

# SOP: Communication Standards with Law Enforcement and Campus Authorities

This SOP defines **communication standards with law enforcement and campus authorities**, focusing on establishing clear protocols for timely reporting, information sharing, and coordination during emergencies or routine interactions. It ensures all personnel understand proper channels, confidentiality requirements, and incident documentation to maintain safety, security, and effective collaboration between campus representatives and external law enforcement agencies.

## 1. Purpose

To establish standardized communication protocols between campus personnel and law enforcement or campus authorities to ensure effective, timely, and secure handling of all interactions related to emergencies, incidents, and routine matters.

## 2. Scope

This SOP applies to all faculty, staff, security personnel, and relevant contractors interacting with law enforcement or campus authorities during emergencies and routine matters.

## 3. Roles & Responsibilities

Role	Responsibility
Campus Security/Representative	Primary point of contact; initiates and coordinates communication during incidents.
Faculty/Staff	Report incidents; cooperate during investigations; maintain confidentiality.
Law Enforcement/Liaison	Receive information; coordinate response; update campus authorities.

## 4. Communication Protocols

- Reporting an Incident**
  - All personnel must promptly report emergencies or incidents to campus security using designated channels (e.g., emergency hotline, campus security desk).
  - Security personnel will assess and escalate the report to campus authorities and law enforcement as necessary.
- Information Sharing**
  - Only designated representatives can share sensitive or confidential information with external law enforcement agencies.
  - Ensure all shared information complies with legal and privacy guidelines (e.g., FERPA, HIPAA).
- Emergency Coordination**
  - Follow the campus emergency response plan for communication flow.
  - Establish a command center for clear coordination between campus and law enforcement representatives.
- Routine Interactions**
  - All routine requests for information from law enforcement should be directed to the designated liaison or office.

## 5. Confidentiality & Documentation

- All personnel must maintain the confidentiality of student, staff, and institutional information.
- Document all incidents and communications accurately within the campus incident management system.
- Retain records according to institutional and legal requirements.

## 6. Training & Compliance

- All relevant personnel must complete annual training on communication protocols, confidentiality, and emergency procedures.
- Non-compliance with this SOP may result in disciplinary action.

## 7. Review & Revision

- This SOP will be reviewed annually or following any major incident requiring law enforcement interaction.
- Revisions will be communicated to all personnel and incorporated into training.

## 8. References

- Campus Emergency Response Plan
- Family Educational Rights and Privacy Act (FERPA)
- Health Insurance Portability and Accountability Act (HIPAA)
- Applicable local, state, and federal laws