

**Appendix H:  
Message format and pre-scripted templates**

**Pre-Scripted Messages**

These are only text messages, pre-scripted, pre-approved. OSU IC can send these URM pre-approved messages immediately.	Seek URM approval prior to sending message	Seek URM approval prior to sending message
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<b>Incident</b>	<b>OSU Alert- Imminent or Immediate, Significant Emergency or Dangerous Situation On Campus</b>	<b>OSU Alert- Serious or Ongoing Criminal Activity Defined by the Clery Act</b>	<b>OSU Alert-Other Security Information or Routine Campus Notification</b>
<b>All Clear</b>	<b>TEXT:</b> Emergency is over. All Clear. You may now resume normal activities.	The emergency situation is resolved. Safety officials have contained the event, and you may resume normal activities.  For more information, periodically check 541-737-8000.	
<b>Informational: Police Activity on campus</b>	<b>TEXT:</b> Law enforcement presence (LOCATION) due to ongoing incident. Avoid area. Follow police instructions. Call 541-737-3010 with info.		
<b>Person with Gun/Other Weapon</b>	<b>TEXT:</b> Person with a (weapon) reported near (LOCATION). Stay inside. Secure doors. Emergency personnel responding. Call 911 if injured.	Note: May not be a crime under Oregon law.  If there is no immediate life-safety risk, craft message.	If there is no immediate life-safety risk or Clery Act crime, consider crafting a message.

<b>Incident</b>	<b>OSU Alert- Imminent or Immediate, Significant Emergency or Dangerous Situation On Campus</b>	<b>OSU Alert- Serious or Ongoing Criminal Activity Defined by the Clery Act</b>	<b>OSU Alert-Other Security Information or Routine Campus Notification</b>
<b>Report of Shots Fired</b>	<b>TEXT:</b> Gun shots reported near ( <b>LOCATION</b> ). Stay inside. Secure doors. Emergency personnel responding. Call 911 if injured.	If there is no immediate life-safety risk, craft message.	Not applicable
<b>Active Shooter/Threat</b>	<b>TEXT: (Situation)-(Location).</b> RUN.HIDE.FIGHT if in danger. Take shelter. Secure door. Silence cell phones. Call 911 if injured.	Not applicable	Not applicable
<b>Active Police Incident, suspect information</b>	<b>TEXT:</b> OSU Police (OR NAME OTHER AGENCY INVOLVED) looking for (GENERAL CRIME TYPE) suspect (DESCRIPTION), last seen (LOCATION). Do not approach. Follow police instructions. Call 541-737-3010 with info.	Depending upon circumstances, send pre-approved blast text message; or  Craft message.	Not applicable
<b>Kidnap/ Abduction (Actual or Attempted)</b>	<b>TEXT: (Situation) situation (Location).</b> WATCH for (law enforcement info). (Follow instructions from authorities.) Call 541-737-3010 with information.	Kidnap/Abduction is not a Clery Act crime; however  If a Clery crime is reported, but no immediate life-safety risk exists, craft message.	If there is no immediate life-safety risk or Clery Act crime, craft message.

<b>Incident</b>	<b>OSU Alert- Imminent or Immediate, Significant Emergency or Dangerous Situation On Campus</b>	<b>OSU Alert- Serious or Ongoing Criminal Activity Defined by the Clery Act</b>	<b>OSU Alert-Other Security Information or Routine Campus Notification</b>
<b>Bomb Threat</b>	<b>TEXT:</b> Bomb Threat-EVACUATE ( <b>Location</b> ) immediately. Follow instructions from authorities on- site. Avoid area.	Not applicable	Not applicable
<b>Bomb or Explosive Device</b>	<b>TEXT:</b> Suspected explosive found. EVACUATE ( <b>Location</b> ) immediately. Follow instructions from authorities on-site. Avoid area.	Not applicable	Not applicable
<b>Explosion</b>	<b>TEXT:</b> Explosion-evacuate ( <b>LOCATION</b> ) immediately. Follow instructions from authorities. Call 911 if injured. Avoid area.	Not applicable	Not applicable
<b>Hazmat Spill/Leak/Gas Leak</b>	<b>TEXT: (Hazardous spill/Gas leak)</b> –EVACUATE ( <b>Location</b> ) immediately. Follow instructions from authorities on-site. Avoid area. Call 541-737-3010 if help is needed.	Not applicable	If there is no immediate life-safety risk, Campus Facilities Notification Template
<b>Fire</b>	<b>TEXT:</b> Fire-EVACUATE ( <b>Location</b> ) immediately. Follow instructions from authorities on-site. Do not use elevators. Call 541-737-3010 if help is needed.	Not applicable	

<b>Incident</b>	<b>OSU Alert- Imminent or Immediate, Significant Emergency or Dangerous Situation On Campus</b>	<b>OSU Alert- Serious or Ongoing Criminal Activity Defined by the Clery Act</b>	<b>OSU Alert-Other Security Information or Routine Campus Notification</b>
<b>Weather Emergency</b>	<b>TEXT: (NATURE OF ALERT)</b> issued for <b>(LOCATION)</b> . Go inside immediately. Seek shelter at lowest level of building. Avoid windows and doorways.	Not applicable	Not applicable
<b>Earthquake</b>	<b>TEXT:</b> Earthquake – Drop, Cover, Hold On until shaking stops. Evacuate buildings to outdoors Do not re-enter buildings. Call 541-737-3010 for help.	Not applicable	Not applicable
<b>Structural Damage</b>	<b>TEXT: (NATURE OF INCIDENT)</b> -evacuate <b>(LOCATION)</b> immediately. Follow instructions from authorities. Avoid area.	Not applicable	Not applicable
<b>Health Threat</b>	<b>TEXT: (NATURE OF INCIDENT)- (LOCATION-IF APPLICABLE)- (INSTRUCTIONS)</b>  <b>Remember:</b> Send in response to imminent or immediate threat.	Not applicable	If there is no immediate life-safety risk, coordinate with URM and responsible authorities to determine messaging.  <b>(NATURE OF INCIDENT)- (LOCATION-IF APPLICABLE)- (INSTRUCTIONS)</b>

<b>Incident</b>	<b>OSU Alert- Imminent or Immediate, Significant Emergency or Dangerous Situation On Campus</b>	<b>OSU Alert- Serious or Ongoing Criminal Activity Defined by the Clery Act</b>	<b>OSU Alert-Other Security Information or Routine Campus Notification</b>
<b>Clery Act Crime/Other Criminal Action</b>	<b>TEXT: (Crime)</b> occurred at <b>(Location)</b> . (Armed?). (Last seen?). (Described as/wearing?). AVOID AREA. Law enforcement responding. Call 541-737-3010 with info.	If a Clery crime is reported, but no immediate life-safety risk exists, craft message.	If there is no immediate life-safety risk or Clery Act crime, craft message.
<b>Medical/Ambulance</b>	Not applicable	Not applicable	
<b>Electrical Failure (campus wide)</b>	If there is an immediate life-safety risk, <b>TEXT:</b> Electrical failure - <b>(LOCATION)</b> . Call 541-737-3010 for help. Utility personnel are responding. Monitor <a href="http://facilities.oregonstate.edu/">http://facilities.oregonstate.edu/</a> for updates.	Not applicable	Campus Facilities Notification Template
<b>Utility Failure</b>	Not applicable	Not applicable	Campus Facilities Notification Template

Incident	OSU Alert- Imminent or Immediate, Significant Emergency or Dangerous Situation On Campus	OSU Alert- Serious or Ongoing Criminal Activity Defined by the Clery Act	OSU Alert-Other Security Information or Routine Campus Notification
<b>Information Security Breach</b>	Not applicable	Not applicable	Information Security Notification Template
<b>Custom</b>	(NATURE OF INCIDENT) - (LOCATION) - (INSTRUCTIONS)		
<b>Closure or Modification of Operating Hours</b>	Not applicable	Not applicable	<p><b>Immediate:</b> OSU Alert: OSU Corvallis Campus is modifying its operating hours. Check your OSU email or Campus Status Line (541-737-8000) for more details.</p> <p><b>Change in hours is &lt; 4 hours from normal operating hours</b>  <b>TEXT:</b> Due to <b>(INCIDENT)</b> the <b>(CAMPUS)</b> is closed/delayed until <b>xxxx hour</b>. (All academic operations are cancelled.) (All classes are cancelled). Essential Employees report to work per Department plans. Updates will be posted at <a href="https://oregonstate.edu/alerts">https://oregonstate.edu/alerts</a> and 541-737-8000.</p> <p><b>Change in hours is more than 4 hours from normal operating hours:</b>  Campus Closure template</p>

## Safety Notice-Corvallis Campus

Safety Notices inform the Oregon State University community of recent incidents regarding personal safety and/or the protection of property. Please read the following information carefully to make informed decisions about your safety and property.

**Content Warning:** This message includes information regarding sexual assault and interpersonal violence. Upon reading this message, if you are in need of supportive care, please reach out to the [Center for Advocacy, Prevention & Education](#) (541-737-2030) or [Counseling and Psychological Services](#) (541-737-2131).

**Reported Offense:** Multiple incidents of non-consensual, sexual touching (i.e., fondling) have been reported to the Department of Public Safety. These incidents occurred during large public events.

Oregon State University prohibits sexual assault as defined under [University Policy: 05-001 Sexual Misconduct and Discrimination](#). The university is committed to creating and maintaining an equitable and inclusive working and learning environment free of all violence, harassment, and discrimination. When sexual misconduct occurs, the university will take steps to stop, investigate, prevent recurrence, and remedy the impacts of such behavior, including levying sanctions commensurate with the proven violation, up to and including termination of employment, expulsion from the university, and/or removal of privileges to participate in university programs and activities.

Anyone with information about these incidents or other criminal behavior occurring within the OSU community is encouraged to call the Department of Public Safety at 541-737-7000 (emergency) or 541-737-3010 (non-emergency). If you or someone else is in immediate danger, dial 911.

**Time and Location:** The fondling incidents occurred during large public events occurring on the Corvallis campus.

**Suspect(s):** The suspects in these incidents have been identified and excluded from university property. No connection or pattern among these incidents and individuals, other than the location and type of event, has been identified at this time.

**Resources and Response Options:** The following provides information about university resources and public safety response options. This information is not exhaustive. Remember, survivors and impacted parties are never at fault for the actions of those who choose to harm them.

- Report suspicious and criminal behavior to the Department of Public Safety at 541-737-3010 (non-emergency) or 541-737-7000 (emergency). DPS officers can connect impacted parties with university and local resources even if criminal prosecution is not desired.

- Active bystanders can follow a few general tips for contributing to their safety while assessing a situation and intervening. Consider some of the following guidelines: don't be antagonistic; tell others about plans to intervene; be honest and direct whenever possible; recruit help if necessary; maintain personal safety; and avoid using violence.
- If you see something, do something. If you don't feel safe intervening directly, find someone who can. If you or someone else is in immediate danger, dial 911. More information about bystander intervention can be found at <https://www.rainn.org/articles/practicing-active-bystander-intervention>.
- The OSU Department of Public Safety, <https://publicsafety.oregonstate.edu/>, may be reached 24-hours a day by calling 541-737-7000 and can assist university community members with safety planning.
- Students may access mental health resources through Counseling and Psychological Services, <https://counseling.oregonstate.edu/>.
- The Center for Advocacy, Prevention & Education, <https://studenthealth.oregonstate.edu/cape>, is a confidential resource to support survivors of interpersonal violence.
- The Office of Equal Opportunity and Access, <https://eoa.oregonstate.edu/>, assists OSU community members by seeking to ensure equitable and inclusive environments for all.
- Employees may access care through the Beyond Benefits Employee Assistance Program, <https://hr.oregonstate.edu/benefits/current-employees/health-wellness-work-life/employee-assistance-program/beyond-benefits>.



## Campus Power Outage Notification Template

### Notice: Unplanned power outage

**Effective Date(s): Thursday, May 13<sup>th</sup>, 2021**

Portions of OSU's Corvallis Campus may have recently experienced a power outage. Buildings currently without power are listed below. Pacific Power is investigating the cause of the outage and Facilities Services is working to identify additional buildings affected. At this time there is no estimate for the restoration of power. Email [Facilities Services](#) if you notice other areas without power or if there are issues with generators or backup power.

Known affected buildings:

XXX Hall  
XXX Hall  
XXX Hall  
XXX Hall

Visit the [Facilities Services website](#) or the [OSU Campus Closures, Shutdowns, and Detours](#) page for updates on this and other campus notifications.

Please forward this notice to anyone who would benefit from this information.

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#### Facilities Services

University Facilities, Infrastructure & Operations  
Oregon State University  
560 SW 15<sup>th</sup> Street | Corvallis, OR 97331 | 541-737-2969  
[Facilities@oregonstate.edu](mailto:Facilities@oregonstate.edu) | [facilities.oregonstate.edu](http://facilities.oregonstate.edu)

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### Notice: Unplanned power bump resulting in an outage

**Effective Date(s): Thursday, May 13<sup>th</sup>, 2021**

Portions of OSU's Corvallis Campus may have recently experienced a power bump. Currently, XXX Hall and XXX Hall are experiencing power outages. Pacific Power is investigating the cause of the outage and Facilities Services is working to identify additional buildings affected. At this time there is no estimate for the restoration of power. Email [Facilities Services](#) if you notice other areas without power or if there are issues with equipment not resetting.

Visit the [Facilities Services website](#) or the [OSU Campus Closures, Shutdowns, and Detours](#) page for updates on this and other campus notifications.

Please forward this notice to anyone who would benefit from this information.

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**Notice: Unplanned power bump**

**Effective Date(s): Thursday, May 13<sup>th</sup>, 2021**

Portions of OSU's Corvallis Campus may have recently experienced a power bump. Pacific Power is investigating the cause and Facilities Services is checking building systems for any issues. Email [Facilities Services](mailto:Facilities@oregonstate.edu) if you notice areas without power or if there are issues with equipment not resetting.

Visit the [Facilities Services website](http://facilities.oregonstate.edu) or the [OSU Campus Closures, Shutdowns, and Detours](http://osucampusclosures.com) page for updates on this and other campus notifications.

Please forward this notice to anyone who would benefit from this information.

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**\*\*Update: Power has been restored, please call or email [Facilities Services](mailto:Facilities@oregonstate.edu) if you notice areas without power or if there are issues with equipment not resetting.\*\***

Campus Facilities Notifications distribution list Template (non-power outage)

**(INCIDENT)**

**(LOCATION)**

**(Description of incident, response efforts, estimated completion time, area impacted)**

Please contact [Facilities Services](#), 541-737-2969, with any concerns.

To view Facilities Services outages and closures visit <http://blogs.oregonstate.edu/closurenotices/>

Check out **My Facilities** to submit work orders & track requests.

<http://my.facilities.oregonstate.edu/facilities>

## Campus Closure Template

Due to (INCIDENT) the Corvallis campus is (closed/has a delayed start/will be closing early).

Academic Operations are cancelled until campus re-opens. Essential employees are to report to work per your Department Plans.

(CAMPUS) Campus expects to resume full operations on (DATE/TIME). However, before your travel, confirm that the campus is open.

The latest information regarding campus status can be found at:

- OSU Home Web Page (<http://oregonstate.edu>)
- OSU Alerts Page (<https://oregonstate.edu/alerts>)
- OSU Social Media (<https://twitter.com/OregonState>,  
<https://www.facebook.com/osubeavers/>)
- OSU ONID email
- Campus Status Phone Line (541-737-8000)
- Local news media

Information regarding Leave and Time Off accounting during the closure can be found in the Human Resources manual, located at <https://hr.oregonstate.edu/manual/closures-or-curtailed-operations-including-inclement-weather>



21 December 2022

Oregon State University's Corvallis campus operations will be limited Thursday and Friday, Dec. 22 and 23, 2022, due to forecasted sub-freezing temperatures and snowfall and anticipated travel challenges that may impact safety. During this time, many university services will be provided remotely.

Supervisors should communicate schedule expectations with employees related to remote work or if any employees are required to work onsite. For work that must be completed onsite, we ask that each employee evaluate their risk of traveling to campus, and seek to utilize alternative modes of transportation to commute to campus. Or engage in other commute strategies, such as a late start or early departure from work.

We also recommend that individual colleges, divisions, units, centers, research facilities and offices communicate directly with their employees and students, and utilize their websites to provide details about their respective hours of operations and services during these two days.

Future weather-related updates on OSU operations in Corvallis will be shared on the [university website](#), by calling 541-737-8000, and through notifications via social media, the news media and through [Twitter](#) and [Facebook](#).

Sincerely,

Mike Green  
Vice President  
Finance and Operations



Campus Information Security – Loss of personal information template

Dear OSU community member,

We are writing to inform you that your personal information may have been exposed to an unauthorized outside entity when Oregon State University experienced a recent IT security incident.

This matter involves an outside cyberattack that may have gained access to sensitive personal information, including Social Security numbers, names, addresses and phone numbers of approximately 000 students and family members. You are receiving this letter because your information was included in those files.

While we have no indication that the hacker directly accessed your personal information, it is clear that they had the ability to.

We apologize for this incident and any impact on you as a result. We take very seriously our responsibility to protect the data you entrust to OSU, and the university will continuously work to improve its cybersecurity. Although OSU was targeted illegally by a criminal actor, it is in our values to provide transparency and service to our community. This includes taking all measures to prevent future instances of this kind occurring.

As well, OSU is contracting for credit monitoring services to be provided to all those potentially affected by this incident. Please expect to receive a letter in the coming days sent to the address we have on record for you with details on how to sign up for this free service and for additional information that may be useful to you.

You also may want to contact U.S. credit-reporting agencies (Equifax, Experian, and TransUnion) to obtain a free credit report. You can do so by calling 1-877-322-8228 or by logging onto [www.annualcreditreport.com](http://www.annualcreditreport.com).

Even if you do not discover suspicious activity on your initial credit reports, the Federal Trade Commission recommends periodic credit report checks as a customary practice as a victim's personal information is sometimes held or shared for later improper use long after a cyberattack occurred.

To protect yourself from the possibility of identity theft, Oregon law allows you to place a credit freeze on your credit files. By placing a freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. Yet, keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze.

For more information on how to place a credit freeze, see the website for the Oregon Division of Financial Regulation at <https://dfr.oregon.gov/financial/protect/Pages/stolen-identity.aspx> and click on "Place a credit freeze." You may also contact the credit-reporting agencies directly to

place a freeze:

Equifax: 1-888-298-0045; <https://www.freeze.equifax.com>

TransUnion: Fraud Victim Assistance Department, PO Box 6790, Fullerton CA 92834

Experian: Send an e-mail to [BusinessRecordsVictimAssistance@Experian.com](mailto:BusinessRecordsVictimAssistance@Experian.com)

If you have immediate concerns and wish to speak to someone about this incident, please call (541)73X-XXXX between the hours of 8 a.m. to 5 p.m. Monday through Friday Pacific Daylight Time.

Sincerely,

Jon Boeckenstedt  
Vice Provost for Enrollment Management

David McMorries  
Chief Information Security Officer

## Campus Information Security – Possible response actions for message inclusion

- Check your credit report for inaccuracies. You can request your credit report for free from each of three reporting bureaus every year by visiting [www.annualcreditreport.com](http://www.annualcreditreport.com) or by calling 1-877-322-8228.
- Place a credit freeze. A credit freeze will halt any application for a new line of credit and remain in effect until you request that it be lifted. Keep in mind that a credit freeze won't prevent a thief from making charges to your existing accounts. It may cost up to \$10 to place and/or remove a freeze at two of the three credit reporting bureaus. For more information on how to place a freeze, visit <https://www.doj.state.or.us/consumer-protection/id-theft-data-breaches/identity-theft/>.
- Place a fraud alert. A fraud alert is a statement in your credit file that notifies anyone requesting a copy of your credit report that you may be a victim of ID theft. There are three different types of fraud alerts: an initial alert, an extended alert and an active duty alert. For more information on these alerts, visit <https://www.doj.state.or.us/consumer-protection/id-theft-data-breaches/identity-theft/>.
- File your taxes as early as possible. As soon as you have the tax information you need, file your taxes before a scammer does. Tax identity theft happens when someone uses your Social Security number to get a tax refund or a job. Respond right away to letters from the IRS and the Oregon Department of Revenue.
- Visit [www.identitytheft.gov](http://www.identitytheft.gov) to learn more about protecting yourself after a data breach. Under Oregon law, businesses with Oregon customers are required to inform customers and the state Attorney General's Office about security breaches that have placed personal information in jeopardy. For more information on the law and to view a copy of the breach notice, please visit <https://justice.oregon.gov/consumer/databreach/>.