



SOP No	1.021
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M&O LIFE SAFETY COMMUNICATION PLAN

1 PURPOSE

1.01 The purpose of this document is to specify procedures for communicating life safety emergencies to Maintenance & Operations Staff. This is specific to active shooter but should be used for other life-threatening events that require the response of emergency response personnel.

2 EXPECTATIONS

2.01 Staff will take every precaution to observe their surroundings and make decisions based on training and judgment to keep themselves safe.

3 RESPONSIBILITIES

3.01 Appropriate Administrator: will ensure staff have received necessary training to ensure they are informed as to how to make decisions in times of life safety emergencies.

4 PROCEDURES

4.01 In times of life safety emergencies such as active shooters, fires, etc., communication is key. The department of Maintenance & Operations will utilize radios as their primary form of communication in these situations.

4.02 All staff assigned a radio are to ensure radios are appropriately charged, turned on, and at a volume that can be heard. This ensures the lines of communication are open for sending and receiving messages in a timely manner.

4.03 Staff observing a life safety emergency such as an active shooter or fire should ensure first that they are safe and then contact University Police immediately by calling them on the phone or turning their radios to the Emergency channel and reporting the emergency to UPD. They should stay in contact with UPD until they are asked to end communications. Once communications have ended with UPD, staff should contact the Customer Service Desk to inform them of the situation.

4.04 Beyond reporting the emergency to UPD, FD&O staff member should not utilize the Emergency channel on the radios for communications in order to keep the line open for emergency response personnel such as UPD.

4.05 The Customer Service Desk, as soon as they hear of the situation will first radio to all staff the details of the emergency; including what the emergency is and the location it is taking place. No instruction for action will be given as each staff member will have to make decisions based on their training, judgment, and current observations of the situation as how to act to stay safe.

4.06 The Customer Service Desk will inform an Appropriate Administrator immediately of the situation. Customer Service Desk will also turn a radio to the Emergency channel on the radio in order to listen to updates regarding the situation, but will not utilize it to ask



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questions or otherwise communicate with emergency response personnel unless directed to do so by UPD. The channel must be left open for emergency response personnel.

- 4.07 Once the emergency is over the Customer Service Desk will contact staff by radio to inform them of the status change to the situation.
- 4.08 Other members of the campus community may request information or action from M&O staff. These people should be directed to UPD. No requests to lock buildings or react to the situation will be followed unless they come directly from UPD.