

# Emergency Information System

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Keene State College Policies and Procedures

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## Policy Statement

Keene State College has contracted with Avtex, Inc. to offer the City Watch Emergency Notification System to the Keene State community. The system is designed to send emergency messages to enrolled campus members via SMS (text) message, cellular telephone and/or e-mail when circumstances dictate. The City Watch system is part of the College's overall communication plan.

The Emergency Notification System (ENS) will be used primarily when a situation exists that presents an imminent danger to the campus and/or to notify the College's Emergency Operations Group of an incident. An "imminent danger" is one that threatens the immediate safety of the campus community, is not anticipated, and failure to provide such a warning may result in serious harm. Examples of such emergencies are a tornado, a chemical or hazardous material spill, or an armed and actively violent person. ENS messages will not be used unless the situation is determined to be imminent and requires immediate action. ENS messages may also be used to notify the campus community about curtailed campus operations.

Information submitted to the City Watch system will be used only for purposes of emergency communication and will not be sold or used for marketing or any purpose other than those mentioned above.

The ENS can be activated through EOP standard protocol and/or through authorization by: the College President; the Vice President of Academic Affairs/Provost; the Vice President of Finance and Planning; the Vice President of Student Affairs; the Vice President of Advancement; the Director of Campus Safety; the Environmental Health and Safety Manager; or the Director of Marketing and Communications.

The ENS will be tested once annually and/or as part of a campus-wide drill. The purpose of the drill is to ensure that the system is in good working order and that campus community members know what actions should be taken in case of emergency.

## Procedures

### Registration

1. In order to receive ENS messages, members of the Keene State College community must enroll online and provide contact information indicating by what means they would like to be notified in case of emergency.
2. Enrollment in the system must be done annually beginning July 1st of each year. Previous years' lists will be archived electronically but will not be active and registrants will not receive notifications unless currently registered.
3. Enrollment in the ENS is available to all members of the Keene State College community through the mechanisms below.
4. **Employees** 1. Enrollment information will be provided to all new Keene State College employees via the Human Resources orientation process or by the employee supervisor 2. The Director of Campus Safety or designee will send out enrollment messages to faculty and staff on or around July 1st of each year with subsequent messages sent out on or around August 1st, and during the first week of the Fall and Spring semesters. Additional reminder messages may be sent out during each semester to ensure contact information is correct and up-to-date.
5. **Students**
  1. Enrollment information will be provided to all new Keene State College students prior to and during Fall Orientation via e-mail.
  2. The Director of Campus Safety or designee will send out enrollment e-mail messages to students via MyKSC on or around July 1st of each year, on or around August 1st and during the first week of the Fall and Spring semesters. Additional reminder messages may be sent out during each semester to ensure contact information is correct and up-to-date.
6. Individuals who choose to enroll will complete the online registration form and submit the information to the City Watch system.

### Activation of Emergency Notification System

1. When any individual receives a report that an incident has occurred or may occur that presents an imminent danger to campus, they will immediately notify Campus Safety.
2. When Campus Safety receives a report that an incident has occurred or may occur that presents an imminent danger to campus, the supervisor on duty or on call will immediately be notified of the threat.
3. The supervisor will determine if the incident requires an emergency campus notification via the ENS or if the campus notification can be made effectively via other communication methods.

4. If it is determined that the ENS will be used, the supervisor or other authorized City Watch user will log on to the City Watch ENS and send out the appropriate warning notification (see list below).
5. If the supervisor or other authorized City Watch user is not able to access the Internet, he/she will authorize the dispatcher to send out the notification.
6. The dispatcher and/or supervisor will immediately notify the Director of Campus Safety or designee if the ENS is used.
7. The Director of Campus Safety or designee will notify the College President or College administrator in charge (designee) to advise them of the emergency and activate the College EOC if necessary.
8. The College President or designee will indicate which College administrators listed below should be contacted and by whom:
  1. College President
  2. Vice President of Academic Affairs/Provost
  3. Vice President of Student Affairs
  4. Vice President of Finance and Planning
  5. Vice President of Advancement
  6. Director of College and Media Relations
  7. Chief Information Officer
  8. Environmental Health and Safety Officer

When the emergency is over, a message will be sent out to the community indicating that the emergency is over.

## **ENS Testing/Maintenance**

The Emergency Notification System will be tested periodically to ensure it is in good working order and/or during a drill.

The following individuals are authorized to request a test of the system:

- College President or designee
- Director of Campus Safety or designee
- City of Keene Fire Chief
- City of Keene Police Chief

## **Test Notification**

- When a test of the system is authorized, the College will make every effort to notify the Keene State College faculty, staff, and students via web and e-mail postings.
- When the test begins, Campus Safety will send out a message indicating that the system is being tested using the procedure described above.
- At the conclusion of the test, an e-mail will be sent to Keene State College faculty, staff, and students advising them that the test is concluded and any further emergency notifications should be considered real.

## **Annual Drill**

1. When a drill is authorized, the College will make every effort to notify the Keene State College faculty, staff, and students via web and e-mail postings.
2. Prior to the beginning of the drill, a message will be disseminated to the campus via broadcast e-mail indicating that the following message is associated with a drill and that all community members are to respond as they would in a true emergency.
3. When the drill begins, Campus Safety staff will be advised to send one of the standard emergency messages.
4. In concert with the above message, a message will be sent out via other campus messaging systems announcing the drill and actions to be taken.
5. Drill staff will ensure that the appropriate actions have been taken (building evacuated or shelter taken as directed).
6. When the drill is concluded, an e-mail will be sent to Keene State College faculty, staff, and students advising them that the drill is concluded and any further emergency broadcasts should be considered real.

This policy is subject to periodic review and revision at the request of the College Emergency Operations Planning Core Team.

## **Un-enrollment**

To be removed from the CityWatch emergency notification service, send an e-mail to: [campussafety@keene.edu](mailto:campussafety@keene.edu) with their name and telephone number requesting they be deleted.

Approved by the President's Cabinet 01/30/2008

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