



EASTERN OREGON
UNIVERSITY

ANNUAL CAMPUS SECURITY AND FIRE SAFETY REPORT 2012

Eastern Oregon University (EOU) treats violation of law on its premises as a serious matter. University officials report violations of the law to local and state law enforcement agencies and maintain a close working relationship with the La Grande Police Department, the Union County Sheriff's Office, and the Oregon State Police. When a life threatening incident or medical emergency occurs, all students, faculty and staff are instructed to call 911 before notifying Campus Security if possible. Campus Security Officers do not have peace officer status; however, they do work to insure a safe and secure campus environment for students, faculty, staff and visitors by patrolling campus grounds, buildings, and other EOU properties; providing safe escort during the evening hours upon request; providing emergency access to campus buildings; responding to reports of crimes occurring on campus property; enforcing campus policies and regulations; responding to life threatening incidents and cooperating in criminal investigations with local and state authorities. There are four Blue security phones located across the campus; with the push of a button, callers dial directly into Campus Security.

Students, faculty, and staff who are victims of a crime, or are aware of a crime that has occurred, are encouraged to report to Campus Security or the Office of Student Success and Engagement staff who will then assist with the process of reporting the crime to an appropriate agency. In most instances, crime reports are made to the La Grande Police Department. In the event of a crime or emergency occurring at one of the EOU onsite locations such as Treasure Valley Community College, Blue Mountain Community College, Portland Community College-Cascades, or Mount Hood Community College, local law enforcement agencies are contacted.

The Director of Student Relations is responsible for the collection, reporting, and dissemination of all crime statistics and other disclosures, including the Annual Campus Security and Fire Safety Report in conjunction with the annual Jeanne Clery Reporting requirements. The Director is also responsible for the administration and management of the Student Conduct Program and the reporting of Code of Conduct violations and associated sanctions, ensuring procedural fairness for all complaining and responding students.

EOU is open to the public. Campus buildings are open during stated business hours and for specially arranged times for scheduled events. Some facilities are restricted to persons who have paid user fees (e.g., fitness center). Once buildings are secured, access may be gained by authorized personnel or by contacting Campus Security. Unauthorized entry or use of University facilities is viewed as criminal trespass and violators will be subject to arrest and loss of campus privileges. Persons who commit a crime on EOU property, or during its sponsored events and activities, will be subject to arrest and may be prohibited from future use of campus facilities or participation in its events and activities.

Campus residence halls are supervised by live-in Area Coordinators and Hall Coordinators in each building and by Resident Assistants on each floor at an approximate ratio to students of 1:25. Residence halls are locked 24 hours a day, accessible to residents of the building via electronic card-key locks. Residents are expected to comply with all residence hall security policies and practices. It is important that residents lock doors and report to hall staff and/or Campus Security any unusual incidents or unfamiliar persons on premises. Residents are reminded to be cognizant of the information in the *Residence Hall Handbook* and the Residence Hall Contract regarding safety and security procedures and issues.

MISSING STUDENT NOTIFICATION

The Missing Persons policy, with its accompanying procedures, has been developed as a framework for establishing cooperation among members of the University community aimed at locating and assisting currently enrolled students who are reported missing and is intended to comply with the requirements of the Higher Education Opportunity Act (Public Law 110-315). A student shall be deemed missing when he or she is absent from the University and/or has been reported missing, without any known reason, by another individual. All reports of missing students shall be directed to the Director of Student Relations (DSR) who shall investigate each report and notify the La Grande Police Department, when appropriate.

All students are given the opportunity to designate emergency contact information when they register online through Webster. All students living in the residence halls will have the opportunity to identify an individual to be contacted by the University in case he/she is determined to be missing. Only authorized campus officials and law enforcement officers will have access to this information and for missing person investigative purposes only. The Missing Persons policy is applicable to students attending classes on-campus at the La Grande Main Campus or at an on-site program sponsored by EOU.

In the event of a possible missing person, the following procedures are to be followed:

- Anyone who suspects a student may be missing should notify Campus Security, the Residence Life Office, or the Office of Student Success and Engagement immediately.
- Any report of a missing student should be directed to the Office of Student Success and Engagement.
- When a student is reported missing, the DSR or designee shall:
 - Initiate an investigation to determine the validity of the missing person report.
 - Notify the La Grande Police Department after determining that the student is missing.
 - Notify the emergency contact identified by the missing student within 24 hours of making the determination that the student is missing.
 - Notify the student's custodial parent or guardian as contained in the records of the University within 24 hours of the determination that the student is missing if the missing student is under the age of 18.
- The DSR, or designee, shall initiate whatever action he or she deems appropriate under the circumstances in the best interest of the missing student.

- The Office of Student Success and Engagement staff may contact the student's instructors if necessary or beneficial to the student and/or instructors.

EOU offers periodic informational sessions for its students and employees about campus security and personal safety. Such sessions are presented during Week of Welcome, in campus residence halls, and at other times and places as interest and circumstances warrant.

TIMELY WARNING

EOU will issue a timely warning to the campus community about violent crimes which have occurred on or near the campus and if it is perceived that there is a continuing threat to students and employees. Timely warning notifications will include a) the reported offense, b) suspect(s) description(s), c) precautionary measures to take, d) date of timely notice, and e) contact information of department responsible for the posting. Classroom announcements, website postings, e-mail postings, posted notices, text messaging, and bulletins on KEOL-FM are possible means that may be used to convey such information. The University will do its best to protect the identity of victims.

UNIVERSITY STUDENT CONDUCT POLICIES

The University's policies and programs regarding the Student Code of Conduct policy, including drugs and alcohol and sexual misconduct, are described in the *Schedule of Classes* and in the *Student Handbook* on the Student Success and Engagement website at <http://www.eou.edu/sse>.

In compliance with the 2009 amendments of the Higher Education Opportunity Act and the Crime Awareness and Campus Security Act of 1990, EOU compiles an annual summary of criminal incidents that have occurred on its campus during the preceding academic year.

The number of reportable crimes under law that occurred on the EOU campus for the past five years are:

On-Campus Crime (within Clery Reporting Geography)	2008	2009	2010	2011	2012
Murder/Non-negligent manslaughter	0	0	0	0	0
Negligent manslaughter	0	0	0	0	0
Sex Offenses					
- Forcible sexual offenses*	4 [#]	1	2	2 [#]	1 [#]
- Non-Forcible sexual offenses *	0	0	0	0	0
Robbery	0	0	0	0	0
Aggravated Assault	0	0	1	0	0
Burglary	1	1	0	0	0
Motor Vehicle Theft	1	0	0	0	0
Arson	0	0	0	0	0
Theft **	7	3	9	15	9
Hate Crime***	<ul style="list-style-type: none"> There were no reported hate crimes for the years 2009, 2010, 2011 or 2012. 				

- * In 1993 the law was amended to include forcible sexual offenses and non-forcible offenses as reportable crimes effective 8/1/92. We are also required to report notification of incident (unverifiable).
- ** Effective July 1, 1993, Oregon Law requires reporting incidents of theft on college property.
- *** In 2001 the law was amended to include hate crimes as reportable.
- # Anonymous reports

Crime (outside the Clery Reporting Geography)	2008	2009	2010	2011	2012
Forcible sexual offense	0	0	3	1 [#]	2*

- # Anonymous reports
- *One anonymous and one reported/adjudicated through student conduct

The number of reportable crimes under law that occurred at non-campus remote sites for 2012 are:

Non-Campus (remote sites* statistics) Crime Reports					
Crime					2012
Murder/Non-negligent manslaughter					0
Negligent manslaughter					0
Sex Offenses					
- Forcible sexual offenses*					11
- Non-Forcible sexual offenses *					0
Robbery					4
Aggravated Assault					12
Burglary					4
Motor Vehicle Theft					16
Arson					1
Theft					2
Hate Crime	There were no reported hate crimes for the 2012 year.				
*BMCC, Mt. Hood CC, PCC-Cascade, Chemeketa CC					

During the past five years, the number of reportable criminal offenses that took place on the EOU campus for alcohol, drug and weapons violations are:

Offense	2008	2009	2010	2011	2012
Weapons/Firearms	1	0	0	1	0
Drugs	6	16	11	7 ⁺	6
Alcohol	62	75	62	42	64

⁺ With four of the six drug abuse violations, the Uniform Crime Reporting Handbook Hierarchy Rule was used to determine whether or not to count the most serious offense of drug violations rather than the alcohol violations.

During 2012, the numbers of reportable criminal offenses that took place at non-campus remote sites for alcohol, drug and weapons violations are:

Non-Campus (remote sites statistics)					
Offense					2012
Weapons/Firearms					4
Drugs					39
Alcohol					132

*BMCC, Mt. Hood CC, PCC-Cascade, Chemeketa CC

FIRE SAFETY REPORT

EOU Residence Life conducts fire drills at least once each term, in each building during the regular academic year. Live-in staff are trained each fall in the use of fire suppression equipment as well as in general fire safety knowledge and detailed information regarding institutional fire safety policies. Students are instructed in evacuation procedures during Fall term hall meetings, suite meetings, and following fire drills each term. All fires are reported to the Residence Life Office and Campus Security. Housing Fire Logs are maintained by the Residence Life Office, Hoke Union Building, Room 216.

EOU Residence Life publishes and maintains its policies on portable appliances, smoking, and open flames in its annual Housing and Dining Contract. The relevant policies are copied below:

1. Fire drills will be held periodically to ensure that residents are aware of the alarm and the emergency building evacuation plan. The building evacuation plan for each building is posted on every floor and should be reviewed by each person. Every alarm must be treated as an emergency and all persons must evacuate the building immediately. Exceptions to evacuating will be in the event of fire alarm testing or repair. Notices will be posted on the entry doors to each residence hall at least 24 hours prior to testing or repair, except in cases of emergency. During fire drills, Residence Life staff will do a visual inspection of each room and suite to ensure compliance with applicable fire safety laws and policies. Any other visible violations of law or policy will also be addressed.
2. Possession, displaying or burning of flammable materials including, but not limited to, fireworks, candles, incense, gasoline, and kerosene lamps is hazardous to the health and safety of residents and is prohibited inside the residence halls.

3. All appliances or electrical devices are required to be compatible with 110 volts 60 cycle voltage and be UL approved. Extension cords, multi-plug adapters, and the chaining together of power strips is prohibited. When power strips are used, circuit breakers and reset buttons are required.
4. No more than two sets of decorative lighting (string lights) may be plugged into each other. The decorative lights must be plugged into a power strip with circuit breakers or reset buttons.
5. Ceiling lights and lamps of any type including lava and disco lamps cannot be covered with hats, towels, or any other fabric.
6. The suite/room must be maintained and organized to the degree that residents are able to safely and easily exit the room.
7. A fine up to \$150 and referral to the student conduct system will be imposed for any of the following: smoking within a housing facility, failure to evacuate, activating false alarms in residence halls, propping open fire doors, creating a fire hazard, malicious burning, or tampering with fire equipment (fire extinguishers, plastic ties securing valves, fire alarm pull stations, smoke detectors, fire hose connections, sprinkler heads, sprinkler pipes, hoses, connections, valves, emergency exit signs, etc.).
8. Items prohibited in the residence halls:
 - a. Candles of any type (with or without a wick)
 - b. Fuel-powered motor vehicles or associated parts for use, maintenance, repair, or storage.
 - c. Full-size refrigerators other than those provided by Residence Life
 - d. Appliances with open heat sources (toaster ovens and bread toasters for example) and/or no thermostat control (hot plates and grills for example) (*not applicable to Alikut Hall residents*)
 - e. Space heaters except those provided by EOU and/or Residence Life
 - f. Burning of incense, sage, or any object
 - g. Smoking of any type within the buildings
 - h. Evidence of candles, burning of incense, sage, or any object
 - i. Drapes hanging over interior entries that block natural exit pathway
 - j. George Foreman or other electric grills (*not applicable to Alikut Hall residents*)
 - k. Microwaves other than those supplied by Residence Life (not applicable to Alikut residents)
 - l. Hanging of any items over or covering the smoke detector
 - m. Flammable materials on the ceiling or covering ceiling lights or hanging anything from the ceiling
 - n. Affixing objects to walls that unreasonably increases the fire loading of any space or room
 - o. Multi-plug adaptors
 - p. Halogen lamps
 - q. Extension cords
 - r. Wax warmers or similar devices
9. Cooking implements allowed in Alikut Hall must be used only in the kitchen area of the suite.

The following are descriptions of the fire suppression systems in each residence hall:

North and Daugherty:

- Main Alarm Panel is Safeguard located in riser room
- Satellite panel is at main entry
- Detectors and strobe lights are in common areas wired into the alarm panel
- Detector in suites and rooms are not connected to panel but all are connected within each suite
- Horns connected to the main fire system are installed in each suite.
- Strobe lights in handicap rooms
- Pull stations at all exit doors (1st floor)
- Four fire extinguishers per floor
- 2nd floor pull stations are at top of stairs and by elevator
- Flow alarm
- Fire Sprinkler system: 1st and 2nd floor wet “non” antifreeze. Attic system is anti freeze wet

Hunt Hall

- Pyrotronics Fire monitor system located in fire room in 0C
- Resident rooms have battery-powered detectors
- C-Section attic has wet fire sprinkler system
- Fire extinguishers located on all floors
- Pull stations located at exits and in stairwells
- Fire hose connections located in west stairwell of C-Section and in attic
- Fire hoses in cabinets located on all floors

Alikut Hall:

- Simplex Fire Panel- 1st floor electrical room
- Remote Silent Knight panel at the west entry of the building
- Sensors located in common areas and suites all connected to main panel
- Strobes located in common areas and ADA rooms
- Pull stations located by exit doors and stairwells
- Three fire extinguishers per floor
- Two fire exit evacuation plans per floor
- 1st, 2nd, 3rd floor are charged wet
- Attic has a pre- action dry system

Eocene Court:

- One smoke detector and one combination smoke detector/CO2 detector in each apartment (16). There are no fire extinguishers in any unit. Fire hydrants are located on the North side of the apartments.
- In the Residence Life handbook on p. 6 under Electrical/Furnishings it is stated, "A working smoke detector is provided for each apartment. It is against the law to tamper with and make unusable the smoke detector. It is your obligation to routinely check the detector and report any problems or disrepair immediately to the Court's manager or Residence Life Office."

Fire Statistics for the 2012 calendar year.

Year	Housing Facility	Category of Fire	Cause of Fire	#of Fires	# of Deaths	# of injuries	Value of property damage	# of fire drills
2012	Alikut Hall	Unintentional	- Cooking	0	0	0	0	3
			- Smoking materials	0	0	0	0	
			- Open Flames	0	0	0	0	
			- Electrical	0	0	0	0	
			- Heating Equipment	0	0	0	0	
			- Hazardous products	0	0	0	0	
			- Machinery/ Industrial	0	0	0	0	
			- Natural	0	0	0	0	
			- Other	0	0	0	0	
		Intentional	(write a brief description of the fire below)	0	0	0	0	
Undetermined		0	0	0	0			
2012	Daugherty Hall	Unintentional	Cooking	0	0	0	0	3
			Smoking materials	0	0	0	0	
			Open Flames	0	0	0	0	
			Electrical	0	0	0	0	
			Heating Equipment	0	0	0	0	
			Hazardous products	0	0	0	0	
			Machinery/ Industrial	0	0	0	0	
			Natural	0	0	0	0	
			Other	0	0	0	0	
		Intentional	(write a brief description of the fire below)	0	0	0	0	
Undetermined		0	0	0	0			
2012	North Hall	Unintentional	Cooking	0	0	0	0	3
			Smoking materials	0	0	0	0	
			Open Flames	0	0	0	0	
			Electrical	0	0	0	0	
			Heating Equipment	0	0	0	0	
			Hazardous products	0	0	0	0	
			Machinery/ Industrial	0	0	0	0	
			Natural	0	0	0	0	
			Other	0	0	0	0	
		Intentional	(write a brief description of the fire below)	0	0	0	0	
Undetermined		0	0	0	0			

Year	Housing Facility	Category of Fire	Cause of Fire	#of Fires	# of Deaths	# of injuries	Value of property damage	# of fire drills
2012	Hunt Hall	Unintentional						3
			Cooking	0	0	0	0	
			Smoking materials	0	0	0	0	
			Open Flames	0	0	0	0	
			Electrical	0	0	0	0	
			Heating Equipment	0	0	0	0	
			Hazardous products	0	0	0	0	
			Machinery/ Industrial	0	0	0	0	
			Natural	0	0	0	0	
			Other	0	0	0	0	
		Intentional	(write a brief description of the fire below)	0	0	0	0	
				0	0	0	0	
		Undetermined		0	0	0	0	
2012	Eocene Court	Unintentional						0
			Cooking	0	0	0	0	
			Smoking materials	0	0	0	0	
			Open Flames	0	0	0	0	
			Electrical	0	0	0	0	
			Heating Equipment	0	0	0	0	
			Hazardous products	0	0	0	0	
			Machinery/ Industrial	0	0	0	0	
			Natural	0	0	0	0	
			Other	0	0	0	0	
		Intentional	(write a brief description of the fire below)	0	0	0	0	
				0	0	0	0	
		Undetermined		0	0	0	0	

CRISIS ISSUES MANAGEMENT PLAN

The Crisis Issues Management Plan has been developed to clearly communicate with the Eastern Oregon University community and the public in times of crisis or when critical issues face the institution by preparing in advance the university personnel and offices responsible for dealing with a crisis, and for gathering and relaying accurate and critical information to internal and external audiences.

Definition

A crisis situation or critical issue is defined as any event or situation identified by the President, one of the vice presidents and/or senior staff members as having a major impact on the university community. Examples include a fire, explosion, suicide, accidental death, illness sweeping the campus, weather disaster, assault or rape, drowning, serious off-campus accident or incident at one of EOU's regional centers or with a traveling athletic team or group of students, political, legal, or news event(s) wherein the university plays a significant role, whether by choice or not, or a national disaster, crisis or issue. It does not include isolated incidents that would be handled internally by those overseeing Student Success and Engagement or other specific divisions. The term "crisis" or "critical" most frequently refers to the period immediately following a situation

that has widespread interest among the university, local, regional and national communities, thus generating local, state and national media coverage, requiring EOU's full attention for its duration.

Procedures

General

To alert the university of a current or potential crisis or for updates, information and questions about issues, the contact procedure is as follows:

1. Contact your dean or director. In their absence, contact the Vice President for University Advancement and Admissions (VP UAA).
2. Contact the President's Office (Provost's Office in President's absence).

Institutional or Faculty/Staff Crisis or Critical Issue

Examples: an accident, traumatic event (arrest, assault, rape), or death of a faculty or staff member, weather crisis, a serious off-campus accident, event involving emergency services and/or the police or sheriff's department, or any political, legal or news event in which EOU plays a significant role.

1. Immediate response: dean, department director or supervisor calls 911/fire department/emergency unit and/or division vice president (President in event of vice president's absence).
2. Vice president contacts President (Provost in President's absence), VP UAA and director of Facilities & Planning (as needed).
3. President convenes Crisis/Critical Issues Management Team¹, which:
 - A. Gathers and clarifies details to establish an information baseline;
 - B. Identifies spokesperson;
 - C. Identifies contact for family of faculty/staff directly involved;
 - D. Assigns specific responsibilities for team members as needed.
4. The VP UAA drafts a response and contacts and responds to other publics as assigned by the President, including the university community, local and/or specific media outlets and community, regional media and Oregon University System (OUS) Communications Office.

Student Crisis

Examples include an accident, traumatic event (arrest, assault, rape), or death of a student, serious off-campus accident with a traveling athletic team or group of students, event involving emergency services and/or the police or sheriff's department, or any weather, political, legal or news event in which EOU plays a significant role.

1. Immediate response:
 - A. If event occurs in the Residence Halls - residence assistant or residence director calls 911/fire department/emergency unit and Dean of Student Success and Engagement or Director of Student Relations.

¹ See Crisis Teams, item D at end of document.

- B. All other occurrences – contact the Dean of Student Success and Engagement or Director of Student Relations
- 2. Dean of Student Success and Engagement contacts the President (Provost in President’s absence), VP UAA and Director of Facilities & Planning
- 3. President convenes Crisis/Critical Issues Management Team², which:
 - A. Gathers and clarifies details to establish an information baseline;
 - B. Identifies spokesperson;
 - C. Identifies contact for parents of students directly involved;
 - D. Assigns specific responsibilities for team members as needed.
- 4. VP UAA drafts official response/statement and contacts and responds to other publics as assigned by the President, including the university community, local media and community, regional media and OUS Communications Office.

Contact Information

Make all emergency numbers known. Post in catalog, faculty/staff directory, student handbook, website, etc. Make all students aware of the “EOU Alert” emergency notification service, 911 emergency service, provide residence hall directors and assistants with telephone numbers for fire department, emergency unit, hospital, police, poison control center. Also have leadership numbers available: President, Provost, vice presidents, deans, Director of Facilities & Planning and Asst. Director of Facilities & Planning (Security).

Communicating Information

It is crucial to identify a spokesperson to work directly with the top decision-maker. It should be someone who can speak with authority, have an understanding of the media and will be responsible for gathering information and relaying it to the various constituencies, including the media. The President must be involved, but at the outset should not be the university spokesperson until it is clear what has happened and EOU has prepared a response. The initial spokesperson should be the VP UAA. *During any event, there should be only one voice at all times representing the university to the public.*

Purpose

To describe the role of the VP UAA and staff in University Advancement (UA) in collecting and conveying information to the public during or immediately following a crisis or emergency situation.

Situation

- A. Each crisis or emergency will require a unique public information response; the extent of the response will depend on the nature of the crisis.
- B. The VP UAA and UA staff contacts include a broad range of internal and external constituencies, including print and broadcast media, community and political resources,

² See Crisis Teams, item D at end of document.

alumni and parents. The UA office also serves as liaison with other university units during a crisis.

Assumptions

- A. Often the only information the public receives about an emergency is through the media; therefore, media relations are an essential element of any crisis plan.
- B. A crisis situation is big news and is likely to result in more public exposure for the university than hundreds of “good news” stories.

Operations

A. General

1. To ensure that the university’s public information response to an emergency is quick, accurate, sensitive and responsible, UA staff will coordinate crisis communications with the university and off-campus media. UA staff will set up a communications center in its offices to remain open 24 hours for the duration of a crisis.
2. During an emergency, the VP UAA and/or their designee will serve as the university’s spokesperson. Staff and other internal contact people will be given the spokesperson’s name and phone number for referral of all media calls.

B. Phases of Response

1. Immediate

- a. The President’s Office and the VP UAA/designated spokesperson will determine if an official statement should be prepared and released.
- b. Spokesperson will brief all personnel assigned to answer the phone. The EOU Information Hotline managed by UA will be designated as the primary phone with recorded messages providing the latest information on the situation. The hotline phone number and key media phone line will be made available at the beginning of a crisis period for dissemination to the public. A staff member will be assigned to update recorded messages for those phones.
- c. Spokesperson will acquire basic information (type of emergency/disaster; time of event; actions taken; area and number of people involved; fatalities, injuries and extent of damage) and prepare an official news release. UA staff will be kept apprised of breaking news to enable them to answer media questions.
- d. Spokesperson and staff will verify all sources of information.
- e. Spokesperson and staff will clear news releases with the President’s Office as quickly as possible before distributing to the media.
- f. In cases involving employee or student injuries or deaths, appropriate university personnel will notify families before the information is released to the public.
- g. Spokesperson will coordinate the release of verified information with local hospitals and other disaster agencies, providing as prompt, accurate and complete information as possible.

2. Ongoing period

In a crisis, the VP UAA and University Advancement staff will:

- a. Provide public and university constituents with basic information about an emergency or threatened emergency via news media and other available resources including EOU Alert, website, email and hotlines.
- b. Keep the public, media and constituents informed of the situation and convey information in consultation with emergency services to prevent further damage or loss of life, panic or interference with response efforts.
- c. Keep the public, media and constituents informed of where to seek temporary housing, food, etc. if applicable.
- d. Instruct the public on how to obtain further advice or information using news media and university resources such as EOU Alert, e-mail and web.

UA will issue media updates as long as necessary, then scale back activities as warranted.

Organization and Assignment of Responsibilities

Organization

1. The VP UAA and/or their designee will supervise communications with the media.
2. UA staff members, as well as other university units and staff members, will be called upon for assistance when necessary.

Responsibilities

1. UA staff will provide assistance for compiling and relaying official statements to print and broadcast media.
2. Press conferences: when a press conference is called, the VP UAA will lead those efforts. As soon as additional information becomes available, it will be relayed to the main UA office, enabling staff there to pass along the information to the media as they call with questions. The President will speak at a press conference when a major crisis needs to be addressed or when he/she wishes to issue updates on the situation. It is not recommended to put the President out front at the onset of a crisis. Until the picture becomes clear, the official spokesperson should handle media communications.
 - a. Press conference site: designate a site large enough to accommodate media and their gear (cameras, lights, sound equipment). Use rooms in primary locations if available. Assess and alert appropriate staff for electrical outlets, access and other accommodations.
 - b. Time: must be convenient for university personnel, but also early enough for media to meet news deadlines. This consideration is important for maintaining positive relationships with the media and eliminating rumor, speculation and misinformation. Depending on the crisis and the information to be released, consideration should be given to timing for live coverage of mid-day or early-morning news broadcasts.
 - c. Parking: a university security officer should be posted to direct media to parking areas.

Media Relations

1. **Interviews:** Members of the crisis team (see “Issues/Crisis Team”) will be available for interviews related to their specific areas and may be interviewed at their posts or some central location to be determined by the President and the VP UAA. When a reporter contacts a member of the crisis team directly, the designated spokesperson for that unit may respond to questions in his/her area of expertise and immediately inform UAA of the interview to enable media tracking and news compilation.
2. **General Direction:** Dealings with the media should always be honest and courteous to encourage confidence in and respect for university personnel. Spokespersons’ attitudes toward media reflect on the image of EOU. Withholding information from the media will generate distrust.

Issues/Crisis Teams

Based upon the type of crisis or critical issue, certain key people will work directly with the President’s Office and UAA to facilitate the dissemination of information. The key to an effective crisis/critical issue team is to form an effective response team. It is not recommended to view this group as a committee.

Students:

President
Provost
Dean of Student Success and Engagement
VP UAA
VP Finance & Administration
Facilities & Planning
Director of Student Relations
Director of Housing and Student Involvement
Director of Student Health
Director of Athletics (if crisis involves sports)

Institutional or Faculty/Staff:

President
Provost
VP UAA
VP Finance & Administration
Director of Facilities & Planning
Director of Vice President/Dean directly involved

Definitions Related to Issues or Crises

EOU Alert: Refers to the integrated software used by EOU to notify students in case of an emergency. All on campus students and faculty/staff are automatically subscribed to EOU Alert and off campus students have the option to subscribe. In the event of an emergency, recipients are notified via email, phone and text messages, if specified, to the preferred contact points provided in their online account in Webster. EOU Alert is managed by UA.

Web: EOU’s main website, www.eou.edu, will provide general information and point users to specific web pages/websites with coordinating information on a crisis as needed.

Email: Email systems will be utilized for emergency and non-emergency communication to provide general information to faculty, staff and students. Non-emergency communications are sent to faculty and staff via EOU Infoline, the outreach level of the EOU Alert platform.

Phone: The EOU Information Hotline, accessed at 541-962-3844, is a dedicated phone line managed by UAA to provide easy access to news and information affecting the university community, including crisis updates, inclement weather warnings and/or general status of the university.

Questions or inquiries regarding this report should be directed to the Director of Student Relations, Office of Student Success and Engagement, Inlow Hall, Room 206, or call (541) 962-3635.

Green Alert: A minor incident that impacts individuals or a portion of the campus and can be resolved with internal resources or limited help.

Red Alert: Immediate threat to life and/or property.

