

ORC: _____
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CPOE
Board: V.J.1-2.b
Other: _____

Next Review Date: 1/2024

Last Reviewed: 1/2021

Review Responsibility: Board and Administrative Policies Committee

FCCS Procedure

NO.: 4L

**SUBJECT: EMERGENCY NOTIFICATION/RAVE
ALERT**

Approved by: Executive Council

Effective Date: January 17, 2012

Date(s) of Revision: Apr 7, 2015; Jan 12, 2016; Aug 2, 2016; Jan 26, 2021

Responsible for Implementation: All Staff

Emergency Notification/Rave Alert

As safety and emergency notification practices are vitally important to us all, Franklin County Children Services has contracted with RaveAlert System to provide notification to all staff in cases of safety concerns due to client threats, emergencies, disasters, or the need to evacuate the building. It is critical that staff receive timely communication about such events.

Participation in the agency's electronic emergency notification system is required by all staff. Your information will only be used to notify you of emergency or test situations.

Any person who receives a threat must immediately notify their chain of command, sharing the content of the threat and any other information about the person making the threat. An Employee Incident Report (EIR) must still be completed as well.

Operational Overview:

- 1) All email addresses for each staff member are automatically loaded into the database with RaveAlert. The IT Department is responsible for uploading

- information on all staff, at least monthly, to account for changes in new hires/terminations. Should the number of new staff hires/terminations increase significantly over the month's period, IT may upload the data more frequently. This system will be an automated process, pulling directly from the 'Active Directory' (AD).
- 2) Each staff member is required to be aware of alerts and therefore strongly encouraged to provide a minimum of one personal phone number (cell phone number or home phone number). Each staff member is to login to the RaveAlert site to update any additional contact information, including any personal cell/home phone numbers and email addresses (up to six phone numbers and three email addresses per employee).
 - 3) The Safety Committee will post reminders to staff to update their contact information twice a year via the Agency Rotator.
 - 4) For situations involving safety concerns in their respective area or case, the following individuals are authorized to approve RAVE alerts:
 - a) Assessment & Investigation: Intake Director or their designee
 - b) Regional, Youth Transition Services, Kinship or Adoptions: Family Services Director or their designee
 - c) Facilities: Building Maintenance Superintendent or their designee
 - d) Screening: The On-Call administrator
 - e) All other situations: Executive Director or their designee, Communication Director or their designee
 - 5) The administrator approving the RAVE alert should notify the Executive Director, the Deputy Director and the Communications Director (or their designees) prior to issuing the alert for notification purposes only.
 - 6) Decisions made regarding when a situation is defined as non-threat emergency remain with the Employee Handbook 11C Inclement Weather Policy and the agency's Disaster Plan, for example, severe weather situations that involve Executive Director notifying staff of office closure/essential personnel only.
 - 7) Types of threats warranting a RAVE alert include, but are not limited to: bomb threats, threats targeting multiple employees, threats of the use of weapons against employees whether vague or specific. Considerations will include the following criteria:

- a) Content of the threat received
 - b) Target of the threat (agency-wide vs. specific individual).
 - c) Credibility of the person making the threat, including history of violence, drug/alcohol use or mental illness.
 - d) Immediacy of the threat and what activity precipitated the threat.
- 8) Rave alerts involving safety sent through the RAVE system will be sent to all employees and will be sent to all channels available, (text, phone, email). The content of the alert may include:
- a) The location the threat is directed towards
 - b) The threat and any information on the person making the threat
 - c) Directives to employees on precautions to take while the threat is active
 - d) A RAVE alert should be utilized when the threat has been contained.
- 9) *All staff* emails will be sent after any RAVE alert to provide additional details of the threat.
- 10) The agency rotator may be utilized for non-urgent safety matters, which may include but are not limited to; bed bug concerns, safety tips, and property crimes on agency premises.
- 11) *All staff* emails may be sent to provide information about safety concerns that do not rise to the level of a RAVE alert.

It is not the intent of this policy to suggest that this is the only means of emergency notification to be used (i.e. media outlets will continue to be contacted in cases of emergencies) by the agency, and participation does not constitute any form of guarantee of safety. Please note – this system will not be used to notify staff of tornado watches, fire alarms, or other such warnings because these events change too rapidly for telephone and email notification.