

MHCC Emergency Notification System (ENS) Protocols

Introduction

MHCC has an Emergency Notification System (ENS) with multi-communication capabilities. MHCC's ENS is intended to rapidly disseminate emergency information about an incident and provide instructions to MHCC's campus community. Emergency information is sent to registered users and through other ENS channels as identified in these Protocols.

These guidelines establish the process for activating MHCC's ENS during a threat or emergency at MHCC. Authorizing decision-making at the operational response level enables MHCC to disseminate rapid emergency information to MHCC's campus community.

Purpose

The purpose of MHCC's ENS is to authorize and issue warning notifications in an emergency or when specific actions must be taken to maintain safety and security at MHCC.

For the purposes of these Protocols, "authorizing" and "issuing" notifications are distinct activities and responsibilities; "authorizing" a notification refers to providing approval for the issuance of the notification, while "issuing" a notification refers to the technical activity of broadcasting the notification. Note that in the interest of expedient notification, these Protocols do not contain a separate "approval" procedure for the language of a notification.

Authority

These Protocols provide operational guidelines for issuing emergency messages via MHCC's ENS.

Training and Exercises

Training and exercising are essential to demonstrating and improving the ability of MHCC to execute its ENS Protocols and to identify the most effective methods for implementing the MHCC ENS. Periodic exercising also helps ensure that equipment and procedures are maintained in a constant state of readiness. Testing MHCC's ENS technology may help identify issues and determine functionality before an emergency occurs.

Staff with responsibilities in MHCC's ENS have received an initial training on the ENS Protocols and process. On an ongoing basis, staff and leadership are trained and exercised on MHCC's ENS and will be informed when Protocols, system characteristics, or capabilities are updated.

MHCC recognizes that trained staff may not be available in an emergency to perform their function under the ENS Protocols and accordingly has committed to cross-training staff on roles and responsibilities. New staff with ENS roles and responsibilities will be trained on the system and Protocols upon beginning their positions.

In compliance with the Clery Act, a test of the ENS is conducted quarterly.

Operational Guidelines

Responsible MHCC Authorities

The following College officials have been assigned the authority to authorize emergency notifications to provide alert, warning, and safety or protection instructions:

- Director of Communications
- Director of Safety and Risk Services
- Director of Facilities
- Manager of Public Safety
- Public Safety Officer on Duty
- Communication Dispatcher on Duty
- Incident Management Team Commander
- Director of IT Infrastructure and Application Support

These positions will be collectively referred to as "Responsible College Authorities" for the purposes of these Protocols. Senior College Officials who are directly involved with emergency response for safety-and- security incidents at MHCC are designated as "Responsible College Authorities." Responsible College Authority can only issue an immediate alert in response to an incident or event in cases in which a delay could compromise the safety and security of the College.

Reference to any position at the College in these Protocols shall be understood that in the absence of the referenced individual, to include designees.

Protocol Utilization

The process for activating the College ENS Protocols begins with a threat or emergency. For confirmed threats or emergencies that require Immediate Notification, the Responsible College Authority will authorize the emergency notification based on the operational guidelines of these Protocols.

College Emergency Notification System Channels

MHCC's ENS consists of the following channels:

RAVE Alert Text: an emergency notification system, capable of sending users text messages.

RAVE Alert Email: an emergency notification system, capable of sending users email messages.

Public Address Alert: consists of internal and external speakers centrally located on the Gresham campus. It is capable of playing a recorded message or live audio.

Flash Alert: Distributes emergency messages to the media for broadcast.

MHCC Email and Home Page (mhcc.edu), MHCC Facebook and MHCC Twitter: used to supplement the College Alert with additional information and instructions.

All MHCC Alert messages will contain at minimum the following information, in this order:

Nature of the incident,
Location, and
Actions to take by affected populations.

MHCC ENS messages generated via these protocols will follow consistent formatting. College ENS messages generated via RAVE Alert Texts will consist of no more than 160 characters.

Additional or subsequent messaging via other ENS channels may use additional characters, as appropriate, to convey more information. As soon as possible following the issuance of an emergency message, MHCC homepage and emails will contain additional and/or supplemental information about the alert and/or the incident. These will provide instructions for:

- Obtaining additional detailed information if College programs and/or services

- are interrupted,
- Receiving additional updates and information, and/or
- Reporting information.

Types of Emergency Notification

The process for activating MHCC's ENS Protocols begins when a threat or emergency situation is reported to a Responsible College Authority.

There are two types of notifications under MHCC's ENS, "Immediate" and "Status Update/All Clear," both of which are described on the following pages.

Immediate Notification

An Immediate Notification to the campus is made when the Responsible College Authority confirms that an emergency situation poses an immediate threat to life, safety or security of the campus population.

However, the Responsible College Authority also has the authority not to authorize an Immediate Notification to the campus if issuing the message will create a more serious emergency and/or compromise the College's efforts to contain the emergency. If the Responsible College Authority makes a decision not to authorize an alert, he or she must immediately notify and consult with the Chief of Staff and Director of Communication.

As necessary, the Responsible College Authority will notify the Chief of Staff and Director of Communication of the situation, notifications authorized/issued (or not authorized/issued), and any other actions taken. As needed, the Chief of Staff then notifies the College President and other officials, including communications for situations in which informational updates posts to the MHCC homepage, and/or emails.

Status Update/All Clear

A Status Update Notification is made when there is new information or instructions for the campus population; it may provide an update on the situation or change in protective actions. An All Clear Notification indicates that the emergency has been contained. Time Status Update and All Clear Notifications messages should not overlap. The person who has incident command or other Responsible College Authority authorizes status Update and All Clear Notifications.

Staff Assignment and Roles

The following table describes the roles and actions assigned to staff at MHCC for authorizing the implementation of operating the MHCC ENS.

Staff Position	Role
Public Safety Officer / Communication Officer on Duty	<ul style="list-style-type: none"> • Confirm the emergency situation or threat • Determine whether an emergency notification to the campus would create a more serious emergency and/or compromise the College's efforts to contain the emergency • Send out Immediate Notifications • Notify the Manager of Public Safety of the situation, notifications authorized/issued, notifications not authorized/issued due to the potential to compromise College efforts to contain the emergency, and any other actions taken to contain the emergency • May send an All Clear Notification when acting as incident commander
Manager of Public Safety	<ul style="list-style-type: none"> • Receive report of Immediate Notifications that have been sent, or notifications not sent because they might compromise the College's efforts or because the immediacy of the threat is undetermined • Provide direction to Public Safety employees on further messages or notifications • Send out Immediate Notifications • Authorize trained staff to issue an Immediate Notification • Notify the Director of Safety and Risk Services of the situation, notifications authorized/issued, and any other actions taken to contain the emergency • Determine whether an emergency notification to the campus would create a more serious emergency and/or compromise the College's efforts to contain the emergency • May authorize Public Safety employees to send Status Update Notification or All Clear Notifications when incident commander

Responsible College Authorities	<ul style="list-style-type: none"> • Confirm whether the emergency situation threatens the life, safety or security of the campus population • Send out Immediate Notifications (If Trained) • Authorize trained staff to issue an Immediate Notification • Notify the Manager of Public Safety • Restrict the release of a notification if it would create a more serious emergency and/or compromise the College's efforts to contain the emergency • May authorize trained staff to send Status Update Notifications or All Clear Notifications when acting as incident commander
Chief of Staff	<ul style="list-style-type: none"> • Receive report of Immediate Notifications that have been sent and, as appropriate, notifications not sent • Notify the College President and other officials as necessary of the situation, notifications authorized/issued, and any other actions taken
Director of Safety and Risk Services	<ul style="list-style-type: none"> • Provide safety and security information for notifications as needed • Confirm whether the emergency situation threatens the life, safety or security of the campus population • Send out Immediate Notifications • Authorize trained staff to issue an Immediate Notification • Notify the Chief of Staff and Manager of Public Safety • Restrict the release of a notification if it would create a more serious emergency and/or compromise the College's efforts to contain the emergency • May authorize trained staff to send Immediate Notifications; Status Update Notifications or All Clear Notifications when acting as incident commander
Director of Communications	<ul style="list-style-type: none"> • Confirm whether the emergency situation threatens the life, safety or security of the campus population • Send out Immediate Notifications • Authorize trained staff to issue an Immediate Notification • Notify the Manager of Public Safety • Send additional information/notification messages

<p>Director of Facilities</p>	<ul style="list-style-type: none"> • Provide safety and security information for notifications as needed • Confirm whether the emergency situation threatens the life, safety or security of the campus population • Send out Immediate Notifications • Authorize trained staff to issue an Immediate Notification • Notify the Chief of Staff and Manager of Public Safety • Restrict the release of a notification if it would create a more serious emergency and/or compromise the College's efforts to contain the emergency • May authorize trained staff to send Immediate Notifications; Status Update Notifications or All Clear Notifications when acting as incident commander
<p>Director of IT Infrastructure and Applications Support</p>	<ul style="list-style-type: none"> • Provide technical support in the operation of the MHCC ENS and associated networks and systems • Coordinate with service providers as needed to ensure system operability • Post information/notification messages on home page • Record/activate telephone voice messages with information/notification • Serve as a last resort to get an authorized emergency message out.

ENS Notification Levels, Authorizations, and Available Channels

Level	Authorized by	Issued by	Available Channels
Immediate	Responsible College Authority	Trained Personnel	RAVE Public Address System Email Flash Alert Home Page MyMHCC Social Media
Status Update/All Clear	Director of Communication Incident Commander	Trained Personnel	RAVE Public Address System Email Flash Alert Home Page MyMHCC Social Media

Emergency Message Content Guidelines and Templates

This section includes a matrix of messaging guidelines and templates. Staff with the authority to develop and approve notifications may use the templates provided on the following pages or customize the notification message.

MHCC ENS notifications generated via these Protocols will follow formatting consistent characteristics. MHCC ENS notifications will use the same message of no more than 160 characters for all text messages sent using RAVE. Such messages will contain (at a minimum) the following information, in this order:

Nature of the incident
Location

Additional or subsequent messaging via other ENS channels may use additional characters, as appropriate, to convey more information. As soon as possible following the issuance of an emergency message, MHCC homepage and emails will contain additional and/or supplemental information about the alert and/or the incident. These will provide instructions for:

- Obtaining additional detailed information if College programs and/or services are interrupted,
- Receiving additional updates and information, and/or
- Reporting information.

Notification Level

Approved Emergency Notification Message Templates

	Notification Level		
SCENARIO	IMMEDIATE	ALL CLEAR	ENS CHANNEL
Person with Gun	Person with a gun reported near (LOCATION) . If able, RUN to leave area, otherwise HIDE, as a last resort, FIGHT. Police responding.	This is an all clear The emergency at (LOCATION) has ended.	Primary <ul style="list-style-type: none"> • RAVE Alert Text and Email • Public Address System Secondary <ul style="list-style-type: none"> • Home Page • MHCC Email • Flash Alert • MyMHCC • Social Media
Report of Shots Fired	Gun shots reported at (LOCATION) . If able, RUN to leave area, otherwise HIDE. As a last resort, FIGHT. Police responding.	This is an all clear The emergency at (LOCATION) has ended.	Primary <ul style="list-style-type: none"> • RAVE Alert Text and Email • Public Address System Secondary <ul style="list-style-type: none"> • Home Page • MHCC Email • Flash Alert • MyMHCC • Social Media

Notification Level			
SCENARIO	IMMEDIATE	ALL CLEAR	ENS CHANNEL
Active Shooter	Shots fired at (LOCATION) . If able, RUN to leave area, otherwise HIDE. As a last resort, FIGHT. Police responding.	This is an all clear The emergency at (LOCATION) has ended.	Primary <ul style="list-style-type: none"> • RAVE Alert Text and Email • Public Address System Secondary <ul style="list-style-type: none"> • Home Page • MHCC Email • Flash Alert • MyMHCC • Social Media
Hostile Intruder	Hostile intruder at (LOCATION) . If able, RUN to leave area, otherwise HIDE. As a last resort, FIGHT. Police responding.	This is an all clear The emergency at (LOCATION) has ended.	Primary <ul style="list-style-type: none"> • RAVE Alert Text and Email • Public Address System Secondary <ul style="list-style-type: none"> • Home Page • MHCC Email • Flash Alert • MyMHCC • Social Media
Hostage Situation	Hostage situation at (LOCATION) . Avoid area. Follow instructions from authorities. Call 911 if you need help	This is an all clear The emergency at (LOCATION) has ended.	Primary <ul style="list-style-type: none"> • RAVE Alert Text and Email • Public Address System Secondary <ul style="list-style-type: none"> • Home Page • MHCC Email • Flash Alert • MyMHCC • Social Media

Notification Level			
SCENARIO	IMMEDIATE	ALL CLEAR	ENS CHANNEL
Personal Threat/ Assault	(NATURE OF INCIDENT) at (LOCATION). Avoid area. Do not provoke situation. Call 911 if you need help.	This is an all clear The emergency at (LOCATION) has ended.	Primary <ul style="list-style-type: none"> • RAVE Alert Text and Email • Public Address System Secondary <ul style="list-style-type: none"> • Home Page • MHCC Email • Flash Alert • MyMHCC • Social Media
Explosion	Explosion. Evacuate (LOCATION) immediately. Follow instructions from authorities. Call 911 for help. Avoid area.	This is an all clear The emergency at (LOCATION) has ended	Primary <ul style="list-style-type: none"> • RAVE Alert Text and Email • Public Address System Secondary <ul style="list-style-type: none"> • Home Page • MHCC Email • Flash Alert • MyMHCC • Social Media
HAZMAT	Hazardous spill. Evacuate (LOCATION) immediately. Follow instructions from authorities. Call 911 for help. Avoid area.	This is an all clear The emergency at (LOCATION) has ended	Primary <ul style="list-style-type: none"> • RAVE Alert Text and Email • Public Address System Secondary <ul style="list-style-type: none"> • Home Page • MHCC Email • Flash Alert • MyMHCC • Social Media

Notification Level			
SCENARIO	IMMEDIATE	ALL CLEAR	ENS CHANNEL
Bomb Threat	Bomb threat. Evacuate (LOCATION) immediately. Follow instructions from authorities. Call 911 for help. Avoid area.	This is an all clear The emergency at (LOCATION) has ended	Primary <ul style="list-style-type: none"> • RAVE Alert Text and Email • Public Address System Secondary <ul style="list-style-type: none"> • Home Page • MHCC Email • Flash Alert • MyMHCC • Social Media
Tornado Warning	Tornado Warning issued for campus until XX:XX am or pm . Move indoors to the lowest level of a building. Avoid windows.	This is an all clear The emergency at (LOCATION) has ended	Primary <ul style="list-style-type: none"> • RAVE Alert Text and Email • Public Address System Secondary <ul style="list-style-type: none"> • Home Page • MHCC Email • Flash Alert • MyMHCC • Social Media
High Wind Warning (gusts or sustained winds of 60 mph or greater)	High wind warning for campus from XX:XX to XX:XX am or pm . Move indoors and avoid windows.	This is an all clear The emergency at (LOCATION) has ended	Primary <ul style="list-style-type: none"> • RAVE • Public Address System Secondary <ul style="list-style-type: none"> • Home Page • MHCC Email • Flash Alert • MyMHCC • Social Media

Notification Level			
SCENARIO	IMMEDIATE	ALL CLEAR	ENS CHANNEL
Hail Warning (1/2" or greater)	Hail warning for campus from <u>XX:XX to XX:XX am or pm</u> . Avoid uncovered exterior areas.	This is an all clear The emergency at (LOCATION) has ended	Primary <ul style="list-style-type: none"> • RAVE Alert Text and Email • Public Address System Secondary <ul style="list-style-type: none"> • Home Page • MHCC Email • Flash Alert • MyMHCC • Social Media
Fire	Fire. Evacuate (LOCATION) immediately. Follow instructions from authorities. Avoid elevators. Call 7911 for help. Avoid area.	This is an all clear The emergency at (LOCATION) has ended	Primary <ul style="list-style-type: none"> • RAVE Alert Text and Email • Public Address System Secondary <ul style="list-style-type: none"> • Home Page • MHCC Email • Flash Alert • MyMHCC • Social Media
Test	This is a test. During an actual emergency, information about the incident as well as actions to be taken would be included	NA	RAVE Alert Text and Email

Notification Level			
SCENARIO	IMMEDIATE	ALL CLEAR	ENS CHANNEL
Earthquake	<u>An earthquake has struck the region. Evacuate to open areas if safe to do so. Follow instructions from authorities.</u>	This is an all clear. Buildings are deemed safe and can be re-entered.	Primary <ul style="list-style-type: none"> • RAVE Alert Text and Email • Public Address System Secondary <ul style="list-style-type: none"> • Home Page • MHCC Email • Flash Alert • MyMHCC Social Media
Flooding	Flood at (LOCATION) . Seek higher ground. Follow instructions from authorities. Do not attempt to drive through water.	This is an all clear The emergency at (LOCATION) has ended	Primary <ul style="list-style-type: none"> • RAVE Alert Text and Email • Public Address System Secondary <ul style="list-style-type: none"> • Home Page • MHCC Email • Flash Alert • MyMHCC • Social Media
Custom	<u>(NATURE OF INCIDENT).</u> <u>(LOCATION).</u> <u>(INSTRUCTIONS).</u>	This is an all clear The emergency at (LOCATION) has ended	Primary <ul style="list-style-type: none"> • RAVE Alert Text and Email • Public Address System Secondary <ul style="list-style-type: none"> • Home Page • MHCC Email • Flash Alert • MyMHCC • Social Media

Public Address Voice Notification Messages

1	Test	This is a test of the Public Address Alert System. In the event of an emergency, this system will provide information about the nature and location of the incident and actions to be taken. This was a test of the MHCC Alert System.
2	All Clear	This is an all clear notification. The incident has ended. This is an all clear notification. The incident has ended.
3	Severe Weather	An important message from the Public Address Alert System. Severe Weather is forecast to impact the campus. Remain inside. Seek shelter at the posted location or in an interior location on the lowest level of the building. Avoid windows, glass walls, and exterior doorways.
4	Secure in Place	An important message from the Public Address Alert System. There is an imminent threat on campus. Stay inside. Secure doors. Take shelter. Follow instructions from authorities. Emergency personnel are responding. Call 7911 for help or to provide information.
5	Evacuate	An important message from the Public Address Alert System. Evacuate the building immediately. Follow instructions from authorities. Avoid elevators. Call 7911 if you need help.
6	Earthquake	An important message from the Public Address Alert System. This is an earthquake. Stay inside the building until the shaking stops. Use a sturdy table or desk as cover. Once the building stops shaking exit calmly and check for others in need. Call 7911 if you need help.
7	Custom	Nature of Incident. Location. Instructions.

Emergency Notification System Message Channels

System	Description	Use	System Operator
RAVE	Web-enabled ENS management interface that sends notifications to email and text messages	Immediate and Status Update/All Clear Notifications System tests	Trained Responsible College Authorities
Public Address	Internal and external speaker clusters centrally located throughout the Gresham campus capable of playing a recorded message or live audio.	Immediate Notifications to alert persons to seek shelter immediately System tests	Trained Responsible College Authorities
Posts to MHCC home page (https://www.mhcc.edu/) and MyMHCC web page (https://my.mhcc.edu/ics)	Posting instructions and additional information	Immediate and Status Update/All Clear Notifications Additional Information Post-Incident Updates	Director of Communications with IT Department Personnel

Flash Alert (https://www.flashalert.net/)	System distributes emergency messages, such as breaking news or weather closure information, and news releases	Immediate and Status Update/All Clear Notifications Additional Information Post-Incident Updates	Director of Communication
Social Media (https://www.facebook.com/MtHoodCommunityCollege), twitter	Posting instructions and additional information	Status Update/All Clear Notifications Additional Information Post-Incident Updates	Director of Communication

Disclaimer

The information in these Protocols is guidance for issuance of an emergency alert, recognizing that individual circumstance or events not anticipated by these Protocols may occur. The experience and judgment of those utilizing these Protocols is an important consideration in how and when these Protocols are utilized, and when an alert is issued. The content represents the best opinions and planning on the subject. The College, for the sufficiency of the information contained herein makes no warranty, guarantee, or representation and the College assumes no responsibility in connection therewith. These Protocols are intended to provide guidelines for safe practices; therefore, it cannot be assumed that all plausible and non-plausible scenarios are contained in this document, or that other or additional information or measures may not be required.