**Emergency Response Employee Communications Procedure Template**

# PURPOSE

To establish and document the procedure for communicating with (“YOUR AGENCY NAME”) employees during emergency situations.

# SCOPE

All “YOUR AGENCY NAME” employees (classified, hourly, or business partners).

# ACRONYMS

CIO: Chief Information Officer

COV: Commonwealth of Virginia

CSRM: Commonwealth Security and Risk Management

ISO: Information Security Officer

IT: Information Technology

ITRM: Information Technology Resource Management

SEC501: Information Security Standard 501

“YOUR AGENCY NAME”: “YOUR AGENCY NAME”

# DEFINITIONS

[See COV ITRM Glossary](http://www.vita.virginia.gov/uploadedFiles/Library/PSGs/EA_PSG_update_011510/ITRMGlossary_011510.pdf)

# BACKGROUND

The Emergency Response Employee Communications Procedure at “YOUR AGENCY NAME” is intended to facilitate the effective implementation of the processes necessary meet the IT Incident Response requirements as stipulated by the COV ITRM Security Standard SEC501 and security best practices.

# ROLES & RESPONSIBILITY

This section will provide summary of the roles and responsibilities as described in the Statement of Policy section. The following Roles and Responsibility Matrix describe 4 activities:

1. Responsible (R) – Person working on activity
2. Accountable (A) – Person with decision authority and one who delegates the work
3. Consulted (C) – Key stakeholder or subject matter expert who should be included in decision or work activity
4. Informed (I) – Person who needs to know of decision or action

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| --- | --- | --- | --- | --- | --- | --- |
| **Roles** | Human Resources | Information Security Officer | Supervisor | Director | Employee | Chief Information Officer |
| **Tasks** |  |  |  |  |  |  |
| Handle category 1 and category 2 emergencies |  | A | R |  | I |  |
| Issue emergency information cards |  |  |  | A | R |  |
| Send public announcement | I | I | I | I | I | A |
| Coordinate with cio on employee issues | A |  |  |  | I | R |

# STATEMENT OF PROCEDURE

Employee communications regarding emergencies can vary according to the Category of the Emergency. Most of the Category 1 and Category 2 Emergencies (For Category 1 - 4 definitions see: “YOUR AGENCY NAME” CSRM Emergency Response – Damage Assessment Procedure) will be handled by the immediate supervisor and the Physical Security Manager, Information Security Officer and “YOUR AGENCY NAME” Facilities Manager. “YOUR AGENCY NAME” employees in locations other than “YOUR AGENCY NAME” operated facilities will follow the employee communications conventions of the customer facility to which they are assigned.

1. EMERGENCY INFORMATION CARDS
   1. Employees will be issued Emergency Information Cards by their Directors. Employees should be able to immediately access their Cards during emergencies.
   2. The Emergency Information Cards will contain the following information:
      1. Emergency Hot Line: call 1-866-VITA911 (1-866-848-2911) Toll Free and listen for updates and instructions. Employees can leave messages in the voice emergency mailbox for the Emergency Management Team letting them know who is available to work during the emergency and recovery phases.
      2. Emergency Information and E-Mail Address: log on to [**www.vita-emergency.com**](http://www.vita-emergency.com/) to get current emergency information. The Emergency Management Team will coordinate updating this information. Send email to the Emergency Management Team at VITA’s email address, [**info@vita-emergency.com**](mailto:info@vita-emergency.com). (Note: This Web site and e-mail address are NOT intended to communicate information on routine inclement weather closing.)
      3. Emergency Directorate Information: each Director will determine what, if any, additional information should be placed on the Emergency Information Cards.
2. BUSINESS HOUR EMERGENCIES
   1. Emergencies that occur during Business Hours:
      1. If the Category of the Emergency (Category 3 or Category 4) warrants the evacuation of the building during business hours, the Emergency Management Team will coordinate all employee communications. Employees should leave the building and meet at their designated locations as outlined in the “YOUR AGENCY NAME” Facilities “Emergency Evacuation Procedures.”
3. NON-BUSINESS HOUR EMERGENCIES
   1. Emergencies that occur during Non-Business Hours:
      1. If the emergency occurs during non-business hours and the Category of the Emergency (Category 3 or Category 4) prevents “YOUR AGENCY NAME” staff from coming into the building or the downtown area then the ISO will notify the Emergency Management Team via telephone stating the status of the event and identifying where to meet. If needed, the CIO will send a public announcement to the television and radio stations (WWBT, Channel 12 and WRVA, 1140AM) advising employees on the emergency response Code being used. Additionally, employees can access this same information through the Emergency Hotline and the emergency “YOUR AGENCY NAME” e-mail address.
      2. Employees should listen for public announcements during emergency situations for information related to the following Codes (these “YOUR AGENCY NAME” codes are not to be confused with Federal Homeland Security threat level codes or any other organizations’ codes):
      3. CODE YELLOW - If you hear this Code announced, Essential Personnel please report to work.
      4. CODE ORANGE - If you hear this Code announced, follow Business Continuity Plan procedures (Disaster Recovery personnel and plans are activated).
      5. CODE BLACK - If you hear this Code announced, please DO NOT report to work.
      6. CODE GREEN - If you hear this Code announced, please report to work.
      7. The Emergency Management Team or their designee will continuously update the Emergency Hot Line and the emergency “YOUR AGENCY NAME” e-mail address.
4. HUMAN SERVICES
   1. Human Resources Role during Emergencies:
      1. “YOUR AGENCY NAME” Human Resource Management will coordinate with the CIO and the Emergency Management Team on all disasters and emergencies and will support the Emergency Management Team on employee issues regarding injuries, fatalities, worker compensation, policy interpretation, and counseling services.

# ASSOCIATED

**PROCEDURE** “YOUR AGENCY NAME” Emergency Response Damage Assessment Procedure

“YOUR AGENCY NAME” Emergency Response Securing the “YOUR AGENCY NAME” Facility Procedure

“YOUR AGENCY NAME” IT Contingency Planning Policy

**AUTHORITY**

**REFERENCE** [*Code of Virginia, §2.2-2005 et seq.*](http://leg1.state.va.us/cgi-bin/legp504.exe?000+cod+2.2-2005)

(Powers and duties of the Chief Information Officer “CIO” ““YOUR AGENCY NAME””)

*Code of Virginia, §2.2-2009, et seq.*

(Additional duties of the CIO relating to security of government databases)

**OTHER**

**REFERENCE** [ITRM Information Security Policy (SEC519)](http://www.vita.virginia.gov/uploadedFiles/Library/PSGs/Security_Policy_519_00_Final_0709.pdf)

[ITRM Information Security Standard (SEC501)](http://www.vita.virginia.gov/uploadedfiles/VITA_Main_Public/Library/PSGs/Information_Security_Standard_SEC501_06_07012011.pdf)

| Version History | | |
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| Version | Date | Change Summary |
| 1 | 01/13/2004 | Original under “YOUR AGENCY NAME” formatting and standardization. |
| 2 | 08/04/2004 | Administrative changes. |
| 3 | 11/19/2012 | Administrative changes. |
| 4 | 07/01/2014 | Formatting changes and role matrix added. |
| 5 | 11/10/2021 | Formatting changes |