

The Valley College of Osteopathic Medicine

The Valley COM Rapid Communication Systems

Policy Number: COM-4.2

Effective Date: Mar 1, 2025

Revisions and Dates:

Responsible Party: Office of the Dean

Approved by: Alissa Craft, DO, MBA

Policy & Procedure Statement

The Valley COM recognizes that in certain circumstances it is imperative to have rapid communication systems and protocols in place to notify employees and students during an emergency or disaster situation.

Prompt communication systems and protocols can protect both lives and property; therefore, it is the policy of The Valley COM that the college shall maintain and regularly test the systems and protocols that convey vital information to the college community. This information can include but is not limited to the type of situation occurring or evolving and suggested actions items warranted such as evacuation orders, shelter in place, locking down, avoidance of campus, danger areas, utilization of personal and/or college disaster plans, etc. These communications are vital both for individuals on campus and those away from campus including students on clinical clerkships and will include protocols for general communications to the entire campus community and tailored messages to specific subsets of the campus population.

Procedures:

1. The Valley COM shall maintain several communication processes such as email, mass SMS/text message or phone notification systems, on campus alert systems.
2. All college community members will be required to be informed of the communication systems and protocols and provide current and accurate information such as cell phones and emails. All new employees and students shall be educated regarding these systems and their appropriate use. Additionally, these will be reviewed on an annual basis as part of the student communications/orientations and employee/orientation/professional development programs for the campus. All members of the campus community will be instructed to provide updated information when warranted and verify information on an annual basis.

3. The College Administration and the Office of the Dean shall develop and implement an acceptable use protocol that triages modalities and breadth of communication to The Valley COM community.
 - a. Those can be categorized as:
 - i. The Valley COM Alert, which will be used for an event or circumstances that is an active threat to the campus community. These alerts will describe the threat and required or suggested actions based upon the threat or incident. This modality of communication will also provide necessary updates until the threat or incident is contained. The Valley COM alert will utilize multiple modalities of emergency communication and can be a general alert to the entire campus community and/or selected subsets that are in danger from the threat or incident.
 - ii. The Valley COM Timely Warning, which will be utilized to describe a threat or event that has already occurred that impacts the campus community but still requires notification to the campus community. The Valley COM Timely Warning can also be directed to the campus community at large or specifically impacted subsets and may utilize all or the most pertinent forms of mass communication relevant to the need for the warning. These will be utilized to convey communications regarding specific subsets of crimes that can represent a serious or continuing threat to the Valley COM community. The Valley COM Timely Warning will describe the event or threat along with any suggested or required actions.
 - iii. The Valley COM Advisory, which will be utilized to communicate important information that is not considered a current emergency situation or require notification based upon applicable law. In addition to describing the situation, The Valley COM Advisory will also convey suggested or required actions on the part of the campus community.
 - b. All necessary Rapid Communication notifications will be initiated through the Office of the Dean in collaboration with all pertinent college departments and impacted facets of the campus community.