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<b>RAVE Communications System</b>	<b>ACA Standards: None</b>		
Steven Harpe, Director Oklahoma Department of Corrections		Signature on File	

## RAVE Communications System

The Oklahoma Department of Corrections (ODOC) will provide access to a communication system in the event of an emergency or incidents where notification to responders is required at agency, regional or local levels. The RAVE messaging system will be used to provide notification when an incident or emergency occurs that affects or threatens the health, security, safety, or welfare of the public, employees, inmates/offenders, property or infrastructure and drill/training scenarios as specified in agency emergency procedures.

RAVE alerts will be used for activation of Chief Administrators/Administrators/Managers, members of the Continuity of Operations Plan (COOP), Correctional Emergency Response Team (CERT) members, and other teams necessary to effectively respond to incidents, emergency situations and drill/training scenarios with the goals of preserving life, protecting property and restoring operations as quickly as possible.

This procedure will direct agency staff through the basic information of the system, how to modify the facility/unit spreadsheet, make changes to the RAVE system, how the notifications are to be sent, and rules governing the system.

For the purpose of this procedure, the term “facility” will apply to institutions and community corrections centers, and the term “unit” will include agency-wide

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administrative offices, divisions, subdivisions and probation and parole regions. The term “facility head” will apply to Wardens and Community Corrections Centers Administrators and the term “unit head” will apply to unit Administrators and Administrators of Community Corrections.

## **I. Rules Governing the Use of RAVE**

### **A. Proper Use**

1. Facility/unit designated primary and backup contact will only be authorized system access by the RAVE system Administrator;
2. The RAVE system will only be used in accordance with this procedure;
3. Staff receiving a RAVE alert will respond to the message as directed within 20 minutes;
4. RAVE alerts will be followed by the RAVE Alert Report, which identifies the alert sent, targeted recipients, requesting party, and response confirmation including response time. The report will be provided to the Chief Administrator of Special Operations;
5. No person is allowed access to RAVE without training and authorization; and
6. Due to this program being web based, additional instructions or assistance for management of RAVE will be obtained through the RAVE system Administrator.

## **II. RAVE Data Storage and Access**

RAVE data is maintained on a server and in individual facility/unit SharePoint locations for authorized users to update and change member contact information. Facilities/units will be familiar with their local spreadsheet and will update member contact information immediately as changes occur.

## **III. RAVE Access and Spreadsheet Maintenance**

### **A. Facility/Unit Maintenance Procedure**

Each facility/unit will designate staff members to serve as primary and back up contacts for maintenance of the member contact information (RAVE spreadsheet). Designated staff can only view and make changes to their individual facility information.

1. Access to the facility/unit SharePoint

The facility/unit head will be responsible for communicating with the

RAVE system Administrator to obtain access to the SharePoint location for their designated RAVE primary contact and back up contact. At the time of appointment, training will be provided to the designated primary and backup contacts.

2. Changes to the spreadsheet will be made as follows:
  - a. Additions or revisions will be highlighted in yellow;
  - b. Staff removed will be highlighted in red; and
  - c. Ensure changes are saved before closing.
3. When working in the spreadsheet, information in the drop down menus will be followed. "Institutional Role" and "Buildings" fields contain drop-down menus:
  - a. The building column will always be the facility/unit of assignment;
    - (1) Do not add information that is not already a "choice" in the drop down menu. If no option is exact, select the option closest to the role desired. While the field will accept new information and add it to the drop down, the RAVE system has to be amended manually.
    - (2) If the user believes there should be another "role" contact the RAVE system Administrator.
4. All fields will be entered in accordance with the "RAVE Information" ([Attachment A](#)). The cell phone/email columns will be state issued only. The use of personal phone numbers or personal email addresses is prohibited.
  - a. In the event of duplicate information recorded in a facility/unit's RAVE spreadsheet, the duplicated field (employee ID number, cell phone number, etc.) will turn pink. If this occurs, verify the information as accurate and make changes as necessary.
5. The facility/unit head will ensure the RAVE spreadsheet is reviewed monthly. If no changes are entered during the month; "no change" will be noted electronically and the current date will be added at the bottom of the RAVE spreadsheet. Spreadsheets shall be forwarded to the RAVE system Administrator by the 5<sup>th</sup> day of each month.

**B. RAVE Administrator**

1. The RAVE system Administrator will work with each RAVE spreadsheet at regular intervals. As this work occurs, the RAVE

system Administrator will record their initials and date at the bottom of the affected spreadsheet. This information will indicate that changes have been included in the agency Master Spreadsheet, which will be maintained by the RAVE system administrator.

- a. The RAVE Administrator will submit a monthly report to the Chief Administrator of Special Operations which indicates the RAVE system has been updated.

#### IV. Facility/Unit RAVE System Maintenance

##### A. Updating the RAVE Spreadsheet

1. As changes occur in member contact information on the RAVE spreadsheet, the facility designee will notify the RAVE system Administrator. These changes will occur immediately to ensure proper notifications will be made. The RAVE system Administrator will ensure changes are made in the RAVE system.
2. Accessing and changing RAVE information will be completed by the RAVE system Administrator or designee.
3. Each facility/unit will conduct a monthly verification of their system data. This verification will include that all data is current and that facility/unit staff maintaining RAVE are trained by the RAVE system Administrator. This monthly verification will be documented via email to the RAVE system Administrator by the facility/unit primary contact person.

#### V. Requesting an Alert

An alert may be requested by calling the ODOC Hotline contact number (405-425-2570) and providing the alert specifics, as outlined below, to the officers on duty. This contact number will be prominently posted in facilities/units and included in the emergency contact list information.

##### A. Local Alerts

Facilities/units may request alerts to activate the necessary local response teams, provide vital information to affected staff, and/or initiate drills. These requests can be made by the facility/unit head or designee, or the highest ranking correctional official present. Alerts can be requested on behalf of the facility head if deemed necessary.

##### B. Agency/Regional Alerts

Facilities/units may request alerts for agency/regional assistance needed outside of their facility/unit. These alerts will be requested by the Chief Administrator of Operations/unit Administrator or designee of the respective

units.

## VI. Sending a RAVE Alert

Alerts will be sent by the designated ODOC Hotline staff utilizing the RAVE system.

### A. Sending an Alert - Templates

1. Each facility/unit has standardized alert templates available on the RAVE system.
2. Sending an alert using a template.
  - a. Upon login into the RAVE system, choose “Alerts”;
  - b. Select the template to send;
  - c. Inside the templates there are areas available to add specific information such as, meeting location or the type of situation;
  - d. Delivery targets have been pre-established based upon the facility/unit selected.
    - (1) Prior to sending, the distribution list will be reviewed to ensure all required targets have been included;
    - (2) Click “Continue” and a confirmation screen will come up;
    - (3) Click “SEND THIS ALERT.” A confirmation message will appear on the screen.

### B. Sending an Alert - Without a Template

An alert can be developed/customized as required by the user.

1. Upon login into the RAVE system, choose “Create Alert Template”;
2. Information required will include;
  - a. Name the Alert;
  - b. Click on “Text” to input the message. Message content will begin with the facility/unit initials (e.g. BJCC, JMMCDPP);
  - c. Click on “Delivery Targets” and select intended recipients;
  - d. Click “Continue” and a confirmation screen will come up;

- e. Click "SEND THIS ALERT." A confirmation message will appear on the screen.

## VII. RAVE System Testing

### A. Testing Procedure

1. The RAVE system information will be tested by the RAVE system Administrator at regular intervals to ensure that proper data is maintained in the system and that the system is utilized in an efficient manner.
2. The Chief Administrator of Special Operations or designee will advise the RAVE system Administrator which staff teams or sections will receive a test alert, the test message, and the date and time of the test.
3. A report of test results will be forwarded to the Chief Administrator of Special Operations and the affected executive/senior staff by the RAVE system Administrator, for use in determining functionality and effectiveness of the program.
  - a. Individual response to the RAVE test will be within 20 minutes.
  - b. Facilities/units will provide corrective action reports for failure to respond issues (or untimely response).
  - c. Responders who have repeated response failures, and that are not mitigated through the corrective action reports, will lose the state issued cell phone. The local Administrator will be required to review the individual staff assignment to the group, team, or duty that required cell phone response.

Tests for system operability can be conducted by the RAVE system administrator as needed to ensure consistent operation of the program.

## VIII. Distribution

All employees who are designated RAVE responders will receive a copy of this procedure upon initial enrollment in the RAVE system and at any time revisions are made. It is the responsibility of the employee to read this procedure and indicate in writing on the "Acknowledgment of Understanding" ([Attachment B](#)) that the employee has read and understands this procedure. The "Acknowledgement of Understanding" ([Attachment B](#)) will be filed in the employee's personnel field file.

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IX. References

Policy Statement P-050100 entitled "Emergency Plans for the Oklahoma Department of Corrections"

X. Action

Affected executive/senior staff will be responsible for compliance with this procedure.

The Chief Administrator of Special Operations is responsible for the annual review and revisions.

Any exceptions to this procedure will require prior written approval from the agency Director.

This procedure is effective as indicated.

Replaced: OP-050201 entitled "RAVE Communications System" dated April 21, 2022

Distribution: Policy and Operations Manual  
Agency Website

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<u>Attachments</u>	<u>Title</u>	<u>Location</u>
<a href="#">Attachment A</a>	“RAVE Information”	Attached
<a href="#">Attachment B</a>	“Acknowledgement of Understanding”	Attached