



UNIVERSITY OF ST. AUGUSTINE  
FOR HEALTH SCIENCES

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# **EMERGENCY OPERATIONS PLAN**

**San Marcos Campus**

**St. Augustine Campus**

**Austin Campus**

**Miami Campus**

**Dallas Campus**

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## **I. EMERGENCY OPERATIONS PLAN OVERVIEW**

The University of St. Augustine for Health Sciences (“USAHS”, “University”) is committed to supporting the welfare of its students, faculty, staff, and visitors. Preparing an Emergency Operations Plan (“Plan”) and allocating resources to respond to possible emergencies is one way in which USAHS offers this support. The Plan was developed by USAHS’ Safety and Security Committee, in conjunction with key stakeholders. The stated purpose of this Plan is to aid the University in attaining a state of preparedness that will promote sound, orderly procedures for emergency situations and provide robust communication protocols.

The Plan is fashioned in accordance with appropriate laws, regulations and policies that govern crisis/emergency preparedness. A crisis may be sudden and unforeseen, or there may be varying periods of warning. This Plan is intended to be sufficiently flexible to accommodate contingencies of all types, magnitudes, and duration.

## **II. CAMPUS OVERVIEW**

### **A. San Marcos, California Campus**

The University’s San Marcos, California, campus and administrative headquarters is located at 700 Windy Point Drive, San Marcos, California 92069. The California campus location is composed of three buildings, housing over 76,000 square feet of laboratories, classrooms, a library, a center for innovative clinical practice, and student areas. The California campus is open from 7:00 a.m. to 10:00 p.m., 7 days a week, excluding holidays and trimester breaks (these dates can be located on the Academic Calendar). Administrative offices are open from 8:00 a.m. to 5:00 p.m., Monday through Friday. Security guards are available from 6:30 a.m. to 10:30 p.m., seven days a week, and can be reached at (760) 272-6779.

### **B. St. Augustine, Florida Campus**

The University’s St. Augustine, Florida, campus is located at 1 University Blvd, St. Augustine, Florida 32086 on a 26-acre site. The academic building houses classrooms, laboratories, a library, clinics, and a student wellness center. An administrative building houses student services and offices for faculty and staff as well as a center for innovative clinical practice. The St. Augustine campus is open from 7:00 a.m. to 10:00 p.m., 7 days a week, excluding holidays and trimester breaks (these dates can be located on the Academic Calendar). Administrative offices are open from 8:00 a.m. to 5:00 p.m., Monday through Friday. Security guards are available from 6:30 a.m. to 10:30 p.m., seven days a week, and can be reached at (904) 439-3814.

### **C. Miami (Coral Gables), Florida Campus**

The University’s Miami, Florida, campus is located at 800 S. Douglas Road Suite 149, Coral Gables, Florida 33134 at Douglas Entrance Office Park. The Miami campus is in a

well-appointed, upscale office complex that is in close proximity to downtown Miami, retail, airport, housing, and other amenities. The facility features administrative offices, classrooms, labs, a wet lab, ADL, CICP, learning studio, research, library, testing rooms, study spaces, and a student lounge. The Miami campus is open from 7:00 a.m. to 10:00 p.m., 7 days a week, excluding holidays and trimester breaks (these dates can be located on the Academic Calendar). Administrative offices are open from 8:00 a.m. to 5:00 p.m., Monday through Friday. Security guards are available from 2:30 p.m. to 10:00 p.m., Monday through Friday and 6:30 a.m. to 10:30 p.m. Saturday to Sunday, and can be reached at (786) 858-6785.

#### **D. Austin, Texas Campus**

The University's Austin, Texas, campus is located at 5401 La Crosse Ave., Austin, Texas 78739. The campus consists of three buildings, including administrative offices, a library, laboratories, collaborative learning spaces, student lounge, rehabilitation clinic and wellness center, and a center for innovative clinical practice. The Austin campus is open from 8:00 a.m. to 10:00 p.m., Monday through Friday, and 8:00 a.m. to 10:00 p.m. on Saturdays and Sundays, excluding holidays and trimester breaks (these dates can be located on the Academic Calendar). Administrative offices are open from 8:00 a.m. to 5:00 p.m., Monday through Friday. Security guards are available from 2:30 p.m. to 10:00 p.m., Monday through Friday and 6:30 a.m. to 10:30 p.m. Saturday to Sunday, and can be reached at (512) 348-9649.

#### **E. Dallas, Texas Campus**

The University's Dallas, Texas, campus is located at 5010 Riverside Drive, Irving, Texas 75039. Only 11 miles from downtown Dallas and 10 miles from the Dallas-Fort Worth Airport, the Dallas campus is centrally located in an office complex called Riverside Commons and features administrative offices, state-of-the-art classrooms, dry labs, ADL, library, testing rooms, study spaces, and a student lounge. Students may access campus buildings from 7:00 a.m. to 10:00 p.m. local time, except during holidays and term breaks as defined in the Academic Calendar. Business offices are open from 8:00 a.m. to 5:00 p.m. local time. Security guards are available from 2:30 p.m. to 10:00 p.m., Monday through Friday and 6:30 a.m. to 10:30 p.m. Saturday to Sunday, and can be reached at (469) 260-1885.

### **III. ROLES AND RESPONSIBILITIES**

#### **A. Campus Response Team**

Each campus has a local Campus Response Team ("CRT"), consisting of designated faculty or staff members who are based from the local campus. The CRT is the team responsible for initiating the Emergency Operations Plan for the campus they are based from. The CRT will be those who make decisions and take any action required during the

initial stages of the incident. This is essentially the first response team. Their responsibilities include, but are not limited to:

- Monitoring potentially hazardous weather conditions, in conjunction with the Campus Director
- Contacting 911 in the case of an emergency
- Initiating the local Emergency Notification System
- Implementing the Plan in the case of an actual emergency
- Communicating with the Emergency Management Team (“EMT”) and Executive team members, as needed

#### **B. Emergency Management Team**

The Emergency Management Team consists of members of the University Executive team (or his/her designee), including the CEO, President, CFO, SVP of Compliance and General Counsel, Senior Vice President of Marketing, Enrollment and Product Strategy, Executive Director of Communications & Media Relations, Vice President of Student Operations, Executive Director of IT, Executive Director of Facilities and Operations, Executive Director of Human Resources, and, based on the incident location, the Campus Director. Depending on the level of severity of the incident, the EMT may convene to manage the response and will act as the highest level of authority during an emergency.

All news media notification and interaction are the responsibility of the Executive Director of Communications & Media Relations, under the guidance of the EMT, who should be contacted immediately in the event of any direct inquiry made by a member of the media. Only the Executive Director of Communications & Media Relations, or his/her designee, should serve as the university spokesperson. Please see Appendix A for additional information on all communications protocols.

#### **C. Safety and Security Committee**

The Safety and Security Committee consists of members from the Facilities team, Legal and Compliance, Human Resources, Student Affairs, and other internal teams. The Safety and Security Committee is responsible for the development, initial approval and periodic revision of the Plan and safety initiatives. Additionally, they may be consulted during an actual emergency event.

### **IV. EMERGENCY PREPAREDNESS**

#### **A. Security and Safety**

There are various categories of incidents representing the risks and vulnerabilities that the Plan is designed to address. Emergency situations involving a threat to life or property should be reported to the police (911) and communicated immediately thereafter to the

University by calling campus security at the numbers listed in the Campus Overview, or 800-241-1027.

In the event of an emergency, official information will be available on the website [www.usa.edu](http://www.usa.edu) and the toll-free phone number 800-241-1027. These sources provide complete and accurate information throughout a campus closure. The local news media may be utilized to disseminate emergency information to members of the larger community, including neighbors, parents and other interested parties.

Certain safeguards are in place to ensure as safe of an environment as possible. These safety features include the following:

- In case of an emergency, all members of the campus community will be notified via the emergency communication system.
- Exterior building doors are locked and access is available only to those with appropriate card access.
- Talk-A-Phones are located throughout the parking lots and University grounds with emergency phones.
- A security guard is available on each campus, including designated weekends when the campus is open for student access. Refer to the section above (“Campus Overview”) for further details
- All faculty, staff, and students are expected to wear ID badges at all times.
- All visitors must report to the administration building (or the security guard desk if after hours) for permission to enter the campus, to receive a visitor’s badge, and to be escorted as appropriate by a campus employee/security guard.
- Emergency contacts and evacuation plans are posted in all classrooms and student/employee meeting areas. Telephones are available in all classrooms.

To ensure student safety on campus, the campus community should be personally responsible by:

- being alert to unsafe situations and reporting them immediately to University employees;
- keeping the exterior doors closed and/or locked (do not prop doors open);
- not allowing non-University individuals to enter the building when entering or exiting;
- reporting lost/stolen card access ID badges immediately to the University receptionist;
- not walking to cars alone after dark; using the buddy system, especially when a student feels his or her personal safety may be threatened. Students should not enter any situation or location where they feel threatened or unsafe; and

- not leaving valuables in plain sight in vehicles. Students should lock these items in the trunk or remove them.

## **B. Emergency Notification System**

As soon as USAHS has confirmed that a significant emergency or dangerous situation exists, the safety of the campus community will be taken into account, a determination of what information to release about the situation will be made, and the notification process will be initiated. USAHS will not immediately issue a notification for a confirmed emergency or dangerous situation only if doing so would compromise efforts to assist the victim, contain or respond to the emergency, or otherwise mitigate the emergency.

The emergency notification system makes use of three applications: SchoolMessenger, Informacast Advanced Fusion, and InformaCast Mobile. Informacast Mobile is capable of sending alert messages to each enrolled device (PC or Mobile Phone) and push audio broadcasts to every phone on campus.

SchoolMessenger allows USAHS to communicate with faculty, staff and students in the following ways:

1. Mobile phone text message
2. Automated audio message to all student, faculty and staff mobile phones
3. HTML e-mail to all students, faculty and staff
4. Plain text e-mail to all students, faculty and staff

***It is critical that members of the campus community provide accurate contact information in applicable systems to ensure communications are received in the event of an emergency.*** All USAHS students are to provide emergency contact information either on the Student Services portal or to the student services office and are asked to provide an update any time there is a change. Additionally, employees are to provide contact information in the employee portal and are asked to update information any time there is a change.

InformaCast has an add-in called DialCast which integrates with SchoolMessenger. DialCast allows users on campus to lift the handset and dial an emergency code which will initiate all of the communication methods mentioned above simultaneously. This allows USAHS to reach everyone in a matter of seconds to minutes. It will also sound an alert over the speakers of every phone on-campus indicating the emergency. The Emergency Alert System (EAS) can be activated using any office phone (land line) on the campus. To activate the campus EAS, follow this procedure:

1. Identify which EAS message needs to be disseminated and the code needed for that purpose (see chart below)
2. Dial the emergency code from any campus phone

## 3. Enter 3012# authorization code and hang up

EMERGENCY TYPE	EMERGENCY CODE
<b>Campus Lockdown</b> – Shelter in Place Until Further Notice	8200
<b>Bomb Threat</b> – Evacuate Campus Immediately	8201
<b>Fire</b> – Evacuate Campus Immediately	8202
<b>Hazardous Material Leakage</b> – Evacuate Campus Immediately	8203
<b>Severe Weather Alert</b> – please take caution and check email for more information regarding severe weather in our area	8205
<b>Tornado Warning</b> – Immediately move to “Area of Refuge” and remain until given the all-clear	8206
<b>Tornado Watch</b> – Local authorities have issued a tornado watch for our area. Please take note of the nearest ‘Area of Refuge’ and be alert for warnings	8207
<b>ALL CLEAR</b>	8210

The University has installed Emergency Phones on all of its campuses. In the event of an emergency, press *Need Help* on the Emergency Phone to notify the campus security guard or 911 with the nature of the emergency.

### C. Procedure for Testing Emergency Responses and Evacuation Procedures

The University will test its emergency communications systems at least once per calendar year. Additionally, the Campus Response Team will conduct at least one disaster drill on an annual basis at the applicable campus. The purpose of the disaster drill is to prepare the campus community for an organized evacuation in case of an actual emergency. During the drill, members of the campus community practice drill procedures and familiarize themselves with the locations of emergency exits, fire extinguishers and expected behaviors in the case of an emergency. Additionally, the Emergency Notification System is tested on a local campus level.

Each group and department’s performance during implementation of the plan is evaluated, documented and reported to the Safety and Security Committee. The Safety and Security Committee is responsible for the initial approval and periodic revision of the Plan based on findings critiqued from the disaster drills.

## V. EMERGENCY PROCEDURES



### **A. Timely Warnings**

In the event that a situation arises, either on- or off-campus, that, in the judgment of USAHS leadership constitutes an ongoing or continuing threat, a campus-wide “timely warning” will be issued. The warning will be issued through the emergency notification software, SchoolMessenger, which sends messages to cellphones, home phones and e-mail to students, faculty, and staff.

Depending on the particular circumstances of the crime, especially in all situations that could pose an immediate threat to the community and individuals, a notice may also be posted on the USAHS website, providing the college campus community with more immediate notification. The electronic bulletin board on the USAHS website is immediately accessible via computer by all faculty, staff and students.

The decision to issue an alert is made, without delay, on a case-by-case basis in consideration of all the factors surrounding an incident. These factors include, but are not limited to, the nature of the crime, the nature of a continuing threat to the campus community, whether a report of the crime is received in a timely manner, and mitigating any risk of compromising law enforcement efforts.

Anyone with information warranting a timely warning should report the circumstances to the following:

- **Coral Gables, FL:** Campus Director, Gabe Somarriba at 786-725-4010
- **Saint Augustine, FL:** Campus Director, Cindy Mathena at 904-770-3561
- **Austin, TX:** Campus Director, Mary Zadnik, 737-202-3336
- **San Marcos, CA:** President and CAO, Divina Grossman at 760-410-5408
- **Dallas, TX:** Campus Director, Thom Werner at 469-498-5740

### **B. Weather-related events and natural disasters**

Each campus location has a designated administrator, typically the Campus Director and local facilities staff, who is responsible for monitoring severe weather threats in the area; notification of those threats come from the National Weather Service (NWS), as well as other sources. There are two types of weather-related emergencies: those with advanced warning, and sudden-onset occurrences that represent an imminent threat. If a Watch or Warning is issued, the Campus Director and CRT will meet to assess current weather information and to recommend action, if necessary. Although the CRT is responsible for monitoring inclement weather or other natural disasters, they will communicate with the Emergency Management Team on necessary steps, including the potential for campus closure and evacuation.

#### **Hurricane**

The hurricane season is June 1 through November 30. A Hurricane Watch means that a hurricane is a threat and it is necessary to listen to weather advisories, prepare for a hurricane and prepare to take action. A Hurricane Warning means that a hurricane with winds of at least 74 mph is expected to hit the area within 48 hours.

### **Earthquake**

California is known as an earthquake-prone state, although other campus locations could also encounter such an event. As an earthquake is generally a sudden-onset occurrence, refer to the section “Sudden Onset (Imminent Threat)” for appropriate procedures.

### **Tornado**

Under a tornado warning, employees and students are encouraged to proceed to designated safe area or to proceed to interior hallway, stairways, or other interior rooms, avoiding windows and open areas. Stay out of the elevator. If you are outside, try to get inside a building as quickly as possible. Individuals should remain in these safe locations until notification is given that the threat has passed.

### **Other weather-related emergencies**

Many of our campus locations could also encounter other types of weather-related emergencies, including flash flooding, severe thunderstorms, wildfires, winter weather, and other events. It is important that students, faculty and staff stay aware of and be prepared for any dangerous conditions. In the case of those events where advanced warning is provided, there are specific procedures in place to assist in keeping our campus community safe.

#### **1. Advanced Warning, such as a tornado or hurricane watch:**

The Campus Director (or his/her designee), in conjunction with the CRT, will closely monitor severe weather threats in the area. If the Campus Director and CRT believe the situation warrants communication to the campus community and/or activation of the Emergency Operations Plan, the following steps will be taken:

- The Executive Director of Communications & Media Relations will draft and deploy notification via appropriate channels
- The Executive Director of Facilities alerts the CEO and Emergency Management Team to be on stand-by for a potential weather threat to a campus location
- Once the threat has passed, the Campus Director or his/her designee will deploy an “all clear” message via the same channels used to notify the campus community of the threat.
- If the weather event escalates, or is likely to escalate, to an imminent threat level, the CRT and EMT will follow the steps outlined in that section

Additionally, faculty, staff and students should disconnect as much electrical equipment as possible, making sure current work is saved. Close all doors and windows and secure any outdoor objects that might float or be blown away.

## **2. Sudden Onset (Imminent Threat)**

Sudden Onset (Imminent Threat) events include tornado warnings, hurricane evacuation orders, earthquake in progress, or other natural events requiring evacuation or sheltering in place. The following steps will be taken in these instances:

- a. The Campus Director or designee immediately activates the campus Emergency Alert System (EAS) and follows the Emergency Operations Plan based on the emergency, engaging the Campus Response Team and faculty and staff in assisting with campus evacuation or sheltering in an Area of Refuge.
- b. The Campus Director or designee notifies the Executive Director of Communications & Media Relations and EMT as soon as possible.
- c. Communications will engage SchoolMessenger and other internal channels to disseminate any additional information or updates.
- d. Facilities will notify the CEO and mobilize the CRT, and if necessary, establish an Emergency Control Center (ECC) to manage the situation once immediate threat has passed and the situation stabilized.
- e. The CRT will manage post-disaster recovery, including People Accountability Protocol to account for all people known to be on campus at the time of the event
- f. The EMT determines further communication updates necessary, managed by Communications, which could include:
  1. Situation updates via internal channels to students, faculty and staff
  2. Coordination of communication to external stakeholders, including news media

Upon return to campus, be careful of downed power lines and notify administration of any existing problems immediately.

## **C. Hazards and Threats**

### **Bomb Threat**

Fortunately, the vast majority of bomb threats are false alarms. Unfortunately, it is difficult to differentiate false alarms from genuine threats.

If students, staff or faculty believes they have received a letter/parcel bomb, no one should be allowed to handle the letter or package. Campus security and local police should be notified, as well as a member of the CRT and/or the Campus Director or designee. The Campus Director and CRT will work closely with authorities to monitor the situation and provide updates as needed.

***If you receive a telephone bomb threat:***

- Obtain as much information as possible from the caller. YOU SHOULD WRITE OUT THE MESSAGE EXACTLY AS RECEIVED FROM THE CALLER.
- Keep the caller on the phone as long as possible, and have someone notify the police and Campus Director as soon as possible
- Attempt to learn the following:
  - When is the bomb set to go off?
  - Where is the bomb located?
  - What is the explosive and what does it look like?
  - Did you place the bomb?
  - Pay attention to what the voice sounds like (man, woman, child, accent, etc.) and if there are any sounds in the background

CALMLY notify others in your area.

### **Accidents and Hazardous Materials**

Report all accidents, suspected fire hazards, injuries, and exposures to hazardous substances. Employees should report to their supervisor, who should then notify the Campus Director. Students should report to their instructor, who will also notify the Campus Director. All classrooms and labs have telephones. Use common sense to call 911 in an emergency.

If you suspect a dangerous leak or spill:

- Notify the supervisor, instructor, and/or Campus Director or designee as soon as possible. Use common sense to call 911 in an emergency. Provide as much information as possible on the source, amount, and extent of the material spill or release.
- Close off the affected area.
- If you remain in the building, move away from the affected area and have everyone breathe through wet paper towels.
- If you evacuate, go to an outside area upwind of the source.
- If medical treatment is provided, give information about the incident to medical personnel.

The Campus Director or designee and Campus Response Team will initiate evacuation procedures, if necessary, and work with local authorities responding to a leak or spill. The EMT will be notified, and if communications are required, the Executive Director of Communications & Media Relations will assist in preparing those.

### **Fires**

If you hear a FIRE ALARM:

- EVACUATE and call police
- Close door against fire
- Do NOT use elevators.
- Use fire exit stairwells.
- CALMLY evacuate to an open area 100 yards away from the affected building.

If you discover a FIRE:

- Attempt to put out first stage fires (i.e., trashcan) if you feel you can do so safely. If you have any doubts about your ability to extinguish the fire, call 911 and leave the area.
- Activate the nearest fire alarm
- Notify Campus Security and the Campus Director
- Notify others in your area.
- Leave building quickly, using stairs.
- CALMLY evacuate to an open area 100 yards away from the affected building.

The Campus Director and CRT will announce any needed evacuations through the emergency notification system, and communicate with first responders and the Emergency Management Team in the event of an actual fire. Once it is safe to return to the building, notification will be sent through the emergency notification system at the direction of the Campus Director, CRT and/or their designees.

### **Gas Leaks**

If you detect natural gas, fumes or vapors:

- Do not pull fire alarms
- Do not touch electrical outlets, equipment or light switches
- Call the police and notify the Campus Director or designee
- Clear the area immediately if instructed to do so
- Provide your exact location and the location of the odor, as well as any other pertinent details

The Campus Director and CRT will announce any needed evacuations through the emergency notification system, and communicate with first responders and the Emergency Management Team in the event of an actual leak. Once it is safe to return to the building, notification will be sent through the emergency notification system at the direction of the Campus Director, CRT and/or their designees.

### **D. Criminal Incidents**

In the event of a crime or potential crime occurring on campus, the Campus Director and CRT (or their designees) are responsible for working with local law enforcement to manage

the situation. The CRT will work in conjunction with the Emergency Management Team on key decisions that may need to be made.

### **Active Shooter**

An active shooter is a person who appears to be actively engaged in killing or attempting to kill people; in most cases, active shooters use firearm(s) and there is no pattern or method of their selection of victims. These situations are dynamic and evolve rapidly, demanding immediate deployment of law enforcement resources to stop the shooting and mitigate harm to victims.

- **If an active shooter is outside your building:**
  - Proceed to a room that can be locked, close and lock all doors and turn off all the lights.
  - Get everyone down on the floor so that no one is visible from outside the room.
  - Call 911 to inform a dispatcher of what is happening and your location.
  - Remain in place until the police or University personnel you know gives you the “all clear”. Unfamiliar voices may be the shooter attempting to lure victims from their safe place.
  - Do not respond to any voice commands until you can verify with certainty that they are being issued by a police officer or University personnel.
- **If an active shooter is in the same building with you:**
  - Determine if the room you are in can be locked and if so, follow the same procedure described in the previous paragraph.
  - If your room cannot be locked, determine if there is a nearby location that can be reached safely and secured, or if you can safely exit the building.
  - Call 911 and inform a dispatcher of what is happening and your location.
  - If you decide to move from your current location:
    - make sure you have an escape route and plan in mind
    - do not attempt to carry anything while fleeing
    - move quickly, keep your hands visible and follow the instructions of any police officer you may encounter
    - do not attempt to remove injured people; leave wounded victims where they are and notify authorities of their location as soon as possible
    - do not try to drive off campus until advised it is safe to do so by police or campus administrators
- **If an active shooter enters your classroom, lab or office:**
  - Try to remain calm
  - Dial 911, if possible, and alert the police to the shooter’s location; if you cannot speak, leave the line open so the dispatcher can listen to what’s taking place

- If there is no opportunity for escape or hiding, as a last resort, it might be possible to negotiate with the shooter
- Attempting to overpower the shooter with force should be considered a very last resort, after all other options have been exhausted
- If the shooter leaves the area, proceed immediately to a safer place
- Do not touch anything that was in the vicinity of the shooter
- **What to expect from responding police officers:**
  - Police officers responding to an active shooter are trained to proceed immediately to the area in which shots were fired or heard; their purpose is to stop the shooting as quickly as possible.
  - First responding officers will normally be in teams of four; they may be dressed in regular patrol uniforms or they may be wearing external bulletproof vests, helmets and other tactical equipment.
  - They may be armed with rifles, handguns, pepper spray or tear gas to control the situation.
  - Remain calm and do as the officers tell you; do not be afraid of them.
  - Put down any bags you may be carrying; keep your hands visible at all times.
  - If you know the shooter's location, tell the officers.
  - First officers will not stop to aid injured people, rescue teams composed of other officers and emergency responders will follow the first officers into secured areas to treat and remove injured people.
  - Keep in mind that even once you have escaped to a safer location, the entire area is still a crime scene; police will not usually let anyone leave until the situation is fully under control and all witness have been identified and questioned.
  - Until you are released, remain at whatever assembly point authorities designate.

### **Armed/Disruptive Individual**

If you witness an armed individual on campus at any time or an individual who is acting in a hostile or belligerent manner, immediately call police, notify the Campus Director or designee (if possible), and move to a safe location.

- Stay calm, and provide information about your location, the suspect and any injuries.
- Stay on the phone until the dispatcher tells you to hang up.
- Alert others, if you can do so safely.
- Stay in a safe place until you are notified that the emergency is over.
- Give the dispatcher the following information:
  - Building/site name and location.
  - Your name and phone number.
  - Exact location and number of shooters.

- Description of shooter, type of weapon, number of hostages, if any.
- Number and location of injured persons.

### **Assault/Sexual Assault**

If assault or sexual assault occurs, call 911 and/or campus security immediately and administer first aid, if possible. For more information on procedures relating to incidents of sexual assault, please refer to the *Title IX and Sexual Misconduct Grievance Reporting Policy and Procedures* located on the USAHS [Safety and Security](#) webpage. Campus Security should notify the Campus Director, who, in turn, will communicate with the Campus Response Team and determine any next steps needed. If the situation constitutes an ongoing or continuing threat, a campus-wide “timely warning” will be issued. Refer to the section on Timely Warnings for additional details.

## **E. Other Emergencies**

### **Medical Emergencies**

Should a medical emergency situation develop which requires immediate intervention by trained personnel, the following procedure should be followed:

- Call 911.
- Call a member of the Campus Response Team and/or Campus Security to report the nature of the emergency, location, name of the sick or injured person.
- Direct onlookers away from the area of the injured person. Clear area of any objects that might impede the rescue or interfere with emergency personnel.
- Remain with the victim. Do not move the victim unless there is immediate danger of further injury. Keep victim comfortable and warm.
- Designate someone to wait at the building entrance for medical personnel and direct them to the victim. If necessary, have an elevator waiting for the rescue team on the first floor.

Automatic Emergency **defibrillators (AED)** are available should CPR need to be initiated.

### **Transport of Injured Persons**

In the case of minor injuries, students and employees who are injured while performing regular work-school participation activities will be transported to the closest hospital on the decision of a member of the CRT. This form of transportation may be by another student or with a USAHS faculty/staff member.

In the case of a major emergency or disaster, emergency responders will be responsible for transporting victims to the closest hospital emergency room and, if possible, be accompanied by a USAHS staff member.



Medicine, food, water, and other necessities will not routinely accompany students, faculty or staff being transferred to a medical facility. For patients transported by an emergency unit, the care of the patient will be transferred to the paramedic in charge; however, support will be available, if requested.

### **Death on campus**

Below are the proper procedures if you witness a death on campus:

- Contact police immediately
- Notify Campus Security, and the Campus Director or designee
- Campus Security should clear any students and/or employees from the area and protect the scene from public access
- Campus Security, the Campus Director and CRT (or their designees) are responsible for maintaining security of the area and recording all activities until officers arrive
- Brief all authorities and emergency personnel who arrive on scene
- Campus Director shall notify Legal Department as soon as reasonably possible

Witnesses will be encouraged to speak to a local counselor and may be referred to Compsych Guidance Resources. The Campus Director and CRT will notify the Emergency Management Team and reach out to next-of-kin. If a statement needs to be made to media sources, the Executive Director of Communications & Media Relations will provide such a statement.

### **Critical utility outages**

In the case of a critical outage, notify the Facilities team and Campus Director. Provide your name, location and what areas are affected by the outage. Do not open temperature-sensitive areas. Evacuate only if instructed to do so by emergency personnel, the Campus Director, or other University personnel.

## **APPENDIX A**

### **Emergency Communications Protocols**

USAHS is committed to providing accurate, consistent and helpful information in a timely manner to students, faculty and staff during an emergency. While each USAHS location has its own unique identity and priorities, at a time of crisis, consistency in external communication across the university is vital. Communications is critical to ensure that USAHS' position or action is clear and understood, the rationale for policy or decisions is transparent and fair, and that stakeholders both internal and external understand and if possible, support USAHS' priorities and decisions.

Emergency communications is the responsibility of the Executive Director of Communications & Media Relations, under the guidance of the EMT and includes media relations and internal communications. When the Plan has been activated, all external and internal communications need to be explicitly approved by the CEO and at least two members of the EMT. Approval of core messaging and documents (such as a press releases, FAQs, email messages) will be reviewed by the EMT and then approved by the CEO, SVP for Marketing and Enrollment, and SVP for Compliance and General Counsel.

When activated, one of the roles of the EMT will be to serve as an information clearinghouse during the incident. Activities will include the following:

- Daily email with key messaging, Q&As and any reactive media statements or proactive press releases that will be used
- Daily call to discuss strategy and messaging as well as location-level response efforts and stakeholder concerns
- Clarification on location-level response

The call will be scheduled at a consistent time throughout activation.

### **Media Relations**

Only the Executive Director of Communications & Media Relations, or his/her designee, should serve as the university spokesperson. This person is responsible for:

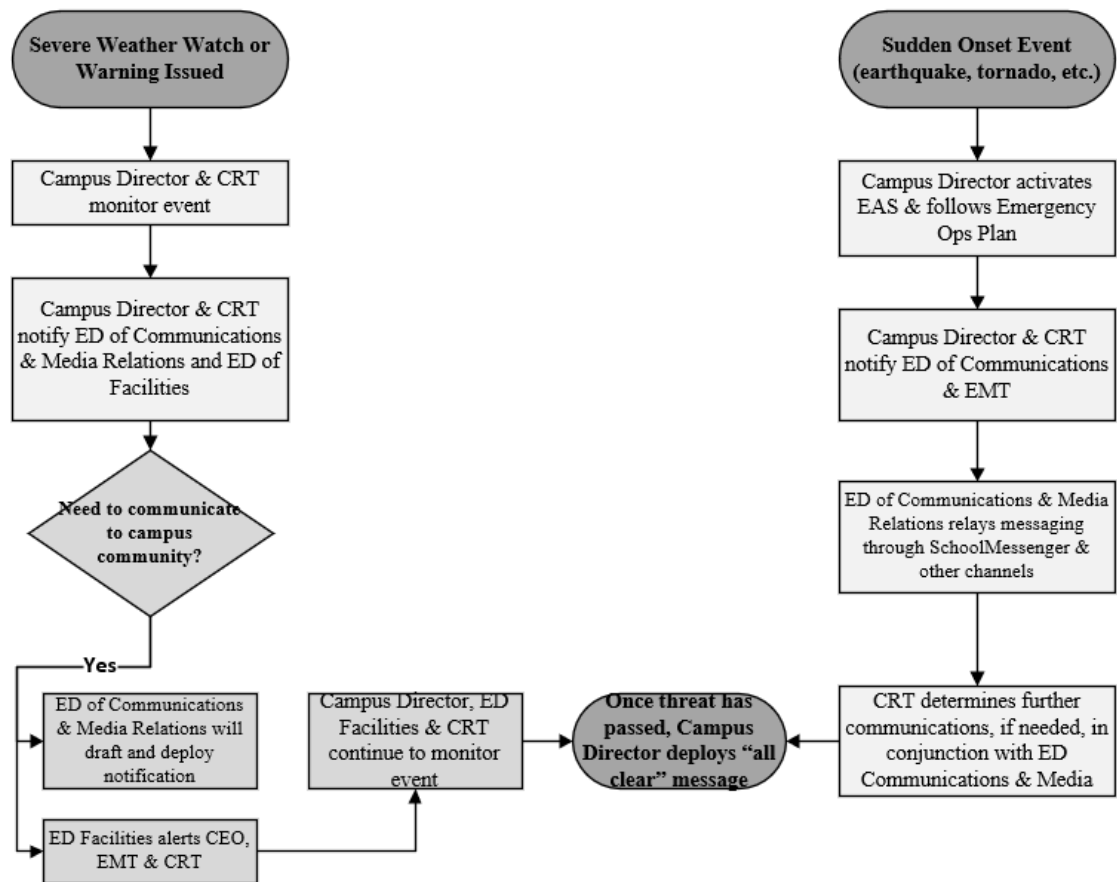
- Providing input into overall communications strategy based on likely concerns and raised by media as well as broader communications objectives.
- Materials development such as holding statements, media advisories, press releases, media-focused Q&As
- Reactive and proactive media relations, including organizing press conferences and for prioritizing and managing incoming media enquiries
- Active media monitoring, rapid outreach & response to inaccurate information

### **Internal Communications**

The Executive Director of Communications & Media Relations is responsible for:

- Providing EMT and CRT input into overall communications strategy
- Materials development such as MyUSA postings, student or employee FAQs or emails/memos from university leadership
- Providing talking points to share with extended management team
- Developing any emails/blogs/video-postings/tweets or other proactive communications from the President or CEO in support of overall external communications strategy

The following communication flow chart outlines the protocol for weather-related emergency communications:



### Local Media Contact List

All news media notification and interaction are the responsibility of the Executive Director of Communications & Media Relations, under the guidance of the EMT, who should be contacted immediately in the event of any direct inquiry made by a member of the media. Only the Executive Director of Communications & Media Relations, or his/her designee, should serve as the university spokesperson.

Outlet	Newsroom Email	Newsroom Direct Phone
<b><u>AUSTIN</u></b>		
KVUE - ABC 33	<a href="mailto:news@kvue.com">news@kvue.com</a>	512.459.9442
KTBC-FOX 7	<a href="mailto:KTBCnews@Foxtv.com">KTBCnews@Foxtv.com</a>	512.472.0988
KXAN-NBC 21	<a href="mailto:desk@kxan.com">desk@kxan.com</a>	512.703.5300
KEYE-CBS 43	<a href="mailto:news@keyetv.com">news@keyetv.com</a>	512.835.0335
KOOP 91.7 FM	<a href="mailto:info@koop.org">info@koop.org</a>	512.472.1369
KLBJ 590 AM	<a href="mailto:newsroom@emmisaustin.com">newsroom@emmisaustin.com</a>	(512) 832-4000
KJCE 1370 AM	<a href="mailto:news@talk1370.com">news@talk1370.com</a>	(512) 327-9595
<b><u>DALLAS</u></b>		
WFAA - ABC 8	<a href="mailto:news8@wfaa.com">news8@wfaa.com</a>	(214) 748-9631
KDFW - FOX 4	<a href="mailto:kdfw@foxtv.com">kdfw@foxtv.com</a>	(214) 720-4444
KXAS - NBC 5	<a href="mailto:newstips@nbcdfw.com">newstips@nbcdfw.com</a>	(800) 232-5927
KTVT - CBS 11	<a href="mailto:news@ktvt.com">news@ktvt.com</a>	(817) 451-1111
KDAF - FOX 33	<a href="mailto:feedback@CW33.com">feedback@CW33.com</a>	214-252-9233
KERA - PBS	<a href="mailto:byoung@kera.org">byoung@kera.org</a>	(214) 871-1390
KRLD 1080 AM	<a href="mailto:krldeditor@gmail.com">krldeditor@gmail.com</a>	(214) 525-7000
WBAP 820 AM	<a href="mailto:news@wbap.com">news@wbap.com</a>	(214) 526-2400
KETR 88.9 FM	<a href="mailto:news@ketr.org">news@ketr.org</a>	(903) 886-5848
KLIF 570 AM	<a href="mailto:comments@klif.com">comments@klif.com</a>	214-765-5296
KBDT 1160 AM	<a href="https://bigdtalk.com/">https://bigdtalk.com/</a>	214-628-3111
KFXR 1190 AM	<a href="mailto:psa@ccdallas.com">psa@ccdallas.com</a>	(214) 866-8000
<b><u>MIAMI</u></b>		

WPLG - ABC 10	<a href="mailto:newsdesk@wplg.com">newsdesk@wplg.com</a>	(954) 364-2500
WTVJ - NBC 6	<a href="mailto:wtvjdesk@nbc.com">wtvjdesk@nbc.com</a>	954.622.6000
WFOR - CBS 4	<a href="mailto:wfornews@wfor.cbs.com">wfornews@wfor.cbs.com</a>	(305) 591-4444
WSVN - FOX 7	<a href="mailto:newsdesk@wsvn.com">newsdesk@wsvn.com</a>	(305) 751-6692
WPBT - PBS	<a href="mailto:channel2@channel2.org">channel2@channel2.org</a>	(305) 949-8321
WLTN - 23	<a href="mailto:noticias23@univision.net">noticias23@univision.net</a>	(305) 471-3900
WLRN - PBS	<a href="mailto:news@wlrnnews.org">news@wlrnnews.org</a>	(305) 995-1717
WSCV - 51	<a href="mailto:reporte@telemundo51.com">reporte@telemundo51.com</a>	(305) 888-5151
WLRN 91.3 FM	<a href="mailto:news@wlrnnews.org">news@wlrnnews.org</a>	(305) 995-1717
WFLA 970 AM	<a href="mailto:news@970wfla.com">news@970wfla.com</a>	(813) 832-1000
WIOD 610 AM	<a href="mailto:news@wiod.com">news@wiod.com</a>	954) 862-2000
<b><u>SAN MARCOS (SAN DIEGO)</u></b>		
KUSI-TV	<a href="mailto:news@kusi.com">news@kusi.com</a>	858.571.6397
KNSD - NBC 7	<a href="mailto:nbcсандiego.desk@nbcuni.com">nbcсандiego.desk@nbcuni.com</a>	619.578.0201
KFMB- CBS 8	<a href="mailto:desk@kfmb.com">desk@kfmb.com</a>	(858) 571-8888
KSWB - FOX 5	<a href="mailto:news@fox5sandiego.com">news@fox5sandiego.com</a>	858.573.6500
KPBS-TV	<a href="mailto:news@kpbs.org">news@kpbs.org</a>	619.594.6397
KOGO 600 AM	<a href="mailto:kogo@iheartmedia.com">kogo@iheartmedia.com</a>	(858) 292-2000
KFMB 760 AM	<a href="mailto:webmaster@kfmb.com">webmaster@kfmb.com</a>	(858) 571-8888
KCBQ 1170 AM	<a href="mailto:susy@salemsandiego.com">susy@salemsandiego.com</a>	(858) 535-1210
KPBS-FM (NPR)	<a href="mailto:news@kpbs.org">news@kpbs.org</a>	619.594.6397
<b><u>ST. AUGUSTINE (JACKSONVILLE)</u></b>		
WJAX/WFOX (CBS & FOX)	<a href="mailto:news@actionnewsjax.com">news@actionnewsjax.com</a>	904.564.1599

WTLV/WJXX (ABC & NBC)	<a href="mailto:news@firstcoastnews.com">news@firstcoastnews.com</a>	904.354.1212
WJXT-TV 4	<a href="mailto:producer@wjxt.com">producer@wjxt.com</a>	904.393.9844
WOKV 104.5 FM	<a href="mailto:phead@actionnewsjax.com">phead@actionnewsjax.com</a>	904.245.8500
WFOY 102.1 FM	<a href="mailto:pete@1021news.com">pete@1021news.com</a>	904.797.1955

## APPENDIX 2: Emergency Communications Templates

These templates for communications can be quickly customized and disseminated to help keep the university community informed about developing situations.

### Monitoring an Adverse Event (e.g., Hurricane, Fire)

**Audience:** Faculty and Staff

**Sender:** Communications on behalf of CEO, President, Campus Director

**Communication Channel:** Email, Campus Connection

Subject Line: Monitoring [Adverse Conditions]

*This message is for all [campus] faculty and staff.*

Forecasts are predicting the possibility of [adverse conditions] on [date].

**At this time, campus is open for normal operations.**

The safety of our employees and students is our top priority. Our Emergency Management Team is closely monitoring conditions and meeting to discuss plans for any changes in activities. If conditions require a change in regular operating hours, we will notify our campus community through the university alert system (text message and phone call). Please also monitor your USA.edu email, our USA.edu website, Facebook, and Twitter.

When you leave work today, please take your laptop and any other materials you might need in case of potential campus closure.

**Audience:** Students

**Sender:** Communications on behalf of CEO, President, Campus Director

**Communication Channel:** Email

Subject Line: Monitoring [Adverse Conditions]

*This message is for all [campus] students.*

Forecasts are predicting the possibility of [adverse conditions] on [date].

**At this time, campus is open for normal operations.**

Your safety is our top priority. Our Emergency Management Team is closely monitoring conditions and is meeting to discuss plans for any changes in activities. If conditions require a change in regular operating hours, we will notify our campus community through the university alert system (text message and phone call). Please also monitor your USA.edu email, our USA.edu website, Facebook, Twitter, and the MyUSA portal, as well as Blackboard for important announcements and information from faculty.

When you leave school today, please ensure that you have everything you need to continue your studies in case of a potential campus closure.

**Opening with Liberal Leave**

**Audience:** Faculty and Staff

**Sender:** Communications on behalf of CEO, President, or Campus Director

**Communication Channel:** Email, Campus Connection

Subject Line: Liberal Leave for the [Campus] Campus

*This message is for all [campus] faculty and staff.*

[Update on conditions]

**The [campus] campus will be open for regular hours on [date]. All classes and activities will take place as scheduled.**

Due to adverse conditions and delayed openings for schools and government offices, **we have instituted liberal leave.** The safety of our employees and students is our top priority. Use your best judgment when determining whether you can come into work.

**Using Liberal Leave**

Notify your immediate supervisor.

You will not need to take any accrued time off.

Hourly employees: Please log your hours using the “Disaster” code in the payroll system.

Set up an “out of office” message providing contact information and a back-up person.

Email [support@usa.edu](mailto:support@usa.edu) to have phones forwarded to the appropriate backup personnel.

Our Emergency Management Team is closely monitoring conditions and meeting regularly to discuss plans for any changes in activities.

Stay safe, monitor local news and government agency alerts. Connect to your USA.edu email, our USA.edu website, Facebook, and Twitter and please do not hesitate to reach out if you have any questions or concerns.

**Audience:** Students

**Sender:** Communications on behalf of CEO, President, or Campus Director

**Communication Channel:** Email

Subject Line: [Campus] Campus Open for Regular Hours

*This message is for all [campus] students.*

[Update on conditions]

**The [campus] campus will be open for regular hours on [date]. All classes and activities will take place as scheduled.**

Your safety is our top priority. The university will accommodate students who are not able to be on campus due to adverse conditions. If you are unable to travel to campus, please contact your faculty members or student advisor, [name], at [email] or [phone number].

**Please continue to monitor your USA.edu email, the USA.edu website, Facebook, Twitter, and the MyUSA portal for important up-to-date information.** Faculty may also share important course information in Blackboard.

The safety of our campus community is our top concern. Stay safe, monitor local news and government agency alerts, and please do not hesitate to reach out if you have any questions or concerns.

### **Delayed Opening**

**Audience:** Faculty and Staff

**Sender:** Communications on behalf of CEO, President, or Campus Director

**Communication Channel:** Email, Campus Connection

Subject Line: [Campus] Campus Will Open at [time]

*This message is for all [campus] faculty and staff.*

[Update on conditions]

**Due to adverse conditions, the [campus] campus will open at [time] on [date]. We have instituted liberal leave.** The safety of our employees and students is our top priority. Use your best judgment when determining whether you can come into work.



### Using Liberal Leave

Notify your immediate supervisor.

You will not need to take any accrued time off.

Hourly employees: Please log your hours using the “Disaster” code in the payroll system.

Set up an “out of office” message providing contact information and a back-up person.

Email [support@usa.edu](mailto:support@usa.edu) to have phones forwarded to the appropriate backup personnel.

Our Emergency Management Team is closely monitoring conditions and meeting regularly to discuss the impact on campus activities.

#### [Impact on classes and events]

Please continue to monitor your USA.edu email, our USA.edu website, Facebook, and Twitter.

Stay safe, monitor local news and government agency alerts, and please do not hesitate to reach out if you have any questions or concerns.

**Audience:** Students

**Sender:** Communications on behalf of CEO, President, or Campus Director

**Communication Channel:** Email

Subject Line: [Campus] Campus Will Open at [time]

*This message is for all [campus] students.*

#### [Update on conditions]

**Due to adverse conditions, the [campus] campus will open at [time] on [date].**

Your safety is our top priority. The university will accommodate students who are not able to be on campus due to adverse conditions. If you are unable to travel to campus, please contact your faculty members or student advisor, [name], at [email] or [phone number].

#### [Impact on classes and events]

**Please continue to monitor your USA.edu email, the USA.edu website, Facebook, Twitter, and the MyUSA portal for important up-to-date information.** Faculty may also share important course information in Blackboard.

The safety of our campus community is our top concern. Stay safe, monitor local news and government agency alerts, and please do not hesitate to reach out if you have any questions or concerns.

**Audience:** All

**Sender:** Marketing

**Communication Channel:** USA.edu home page ticker, MyUSA, Mobile App

The [campus] campus will open at [time] on [date]. Check USA.edu email, USA.edu, and social media for updates.

[Update on conditions]

The [campus] campus will open at [time] on [date].

We will accommodate students who can't be on campus due to adverse conditions. Please contact your student advisor. Liberal leave for employees. Please contact your supervisor.

Check USA.edu email, USA.edu, and social media for updates.

**Audience:** Media

**Sender:** Communications

**Communication Channel:** Email/Call

Classes at the University of St. Augustine for Health Sciences in [CAMPUS LOCATION] are delayed until [TIME] due to [ADVERSE CONDITIONS]. Visit [www.usa.edu](http://www.usa.edu) for more information.

### **Closing Campus**

**Audience:** Faculty and Staff

**Sender:** Communications on behalf of CEO, President, or Campus Director

**Communication Channel:** Email, Campus Connection

Subject Line: [Campus] Campus Closing at [Time]

*This message is for all [campus] faculty and staff.*

[Update on conditions]

The [campus] campus and all of its facilities will be closing today at [time] for all employees and students. After that time, please do not attempt to access the campus until we have announced that it is safe to do so. Do not leave your car on campus property. We are alerting essential personnel and securing the campus.

**Campus classes and activities are canceled through [date].** All employees should plan to work remotely if possible. When you leave work today, please take your laptop and any other

materials you need to perform your duties. **Faculty for online courses** should post updates on availability and course expectations. Students needing extra time or extensions on assignments because of adverse conditions should make those requests directly to faculty. Accommodations will be made as needed.

**Employees** will not need to take any accrued time off. Hourly employees: Please log 8 hours using the 'Disaster' code in the payroll system. Set up an “out of office” message providing contact information and a back-up person. Email [support@usa.edu](mailto:support@usa.edu) to have phones forwarded to the appropriate backup personnel.

**We are working to reschedule campus activities:**

**[Impact on classes and events]**

Our Emergency Management Team is closely monitoring conditions and meeting regularly to discuss the impact on campus activities. The following is **contact information** for key members of the Emergency Management Team for the [campus] campus:

**Security:** [phone number]

**Campus Director:** [name], [phone number], or [name] (backup), [phone number]

**Human Resources:** [name], [phone number], Susan Waugh (backup), 410-818-8954

**Facilities:** [name], [phone number], or [name] (backup), [phone number]

**IT:** [name], [phone number], or Matt Moline, 1-323-356-3501

**Communications:** Joe Cockrell, 443-220-1398 or [jcockrell@usa.edu](mailto:jcockrell@usa.edu)

Please continue to check your USA.edu email, our USA.edu website, Facebook, and Twitter for updates about campus.

The safety of our campus community is our top concern. Stay safe, monitor local news and government agency alerts, and please do not hesitate to reach out if you have any questions or concerns.

**Audience:** Students

**Sender:** Communications on behalf of CEO, President, or Campus Director

**Communication Channel:** Email

Subject Line: [Campus] Campus Closing at [Time]

*This message is for all [campus] students.*

**[Update on conditions]**

**The [campus] campus and all of its facilities will be closing today at [time] for all students and employees.** After that time, please do not attempt to access the campus until we have announced that it is safe to do so. Do not leave your car on campus property. We are alerting essential personnel and securing the campus.

Campus classes and activities are canceled through [date]. When you leave school today, please ensure that you have everything you need to continue your studies. Faculty and staff are planning to work remotely if possible.

**If you have an Internet connection, you can access online courses.** All student online resources including Blackboard remain unaffected. Online faculty and students in areas affected or potentially affected by adverse conditions may experience Internet interruptions or unavailability due to weather. Online coursework should continue as normal when possible. Faculty should post updates on availability and course expectations. Students needing extra time or extensions on assignments because of severe weather should make those requests directly to faculty. Accommodations will be made as needed.

**We are working to reschedule campus activities:**

**[Impact on classes and events]**

Our Emergency Management Team is closely monitoring conditions and meeting regularly to discuss the impact on campus activities. The following is **contact information** for key members of the Emergency Management Team for the [campus] campus:

**Security:** [phone number]

**Student Services:** [name], [phone number], or [name] (backup), [phone number]

**Campus Director:** [name], [phone number], or [name] (backup), [phone number]

**Please continue to check your USA.edu email, our USA.edu website, Facebook, and Twitter for updates about campus. Faculty may also share important course information in Blackboard.**

The safety of our campus community is our top concern. Stay safe, monitor local news and government agency alerts, and please do not hesitate to reach out if you have any questions or concerns.

**Audience:** Faculty and Staff

**Sender:** Communications on behalf of CEO, President, or Campus Director

**Communication Channel:** University Alert System

The [campus] campus and all of its facilities will close today at [time]. Campus classes and activities are canceled through [date]. Check USA.edu email, USA.edu, and social media for updates.

**Audience:** All

**Sender:** Marketing

**Communication Channel:** USA.edu home page ticker, MyUSA, Mobile App

The [campus] campus and all of its facilities will close today at [time]. Campus classes and activities are canceled through [date]. Check USA.edu email and social media for updates.

**Audience:** Media

**Sender:** Communications

**Communication Channel:** Email/Call

The University of St. Augustine for Health Sciences [CAMPUS LOCATION] campus will be closed and classes will be cancelled due to [ADVERSE CONDITIONS]. Visit [www.usa.edu](http://www.usa.edu) for more information.

### **Campus Closure**

**Audience:** Faculty and Staff

**Sender:** Communications on behalf of CEO, President, or Campus Director

**Communication Channel:** Email, Campus Connection

Subject Line: [Campus] Campus Closed

*This message is for all [campus] faculty and staff.*

[Update on conditions]

**The [campus] campus and all of its facilities are secured and closed for all employees and students.** All employees should plan to work remotely if possible. Please do not attempt to access the campus until we have announced that it is safe to do so.

Faculty for online courses should post updates on availability and course expectations. Students needing extra time or extensions on assignments because of adverse conditions should make those requests directly to faculty. Accommodations will be made as needed.

[Impact on classes and events]

Employees will not need to take any accrued time off. Hourly employees: Please log 8 hours using the 'Disaster' code in the payroll system.

Our Emergency Management Team is closely monitoring conditions and meeting regularly to discuss the impact on campus activities. The following is **contact information** for key members of the Emergency Management Team for the [campus] campus:

**Security:** [phone number]

**Campus Director:** [name], [phone number], or [name] (backup), [phone number]

**Human Resources:** [name], [phone number], Susan Waugh (backup), 410-818-8954

**Facilities:** [name], [phone number], or [name] (backup), [phone number]

**IT:** Matt Moline, 1-323-356-3501 or mmoline@usa.edu

**Communications:** Joe Cockrell, 443-220-1398 or jcockrell@usa.edu

Please continue to check your USA.edu email, our USA.edu website, Facebook, and Twitter for updates about campus.

The safety of our campus community is our top concern. Stay safe, monitor local news and government agency alerts, and please do not hesitate to reach out if you have any questions or concerns.

**Audience:** Students

**Sender:** Communications on behalf of CEO, President, or Campus Director

**Communication Channel:** Email

Subject Line: [Campus] Campus Closed

*This message is for all [campus] students.*

[Update on conditions]

**The [campus] campus and all of its facilities are secured and closed for all employees and students.** Please do not attempt to access the campus until we have announced that it is safe to do so.

**Campus classes and activities are canceled through [date].** Faculty and staff are planning to work remotely if possible. **If you have an Internet connection, you can access online courses.** All student online resources including Blackboard remain unaffected. Online faculty and students in areas affected or potentially affected by adverse conditions may experience Internet interruptions or unavailability due to weather. Online coursework should continue as normal when possible. Faculty should post updates on availability and course expectations. Students

needing extra time or extensions on assignments because of severe weather should make those requests directly to faculty. Accommodations will be made as needed.

**We are working to reschedule campus activities:**

**[Impact on classes and events]**

Our Emergency Management Team is closely monitoring conditions and meeting regularly to discuss the impact on campus activities. The following is **contact information** for key members of the Emergency Management Team for the [campus] campus:

**Security:** [phone number]

**Student Services:** [name], [phone number], or [name] (backup), [phone number]

**Campus Director:** [name], [phone number], or [name] (backup), [phone number]

**Communications:** Joe Cockrell, 443-220-1398 or jcockrell@usa.edu

**Please continue to check your USA.edu email, our USA.edu website, Facebook, Twitter, and MyUSA portal for updates about campus. Faculty may also share important course information in Blackboard.**

The safety of our campus community is our top concern. Stay safe, monitor local news and government agency alerts, and please do not hesitate to reach out if you have any questions or concerns.

**Audience:** All

**Sender:** Marketing

**Communication Channel:** USA.edu home page ticker, MyUSA, Mobile App

The [campus] campus and all of its facilities are closed. Campus classes and activities are canceled through [date]. Check USA.edu email and social media for updates.

**Audience:** Media

**Sender:** Communications

**Communication Channel:** Email/Call

The University of St. Augustine for Health Sciences [CAMPUS LOCATION] campus is closed and classes are cancelled due to [ADVERSE CONDITIONS]. Visit [www.usa.edu](http://www.usa.edu) for more information.

**Campus Reopening****Audience:** Faculty and Staff**Sender:** Communications on behalf of CEO, President, or Campus Director**Communication Channel:** Email, Campus Connection

Subject Line: [Campus] Campus Will Reopen on [date]

*This message is for all [campus] faculty and staff.*

[Update on conditions]

**We are pleased to announce that the [campus] campus will be open for regular hours on [date].**

The safety of our employees and students is our top priority. Accommodations will be made for employees and students unable to return to campus due to travel or personal situations. Please connect with Human Resources at [hr@usa.edu](mailto:hr@usa.edu) to provide information on your individual status.

**Liberal leave is in effect for [date].** While unscheduled, employees will not need to take any accrued time off. (Hourly employees, please log 8 hours using the 'Disaster' code in the payroll system.)

**Rescheduled Activities**

[Updates on rescheduled activities]

**Checking in**

Please contact the USAHS Emergency Management Team (EMT) to let us know that you are okay. **Email us at [hr@usa.edu](mailto:hr@usa.edu)** or send a message via the official [USAHS Facebook page](#). If you have access to a working landline, you can also call the USAHS hotline at 833-206-HELP (4357) and leave a message with your name, contact number, and a brief status update.

Stay safe and please do not hesitate to reach out if you have any questions or concerns.

**Audience:** Students**Sender:** Communications on behalf of CEO, President, or Campus Director=**Communication Channel:** Email

Subject Line: [Campus] Campus Will Reopen on [date]

*This message is for all [campus] students.*



[Update on conditions]

We are pleased to announce that the [campus] campus will be open for regular hours on [date].

Your safety is our top priority. Accommodations will be made for students unable to return to campus due to travel or personal situations.

### **Rescheduled Activities**

[Updates on rescheduled activities]

### **Checking in**

Please contact the Student Services team to let us know that you are okay. **Email us at [students@usa.edu](mailto:students@usa.edu)** or send a message via the official [USAHS Facebook page](#). If you have access to a working landline, you can also call the USAHS hotline, 833-206-HELP (4357) and leave a message with your name, contact number, and a brief status update.

Remember also that our **student assistance program** provider is ComPsych. You and the people in your household can call 800-697-0353 to be connected for free, 24/7, to a licensed counselor. You can also access online resources at [guidanceresources.com](http://guidanceresources.com) by creating a free account with the Web ID “USAHS.”

### **Students on Internships**

Students currently attending internship or fieldwork courses should check in with their assigned clinical instructor or fieldwork supervisor prior to returning to the placement site. If you are not able to return, contact your assigned academic clinical education coordinator.

Stay safe and please do not hesitate to reach out if you have any questions or concerns.

**Audience:** All

**Sender:** Marketing

**Communication Channel:** USA.edu home page ticker, MyUSA, Mobile App

The [campus] campus will reopen on [date]. Check USA.edu email and social media for updates.

### **Campus Open**

**Audience:** Faculty and Staff

**Sender:** Communications on behalf of CEO, President, or Campus Director

**Communication Channel:** Email, Campus Connection

Subject Line: [Campus] Campus Open

*This message is for all [campus] faculty and staff.*

[Update on conditions]

**We are pleased to announce that the [campus] campus and all facilities are open for regular hours and normal activities.**

The safety of our employees and students is our top priority. Accommodations will be made for employees and students unable to return to campus due to travel or personal situations.

### **Rescheduled Activities**

[Updates on rescheduled activities]

Stay safe and please do not hesitate to reach out if you have any questions or concerns.

**Audience:** Students

**Sender:** CEO, President, Campus Director

**Communication Channel:** Email

Subject Line: [Campus] Campus Open

*This message is for all [campus] students.*

[Update on conditions]

**We are pleased to announce that the [campus] campus and all facilities are open for regular hours and normal activities.**

Your safety is our top priority. Accommodations will be made for students unable to return to campus due to travel or personal situations. If you are unable to reach campus, please contact [name], [phone number], or [name] (backup), [phone number] in student services.

### **Rescheduled Activities**

[Updates on rescheduled activities]

**Students on Internships**

Students currently attending internship or fieldwork courses should check in with their assigned clinical instructor or fieldwork supervisor prior to returning to the placement site. If you are not able to return, contact your assigned academic clinical education coordinator.

Please do not hesitate to reach out if you have any questions or concerns.

**Audience:** All

**Sender:** Marketing

**Communication Channel:** USA.edu home page ticker, MyUSA, Mobile App

The [campus] campus and all facilities are open for regular hours and normal activities.