2105 – College Response to Media Requests

The Public Relations and Marketing Department is the official point of contact for disseminating information to the public. All information to be disseminated must be approved and coordinated by the Director of Public Relations and Marketing (or designee). The President and Director of Public Relations and Marketing are the only employees authorized to make direct contact with the news media and serve as spokesperson for the College, with the exception of athletic information provided by the Sports Information Officer or a spokesperson designated by the President or Director of Public Relations and Marketing. Other procedures are as follows:

If contacted by the media, employees may choose, if they wish, to answer questions pertaining to their area of employment, remembering that they are acting as a representative of the College by doing so. Employees are to be accurate, exercise restraint, and show respect for the opinion of others and make every effort to indicate that they are not speaking for the College. Employees should also notify the Public Relations and Marketing Department when information has been provided to the media.

<u>Crisis Communication Procedure</u>
Purpose: To initiate communication with appropriate parties to provide accurate, complete and timely information to the public and the media in the event of a crisis. Communications will seek to restore and maintain a positive image of Barton among its publics. Communications with the media or other publics should be open, honest and frequent. Refer all media inquiries to the Public Relations and Marketing Department. For definitions and college procedures, the Crisis Communication Team will rely on the Emergency Operations Plan. In addition to the EOP's definition of an Emergency, a crisis can include any event that the President and Director of Public Relations and Marketing might consider to be significantly harmful to the college's reputation.

Objective: To be perceived in the news media as a community-focused organization that genuinely cares about its employees, students and stakeholders. Barton Community College values and protects students, faculty and staff above all else, and will exhaust all measures to ensure their well-being.

Procedure: In the event of a crisis, *all* inquiries shall be referred to the Director of Public Relations (or designee). The President of the College shall be kept informed of all statements being delivered to the media.

What can be said: Preliminary contact with the media may be appropriate to inform reporters that information is on the way. As soon as initial facts are verified, the Director of Public Relations (or designee) will state the type of incident, when it occurred, why it happened, who is involved, and the location. Additional facts may be released as soon as they are known and verified.

Crisis Communication Plan: This is a document maintained by the Public Relations and Marketing Department that contains detailed instructions for the Crisis Communication Team. The Plan and Team are supplemental to the Emergency Operation Plan and Team. The Crisis Communication Plan shall be reviewed annually in July and presented to President's Staff.

Crisis Communications Checklist:

1. Director of Public Relations and Marketing is notified of crisis situation.
2. Director of Public Relations and Marketing will initiate the Crisis Communication Plan.
3. Director of Public Relations and Marketing determines level of crisis and assembles team.
4. Emergency Operations Plan is reviewed.
5. Appropriate communications to relevant news organizations and other stakeholders are planned.
6. Crisis Communication Team monitors media and responds to phone calls, emails and online comments.
7. Follow-up information is to be provided as it becomes available.

Contact(s): Director of Public Relations and Marketing

Related Form(s):

References:

Relevant Policy or Procedure(s): 1106 – College Communications

Approved by: President

Date: 8/28/0**2**

Revision(s): 10/09/06; 9/14/07; 3/31/09; 6/19/14; 1/26/15; 9/28/15; 5/25/17 (minor revision); 11/18/19 (minor revision)