

# Crisis Communication Procedure

## Staying Connected

In the event of a weather closure or other campus emergency, all available communication channels will be used to post information and updates. Please keep in mind that some channels may be unavailable due to the situation, so LCC employees are encouraged to stay connected through several different channels.

In the event of a closure or emergency, the following communication channels will be used:

Channel	What You Can Do
Emergency Notification System	Emergency notification messages display through the emergency clocks located in every classroom, and nearly every other room on campus. The clocks display information on the screen, and can also be used for audio messages. There are flashing lights in addition to the digital display screen to help draw attention to the units when there is an emergency.
Text	Due to a hacking incident with Twitter, this function is currently disabled. To get closure and emergency information by text message via the college's Twitter account text "Follow LowerCC_Alerts" to 40404. You will receive a confirmation text. Regular text messaging charges apply. For more detailed instructions on signing up for text alerts through Twitter, including instructions for how to unsubscribe, please see the Emergency Text Messages page in this handbook.
FlashAlert	LCC subscribes to FlashAlert to provide closure information to major media outlets (such as TV and radio). You can sign up to receive email notifications from FlashAlert by visiting <b>FlashAlert</b> at <a href="https://www.flashalert.net/id/lcc">https://www.flashalert.net/id/lcc</a> and entering your email address. You can sign up to receive push notifications on your mobile device by downloading the "FlashAlert Messenger" app from the iTunes app store or Google Play. Be sure to link the app to the FlashAlert account you set up with your email address. For more detailed instructions on signing up for text alerts through FlashAlert, including instructions for how to unsubscribe, please see the <b>Emergency Text Messages</b> page in this handbook.
Website	Visit <b>lowercolumbia.edu</b> to see the emergency banner at the top of every page. Banners are color coded: blue for inclement weather and other anticipated closures; red for emergencies; and green for all clear. For more detailed information, visit <b>lowercolumbia.edu/status</b> .
Email	Make sure you know how to check your email remotely by computer or other device with an Internet connection. Visit <b>lowercolumbia.edu</b> and select " <b>Email - Faculty &amp; Staff</b> " or " <b>Email - Students</b> " from the drop-down. Login with your LCC email* and password to access your email via the web.
Facebook	Anyone can view LCC's Facebook page at <b>facebook.com/LowerColumbiaCollege</b> . If you're on Facebook, be sure to "like" our page.
Twitter	Anyone can view LCC's Twitter account at <b>twitter.com/lowercc</b> . Sign up for a Twitter account at <b>twitter.com</b> and start following Lower Columbia College (lowercc).
Canvas	Information about a closure or emergency will be available in Canvas.
Supervisors	Check with your supervisor to get department-specific instructions.

\* Remote email login consists of first initial, last name followed by @lcc.ctc.edu (for example, jdoe@lcc.ctc.edu) for employees, who should use the same password for remote email access as they do on campus. Students can login using **username@my.lowercolumbia.edu**. For more information on student email access, please visit **lowercolumbia.edu/technical-help/gmail/index.php**.

For a comprehensive list of LCC's social media sites, please visit **lowercolumbia.edu/social-media**.