EMERGENCY MESSAGE TEMPLATES

General Guidelines:

- Text messages may not be longer than 160 characters, including spaces.
- E-mail and voice mail messages should generally be the same message.
- There are two categories of notices for which YOUR UNIVERSITY Alert text messaging should be utilized: Emergency and Urgent Situation.
    - **Emergency** – An incident or condition, expected or unexpected, that threatens life or safety and requires immediate action.
    - **Urgent Situation** – An incident or condition that does not pose an immediate threat to life or safety, but that is of a nature where timely receipt of information or instructions may directly affect the well-being of the recipient.
- Keep in mind the principles of public information officers: Be First, Be Right, and Be Credible. In other words, make sure the messages are timely, accurate, and useful (TAU).
- Each message should consist of the following three components:
    - Alerting (Attention management) – calling the user's attention to the issue at hand
    - Informing (Information transfer) – what is happening, and what the user should and should not do
    - Reassuring (Affective or emotional payload) – degree of sensitivity as to the audience.

ACTIVE SHOOTERS

Police Activity – Shooting: _____ on _____ at _____. Avoid the area of _____. All individuals on campus should stay inside their current location. All facilities on campus have been secured. Do not allow building access to anyone without a valid YOUR UNIVERSITY ID. Police and Security officers have been stationed at certain points on campus to direct traffic and assist individuals. Police are on-scene investigating. Go to _____ for more information and updates on the incident.

Text Message

Emergency! Armed person on campus. Go to nearest room and lock door. If off campus, do not enter campus. Follow instructions from authorities.

E-mail Message

EMERGENCY! An armed person is at large on the campus. If you are on campus, go into the nearest available room and lock the door. If you are not on campus, stay away. Follow instructions from university officials or local authorities. More information on campus emergencies may be found at WEB ADDRESS End of message.

Voicemail Message

This is [name and title] with an EMERGENCY alert from YOUR UNIVERSITY. There is an armed individual at large on campus. [Shots have been fired.] If you are on campus, go into the nearest available room and lock the door. If you are not on campus, stay away. This threat is real and imminent! Follow instructions from university officials or local authorities. More information on campus emergencies may be found at WEB ADDRESS. End of message.

HOSTILE INTRUDER

WEB TEXT/EMAIL/VOICE: A hostile intruder with unknown intentions may be on campus. Be aware of your surroundings, secure yourself behind locked doors, find other shelter or leave campus immediately. Follow instructions from emergency or other university personnel. Please limit phone use so phone lines are available for emergency messaging. Standby for additional messages regarding this incident. Go to WEB ADDRESS or other local sources for more information as soon as possible.

SMS TEXT:.Hostile intruder on campus. Find shelter or leave campus now. Be Alert. Go to WEB ADDRESS for information.

AREA EVACUATION

WEB TEXT/EMAIL/VOICE: An immediate evacuation of _____ (list areas that need to be evacuated) is required due to _____ (list reason for evacuation). Remain calm. Follow the instructions of emergency and other university personnel. After leaving the area, go to the YOUR UNIVERSITY Emergency web site: _____or other local sources for more information. Please limit phone use so phone lines are available for emergency messaging. Standby for additional messages. Personnel in those areas not listed for evacuation should remain in place, be alert to changing conditions.

 SMS TEXT: Evacuation of parts of campus required. Go to _____for info on areas to be evacuated

ALL CLEAR

WEB TEXT/EMAIL/VOICE :The _____ (specify the type of emergency) emergency has ended. Please standby for further instructions. Go to _____or other local sources for more information.

SMS TEXT: YOUR UNIVERSITY ALERT. The emergency has ended. Standby for further instructions. Go to WEB ADDRESS for more info.

BIO THREAT

Text Message

Emergency! YOUR UNIVERSITY has received a biological threat. Prepare to evacuate. Follow instructions from authorities.

E-mail Message

EMERGENCY! A biological threat has been received. If you are in the vicinity of campus, prepare immediately for possible evacuation. Listen for instructions from university officials or local authorities and follow them quickly and carefully. More information on campus emergencies, especially steps to take if you notice a suspicious substance, may be found at WEB ADDRESS. End of message.

Voicemail Message

This is [name and title] with an EMERGENCY alert from YOUR UNIVERSITY. We have received a biological threat that we deem credible. If you are in the vicinity of campus, prepare immediately for possible evacuation. Listen for instructions from university officials or local authorities and follow them quickly and carefully. More information on campus emergencies, especially steps to take if you notice a suspicious substance, may be found at WEB ADDRESS. End of message.

BOMB

Text Message

Emergency! Bomb has been found on campus. Prepare to evacuate. Follow instructions from authorities.

E-mail Message

EMERGENCY! A bomb has been found on the YOUR UNIVERSITY campus in the [building]. If you are in the vicinity of the [building], prepare immediately for possible evacuation. If you are not in the area, stay away. Listen for instructions from university officials or local authorities and follow them quickly and carefully. Repeat, a bomb has been found in the [building]. End of message.

Voicemail Message

This is [name and title] with an EMERGENCY alert from YOUR UNIVERSITY. A bomb has been found on the YOUR UNIVERSITY campus in the [building]. If you are in the vicinity of the [building], prepare immediately for possible evacuation. If you are not in the area, stay away. Listen for instructions from university officials or local authorities and follow them quickly and carefully. Repeat, a bomb has been found in the [building]. End of message.

BOMB THREAT

Text Message

Emergency! YOUR UNIVERSITY has received bomb threat. Prepare to evacuate. Follow instructions from authorities.

E-mail Message

EMERGENCY! A bomb threat has been received by YOUR UNIVERSITY. If you are in the vicinity of campus, prepare immediately for possible evacuation. Listen for instructions from university officials or local authorities and follow them quickly and carefully. More information on campus emergencies may be found at WEB ADDRESS. End of message.

Voicemail Message

This is [name and title] with an EMERGENCY alert from YOUR UNIVERSITY. We have received a bomb threat that we deem credible. If you are in the vicinity of campus, prepare immediately for possible evacuation. Listen for instructions from university officials or local authorities and follow them quickly and carefully. More information on campus emergencies may be found at WEB ADDRESS. End of message.

FIRE

Fire: _____pm/am, _____ at _____. _____ should be evacuated immediately. Avoid _____ Street, _____, _____. Go to WEB ADDRESS for more information and updates on this incident.

CAMPUS CLOSED (WEATHER)

Text Message

YOUR UNIVERSITY Campus will be closed 00:00 PM 00/00/00 due to inclement weather. Go to WEB ADDRESS

E-mail Message

ATTENTION! The YOUR UNIVERSITY campus will be closed as of 00:00 AM/ PM (optional)] [day, month date, year] due to inclement weather. For additional

information and updates, visit WEB ADDRESS, call xxx-xxx-xxxx, or stay tuned to local area media. Repeat, campus is closed [time (optional)] [day]. End of message.

Voicemail Message

This is [name and title] with a weather alert from YOUR UNIVERSITY. Campus will be closed [as of 00:00 AM/PM (optional)] [day, month date, year] due to inclement weather. For additional information and updates, visit WEB ADDRESS, call xxx-xxx-xxxx, or stay tuned to local area media. Repeat, campus is closed [time (optional)] [day]. End of message.

CLASSES CANCELLED (WEATHER)

Text Message

Classes will be cancelled 00:00 PM 00/00/00 due to inclement weather. Go to WEB ADDRESS

E-mail Message

ATTENTION! YOUR UNIVERSITY classes will be cancelled [as of 00:00 a.m./ p.m. (optional)] [day, month date, year] due to inclement weather. For additional information and updates, visit WEB ADDRESS, call xxx-xxx-xxxx, or stay tuned to local area media. Repeat, classes are cancelled [time (optional)] [day]. End of message.

Voicemail Message

This is [name and title] with a weather alert from YOUR UNIVERSITY. Classes will be cancelled [as of 00:00 a.m./p.m. (optional)] [day, month date, year] due to inclement weather. For additional information and updates, visit WEB ADDRESS, call xxx-xxx-xxxx, or stay tuned to local area media. Repeat, classes are cancelled [time (optional)] [day]. End of message.

WEB TEXT/EMAIL/VOICE: Due to _____ (insert the reason for the closure) Classes are cancelled and all but essential operations are suspended beginning at_____ (insert the time closure begins), continuing until further notice. Follow all instructions from emergency and other university personnel.

Please limit phone use so phone lines are available for emergency messaging. Standby for additional messages and go to the WEB ADDRESS or call the YOUR UNIVERSITY Hotline at XXX-XXX-XXXX or other local sources for more information.

SMS TEXT: Classes Cancelled today beginning at ____ Go to WEB ADDRESS or call Hotline at xxx-xxx-xxxx for more info

OPERATIONS SUSPENDED (WEATHER)

WEB TEXT/EMAIL/VOICE: Due to _____ (insert the reason for the closure), all but essential operations are suspended beginning at_____ (insert the time closure begins), continuing until further notice. All classes are also cancelled. Check with your supervisor regarding whether your position is essential during this situation. Please limit phone use so phone lines are available for emergency messaging. Standby for additional messages and go to the YOUR UNIVERSITY EMERGENCY web site: WEB ADDRESS or call the YOUR UNIVERSITY Hotline at xxx-xxx-xxxx or other local sources for more information.

SMS TEXT: Operation suspended today at ____except for essential personnel. Go to WEB ADDRESS or call Hotline at xxx-xxx-xxxx for info

CIVIL DISTURBANCE

Text Message

Emergency! Violent disturbance occurring on campus. Take cover. Follow instructions from authorities.

E-mail Message

EMERGENCY! A violent disturbance has broken out on the YOUR UNIVERSITY campus. There is an imminent risk of danger to participants and bystanders. For your own safety, please go into a building and take cover. If you are not in the area, stay away. Follow instructions from university officials or local authorities. End of message.

Voicemail Message

This is [name and title] with an EMERGENCY alert from YOUR UNIVERSITY. A violent disturbance has broken out on the campus. There is imminent risk of injury to participants and to bystanders. For your personal safety, please go into a building and take cover. If you are not in the area, stay away. Follow instructions from university officials or local authorities. End of message.

WEB TEXT/EMAIL/VOICE: A civil disturbance is occurring at_____, which has been declared a riot under YOUR STATE law. An official public warning to disperse has been given. Law enforcement officers are on the scene and arrests are being made. All persons are directed to stay away from this area until further notice. Anyone who remains in the area is subject to arrest and/or disciplinary action. Check this source for additional information as it become available.

SMS TEXT: Unsafe conditions at _____. Emergency response underway. Stay away from this area. For info, WEB ADDRESS or call xxx-xxx-xxxx.

EXPLOSION

Text Message

Emergency! There has been an explosion on campus. Prepare to evacuate. Follow instructions from authorities.

E-mail Message

EMERGENCY! There has been an explosion on the YOUR UNIVERSITY campus in the (building). If you are in the immediate vicinity, you should evacuate as instructed to by university officials or local authorities. If you are not in the area, you must keep at a safe distance so that emergency units can work unimpeded. Follow instructions from university officials or local authorities. End of message.

Voicemail Message

This is [name and title] with an EMERGENCY alert from YOUR UNIVERSITY. There has been an explosion in the (building). If you are in the building or in the vicinity, you should evacuate as instructed to by university officials or local authorities. If you are not in the area, you should keep at a safe distance so that emergency units can work unimpeded. Follow instructions from university officials or local authorities. End of message.

FACILITY EMERGENCY

Sewer Emergency: _____pm/am on _____ at the
_____. The water lines have been contaminated with sewage. Do
not use water from the taps for eating, drinking washing, experiments or other
purposes. Toilets in the _____complex will be unavailable until
____pm/am. YOUR UNIVERSITY Facilities, Occupational Health and Safety,
Public Health personnel and other responders are on scene. Go to the YOUR
UNIVERSITY Emergency homepage for more information and updates on this
incident.

FIRE

Text Message

Emergency! Fire alarm activated in (building). Please evacuate. Follow
instructions from authorities.

E-mail Message

EMERGENCY! Fire! A fire has been reported on the YOUR UNIVERSITY
campus in (building). If you are in the [building], evacuate immediately. If you
are not in the area, stay clear of the [building] so that emergency units and
firefighters can work unimpeded. Follow instructions from university officials or
local authorities. End of message.

Voicemail Message

This is [name and title] with an EMERGENCY alert from YOUR UNIVERSITY.
A fire has been reported in the [building]. If you are in the [building], evacuate
immediately. If you are not in the area, stay clear of the [building] so that
emergency units and firefighters can work unimpeded. Follow instructions from
university officials or local authorities. End of message.

GAS LEAK

Text Message

Emergency! There is a gas leak and threat of fire on campus. Put out any flames.
Follow instructions from authorities.

E-mail Message

EMERGENCY! There is a gas leak on the YOUR UNIVERSITY campus in (building), posing a threat of fire from accidental ignition. If you are in the vicinity, extinguish <u>immediately</u> any flames or embers and be prepared to evacuate. If you are not in the area, stay away. Follow instructions from university officials or local authorities. More information on campus emergencies may be found at WEB ADDRESS. End of message.

Voicemail Message

This is [name and title] with an EMERGENCY alert from YOUR UNIVERSITY. There is a gas leak in (building). It poses a threat of fire from accidental ignition. If you are in the vicinity, extinguish immediately any flames or embers and be prepared to evacuate. If you are not in the area, stay away. Follow instructions from university officials or local authorities. More information on campus emergencies may be found at WEB ADDRESS. End of message.

HAZARDOUS MATERIALS

Text Message

Emergency! There has been a hazardous spill on campus. Prepare to evacuate. Follow instructions from authorities.

E-mail Message

EMERGENCY! There has been a [spill/release] of a hazardous material on the YOUR UNIVERSITY campus in the [building]. If you are in the vicinity, prepare immediately for possible evacuation. All others should keep at a safe distance so that emergency units and hazmat teams can work unimpeded. Follow instructions from university officials or local authorities. More information on campus emergencies may be found at WEB ADDRESS. End of message.

Voicemail Message

This is [name and title] with an EMERGENCY alert from YOUR UNIVERSITY. There has been a [spill/release] of a hazardous material on the campus at [location]. Those in the immediate vicinity should evacuate as they are instructed to by university officials or local authorities. All others should remain at a safe distance so that emergency units and hazmat teams can work

unimpeded. Follow instructions from university officials or local authorities. More information on campus emergencies may be found at WEB ADDRESS. End of message.

WEB TEXT/EMAIL/VOICE: A hazardous materials release has occurred affecting the _____ campus. Go indoors, close all windows and doors, be prepared to evacuate the area if so directed and follow all instructions from emergency and other university personnel. Please limit phone use so phone lines are available for emergency messaging. Standby for additional messages and go to the YOUR UNIVERSITY EMERGENCY web site: WEB ADDRESS or call the YOUR UNIVERSITY Hotline at xxx-xxx-xxxx or other local sources for more information.

 SMS TEXT: Hazardous Materials Spill on Campus. Take precautions. Go to WEB ADDRESS or call Hotline at xxx-xxx-xxxx for more info

NATURAL DISASTER

A _____ warning was issued by the National Weather Service for the YOUR UNIVERSITY Campus on _____ at _____a.m./p.m. University Police Services personnel are mandating everyone to seek shelter and stay indoors until further notice. Monitor the WEB ADDRESS homepage for more information and updates on the incident.

POWER FAILURE

Text Message

Emergency! There has been a power failure on campus. Stay calm. Follow instructions from authorities.

E-mail Message

EMERGENCY! The YOUR UNIVERSITY campus is experiencing a major power failure. All buildings and facilities are affected. Remain calm. There is NO immediate need for an evacuation. Follow instructions from university officials or local authorities. More information on campus emergencies may be found at WEB ADDRESS. End of message.

Voicemail Message

This is [name and title] with an EMERGENCY alert from YOUR UNIVERSITY. The YOUR UNIVERSITY campus is experiencing a major power failure. All buildings and facilities are affected. Remain calm. There is NO immediate need for an evacuation. Follow instructions from university officials or local authorities. More information on campus emergencies may be found at WEB ADDRES. End of message.

CHEMICAL SPILL

Chemical Spill: At _____pm/am on _____, a hazardous materials spill has been reported at the _____. Police and Risk Management are asking people to avoid _____until the all clear is given. If you are in _____, close windows and stay indoors until further notice. Go to YOUR UNIVERSITY EMERGENCY web page WEB ADDRESS for details.

SEVERE WEATHER

WEB TEXT/EMAIL/VOICE: The National Weather Service has reported _____ (list type of severe weather, I.E. High Winds, Severe Thunderstorm, etc.) is approaching the _____ area. It is not known at this time the extent of this severe weather. Seek shelter immediately. Follow instructions from emergency & university personnel. Please limit phone use so phone lines are available for emergency messaging. Standby for additional messages and go to WEB ADDRESS or call the YOUR UNIVERSITY Hotline at xxx-xxx-xxxx or check other local sources for more information.

SMS TEXT: Severe weather approaching _____. Seek shelter now. Go to WEB ADDRESS or call Hotline at xxx-xxx-xxxx for more info

WINTER WEATHER WARNING

WEB TEXT/EMAIL/VOICE: The National Weather Service has announced a Winter Weather Warning for the Burlington area. Take appropriate precautions. Follow instructions from emergency university personnel. Please limit phone use so phone lines are available for emergency messaging. Standby for additional messages and go to the YOUR UNIVERSITY EMERGENCY web site: WEB

ADDRESS or call the YOUR UNIVERSITY Hotline at xxx-xxx-xxxx or check other local sources for more information.

SMS TEXT: Winter Weather Warning. Take precautions. Go to WEB ADDRESS or call Hotline at xxx-xxx-xxxx for more info

Pre-recorded Emergency Scripts for voice message and e-mails:

Emergency Notification System Test

This is a routine test of the YOUR EMERGENCY ALERT System. If this had been an actual emergency you would have been informed about the nature and location of the event along with instructions intended to reduce your risk.

Law Enforcement Action

Police Services are working on a police investigation. All staff and students on (Specific) Campus are requested to stay indoors until further notice. Please monitor local media, the University Web page at WEB ADDRESS and the Emergency Information Hotline (802-565-0000) for updates.

Weather Warning

As of _____(time),_____(day),_____(date), the National Weather Service has issued a (Type) Warning for Chittenden County, including the New England Culinary Institute. The warning will continue until _____(time),_____(day),_____(day). Please seek shelter immediately and remain indoors until the warning has expired or new information is given. Monitor local media, the University homepage, and the Emergency Information Hotline (xxx-xxx-xxxx) for updates.

Health & Safety Emergency

Emergency personnel are working an incident where there is potential of an imminent Health & Safety exposure on (Specific) Campus. The University is asking everyone to stay indoors, close all windows and shut off portable air conditioning units until further notice. Please monitor local media, the University Web page at WEB ADDRESS and the Emergency Information Hotline (xxx-xxx-xxxx) for updates.

Dangerous Situation or Event

Police Services and emergency responders are working on a (Type of Incident) which poses a potential danger to the community. All staff and students are requested to avoid (Specific Campus and Area) until further notice. Please monitor local media, the University Web page at WEB ADDRESS and the Emergency Information Hotline (xxx-xxx-xxxx) for updates.

Electronic Display Monitor and Text Messaging

(Max. 125 characters for text messaging)

THIS IS A TEST

Of the YOUR UNIVERSITY Alert emergency notification system.

In a real emergency check WEB ADDRESS for details.

(122 characters)

SIREN TEST TODAY AT NOON

In a real emergency, check WEB ADDRESS for details.

(88 characters)

SIREN TEST ENDED

"All Clear" given.

In a real emergency, check WEB ADDRESS for details.

(98 characters)

Weather Closing

YOUR UNIVERSITY closed and classes canceled beginning at XX a.m./p.m.

Check WEB ADDRESS for details.

(116 characters)

Weather Closing

YOUR UNIVERSITY closed and classes canceled today.

Check WEB ADDRESS for details.

(98 characters)

Weather Delay

Classes begin today at XX a.m./p.m.

Check WEB ADDRESS for details.

(92 characters)

EMERGENCY: FIRE at Xxxxxxxx Xxxxxxxxx

Avoid area. Evacuate nearby buildings.

Check WEB ADDRESS for details.

(121 characters)

EMERGENCY: Hazardous Material Spill

At XXth and XXXXX.

Avoid area. Stay indoors.

Check WEB ADDRESS for details.

(125 characters)

EMERGENCY: SHOOTING

Shooting reported on _____ Campus.

Go to secure location.

Check WEB ADDRESS for details.

(124 characters)

EMERGENCY: SHOOTING

Shooting reported on _____ Campus.

Go or stay indoors.

Check WEB ADDRESS for details.

(121 characters)

EMERGENCY: SHOOTING

Shooting reported on YOUR UNIVERSITY Campus

Go or stay indoors.

Check WEB ADDRESS for details.

(112 characters)

EMERGENCY: SHOOTING

Shooting reported on YOUR UNIVERSITY Campus.

Go to secure location.

Check WEB ADDRESS for details.

(116 characters)

EMERGENCY SITUATION

In progress on YOUR UNIVERSITY Campus

Exit campus area.

Check WEB ADDRESS for details.

(112 characters)

EMERGENCY SITUATION

In progress on YOUR UNIVERSITY Campus

Exit campus area.

Check WEB ADDRESS for details.

(104 characters)

EMERGENCY: Bomb Threat

Bomb threat at Xxxxxxxxxxxx Xxxxxxxxxxxx

Avoid area.

Check WEB ADDRESS for details.

(117 characters)

Street Closure

Xxxxxxxxxxxx St. closed due to downed power line.

Check WEB ADDRESS for details.

(106 characters)

Police Emergency

At XXXXXXXXXX location on _____ Campus

Avoid area.

Check WEB ADDRESS for details.

(115 characters)

Police Emergency

At XXXXXXXXXX location on YOUR UNIVERSITY Campus

Avoid area.

Check WEB ADDRESS for details.

(107 characters)

EMERGENCY ENDED

Resume normal activities

Check WEB ADDRESS for details

(81 characters)