

## EXHIBIT 2

### **Communication Protocol from RVM Administration (Incident Command) to Residents (RPG)**

This emergency communication protocol is a set of guidelines used by RVM Incident Command (IC) to communicate with RVM Residents (RPG) during an emergency, or unexpected event. This plan identifies the steps taken when a crisis first emerges and how RVM will communicate with the Resident Preparedness Group (PRG).

This protocol outlines the structure for communicating with Resident Preparedness Group (RPG), in the event of a crisis that affects the safety of RVM in an emergency situation.

#### **How RVM (IC) will communicate with Residents Preparedness Group (RPG) during an emergency:**

RVM will communicate with residents using standard verbal phone communication method.

If the phone system is inoperable, RVM IC will notify RPG via Emergency Communication application (One Call Now) or hand held radios.

If RVM IC determines it may no longer be safe for residents to remain in their home and relocation, or evacuation becomes necessary, RVM IC will communicate pertinent, timely information to residents via One Call Now communication tool. Consistent with laws and regulations surrounding confidentiality of resident information, families may be apprised of the following via RVM website and Facebook:

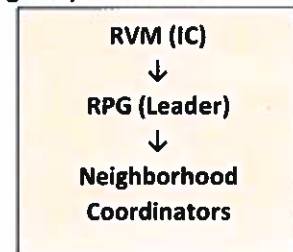
1. Information to where resident is relocated (if resident chooses to evacuate off campus)
  1. Name, address, and specific area of that site, as well as the anticipated timeframe to return to RVM
  2. General pertinent status updates

#### **RVM IC will communicate the following with the RPG during an emergency:**

Providing timely and accurate information to RPG during crisis or emergency situations.

During an event, the RPG will communicate with Area/Neighborhood Coordinators:

1. Emergency information and warnings;
2. Rumor monitoring and response;
3. Social Media updates;
4. Disseminating accurate and timely information related to the incident, particularly regarding information on safety and protection;
5. All communication to RPG will be managed through RVM IC via use of One Call Now, phones or radios to convey information during and following an incident. The information provided to the RPG includes direction on what actions should and should not be taken, along with appropriate details about the incident and the actions being taken by RVM IC. The RVM IC will communicate closely with RPG to avoid any contradictory or confusing messages coming from different sources.



**RVM communication assets (human and technological);**

- One Call Now
- Walkie Talkie system (campus wide)
- Employees assigned as Runners
- Neighborhood and Floor Coordinators
- Satellite phones (one ED – one Security – one Annex)
- Cell phones (if available)
- Resident HAM Radio Operators
- Email and/or RVM website and Social Media (Facebook) blasts