

Emergency Management and the Clery Act for Institutions of Higher Education (IHEs)

Readiness and Emergency Management for Schools (REMS)
Technical Assistance (TA) Center

U.S. Department of Education (ED), Office of Safe and Healthy Students, OSHS
(formerly the Office of Safe and Drug-Free Schools, OSDFS)

U.S. Department of Education (ED) Office of Safe and Healthy Students (OSHS)



Goals and Objectives

1. Describe the changes that were made to HEOA in 2010
2. Define required statistics to collect and report as required by HEOA and the Clery Act
3. Identify the types of crimes and locations that are required to be reported under the Clery Act
4. Discuss challenges and opportunities
5. Present resources and tools



Key Components of School Emergency Management (Pre-K – Higher Education)

Effective school emergency management planning

- Uses an all-hazards approach and is framed by the four phases:
 - *Prevention-Mitigation,*
 - *Preparedness,*
 - *Response, and*
 - *Recovery.*
- Is customized based on vulnerability assessments.
- Is done in collaboration with community partners.



Key Components of School Emergency Management *(Cont'd)*

Effective school emergency management planning *(Cont'd)*

- Integrates people with disabilities and special needs, including students, staff, and visitors;
- Supports the implementation of the National Incident Management System (NIMS); and
- Includes training and practice.

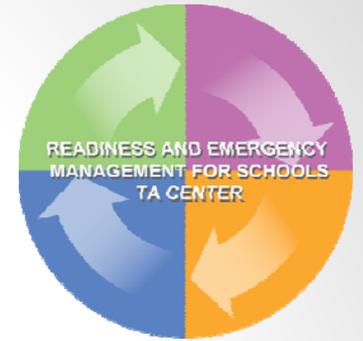


Key Components of School Emergency Management *(Cont'd)*

Guiding Principles:

- Comprehensive
- Progressive
- Risk / Data Driven
- Integrated
- Collaborative
- Coordinated
- Flexible
- Professional





Clery and the Higher Education Opportunity Act (HEOA)

Presented by the U.S. Department of Education's Office of Post-Secondary Education (OPE) and Financial Student Aid (FSA)

U.S. Department of Education (ED)/Office of Safe and Healthy Students (OSHS)
Readiness and Emergency Management for Schools (REMS) Technical Assistance Center

Higher Education Opportunity Act

- HEOA reauthorized the Higher Education Act of 1965
 - Enacted August 14, 2008
 - Added new campus safety-related disclosures
 - Public Law 110-315
 - DCL GEN-08-12
<http://www.ifap.ed.gov/dpccletters/GEN0812FP0810.html>
- Final rules published October 29, 2009
 - <http://ifap.ed.gov/fregisters/attachments/FR102909GeneralandNonLoanProgrammaticFinal.pdf>
 - Went into effect July 1, 2010



HEOA Changes

- Fire Safety
- Hate Crimes
- Missing Students
- Emergency Notification



Fire Safety



- 3 Components:
 1. Fire statistics
 2. Annual fire safety report (AFSR)
 3. Fire log
- Required of institutions that maintain an on-campus student housing facility

Fire Safety: Fire Statistics

- Required statistics to be collected for each on-campus student housing facility:
 - Number and cause of each fire
 - Number of persons with injuries related to a fire that resulted in treatment at a medical facility
 - Number of deaths related to a fire
 - Value of property damage
- Must cover the **three** most recent calendar years
- Included in the annual safety report and reported to the Secretary



Fire Safety: Annual Fire Safety Report

- First report due October 1, 2010
- Report must include:
 - Fire statistics;
 - Description of each on-campus student housing facility fire safety system;
 - Number of fire drills held during the previous calendar year; and,
 - Policies or rules on portable electrical appliances, smoking, and open flames in a student housing facility.



Fire Safety: Annual Fire Safety Report *(Cont'd)*

- Report must also include:
 - Procedures for student housing evacuation;
 - Policies for fire safety education and training programs for students, faculty, and staff;
 - A list of the titles of each person or organization to which individuals should report that a fire has occurred; and,
 - Plans for future improvements in fire safety, if determined necessary by the institution.



Fire Safety: Fire Log

- Must be written and easily understood
- Includes all fires in on-campus student housing facilities
- Fires recorded by date are reported
- Must include nature, date, time, and location of each fire
- Must be current and maintained
- Annual report on fires in log



Hate Crime Reporting

Hate Crime:

A crime that manifests evidence that the victim was **intentionally selected** because of the **perpetrator's bias**.

- Additional crimes that an IHE must report as Hate Crimes:
 - Simple assault
 - Larceny-theft (except motor vehicle theft)
 - Intimidation
 - Destruction/Damage/Vandalism of Property



Missing Student Notification

- Statement of policy and procedures in the Annual Security Report (ASR)
 - Starting October, 2010
 - Required of institutions that maintain an on-campus student housing facility
- 6 required elements



Missing Student Notification: Required Elements *(Cont'd)*

- Required:
 1. Titles of the persons or organizations to which individuals should report that a student has been missing for 24 hours; and,
 2. Statement that any missing student report must be referred immediately to the institution's police or campus security department.
- Or, in the absence of an institutional police or campus security department, to the local law enforcement agency that has jurisdiction in the area.



Missing Student Notification: Required Elements *(Cont'd)*

- Also required:
 3. Option to register a confidential contact person to be notified within 24 hours of the determination that the student is missing
 4. Advises students that their contact information will be registered confidentially
 - Information accessible only to authorized campus officials
 - May not be disclosed, except to law enforcement personnel in furtherance of a missing person investigation



Missing Student Notification: Required Elements *(Cont'd)*

- Also required:
 5. Advises students under 18 who are not emancipated that their parent or guardian must be notified within 24 hours of the determination that the student is missing
 6. Advises all students that the local law enforcement will be notified within 24 hours of the determination that the student is missing



Emergency Notification

- Statement of policy on emergency response and evacuation procedures in the Annual Safety Report
 - Starting October, 2010
 - Required of all Title IV participating institutions
 - 6 required elements



Emergency Notification: Required Elements

1. Procedures to immediately notify the campus community upon the confirmation of a significant emergency or dangerous situation involving an immediate threat to the health or safety of students or employees occurring on campus



Emergency Notification: Required Elements *(Cont'd)*

2. Statement that institution will, **without delay**, and taking into account the **safety** of the community, determine content of the notification
 - Must initiate notification system, unless issuing notification will compromise efforts to assist a victim or to contain, respond to, or otherwise mitigate the emergency



Emergency Notification: Required Elements *(Cont'd)*

3. A description of the process the institution will use to:
 - **Confirm** that there is a significant emergency.
 - Determine **who** to notify.
 - Determine the **content** of the notification.
 - **Initiate** the notification system.
4. List of titles of persons/organizations responsible for carrying out these actions



Emergency Notification: Required Elements *(Cont'd)*

5. Procedures for **disseminating** emergency information to the larger community
6. The institution's **procedures to test** the emergency response and evacuation procedures on **at least an annual basis**



Alerting Your Campus to Threats: Timely Warning



Timely Warning

- What is a timely warning?
 - A crime alert issued in a timely manner to inform the entire campus community about ongoing threats to safety, and to aid in the prevention of similar crimes.
- For what crimes are timely warnings issued?
 - For any *Clery Act* crime that is:
 - Reported to campus security authorities or police; and,
 - Is considered to be a serious or continuing threat to the campus community.
- What must a timely warning include?
 - Clery Act does not specify.
 - **The intent is to enable people to protect themselves, so include all information that would promote safety.**



Timely Warning *(Cont'd)*

- What do we mean by timely?
 - Get the word out quickly and community wide!
 - As soon as the pertinent information is available.
- Do not make your campus community search for the warnings.
 - Text message
 - E-mail
 - Post notices around campus
 - Media (Radio/TV)
- ***Disseminate the notice according to your institution's policy.***



Timely Warning vs. Emergency Notification

Timely Warning

- **Scope:** Narrow focus on Clery crimes
- **Where:** Applies to crimes that occur anywhere on your Clery geography
- **When:** Issue a warning as soon as the pertinent information is available
- **Why:** Triggered by crimes that occurred but represent an ongoing threat

Emergency Notification

- **Scope:** Wide focus on any significant emergency or dangerous situation (may include Clery crimes)
- **Where:** Applies to situations on campus
- **When:** Initiate procedures immediately upon confirmation of situation
- **Why:** Triggered by a currently occurring or imminent emergency or dangerous situation that poses an immediate threat to health or safety of students or employees



Resources

- When in doubt...**Ask for help!**
- The Handbook for Campus Safety and Security Reporting
 - <http://www2.ed.gov/admins/lead/safety/handbook.pdf>
 - Include all campus safety topics
 - Help Desk email: HandbookQuestions@ed.gov



Comments or Questions?

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 - Anthony.Gargano@ed.gov
 - (202) 502-7519
- Jim Moore
 - James.Moore@ed.gov
 - (215) 656-6495 or (202) 377-4089





Implementing HEOA Emergency Notifications Requirements: A UGA Case-Study

Steve Harris, University of Georgia Office of Security & Emergency
Preparedness

Eric Dellinger, University of Georgia Police Department



Mass Alerting Discussion Topics

- History of UGAAlert
- Notification methods
- Activation/Authorization
- Training system initiators
- Message development
- Follow-up information
- Non-affiliates
- Marketing
- System tests
- Timely Warnings



Emergency Notification Myths

- “Mass notification systems will be activated for all campus emergencies.”
- “Our Emergency Notification System (ENS) is activated by breaking glass and pressing a ‘red button’.”
- “Our ENS will notify everyone at exactly the same time.”
- “There is no need to ever update my emergency contact information in our ENS.”
- “Campus police or emergency management personnel should be called to confirm the receipt of an ENS message.”
- “I should only depend on one method for emergency notification.”



History of UGAAlert

- Implemented our ENS at UGA in 2006
- Only used for campus-wide emergency notification (Tested 2 times a year)
- Control our own registration portal and data
- Began as a voluntary system (Opt in) and in 2007 mandatory inclusion (Opt out)
- ENS is activated by UGA Police Communications
- On average, activated 2 to 5 times a year for emergency incidents and tornado warnings
- 48,000 users – Sends 72,000 phone calls, 71,000 e-mails and 32,000 text messages when an alert is issued



Common IHE Notification Methods

- Vendor ENS – voice/text/e-mail
- NOAA Weather Radios
- Loudspeakers
- Building P.A./Fire System
- Voice Evacuation Systems
- Sirens
- E-mail/Listserv
- Website Announcements
- Call Boxes with P.A.
- Digital Displays
- Desktop Alerting

UGA Alert
DESKTOP
Emergency Notification System



Campus Emergency Notification Advisory Committee

- Staff Council
- Police
- Public Affairs
- Physical Plant
- IT Services
- Student Representatives
- Disability Resource Center
- Student Affairs
- Environmental Safety
- Emergency Management
- Faculty Representative



Campus Emergency Notification Plan

- Includes specific information and a description of each type of emergency alerting system used on campus
- Compilation of all activation policies – includes satellite campuses
- Highlights information about frequency of tests and training
- Lists previous test dates and alert system activations
- Includes information on how UGA markets emergency alert systems
- Includes relative MOUs with local or state agencies



Criticism Over the Years...

(Editorial from UGA Student Newspaper based on a decision not to alert students about a bomb threat for one building)



How Do You Get the Message Out Quickly?



- Methods vary by institution
- Policy/Authorization
- 24/7 Availability
- Knowledge of crisis - confirmation
 - Police, Fire, EMA
- Via phone, mobile device or computer
- Off campus locations

Training for System Activators

- Communication Officers send a monthly e-mail alert within a test group
- Quarterly group training
 - Practice recording and sending message
- One-on-one training for new staff
- Created test campus with only a few contacts
 - Can actually send messages



Training is Important!

http://www.onlineathens.com/stories/011709/cop_378135455.shtml

Send to

HOME DOGBYTES ATHENS MUSIC SPOTTED COMICS

You are not logged in | [Member Center](#) | [My Account](#)

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AA - +

UGA alert mistakenly sent to thousands

Athens Banner-Herald | Story updated at 10:29 pm on 1/16/2009

An alert meant for a small hazardous response team at the University of Georgia accidentally went out to the entire UGAAlert roster of thousands of workers and students Friday morning.

The alert left thousands of other recipients alarmed and wondering what was happening.

The call shortly after 6 a.m. was aimed at UGA's Hazardous Assessment Response Team, formed in 2001 to respond quickly to possible hazmat emergencies, such as Friday's apparent minor spill at a building near the university's College of Veterinary Medicine. But through human error, the message went out as a mass alert, UGA Police Chief Jimmy Williamson said in an e-mailed apology to UGA workers and students.

Williamson said training and procedures will be changed for workers who operate the UGAAlert system - designed to notify the UGA community in the event of serious campuswide emergencies such as a tornado - to make sure the error doesn't happen again.

Originally published in the Athens Banner-Herald on Saturday, January 17, 2009

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TOP JOBS

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Quality Control.

PT Revenue Works (p) 1- 877-764-5286...

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TOP HOMES

TOP RENTALS

Seven Parts to an Emergency Message



- Intro/What/Where/Confidence/Action/Info/Important Reminders

“This is a message from UGA Alert. There has been a report of a (insert description) in the area of (insert location). Please avoid this area. First Responders are on the scene. For more information go to www.uga.edu. Do not call emergency numbers for information.”

Sample Emergency Message

“This is a message from UGA Alert. There has been a large chemical spill near the intersection of Carlton Street and Lumpkin Street. First responders are on the scene and buildings in the area are being evacuated. Please avoid this area and obey the commands of first responders. For more information go to www.uga.edu. Do not call emergency numbers for information.”



Actual Emergency Messages

- April 2009 – Search for the perpetrator (UGA Professor) in the off campus shooting deaths of three people
- November 2009 – UGA Police and ACC Police are searching for an armed and dangerous suspect at the rear of the UGA Golf Course (Relationship with city/county law enforcement)
- Average 2 to 3 tornado warning messages a year
- Example of a possible shooter in a campus building – no alert issued



Where do you go for more information?



- Difficult to send out alert after alert to update a situation
- People will want additional information about what is occurring
- The media, parents and other interested people will want information
- Some solutions:
 - Local radio/TV
 - Emergency web page
 - Facebook, Twitter, etc.

Institution Home Page – www.uga.edu

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▶ SEARCH
▶ CONTACT US
▶ MyUGA

▶ ABOUT UGA ▶ ADMISSIONS ▶ ACADEMICS ▶ RESEARCH ▶ OUTREACH ▶ STUDENT LIFE ▶ INSIDE UGA ▶ ATHLETICS

TORNADO WARNING

SEEK SHELTER NOW

Go to the lowest level of your building.
Avoid glass, exterior walls, high ceilings, debris.
If possible get under sturdy furniture.
DO NOT DELAY!

The National Weather Service has issued a tornado warning for Athens-Clarke County.
The warning will remain in effect until 7:15pm.

▶ MAKE A GIFT Support UGA's Academic Excellence

Information for: Go

UGA NEWS ▶

Link between unexploded munitions in oceans and cancer-causing toxins

EVENTS AT UGA ▶

Film: *Faubourg Tremé - The Untold Story of Black New Orleans*

AMAZING STUDENTS ▶

AMAZING STUDENT: Bryan Davis
Relationships mean a lot to Honors student

READINESS AND EMERGENCY MANAGEMENT FOR SCHOOLS (R-EM) CENTER



Inclusion of Non-University Affiliates

Non-University People:

- Local first responders/hospitals
- Construction personnel
- State/Federal offices on campus
- Schools/daycares
- Ministerial associations
- Fraternity/Sorority employees
- Community members



Develop a procedure to update their information.

Testing Your Systems

The test should mimic a real activation as much as possible:

- Publicize the test
- Obtain feedback
 - On-line survey, phone calls, e-mails
- Document with an After-Action Report
 - What went well
 - What went poorly



UGA tests the UGAAlert System twice a year...

Timely Warnings at UGA

- Policy
 - “In the event that a situation arises, either on or off campus, that, in the judgment of the Chief of the University of Georgia Police Department or his designee, constitutes an ongoing or continuing threat, a campus wide “timely warning” will be issued. The warning will be issued through a campus wide e-mail to all faculty, staff and students, as well as through local media outlets.
 - Anyone with information about an emergency situation or other situation warranting a timely warning should contact the University of Georgia Police Department immediately at 706-542-2200.”



Timely Warnings at UGA

- E-mail and web based notifications allow for prompt and thorough dissemination to the UGA community...
 - Disseminated through mass e-mail (students, faculty and staff) and local media outlets via Office of Public Affairs
 - Posted to UGA Police Department web page



Timely Warnings at UGA

- Recent example:

TIMELY WARNING

2011

Contact:

Eric Dellinger (706) 542-5813

Jimmy Williamson (706) 542-5813

KIDNAPPING

On March 21, 2011, an assault was reported to have occurred at approximately 7:30 a.m. in the area of South Milledge Avenue near Fairfax Hall adjacent to the Rogers Road Family Housing area. The perpetrator in this incident, described as a clean cut black male, approximately 5'8" tall, average build, late 20's to early 30's in age, with a bald head, has not been identified.

On 08/03/11 at approximately 11:02 p.m. the Athens-Clarke County Police Department received a report of a kidnapping incident that occurred earlier that evening near the intersection of South Milledge Avenue and South Milledge Drive at approximately 9:15 p.m. The victim reported that she was approached by a thin black male with a short hair cut wearing jean pants, grabbed on the arm and forced to walk with him for a short distance. The victim eventually managed to get away from the suspect and report the incident.



Timely Warnings at UGA

The suspect descriptions, mode of operation and areas of occurrence are very similar in both of these incidents.

The University of Georgia Police Department urges all individuals, whether in these areas or elsewhere, to be extremely cautious of their surroundings. Traveling in groups is always preferable if it is an option, especially during night time hours and in less populated areas. However, individuals who are inclined to assault or victimize others are not bound by any geographical or time constraints. Please use caution and notify law enforcement immediately if you observe suspicious activity.

Anyone who may have information regarding these incidents or the identity of either of these suspects is asked to contact the Athens-Clarke County Police Department Criminal Investigations Division at 706-613-3337.



Timely Warnings at UGA

- Recent example:

TIMELY WARNING

October 3, 2009

Contact:

Eric Dellinger (706) 542-5813

Jimmy Williamson (706) 542-5813

ARMED ROBBERY

On the morning of October 3, 2009, the University of Georgia Police Department received a report of Armed Robbery. A student and two visitors reported being robbed at gun point in an Athens Housing Authority parking lot on Broad Street across from Pulaski Street. The suspects were described as three to five black males. One individual was described as having short facial hair on the chin and one was described as having his face partially covered from the nose down. This incident is currently under investigation.



Timely Warnings at UGA

- Overall focus:
 - Swift dissemination of the most accurate information possible
 - Assist the UGA community in taking appropriate actions, both immediate and on-going
 - Ultimate goal in reporting and addressing criminal activity on and around the UGA campus is transparency....



More Information:



Steve Harris

Office of Security and Emergency Preparedness

706-542-4119

sharris@uga.edu

www.osep.uga.edu

UGAAlert Website - www.ugaalert.uga.edu

Lieutenant Eric Dellinger

University of Georgia Police Department

edellinger@police.uga.edu

www.police.uga.edu



REMS Resources

- The REMS TA Center Website provides numerous resources to assist campuses with their emergency management, planning, and sustainability efforts.
 - Publications
 - NIMS Implementation
 - Partner Organizations
 - <http://rems.ed.gov>
- Resource Repository
<http://rems.ed.gov/index.php?page=resources>



REMS Publications

- Handbook for Campus Safety and Security Reporting
- Campus Attacks: Targeted Violence Affecting Institutions of Higher Education
- Action Guide for Emergency Management at Institutions of Higher Education
- Helpful Hints:
 - Emergency Management Planning for Institutions of Higher Education
- Lessons Learned
 - Communication and Collaboration During Natural Disasters



Additional Resources

- NIMS/ICS

<http://training.fema.gov/is/nims.asp>

- DRU Listserv

<http://lists.uoregon.edu/list-interface.html>

- DRU Community of Practice

<http://communities.firstresponder.gov>



Contacting the REMS TA Center

TA requests can be made via telephone Monday through Friday. E-mail requests are responded to during business hours of operation. Whatever you need, we're willing to help! Requests for assistance can be made:

- Telephone 1-866-540-7367 (REMS)
 - When you have a quick question, follow-up (e.g., training events).
- Website <http://rems.ed.gov/>
 - When you need information or resources, or would like to request TA through the online request form.
- E-mail tasupport@remstacenter.org
 - When you have a question or need Technical Assistance.

