to students, faculty and staff will be given priority over parents, spouses, significant others, and others that may not be on campus or directly impacted by the emergency.

Each event/emergency is unique. The message for each event/emergency will also need to be unique. Campus Safety leadership will determine the final message prior to activation.

If there is a situation on campus that threatens the health and safety of our students, faculty, staff and visitors, CSU Campus Safety officials will warn our campus community using one or more of the following methods:

csuohio.edu web page
Text messages to cell phones
Voice messages to cell phones
Voicemail to cell phones
Email
Building Alarm/Speaker Systems
CSU Marketing and PD Facebook
CSU Marketing and PD Twitter
Voice messages to campus telephones
Voicemail to campus telephones
WCSB Radio 89.3 FM

Additional information or follow-up instructions may be also provided through any of these resources if the Department of Campus Safety determines that providing such information would be helpful to promote safety or to respond to the situation.

Timely Warnings

Please note that Timely Warnings, are issued by the CSU Police Department. These alerts are distinct from Emergency Notifications. Timely Warnings provide information about crimes that have already occurred but still pose a serious or continuing threat. The CSU Alert emergency notification system will be activated if the campus community is under an immediate threat from a significant emergency or a dangerous event and must take immediate action to remain safe and secure. Timely Warnings will be issued to make the general public aware of a crime or series of crimes to help them be better informed and more vigilant of potential dangers on and near campus. CSU encourages the campus community to pay close attention to both Timely Warnings and CSU Alert messages to remain informed of crime activity and emergencies on campus.

Text Messaging

Text Messaging is a simple, reliable way to quickly broadcast messages to as many students, faculty, and staff as possible. Text messaging is an emergency notification system that will send a text message alert to a registered user's cell phone in the event of an emergency. Text message alerts are designed for all-hazards emergency notifications.

When Faculty, Staff and Students have provided the university with their cellular number via "CampusNet", they will automatically be enrolled to receive emergency text messages.

Students, faculty and staff have the capability to add additional phone numbers to the system by visiting campusnet.csuohio.edu. This provides for the ability to add parents, spouses, or significant others. Others who regularly have business on campus, such as contractors, can request to be added to the system by emailing the CSU Project Manager.

Bulk E-mail Alerts

A mass e-mail can be sent to everyone who has an e-mail account on the csuohio.edu system. This e-mail is distributed by the Information Services and Technology office upon notification. This e-mail would be accessible to any account holder whether they are accessing it on campus or remotely.

CSU Website

An emergency message can be posted on the front page of the Cleveland State website: csuohio.edu.

WCSB Radio 89.3 FM

WCSB radio is a CSU affiliated radio station that can be used to relay emergency messages during an emergency.

CSU Department of Campus Safety will communicate and coordinate the message or warnings needed with the Department of University Marketing.

Social Networking

Social networking websites offer the opportunity to reach out to members of our community during an emergency using widely accessible formats.

CSU Department of University Marketing maintains social networking accounts on Twitter and Facebook to provide immediate emergency information. Links to these sites may be found on the Department of University Marketing page of the CSU website.

Media Outlets: TV, Radio, Print

The University's Public Information Officer, will provide information to the news media through a formal media advisory, a news release, or in response to media inquiries. Once the activation of mass communication system is initiated and the public becomes aware of a situation occurring at the university, the media often inquires about the nature of the emergency. CSU will provide appropriate, relevant information to the media to help ensure that the campus community and the public are informed about the emergency.

Emergency Response

CSU departments and colleges are responsible for developing Building Emergency Plans and Continuity of Operations Plans for their staff and areas of responsibility. These plans are coordinated through the Office of Emergency Management.

CSU Safety personnel have received training in Incident Command and critical incident response. When a serious incident occurs that causes an immediate threat to the campus, the first responders to the scene are usually the University Police, the Fire Inspector and/or the City of Cleveland Divisions of Fire and/or Police. They work together to manage the incident. Depending on the nature of the incident, other CSU departments and other local or federal agencies could also be involved in responding to the incident.

General information about the emergency response and evacuation procedures for CSU are publicized each year as part of the institution's Clery Act compliance efforts.

Emergency Evacuations

To protect our campus population from the effects of emergencies, protective action recommendations or evacuation instructions may be issued by the Department of Campus Safety and other emergency response authorities (e.g., Cleveland Police & Fire Department). These instructions may order evacuations for individual buildings or regions of campus, or they could be campus wide.

In the rare event that an evacuation of the entire CSU campus is ordered by public safety officials, it is important to follow evacuation instructions disseminated by CSU Campus Safety and/or other emergency management authorities. CSU Campus Safety works with the Cuyahoga County Office of Emergency Management, Cleveland Police & Fire Departments and many other emergency response partners to prepare for a large scale evacuation of the city and/or surrounding area. Any evacuation of a majority of the campus might also include portions of the City of Cleveland, neighboring communities and/or Cuyahoga County. If an evacuation is required, CSU Campus Safety, in consultation with other local, state, and/or federal agencies, would determine the most appropriate method and route for evacuating the area. It is likely that traffic routes may be altered, that some areas of campus may be inaccessible, and that travel off-campus may require the use of public transportation or other arrangements.

It is important to remember that evacuations are issued only if the safety and well-being of the university community is at serious risk. CSU asks that you work together and assist each other during evacuations, and that you follow all instructions and guidance from university officials and first responders.

Individuals on campus are encouraged to familiarize themselves with evacuation procedures for the buildings they occupy. Specific evacuation information can be obtained from posted procedures, or by requesting a copy of the Building Emergency Plan from that building's Single Access Control Coordinator, SACC.

To learn more about building-specific evacuation procedures, please contact CSU's Office of Emergency Management at (216) 687-2184 for assistance.

Shelter-In-Place

Shelter-in-Place Procedures—What it Means to "Shelter-in-Place." If an incident occurs and the buildings or areas around you become unstable, or if the air outdoors becomes dangerous due to toxic or irritating substances, it is usually safer to stay indoors, because leaving the area may expose you to that danger. In these or other circumstances, you may be asked to "shelter-in-place"

rather than evacuate a building or area. To "shelter-in-place" means to make a shelter of the building that you are in, and with a few adjustments this location can be made even safer and more comfortable until it is safe to go outside.

Basic "Shelter-in-Place" Guidance—If an incident occurs and the building you are in is not damaged, stay inside-seeking an interior room-until you are told it is safe to come out. If your building is damaged, take your personal belongings (purse, wallet, Viking Card ID, etc.) and follow the evacuation procedures for your building (close your door, proceed to the nearest exit, and use the stairs instead of the elevators). Once you have evacuated, seek shelter at the nearest university building quickly. If public safety personnel are on the scene, follow their directions.

How You Will Know to "Shelter-in-Place"—a shelter-in-place notification may come from several sources, including the Department of Campus Safety, Student Life, other university employees, or other authorities utilizing the university's emergency communications tools.

How to "Shelter-in-Place"—No matter where you are, the basic steps of shelter-in-place will generally remain the same. Should the need ever arise; follow these steps, unless instructed otherwise by emergency personnel at the scene:

1. If you are inside, stay where you are. Collect any emergency shelter-in-place supplies and a telephone to be used in case of emergency. If you are outdoors, proceed into the closest building quickly or follow instructions from emergency personnel on the scene.

2. Locate a room to shelter inside. It should be: an interior room; above ground level; and without windows or with the least number of windows. If there is a large group of people inside a particular building, several rooms may be necessary

3. Shut and lock all windows (tighter seal) and close exterior doors.

4. Turn off ventilation devices, such as fans.

5. Close vents to ventilation systems as you are able (university staff will turn off ventilation as quickly as possible).

6. Turn on a radio or TV and listen for further instructions.

7. Make yourself comfortable.

Active Assailant

An Active Assailant is an individual using deadly physical force against people in a confined and/or populated areas. Cleveland State University Police Department recommends the "Run. Hide. Fight." Response if you find yourself in the vicinity of an Active Assailant incident:

1. **Run** – Exit the area as quickly and safety as possible, distancing yourself from the assailant.
2. **Hide** – If you can't safety evacuate the area or are unsure of the location of the assailant, shelter in place and secure yourself in a room, classroom or office, creating as much barriers between you and the assailant. If you are caught outside, seek shelter inside the nearest building, and secure in an interior space.
3. **Fight** – If there are no other options to safety escape, and you are confronted by the assailant, attempt to disrupt and/or incapacitate the assailant using all available resources (acting aggressively, yelling, throwing items, and improvising weapons).

Testing and Exercises

Exercises designed to test CSU's emergency procedures and preparedness are conducted at least annually and may be conducted in the form of a drill, tabletop, functional, or full scale exercise. These exercises often include not only university personnel but also surrounding jurisdiction first responders and government agencies, as well as members of the university community. The CSU Office of Emergency Management documents a description of each exercise as well as the date and time of the exercise and information about whether the test was announced or unannounced.

The CSU Office of Emergency Management designs and conducts exercise activities in accordance with Federal and State exercise guidelines. All campus wide exercises meet or exceed the minimum requirements of the Homeland Security Exercise and Evaluation Program (HSEEP). HSEEP is the standard all drills and exercises should meet. HSEEP minimum requirements include the assessment and evaluation of emergency plans, response capabilities, and evacuation procedures. HSEEP also requires proper follow-up and corrective action where necessary.

Testing of the CSU Alert system occurs, at a minimum, annually but may occur at more frequent intervals at the discretion of Campus Safety Leadership. These tests may be announced or unannounced.

Residence halls conduct fire drills four times per year under state law. Fire drills are documented by the CSU Fire Inspector. In addition to residence hall fire drills, CSU Fire Inspectors also conduct annual fire drills at all buildings located on campus.

For more information on Cleveland State University Department of Campus Safety visit: https://www.csuohio.edu/fast/campus-safety-2