

Incident Notification and Management Procedure

Purpose

When an incident occurs that could affect the University's mission, operations, or public image it is essential that UAF senior leaders have early access to the best information available so that they can guide the overall response, inform communications, and support first responders.

Background & Justification

When a significant incident occurs, it is necessary that appropriate senior leaders are informed as early as possible. Appropriate notification to senior leaders provides for early awareness of an emergency or developing situation, preparing them to guide the university's response and assign responsibility to appropriate individuals. While recognizing that information during the early stages of an emergency or developing situation is usually incomplete and sometimes faulty, it is essential that UAF leadership have early access to the best information available.

Because there is such a wide variety of incidents that can trigger notification of senior leadership, it is not always possible to plan for every exigency or script every response. Senior leaders, properly informed, can provide guidance and affix responsibility to individuals for the university's response in such cases. Recent examples include an earthquake with resulting damage to distant sites, water main failure with corresponding flooding and disruption of water service to residents, gunshots fired, stolen campus keys, a student death, and a major network failure that interrupted critical functions. Each of these were unanticipated, required a unique and significant response, and had varying degrees of impact on the university – internally and externally.

Definitions

Significant Incident: An occurrence that has potential significant or protracted implications that could involve numerous units of the university. Examples include death, serious injury, alleged sexual assault, issues affecting protection of minors, major loss or damage, reputational issues, and issues of potential interest to elected officials or the Board of Regents.

Minor Incident: A minor or routine event or circumstance that does not meet the criteria of a significant incident. Examples include routine traffic stops, ambulance calls, fire alarms, minor fires (e.g. vehicles, dumpsters), and brief or minor utility or service outages. A minor incident may nonetheless trigger notification of the UA President at the Chancellor's discretion.

Core Action Team (CAT): The eight members of the Core Cabinet (Chancellor, Provost, Vice Chancellor for Research, Vice Chancellor for Rural Community and Native Education, Vice Chancellor for Student

Affairs, Vice Chancellor for Administrative Services, Executive Officer, and Director of University Relations), plus the Assistant to the Chancellor, Police Chief, Fire Chief/Emergency Manager, and the Public Information Officer (PIO).

RAVE Mobile Safety: The University of Alaska (system office) emergency notification system.

CAT Notification: A scripted RAVE alert sent to the CAT as soon as reasonably possible after a significant incident occurs. Normally, the CAT notification would be initiated by a UAF Police Department dispatcher. The Police Chief, Fire Chief/Emergency Manager, and PIO also have the ability to send a CAT notification.

Mass Notification: An urgent, scripted RAVE alert immediately sent to all targeted recipients (faculty, staff, students, and community members that have opted in) within a geographic zone for true emergencies such as an armed intruder, hazardous materials release, or building fire. Mass notifications can be initiated by UAF Police Dispatchers, emergency management personnel, and others, including public information officers, on the direction of the on-scene incident commander(s).

References Relied Upon

[UAF Emergency Operations Plan](#)

[UAF on Alert](#)

[UAOnline](#)

[National Incident Management System, Third Edition](#)

Responsibilities

All UAF faculty and staff are responsible for following this procedure.

The Chancellor (or the designated executive in charge) is in charge of the University's overall response to any incident. The Chancellor may delegate responsibility, in whole or part, to any appropriate individual.

The nature of the incident often dictates which first responders (e.g. police, emergency medical services, fire department, utilities, facilities services) lead the on-scene response.

Members of the CAT must ensure that their responsibilities are covered during periods of unavailability. When a CAT member has a planned absence or period of unavailability, they must request or assign another CAT member to cover their responsibilities (with respect to this procedure).

UAF Police Department dispatchers and all members of the CAT have the responsibility to initiate this policy when there is knowledge of a significant incident.

All personnel have the responsibility to keep their contact information current in UAOnline.

Non-Compliance

Failure to follow this procedure may result in delayed notification of key decision-makers, with resulting loss of effectiveness and coordination and increased losses.

Exceptions

Weather-related closures are addressed by a separate procedure.

Procedures

1. When a *significant incident* occurs, a CAT notification will be sent as soon as possible using the RAVE template “Core Action Team Notification” with as much information as is available at the time. The purpose is to generate early situational awareness among senior leaders. Do not wait until all basic facts are known or verified. A CAT notification includes a short message sent to mobile numbers, and a long message sent by email. (See Appendix)
 - a. In the event of a true emergency resulting in mass notification, mass notification precludes and substitutes for the CAT notification. CAT members receive all mass notifications. Upon receipt of a mass notification, CAT members should follow this process as if a CAT notification had been issued.
 - b. If there is uncertainty as to whether an incident qualifies as a minor or significant incident, the on-scene incident commander(s) will contact the Vice Chancellor for Administrative Services (VCAS) directly for direction. Err on the side of sending a CAT notification.
 - c. If the incident involves a Title IX issue, the DEO Director must be notified immediately. This applies whether the incident is Significant or Minor, and whether or not a CAT notification is issued.
2. Upon receipt of a CAT notification, the VCAS will contact the on-scene incident commander(s) for an initial assessment of the situation. (The incident commander(s) may initiate contact.) Senior leaders should avoid attempting to contact the incident commander(s) on the scene.
3. The VCAS will then contact the Chancellor or executive in charge via mobile (voice or text) for an initial briefing, with the understanding that early information may be limited or in some cases faulty.
4. Upon receipt of the CAT notification, other CAT members should notify appropriate personnel within their areas of responsibility with the need, or potential need, to engage. Typical notifications for common incidents are as follows:

Chancellor:	University president Equity & Compliance Officer
Provost:	Deans/academic unit personnel, where applicable
VCAS:	Student Life Center for Student Rights & Responsibilities
University Relations:	PIO, Staff (prepare to activate crisis communication plan)
VCAS:	Facilities Services Environmental Health, Safety, and Risk Management

- a. Upon receipt of the CAT notification, the VCAS will prepare to brief the CAT at the designated time. This will include gathering available information from all sources including police dispatch, the incident commanders, public sources, and other agencies as appropriate.
5. Based on the initial briefing from the VCAS, the Chancellor or executive in charge will make a determination about the need for a conference call. Normally, the conference call would occur within 30 minutes. The Chancellor may cancel, postpone, or call for an immediate conference call. The Chancellor may invite other personnel to participate in the call.
6. On direction from the Chancellor, the VCAS will announce the time of the call via email to members of the CAT (suggestion: reply to the CAT alert email).
7. The Chancellor will chair the call. The call should begin with a roll call, followed by a briefing by the VCAS or, if available, the incident commander with the latest available information, followed by a briefing from the PIO of any additional information available.
 - a. During the call, the Chancellor will lay out the initial priorities for the overall University response. Depending on the situation, suggested priorities might include:
 - i. Determining affiliation of person(s) involved
 - ii. Engaging Human Resources if an employee is involved
 - iii. Obtaining information about relatives and/or Next of Kin for law enforcement personnel
 - iv. Arranging for counselling and emotional support
 - v. Considering local, partial, or complete campus closure, quarantine, or shelter-in place strategies
 - vi. Determining strategic communications priorities
 - vii. Assessing impacts to research, facilities, utilities, and services
 - viii. Considering cancelling, delaying, or relocating classes
 - ix. Anticipating financial resource and logistical needs
 - x. Considering rehousing options
 - xi. Notifying UA President
 - b. Depending on the severity of the incident, the CAT should also consider the need for activation of the emergency operations center in the event of a protracted emergency and long-term recovery of the university. Activation of the emergency operations center is appropriate for major emergencies that will take several days or longer to resolve, and may take many days, weeks or months to restore normal operations. Emergency operations center activation and operations are addressed in the UAF Emergency Operations Plan.

Appendix: Core Action Team Notification Message Scripts

Short message: *An incident has occurred that may require the attention of the Core Action Team. Check email. Prepare to join conference call within 30 minutes.*

Long message: *An incident has occurred that may require the attention of the Core Action Team. Known details follow; additional information is still emerging. This message was sent to all CAT members.*

Nature of incident: [sender enter here]

Location: [sender enter here]

On-scene commander(s): [sender enter here]

Expect notification from the Chancellor about a conference call within 30 minutes.

Instructions:

- VCAS: contact on-scene commander for initial briefing; brief Chancellor.*
- Chancellor: determine need for and time of CAT conference call; notify CAT.*
- PIO: prepare to brief CAT during conference call.*
- CAT members: ready yourself to join conference call; alert appropriate personnel within your units.*