

Parents' Frequently Asked Questions

Does the University have an emergency plan?

Yes. The safety of our students and staff is always our top priority. While we must take personal responsibility for our own safety and security, UVA Emergency Management is prepared to quickly organize a multifaceted Critical Incident Management Team (CIMT) from across the institution to manage incidents ranging from small-simple to large-complex. The CIMT is guided by concepts and procedures outlined in the University's Critical Incident Management Plan (CIMP). It enables us to rapidly deploy resources from within UVA, which includes UVA Health. Additionally, the CIMP outlines the procedures necessary to integrate resources from our local/regional partners, the Commonwealth of Virginia, and as necessary the nation. We follow the National Incident Management System (NIMS) to guide our approach, utilize UVA Alerts for mass emergency notification, and leverage other forms of communications platforms to ensure a coordinated response effort.

In the event of an emergency, how will the University communicate with students, faculty, staff, and parents?

The University has a multi-tiered notification system to inform the community of an emergency:

- UVA Alerts will send **text alerts** to UVA members who add mobile phone numbers to their accounts. (Students can add mobile numbers to their accounts at <https://www.virginia.edu/uvaalerts>)
- UVA Alerts will automatically send **an email alert** to all active UVA email addresses.
- **UVA tweets Alerts** to @UVA_EM, @UVAPolice, @HoosSafe, and @UVAHSEM. *Follow us!*
- UVA has partnered with LiveSafe to provide a free safety app, which **anyone can download to receive emergency alerts**. See <https://safetyandsecurity.virginia.edu/mobile-safety-app>
- **LCD and LED screens** around Grounds display messages in an emergency.
- **Alertus desktop notification** will display a popup emergency message. (Students can download Alertus at www.its.virginia.edu/software/desktopalert.)
- **A siren system** with several speaker arrays strategically positioned on Grounds will alert persons who are outside and unlikely to notice or receive text, email, Alertus desktop, LCD/LED screen, or webpage messages.
- **The University emergency page** at www.virginia.edu/emergency is the official source for the most current reliable information in an emergency.
- **The University home page** (www.virginia.edu) will display an emergency alert message.

What can I do to help my student be prepared?

Our ability to respond to or recover from small and large emergencies depends on the level of preparedness of individuals and the community. We encourage you and your student to do the following:

- Verify and as necessary update their [UVA Alerts account](#). Encourage your student to add cell phone numbers to receive text alerts. All students automatically receive email alerts.
- Install Alertus desktop messaging at www.its.virginia.edu/software/desktopalert to personal computers.
- Download the LiveSafe mobile safety app. Students can use its safety resources and report a tip, even anonymously, to Police. <https://www.safetyandsecurity.virginia.edu/mobile-safety-app>
- Follow us on Twitter (@HoosSafe, @UVA_EM, @UVAPolice and @UVAHSEM).
- Become familiar with these resources on our webpage (<https://virginia.edu/emergency>):
 - ✓ [Are You Ready?](#)
 - ✓ [Emergency Procedures.](#)
 - ✓ [Building Evacuation Locations.](#)
 - ✓ [The Operations Status Board](#) (when classes and business operations are modified)

The University Police and the Vice President and Chief Student Affairs Officer regularly send messages to students including safety reminders. The array of messages is available at <https://vpsa.virginia.edu/communications>. Encourage your student to pay attention to these reminders and to take responsibility for safety within the UVA community.

Can parents sign up for UVA Alerts?

A person must be actively working or studying at UVA to have a UVA Alerts account. Students can register cell phone numbers to receive texts. We recommend that students include one parent's number. Students can also register parents to receive Alerts by email. **All students are already automatically opted-in to receive Alert emails.** Parents will also receive the same UVA Alerts if they follow our Twitter accounts (@HoosSafe, @UVA_EM, @UVAPolice and @UVAHSEM) or download the LiveSafe mobile safety app.

What can I do if I have a safety concern?

Our philosophy is to identify concerns in their early stages and to solve them before they become problems. In an emergency, University members should call or text 911 and seek advice for immediate action. Parents with urgent concerns should contact the Dean-on-Call during business hours at 434-924-7133 or after hours at 434-924-7166.

For non-emergencies, contact the Parent Helpline at 434-243-3333 or parents@virginia.edu.