Emergency, Status and Other Communications Protocols

Office of Emergency Management and Safety
NOVA Police
Office of Communications and Enrollment Marketing

Effective Date: December 5, 2025

Emergency and Status Communications Protocols Statement

In compliance with VA Code 23.1-804, Northern Virginia Community College (NOVA) has developed an Emergency Operations Plan that provides policy, guidelines and structure for actions and operations during an incident, event, emergency or planned event. NOVA's Emergency Action Plan, available to employees on SharePoint, provides employees with valuable information to assist them in reacting to various emergencies. Students and employees can access emergency procedures on NOVA's website at Emergency Procedures.

NOVA conducts emergency exercises each year, which may include seminars, workshops, tabletop exercises, drills, functional exercises and full-scale exercises, in accordance with the Department of Homeland Security Exercise and Evaluation Program. The exercises also include testing of emergency equipment and readiness assessments.

NOVA Police and the Office of Emergency Management and Safety (OEMS) staff have received training in incident command protocols and coordinate with local, state and federal agencies during an incident, event or emergency. NOVA police officers are normally first to respond, followed by local law enforcement and fire/emergency medical services (EMS) personnel from the municipality of the impacted campus. When multiple agencies respond, they work together to manage and contain the event.

Upon confirmation of an incident that creates a serious threat at any NOVA location, NOVA will immediately notify the college or affected campus community. The Emergency and Status Communications Protocols (ESCP) described in this document explain how NOVA manages communications during an incident, event or emergency.

Updates to these protocols will be made as needed, in coordination with the OEMS, NOVA Police and the Office of Communications and Enrollment Marketing.

Change Record

Date	Version	Description of Change	Approved By
9/30/2012	001	Initial Document	William Flagler
4/9/2013	002	Updates to Version 001	William Flagler
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1. Introduction

An incident, event, emergency or situation that disrupts college operations can occur at any time on a NOVA campus or NOVA-controlled location. It may affect one individual, a single building, a campus or the entire NOVA Community College system and surrounding community. Because stress and confusion are expected during an incident, thorough planning and efficiently implemented emergency communication protocols can establish direction, define lines of responsibility and ensure key officials and administrators have the information they need to communicate a consistent message. In any incident, event or emergency, the primary goals are to minimize the possible threat to individuals and properties by providing clear instructions and accurate updates to the public and community when possible.

The ESCP outlines NOVA's communication practices and procedures during incidents, events or emergencies. However, NOVA recognizes that individual circumstances or events not anticipated by these protocols may occur. These protocols are intended to serve as guidelines for best practices; users should not assume that all possible scenarios are covered in this document or that additional measures will not be necessary/required.

In any incident, event or emergency that requires communication to the NOVA community, the health and safety of the community are the top priorities of everyone involved.

1.1 Purpose

The ESCP are the primary tools that outline how NOVA manages both internal and external communications during incidents, events or emergencies. They are designed to support NOVA officials who are responsible for delivering effective, efficient, timely and comprehensive information to the NOVA community — including administrators and board; faculty, staff and students; NOVA campus or facility visitors; family members of administrators, faculty, staff and students; the media and the public — before, during and after an incident.

All authorized NOVA officials should become familiar with these protocols. Effective communication during an incident, event or emergency requires an informed NOVA community that understands proper communications procedures and notification systems.

1.2 Definition of Emergency

An emergency, or crisis, is an unexpected act or occurrence, whether accidental or intentional, that disrupts NOVA's activities involving students, faculty or staff. These incidents require the college to respond with the safety and well-being of all community members as the top priority. An emergency can significantly impact NOVA operations, and depending on the nature of the incident, may pose a serious threat to life or result in property loss. If not handled effectively, such situations can also damage public confidence and trust.

1.3 Objectives of the Protocols

The objectives of the ESCP include:

- Assessing situations and determining whether and what kind of communications responses are necessary.

    - If communications are necessary, the college's internal discussions will determine if and when information needs to be shared externally with other local jurisdictions' emergency management teams and/or police personnel, college stakeholders and media, if needed.
- Activating the Emergency Communication Team (ECT) (see Section 1.4) to recommend appropriate responses.
- Ensuring the ECT establishes a line of communication and shares information about the incident until it is resolved. This may include:
    - A dedicated email chain for the director of Communications and Enrollment Marketing and all relevant communications team members to ensure continuity of information-sharing, especially during long-duration events that require rotating shifts.
    - A dedicated email or text chain for the entire ECT to support timely and efficient dissemination of updates.
    - A dedicated email or text chain for NOVA communications staff to coordinate with law enforcement agencies or public service agency communications counterparts.
    - A dedicated email or text chain for NOVA Communications staff to brief college leadership and strategize when and how to most effectively share embargoed or non-embargoed information.
- Defining any necessary immediate actions by:
    - Identifying internal and external audiences that should be informed about the incident.
    - Communicating facts and updates as the incident evolves.
    - Providing protective action guidance, as appropriate.
    - Providing timely and appropriate information.

1.4 Emergency Communication Team

The ECT manages emergency communications and includes:

- OEMS.
- NOVA Police.
- Vice President of Finance and Administration.
- Vice President of Strategy, Research and Workforce Innovation.
- Office of Communications and Enrollment Marketing.

1.4.1 Office of Emergency Management and Safety

The OEMS provides guidance and direction to NOVA leadership, faculty, staff, students and visitors in the protection, response and recovery from all incidents. The department coordinates resources throughout the response of an incident and assists with recovery and mitigation efforts.

1.4.2 NOVA Police

The NOVA Police Department is a full-service agency. NOVA Police strives to ensure the safety and security of college students, faculty, staff and visitors through proactive crime prevention and immediate response to incidents of a criminal nature. With a 24/7 police dispatch center operating 365 days a year, NOVA police officers and/or security officers patrol all six NOVA campuses and the Reston Center and are available to respond to calls at any time.

1.4.3 Vice President of Finance and Administration

Typically, police dispatch will notify either the director of Emergency Management and Safety/designee or chief of Police/designee. They will then alert the vice president of Finance and Administration to activate and lead all follow-up emergency communications. These individuals will determine the appropriate communication response.

1.4.4 Vice President of Strategy, Research and Workforce Innovation and Office of Communications and Enrollment Marketing

Reporting to the vice president of Strategy, Research and Workforce Innovation, the Office of Communications and Enrollment Marketing is responsible for all official communications from the college to the NOVA community, media and general public. The department coordinates with OEMS and NOVA Police to create and disseminate communications during and after an incident.

1.4.5 Public Information Officer

The Public Information Officer (PIO) works in coordination with — and under the direction of — the director of Communications and Enrollment Marketing, who reports to the vice president of Strategy, Research and Workforce Innovation. If the situation warrants, the PIO and/or the director of Communications and Enrollment Marketing will be dispatched to the campus, while a PIO/designee will be assigned to the Emergency Operations Center to ensure simultaneous dissemination of the most current information to all relevant parties.

1.4.6 Web Services and Social Media

The director of Communications and Enrollment Marketing coordinates the posting of important incident-related information to the college website and social media channels. Under the direction of the director of Communications and Enrollment Marketing and/or the OEMS or NOVA Police, the Web Services and Social Media teams receive the written and approved messages from a member of the ECT and, depending on the incident, post them to the most appropriate communication channels. The Social Media team also maintains draft templates for relevant platforms to support timely posts.

In the event of a severe incident, event or emergency that may last for a prolonged period, Web Services may enable a dark site, which is a website with crisis-specific information that is prepared in advance and ready to go “live” in the event of a crisis. It includes key information, press releases, updates and contacts related specifically to the crisis. It functions as the “single source of truth” for stakeholders during a catastrophic incident, event or emergency.

1.4.7 NOVA Call Center

The NOVA Call Center is the main point of contact for students, parents, staff, faculty and the community who are attempting to call the college for information.

During an incident, the Call Center may receive a large volume of calls asking for information. The director of the Call Center will receive information approved for dissemination.

The director will collaborate with the ECT and the director of Communications and Enrollment Marketing on approved language to disseminate to Call Center staff, who can provide general information about the incident, event or emergency to callers.

The same language will also be sent to the manager of NOVA's IT Help Desk — which also receives calls asking for information during an incident, event or emergency — so staff can provide general information about the incident, event or emergency to callers.

1.5 Emergency Notifications, Timely Warnings, Status Communications and Follow-up Communications

NOVA has four types of emergency or status communications, each with its own process. Follow-up communications can be used across all types.

- **Emergency Notifications:** NOVA is required to immediately notify the college community upon confirmation of a significant incident, event or emergency on a campus property that NOVA leases, controls or has designated as a campus or separate campus location and that poses an immediate threat to the health or safety of the college community. An Emergency Notification is triggered by an event such as a fire or violent incident that is occurring on, or is imminently threatening, a campus.

- **Timely Warnings**: NOVA is required by the federal Jeanne Clery Act to alert the college community to certain crimes in a timely manner and way that will aid in the prevention of similar crimes. The warning is intended to enable people to take precautions and protect themselves. Timely Warnings are triggered by crimes that have already occurred but may still represent an ongoing threat. The Timely Warning will be issued as soon as pertinent information is available.

- **Status Communications:** NOVA uses Status Communications to notify the college or a campus community about incidents that do not rise to the level of an emergency, but still disrupt NOVA's operation and activities involving students, faculty or staff. These incidents can range from an inconvenience, such as a water main break that closes a building, to one that could potentially impact the entire NOVA community, such as a winter storm.

- **Follow-up Communications**: Any communications following up on an Emergency Notification, Timely Warning or Status Communication will be coordinated by the Office of Communications and Enrollment Marketing in coordination with the vice president of Strategy, Research and Workforce Innovation; the OEMS; and NOVA Police.

Pre-approved messaging templates are maintained in an internal Appendix I, with restricted circulation. The Appendix is not for public release.

1.6 Notification Channels

NOVA may use some or all the systems described below to communicate a threat to the NOVA community or to the appropriate segment of the community:

- **NOVA Alert** – NOVA Alert is a free notification service offered by NOVA. Students, faculty and staff are automatically registered for email alerts through their official NOVA email address.
  Users have the ability to add additional contact information to their existing NOVA Alerts account by going to http://alert.nvcc.edu/, logging in with their myVCCS account, then clicking the "ADD" buttons at the end of each category. Contractors need to contact the IT Help Desk to establish their NOVA Alerts account.

- **NOVA Desktop Computer Alert** – NOVA can send an incident, event or emergency alert to every computer owned by the college and connected to the NOVA computer network while it is logged on to the college network. This allows incident, event or emergency messages to be sent to classrooms, computer labs and staff in their offices or logged in offsite.

- **Automated or Live Broadcast to Campus** – Incident, event or emergency messages can be broadcast directly to any Cisco IP phone on a campus, and emergency calls can be made from phones that have been installed NOVA-wide. The activation of this system can be college-wide or campus-wide.

- **Digital Signage** – Incident, event or emergency messages can be displayed on flat-panel screens strategically located on each campus. The messages are centrally controlled and displayed in common areas (i.e., hallways, eating areas, etc.). Crawlers or banners, used to display important information, can also be activated on college screens.

- **NOVA Email** – During incidents, events and emergencies, email can be sent to all faculty (including adjuncts), staff and enrolled students. Separate distribution lists are also maintained for each campus.

- **NOVA Website** – Incident, event or emergency messages can be added to the top of the NOVA website homepage quickly from any location.

- **NOVA Social Media** – A message may be posted to NOVA's Facebook, Instagram and/or X accounts (#NOVAAlert); and/or shared on other social media platforms, as needed.

- **Local News Media** – The Office of Communications and Enrollment Marketing issues press releases and statements and calls or responds to local media contacts, as appropriate. For emergency situations, the director of Communications and Enrollment Marketing and the PIO will develop clear language to be shared with various audiences. For weather-related events, the OEMS will collaborate with the Office of Communications and Enrollment Marketing. Because of the transient nature of its population, NOVA depends heavily on broadcast media to inform students, faculty and staff of incidents, events and emergencies and other situations — before or during their commutes and before they enter a campus.

- **Other** – Incident, event or emergency messages can be recorded and broadcast from any Cisco IP phone. Marquis signs at campus entrances can alert the public to incidents, events or emergency situations. NOVA may also place signs at building entrances and/or individual classrooms to redirect staff and students to a new location. The college may also station staff at building entrances and/or individual classrooms to redirect faculty, staff, students and visitors to a new location.

2. Emergency Notifications

The director of OEMS, the chief of Police and the vice president of Finance and Administration are responsible for the content of all Emergency Notifications.

NOVA has established initial emergency notification templates. When feasible, these templates should be used, customizing only as needed.

2.1 Responsible NOVA Authorities

These NOVA officials will have the authority to authorize, and if trained, to send Emergency Notifications and are considered Responsible NOVA Authorities (RNA). At all times in these protocols, referenced positions at NOVA may be replaced by designees.

- NOVA president.
- Chief of staff.
- Campus provosts.
- Chief of Police.
- Director of OEMS.
- Director of Communications and Enrollment Marketing.
- Vice president of Finance and Administration.
- Vice president of Information and Engineering Technology and College Computing.
- Vice president of Strategy, Research and Workforce Innovation.
- Police dispatch (Authorizes and sends severe weather alerts. All other alerts must be authorized by another RNA before the alert is sent by a dispatcher.)

NOTE: NOVA's executive officials and NOVA police officers who are directly involved with the emergency response for safety and security incidents are designated as RNAs for the purpose of confirming that a legitimate emergency or dangerous situation exists or authorizing a NOVA Emergency Notification. They are limited to authorizing an initial alert in response to an incident or event within their direct area of responsibility and only when a delay could compromise the safety and security of NOVA community members.

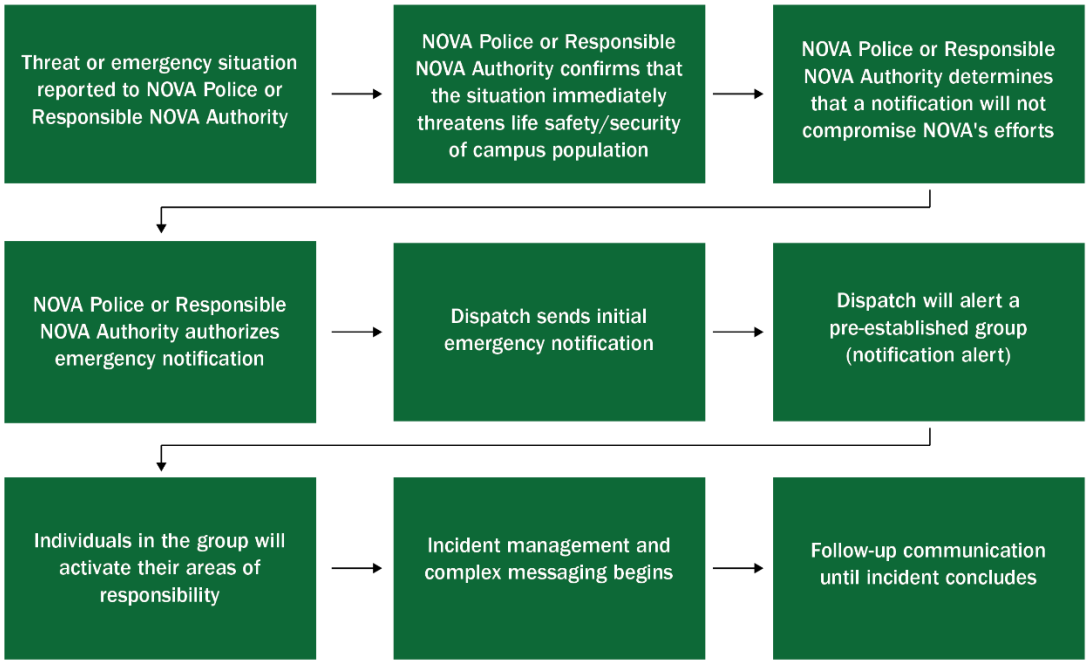
2.2 Emergency Operations

An individual who encounters or learns about a NOVA-related incident, event or emergency should immediately call 911 or NOVA police dispatch — whichever is appropriate for the situation — and relay as much information as possible. Police dispatchers will seek additional information, begin dispatching emergency services and, once the situation has been confirmed, send the initial Emergency Notification based on the procedures in this protocol. The police dispatch center is the central point of communications and should be kept abreast of all activities as they transpire so continued, prompt and accurate notifications and communications responses can be initiated.

The police dispatcher will notify a pre-established group, which includes police leadership and OEMS, about the incident.

Once these individuals receive the notification, they will immediately activate their areas of responsibility.

Diagram 1 illustrates the sequence of events that takes place during the Emergency Notification process.



2.3 Confirming an Emergency Situation

For most incidents, events or emergencies, the first notice of the situation will be via an incoming call to police dispatch. This team must confirm an incident, event or emergency poses an immediate threat to the safety or security of the college community. If a police officer is not yet on the scene of the incident to verify that a legitimate incident, event or emergency exists, another RNA (see Section 2.1) may confirm it and authorize an immediate Emergency Notification with emergency safety instructions.

The National Weather Service (NWS) may confirm the existence of a tornado or other severe weather emergency. The Virginia Department of Health (VDH) may confirm a serious health emergency.

2.4 Initial Response and Notifications

Once an incident, event or emergency has been confirmed by the NOVA Police department or another RNA, an immediate Emergency Notification will be issued by police dispatch or an RNA. In addition, NOVA Police or the OEMS (or both) will consider the safety of the community, immediately determine the content of the notification and initiate the Emergency Notification system — unless doing so would compromise efforts to assist a victim; or to contain, respond to or otherwise mitigate the incident, event or emergency.

See Section 2.6 for specific information related to Tornadoes and Section 2.7 for specific information related to Serious Health Emergency.

NOTE: If an RNA is trained in and has direct access to send the Emergency Notification, the RNA may issue it, if necessary. However, this should only be done as a last resort to protect health and safety and prevent duplication of messaging. Under most circumstances, the primary responsibility

for issuing NOVA Emergency Notifications rests with the police dispatcher on duty.

For consistency, the text of the initial notification should be the same on all channels.

2.5 Notification/Alert Groups

NOVA can notify specific segments of the population determined to be at risk. NOVA Police, OEMS or both will determine who should be notified of a localized incident, event or emergency and which platform should be used. If only a small segment is determined to be at risk, the situation will be monitored to determine if escalation and additional notifications are required. The entire NOVA community will be notified when there is even the potential the entire community will be affected or when a situation threatens NOVA operations more broadly.

2.6 Tornadoes

Police dispatchers will monitor the NWS. If NOVA receives a tornado warning, a police dispatcher will immediately:

- Send Emergency Notifications to the affected population.
- Make an announcement to police officers on the NOVA police radio.

The police dispatcher will continue to monitor the weather. When the tornado warning is lifted or expires, the dispatcher will send a follow-up notification and make a radio announcement on the NOVA police radio.

2.7 Serious Health Emergency

NOVA's safety manager/designee should be notified of any potential serious health emergencies. If appropriate, the safety manager will contact the Virginia Department of Health (VDH); however, due to existing reporting requirements, VDH should already be aware of the situation and reach out to NOVA. VDH will confirm whether the incident, event, or emergency poses an immediate threat to the health of the NOVA community. If confirmed, the safety manager will work collaboratively with VDH to determine:

- The content of the notification.
- The appropriate segment(s) of the college community to receive it.
- The most suitable mode(s) of communication, which may include direct contact with individuals via mail, email or phone.

VDH will initiate the notification.

3. Follow-up Communications

After an Emergency Notification has been sent, NOVA is required to provide follow-up communications. An “all clear” message is considered a follow-up communication. For serious health emergencies, VDH will provide follow-up communications.

The Office of Communications and Enrollment Marketing, in conjunction with the OEMS and NOVA Police, will coordinate the timing and content.

3.1 Prepare Fact Sheets, Statements and/or Other Products

The Office of Communications and Enrollment Marketing will prepare fact sheets, talking points, media statements, press releases, social media guidance and other products as needed that summarize the situation, including all known details approved for media release. All written statements should be analyzed with respect to the public’s right to know and concerns for privacy and security.

3.2 Identify Spokespersons

In most cases, the primary spokesperson is the PIO or the director of Communications and Enrollment Marketing. In cases of a significant crisis, additional spokespeople with direct knowledge of the crisis may be designated by, or with the approval of, the president of NOVA. An example could be the chief of Police for police incidents or the director of the OEMS for incidents, events and emergencies related to natural disasters, fires, chemical leaks, health incidents, etc. The president may also designate the most appropriate member of Administrative Council to speak to the media on a case-specific basis.

3.3 Notify Key Constituencies

The director of Communications and Enrollment Marketing will assemble and coordinate the communication of the facts of the incident with help from the ECT. It is important to keep administration, faculty, staff, students, family members, the NOVA College board and other stakeholders informed of appropriate details and actions taken by NOVA during an incident, event or emergency. Effective communications will help minimize rumors, maintain morale and ensure continued orderly operations.

Key constituencies who should be kept informed during an incident, event or emergency include:

- Law enforcement agencies or public service agencies.
- College administration, faculty and staff.
- Students.
- Family members of employees or students.
- NOVA Board.
- General public.
- Media.
- Alumni.

The director of Communications and Enrollment Marketing/designee(s) will work with the vice president for Strategy, Research and Workforce Innovation; the OEMS; NOVA Police and any other key stakeholders to develop messages including:

- An initial email message (or messages) informing impacted faculty, staff and/or students of details about the incident, its duration and potential impacts, as appropriate.
    - This message will include social media and media guidance for faculty, staff and/or students, as needed. For example:
        - In rapidly developing situations where rumors on social media could negatively impact NOVA's ability to mitigate the incident, event or emergency, the guidance could say: "This situation is developing, and we ask faculty, staff and students to refrain from commenting to media or on social media at this time."
        - If assistance is needed, the guidance could provide sample language for faculty, staff and students to use.
    - A similar initial email message (or messages) may be sent to college administration and the NOVA Board.
- Follow-up email message(s) providing updates on the situation, including an eventual all-clear.
- Talking points for spokespeople, which can also be used for media statements, press releases, social media posts, etc.
- Frequently Asked Questions and/or a Q&A document, as needed.

Once approved by the relevant ECT members, the materials will be sent to relevant Administrative Council members and NOVA's president for approval.

3.4 Alert the Media

The director of Communications and Enrollment Marketing will determine the best time and way to convey information to the media and the public. For most incidents, events and emergencies, a brief news release will be the most appropriate vehicle. If a news conference is needed, the director of Communications and Enrollment Marketing/designee, with assistance of the PIO (acting crisis communications specialist), will establish logistics. This includes when and where the news conference will take place, how the media will be contacted, who will supervise the news conference, who will appear as the college-approved spokesperson or spokespeople, etc.

3.5 Establish a Joint Information Center

For events with considerable media attention, especially those with multiple jurisdictions and agencies involved, NOVA will establish a Joint Information Center (JIC) to ensure a unified message is being delivered. The JIC will be managed by the director of Communications and Enrollment Marketing in coordination with the director of the OEMS alongside other jurisdictions and federal and state agency-designated members.

3.6 Photograph the Scene

In limited circumstances, it may be helpful to assign videographers and photographers to take video and/or pictures of the incident, event or emergency scene. This may prove helpful in responding to media inquiries, recording the event for historical purposes and/or providing an accurate record in the event legal issues should arise.

This will be coordinated by NOVA's chief of Police/designee; the vice president of Strategy, Research and Workforce Innovation/designee; the director of Communications and Enrollment Marketing/designee; and the OEMS. The chief of Police/designee will have final approval of

whether to release video and/or photos, including the actual footage and images, especially if they depict a potential crime scene.

4. Timely Warnings

Timely Warnings alert the college community to potentially dangerous criminal situations and afford people an opportunity to protect themselves. The chief of Police/designee will issue a Timely Warning for any crime that occurs in NOVA's Clery geography (college property, leased spaces or anywhere college-sponsored events take place) that is:

- Reported to NOVA Police, College Security Authority or local police agencies.
- Considered by the chief of Police/designee to represent a serious or continuing threat to students and employees.

The chief of Police/designee will decide whether a Timely Warning will be issued based upon the following:

- Date, time and location.
- The nature of the crime.
- The potential of continuing danger to the campus community.
- The possible risk of compromising law enforcement efforts.

A Timely Warning can be issued even if all the facts are not available, and follow-up information sent when available.

The Timely Warning may be disseminated by any of the emergency notification channels found in Section 1.6, as deemed necessary by the chief of Police/designee. It will include all information that would promote safety and aid in the prevention of similar crimes.

Diagram 2 illustrates the sequence of events in the Timely Warning process.

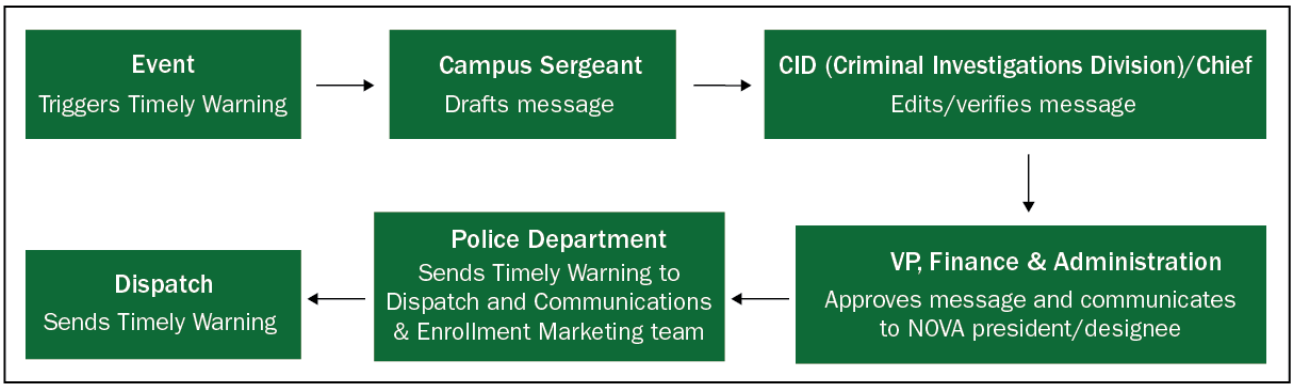


Figure 1 is an actual Timely Warning.

Report: Attempted Theft of Motor Vehicle

Date & Time of Occurrence:
January 30th, 2025 at 5:25 P.M.
Date & Time of Reporting:
Reported to Alexandria City Police on January 30th, 2025 at 6:30 P.M.
Reported to NOVA Police on January 30th, 2025 at 7:45 P.M.
Location:
Beauregard Street Parking Garage (AP2), Level One Ramp leading to Level Two

Reported Offense:
On January 30th, 2025 at approximately 7:45 P.M. NOVA Police were notified of a suspicious vehicle on the lower level of the Beauregard Garage with a broken window. Investigation revealed Alexandria Police had taken a report, earlier that evening, of an attempted stolen vehicle with a broken window and the ignition tampered with.

Suspects' Description:
Suspects are described as two black males and one white male. Two Black males were wearing black/dark colored long sleeve hoodies with dark colored pants, both wearing white shoes. White male described as wearing a dark colored jacket, light blue colored pants, and gray shoes. They were observed on video leaving campus.
If you have any information about this crime, call the Northern Virginia Community College Police at 703.764.5000.

Take a Stand Against Crime

- Be mindful of your vehicle's condition when you leave it unattended.
- Report suspicious activity to the police immediately (Call NOVA Police at 703-764-5000).
- Be aware of your surroundings at all times.

http://sites.nvcc.edu/crimelog/
Northern Virginia Community College is providing this notice of a criminal incident(s) that occurred in our community in order to provide information that may help in avoiding a similar crime or provide information to solve the crime(s). This notice is also intended to meet the requirements of the "Timely Warning" provision of the federal Jeanne Clery Disclosure of Campus Security Policy and Campus Statistics Act of 1998, Amended 2008, effective August 14, 2008.

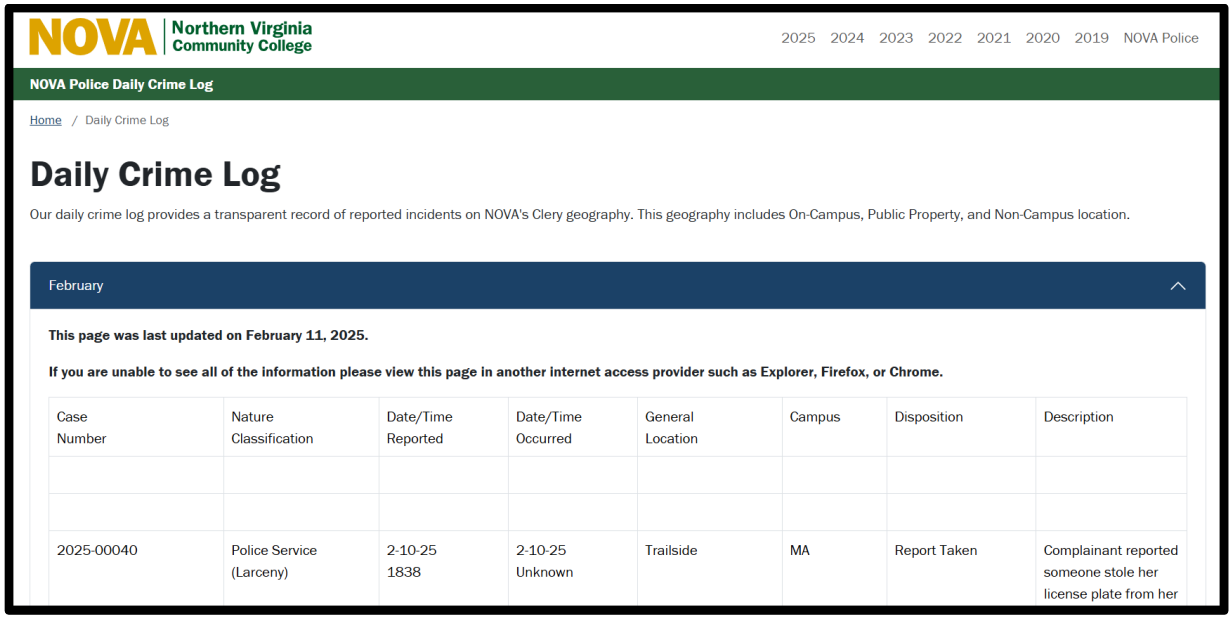
4.1 Crime Alerts Webpage

When a Timely Warning is distributed collegewide, it is also placed on the NOVA Crime Alerts webpage as an extra step to alert the college community to potentially dangerous criminal activity.

4.2 Crime Log

NOVA's crime log webpage is updated daily. It provides details about crimes that have been reported to the NOVA Police department. Hard copies are also available at the NOVA Police offices. While the most recent crimes are typically at the top of the crime logs, the log may not be in chronological order.

Figure 2 is a screenshot of the NOVA Police daily crime log.



NOVA Northern Virginia Community College

2025 2024 2023 2022 2021 2020 2019 NOVA Police

NOVA Police Daily Crime Log

Home / Daily Crime Log

Daily Crime Log

Our daily crime log provides a transparent record of reported incidents on NOVA's Clery geography. This geography includes On-Campus, Public Property, and Non-Campus location.

February

This page was last updated on February 11, 2025.

If you are unable to see all of the information please view this page in another internet access provider such as Explorer, Firefox, or Chrome.

Case Number	Nature Classification	Date/Time Reported	Date/Time Occurred	General Location	Campus	Disposition	Description
2025-00040	Police Service (Larceny)	2-10-25 1838	2-10-25 Unknown	Trailside	MA	Report Taken	Complainant reported someone stole her license plate from her

4.3 Supplemental Communications

As determined by the chief of Police/designee, the college may use additional communications to update the college community regarding the crime after the initial Timely Warning has been issued.

5. Status Communications

Status Communications can be challenging to define. They cover a variety of scenarios and closures — from a single building to the entire college. Some scenarios allow for advance notice, such as weather-related events; others offer no advance notice, such as unscheduled power outages. The decision to send a Status Communication involves different departments depending on the nature of the event, including Facilities, the OEMS, campus provosts and others as appropriate.

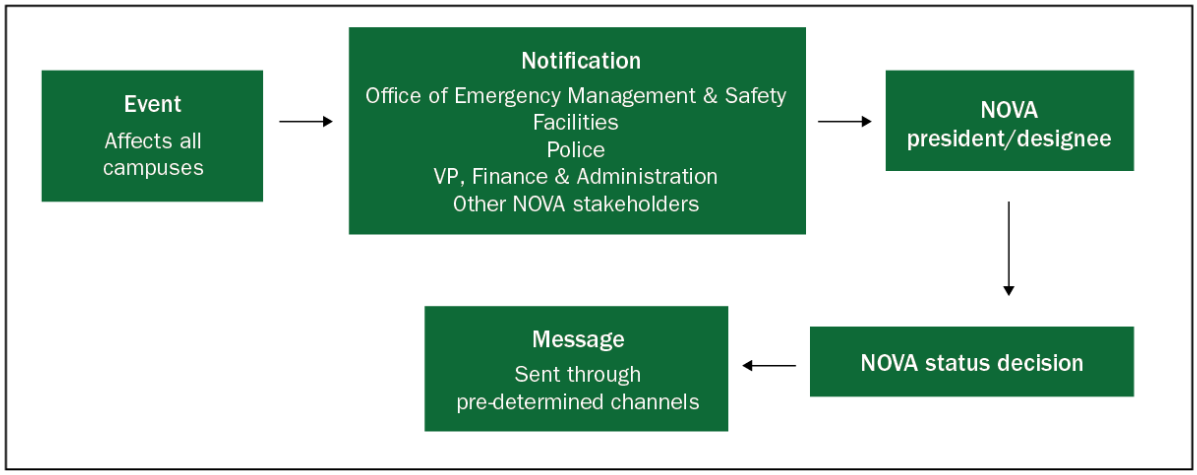
5.1 Status Communications Level Types

The director of the OEMS, in partnership with college and/or campus leaders, determines the level of Status Communications by the scope and impact of the incident, event or emergency. Notifications and status decisions for each level are detailed in Sections 5.1.1., 5.1.2. and 5.1.3.

5.1.1 Collegewide

An incident, event or emergency — such as a winter weather event — could affect the entire NOVA community. Authority to declare a collegewide delay in services or closure rests with the president/designee.

Diagram 3 illustrates the sequence of events in the Collegewide event.



When leaders have determined the need for a college-wide Status Communication, the director of the OEMS will contact the director of Communications and Enrollment Marketing as soon as possible – providing a minimum of 15 minutes notice – before authorizing a NOVA Alert to the NOVA community. The director of Communications and Enrollment Marketing will alert the Social Media manager and the Web Services manager. Together, the Communications team will ensure the appropriate messages are uploaded to NOVA's website, social media channels and other communications channels prior to the OEMS authorizing police dispatch to send the college-wide alert.

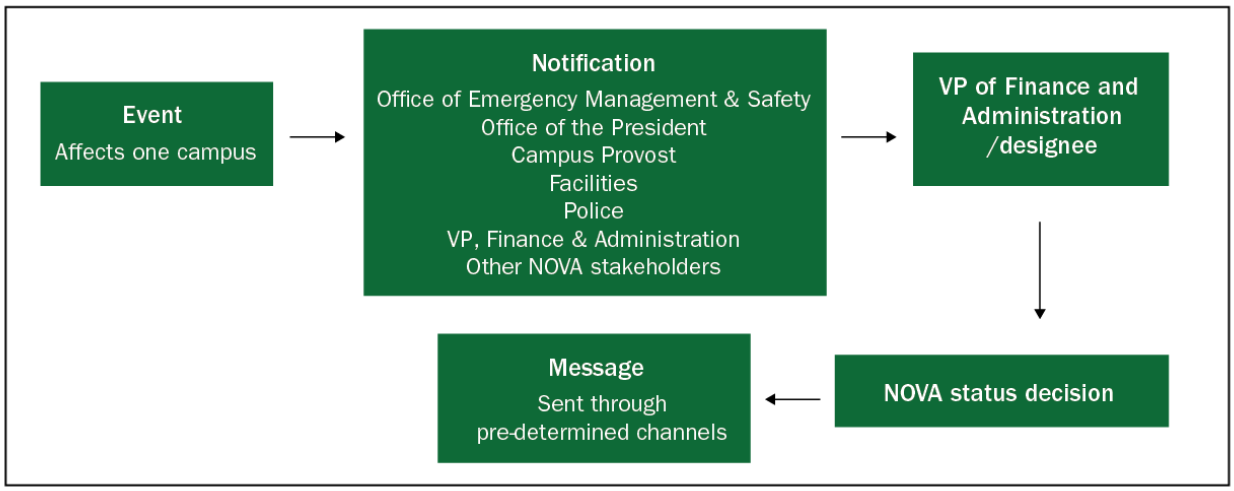
Channels for collegewide Status Communications may include:

- NOVA Alert.
- College website.
- Social media platforms.
- College email.
- College phone greeting.
- Canvas.
- Virtual Student Union.
- TV banner or scroll.
- Campus marquee.
- Local media.

5.1.2 Single Campus

Other incidents, events or emergencies, such as a water main break or power outage, may affect a single NOVA campus or facility. Authority to declare a campus-wide delay in services or closure rests with the vice president of Finance and Administration/designee.

Diagram 4 illustrates the sequence of events in the single campus event.



When leaders have determined the need for a single-campus or single-location Status Communication, the director of the OEMS will contact the director of Communications and Enrollment Marketing as soon as possible – providing a minimum of 15 minutes notice – before authorizing a NOVA Alert to the impacted NOVA community. The director of Communications and Enrollment Marketing will alert the Social Media manager and the Web Services manager. Together, the Communications team will ensure the appropriate messages are uploaded to NOVA's website, social media channels and other communications channels prior to the OEMS authorizing police dispatch to send the college-wide alert.

Channels for single-campus Status Communications may include:

- NOVA Alert.
- College website.
- Social media platforms.
- College email.
- College phone greeting.
- Canvas.
- TV banner or scroll.
- Campus marquee.

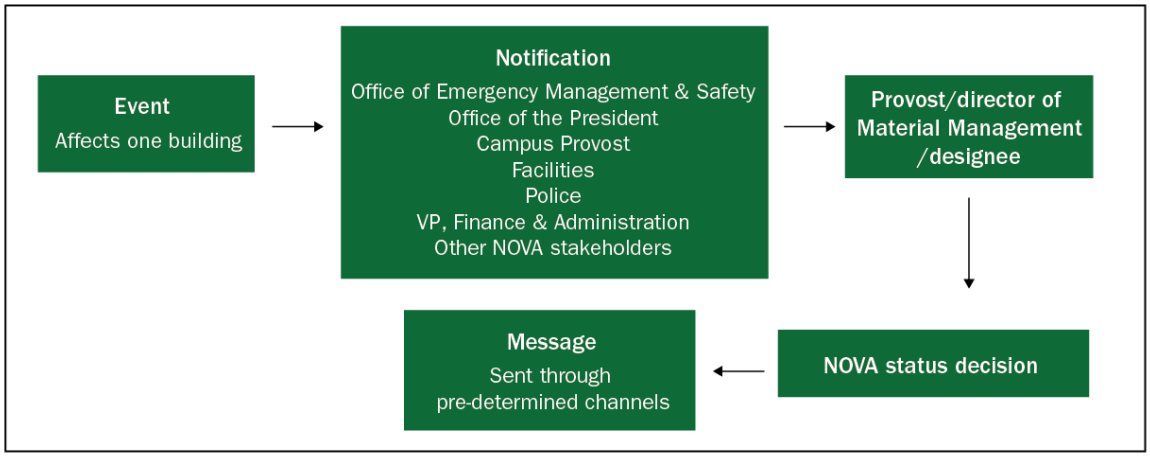
5.1.3 Single facility

Similarly, water main breaks, power outages or other situations may impact only a single NOVA building or other facility. Authority to declare a single-building delay in services or closure is given to:

- The campus provost/designee for an individual campus.

- Loudoun Campus provost/designee for the Reston Center.
- Director of Material Management/designee for the Pender complex.

Diagram 5 illustrates the sequence of events in the single facility event.



When leaders have determined the need for a single building or facility Status Communication, the director of the OEMS will contact the director of Communications and Enrollment Marketing as soon as possible – providing a minimum of 15 minutes notice – before authorizing a NOVA Alert to the impacted NOVA community. The director of Communications and Enrollment Marketing will alert the Social Media manager and the Web Services manager. Together, the Communications team will ensure the appropriate messages are uploaded to NOVA's website, social media channels and other communications channels prior to the OEMS authorizing police dispatch to send the college-wide alert.

Channels for single-facility Status Communications may include:

- NOVA Alert.
- College website.
- Social media platforms.
- College email.
- Canvas.
- TV banner or scroll.
- Campus marquee.
- Sign on the door to the impacted building or facility.
- Staff at the entrance to the affected building or facility to direct faculty, staff, students and/or visitors to a new location for classes or other events.

Table 1: Summary of Status Communications by Channel

Technology	College	Campus	Building
NOVA Alert	X	X	X
Website	X	X	X
Social media	X	X	X
Email	X	X	X
College phone greeting	X	X	
Canvas	X	X	X
Virtual Student Union	X		
DMS/TV banner scroll	X	X	X
Campus marquee	X	X	X
Local media (TV, radio, online)	X		
Signage on doors			X
Staff at entrance to direct to new room			X

5.2 Follow-up Communications

Once the incident or situation has been resolved, the OEMS and appropriate leaders will determine when to send an "all clear" message to the NOVA community, notifying it of re-openings or resumption of services. All Status Communications will be closed by a follow-up message.

The director of the OEMS will contact the director of Communications and Enrollment Marketing as soon as possible – providing a minimum of 15 minutes notice – before authorizing a NOVA Alert follow-up to the impacted NOVA community. The director of Communications and Enrollment Marketing will alert the Social Media manager and the Web Services manager. Together, the Communications team will ensure the appropriate messages are uploaded to NOVA's website, social media channels and other communications channels prior to the OEMS authorizing police dispatch to send the college-wide alert.

5.3 Inclement Weather – Delays, Closing Procedures

In the event of inclement weather, such as snow or freezing rain, NOVA may be required to close early, open late, operate remotely or close completely for an extended period. NOVA uses a color-coded system to communicate any operating status updates to faculty, staff and students:

- **Green:** All NOVA campuses, properties and services are open under normal operation.
- **Yellow:** All NOVA campuses, properties and services are operating on a modified schedule.
- **Red:** All NOVA campuses and properties are closed. All classes and services are cancelled.
- **Purple:** All NOVA campuses and properties are closed, but classes and services will continue online.

In the event of a collegewide closure or delayed opening, the channels for collegewide notification may include:

- NOVA Alert.
- College website.
- Social media platforms.
- College email.
- College phone greeting.
- Canvas.
- Virtual Student Union.
- TV banner or scroll.
- Campus marquee.
- Local media.

A campus-specific closure or delayed opening may be communicated via:

- NOVA Alert.
- College website.
- Social media platforms.
- College email.
- Canvas.
- TV banner or scroll.
- Campus marquee.

Re-openings and resumptions of normal operations may be communicated using these same channels.

6. Protocol Maintenance

The OEMS will facilitate a meeting annually — or whenever a procedure undergoes significant changes — to review these protocols and implement necessary updates. At a minimum, the meeting will include representatives from the OEMS, NOVA Police and the Office of Communications and Enrollment Marketing. Updates will also be made when technology is discontinued or replaced.

7. System Testing

All NOVA alert systems will be tested quarterly through NOVA's Information Technology department.

8. Training

Training is essential to demonstrate and improve NOVA's ability to execute the procedures outlined in these protocols and identify the most effective methods for implementing emergency and status communications. Staff members who have roles and responsibilities within the NOVA ESCP receive the necessary training on emergency procedures and processes. NOVA's Administrative Council is regularly briefed on the protocols. Staff members with crisis response and communication roles and responsibilities and college leadership will be informed when procedures, system characteristics or capabilities are updated. In addition, new staff with roles and responsibilities in the NOVA ESCP will be trained accordingly. Training will be implemented and held annually.