



University of Montana's Standard Response Protocols

Introduction

To navigate an emergency effectively, you will need to have a calm demeanor and a planned response. For this reason, the University of Montana provides a standardized approach to responding to emergencies. This approach helps to reduce confusion by simplifying instructions and standardizing them across all possible hazards. The end user needs to know only a few basic responses and apply the most appropriate response to the situation they find themselves in. This document describes the Standard Response protocols and the enhancements used on campus in response to emergencies.

It is essential to know the three types of alerts issued by the university and under what circumstances they are issued:

Emergency Notification – UM ALERT / EMERGENCY NOTIFICATION

If an emergency condition exists on the University of Montana Campus, you will receive a UM ALERT which will be titled "UM ALERT / EMERGENCY NOTIFICATION".

UM Emergency Notification is sent via text and e-mail when a significant emergency or situation on the UM campus poses an imminent or immediate danger. This message will briefly describe what is occurring, where it is occurring, and any recommended standard response protocol (SRP) to apply for your safety.

Timely Warning – UM ALERT / TIMELY WARNING

UM Timely Warning is a notification sent via UM e-mail in response to Clery crime(s) that have already occurred. These crimes pose a serious or continuing threat to students or employees. These messages will briefly describe the incident and recommend safety tips.

Public Safety Notice – UM ALERT / PUBLIC SAFETY NOTIFICATION

UM Public Safety Notification is sent via e-mail with an option to be sent as a text message, depending upon the situation. These notices are for non-Clery reportable activity occurring on campus or non-campus property. Notices are sent at the university's discretion depending upon the need to inform the UM community for safety reasons that do not meet the Emergency Notification or Timely Warning requirements.

Emergency Notification

Under the Clery Act, every institution is required to immediately notify the campus community upon confirmation of a significant emergency or dangerous situation occurring on the campus that involves an immediate threat to the health or safety of students or employees. As used here, an "immediate" threat includes an imminent or impending threat, such as an approaching forest fire or an active shooter event on campus.

Emergencies and You

In an emergency your safety should always be your top priority. The system of messaging is a tool to give you basic information about the situation. Events in real time are not always what they are

reported to be. Keep in mind that ***you have permission to think critically*** and use common sense in your response. If the message is telling you to use a specific response (SRP), and you see that the suggested response is not appropriate, change your response. Awareness of your situation and an understanding of the options that are available are critical in navigating emergencies.

Preparing for emergency response is your responsibility. Reviewing and understanding what options are available and practicing them when there is no stress, is strongly encouraged and recommended. Having a discussion with others in your area about these procedures before they are needed helps ensure everyone is safer when it really matters.

Social Media and Other Sources of Information

In today's society information moves fast. It is easy for people to put information out that is not vetted especially when they are not responsible for the consequences of that information. When you receive information in an Alert, the information has been vetted to some extent for accuracy. The only source of information that would be more accurate would be from someone involved directly in the emergency. While it might be tempting to act on information from outside sources, you should always keep in mind that OFFICIAL SOURCES will be the most accurate but most likely not the timeliest. Balance what you do against what you know.

What is a Standard Response Protocol?

The Standard Response Protocol (SRP) is based on an all-hazards approach to emergency response rather than responding to individual scenarios. Like the Incident Command System (ICS), SRP utilizes clear, common language while allowing for protocol flexibility.

The University of Montana utilizes the SRP, which consists of these six standard responses (actions):

- **HOLD**
- **SECURE**
- **LOCKDOWN**
- **EVACUATE**
- **SHELTER**
- **KEEP CLEAR**

In an emergency, University Police will notify the campus and request that everyone use the appropriate response (SRP). This message will be sent via the UM Emergency Alert System and delivered to all students, staff, faculty, and visitors. The message will be received via a text message and e-mail. Those receiving the message must only remember these six possible responses and apply the requested SRP to their situation. It is important to remember that you must think for yourself during emergencies. First responders cannot always be with you to guide you. If the requested response does not seem right for the situation, use a different response.

The university also uses four enhancements to these protocols, primarily for use with the LOCKDOWN or SECURE SRP's. Although intended for these situations, the SRP enhancements may apply to other conditions and be used as necessary.

- **AVOID**
- **DENY**
- **DEFEND**
- **AID**

Remember, timely notification is crucial in any crisis. Please take a moment to ensure that your contact information is up-to-date in the campus notification system. You can check your enrollment status by navigating to the University of Montana Police Department Website Home Page. On the left side of this page, click UM Alerts and Emergency Messaging. Scroll down the page and follow the directions to ensure your enrollment status.

What you do matters!

Although it is rare to find yourself in an emergency, it can happen to anyone, anytime and anywhere. You should always have a plan. Understanding these SRPs can assist you with that plan. Keeping things simple and understanding these standard response protocols SRPs, along with a level head and some common sense, will help you navigate any emergency.

Standard Response Protocols Defined

Below is a description of each of the six Standard Response Protocols used by the University of Montana. While they are very informative, it is impossible to provide a response for every possible situation. Use them as you see necessary.

HOLD



HOLD is generally used when people in the building or area must keep access routes clear for emergency responders. The goal is to ensure a quick and efficient response to the emergency.

When you receive a HOLD message, you should:

- Keep access routes like hallways clear
- Bring people into your area and out of the hallway or route
- Close & lock door
- Conduct business as usual

SECURE



SECURE is requested when a dangerous situation may exist & physical harm is possible unless action is taken.

When you receive a SECURE message, you should:

- Get inside a building
- Ensure the entrance to the building is locked
- Ensure all building access points are closed & locked

- Once secured, DO NOT ALLOW OTHERS ENTRY
- Wait for an ALL CLEAR Follow-up message

LOCKDOWN



LOCKDOWN is requested when a confirmed dangerous situation exists & physical harm is probable unless action is taken. LOCKDOWN is commonly used for active shooter and targeted violence situations.

When you receive a LOCKDOWN message, you should:

- Got to a confined and defensible space
- Close and lock doors
- Barricade doors and deny all others entry
- Use the enhancements as necessary. AVOID / DENY / DEFEND / AID
- Wait for an ALL CLEAR follow-up message

EVACUATE



EVACUATE is requested when a confirmed dangerous situation exists and people must be moved from one location to another. Evacuation could occur during a fire or other similar emergency.

When you receive an EVACUATION request, you should:

- Leave your stuff behind
- Bring your phone and car keys if you have a car
- Maintain awareness of what is happening
- Be prepared to use alternate evacuation routes
- Wait for an ALL CLEAR follow-up message

SHELTER



SHELTERING is requested when personal protection is needed, such as in a hazardous environmental condition. Typical hazards include:

- Hazmat
- Earthquake
- Severe Storm

When you receive a SHELTER request, you should:

- Move to a predesignated shelter location if one has been identified
- Move to a location inside and away from windows if possible.

- Take other precautions as dictated by the situation
- Wait for an ALL CLEAR follow-up message

KEEP CLEAR



The University of Montana has come to recognize that there is a common situation in which these five SRPs do not apply. These notices are for predatory wildlife on campus, primarily bears. None of the five standard response protocols would be appropriate in a message for these situations. For UM Alerts about predatory wildlife and other instance in which UMPD would like people to stay away, the SRP used will be KEEP CLEAR.

When you receive a KEEP CLEAR request, you should:

- Stay clear of the area Identified
- Remain clear of the area until you receive an all clear message
- Gathering around predatory wildlife in a confined space can have severe consequences

Standard Response Protocol Enhancements

The university uses enhancements to help strengthen the response protocol in certain situations. Some circumstances require additional actions, such as supplementing SRPS with enhancements to navigate the emergency successfully. For example, the SRP LOCKDOWN covers the primary response in an active shooter situation. The enhancements for LOCKDOWN would be AVOID, DENY, and DEFEND. These enhancements would make the LOCKDOWN safer and ultimately more successful. As another example, enhancing the HOLD option with AIDING others might be an appropriate response enhancement. These enhancements apply under a few circumstances but help navigate them more efficiently.

Specific Enhancements

The University uses (4) SRP enhancements. Each enhancement strengthens or enhances the SRP requested for the emergency. These enhancements are most commonly applied to LOCKDOWN and SECURE SRPs but may also apply in other situations. The purpose of the enhancement is to increase response success. The following are the (4) SRP enhancements used by the University of Montana.

AVOID



AVOID is used in conjunction with DENY & DEFEND. It should be considered when implementing a LOCKDOWN or SECURE response or any other response as appropriate.

AVIOD – Starts with your state of mind

- Pay attention to your surroundings
- Have an exit plan
- Move away from the source of the threat as quickly as possible
- The more distance and barriers between you and the threat, the better
- BE PREPARED TO DENY OR DEFEND

DENY

DENY is used in conjunction with AVOID & DEFEND. It should be considered when implementing a LOCKDOWN or SECURE response or any other response as appropriate.

DENY – When getting away is difficult or impossible.

- Keep distance between you and the source
- Create barriers to prevent or slowdown a threat from getting to you
- Turn the lights off and silence you phone
- Remain out of site and quite
- BE PREPARED TO AVOID OR DEFEND

DEFEND

DEFEND is used in conjunction with AVOID & DEFEND. It should be considered when implementing a LOCKDOWN or SECURE response or any other response as appropriate.

DEFEND – Because you have the right to protect yourself and others

- If you cannot AVOID or DENY, be prepared to DEFEND yourself
- Be aggressive and committed to your actions
- DO NOT FIGHT FAIRLY – THIS IS ABOUT SURVIVAL
- BE PREPARED TO AID OTHERS AS NEEDED

AID

AID - Provide assistance to others. Render medical treatment to yourself or others around you Who are injured. If someone is bleeding, stop the bleed using a bleeding control kit or direct pressure. Stay calm, continue to access and direct others as needed.

- TREAT YOURSELF OR OTHERS AS NEEDED

Summary

Understanding how to respond to an emergency is your responsibility; what you do matters. When you don't know what to do, success is hard to achieve. Successful emergency operations rely on people acting according to a plan. Developing your strategy in advance of when you need it helps to ensure success. The university strongly encourages you to review these standard response protocols and understand how to use them to help you with your emergency response plan. The less you must think about what to do in an emergency, the more significant flexibility you have, and the greater your success in surviving it.