

  
**Visiting Dignitary Protocol Manual**

The following manual is to be consulted prior to a dignitary being invited to visit UC Riverside.

**Contents:**

**Background** .....pg. 1  
**Protocol Flow Chart** .....pg. 2  
**Roles & Responsibilities** .....pg. 3  
**Contact Information** .....pg. 5

**Background:**

Individuals who are considered dignitaries include heads of state, heads of government, United States Cabinet Officers, State and Federal officials, and other national and international high-level government officials whose presence demands heightened sensitivity to security and/or protocol issues.

Given such sensitivities and because dignitaries’ availability to participate in campus programs and events is limited, it is critical that appropriate opportunities be identified before extending an invitation. When dealing with the categories of dignitaries listed above, it is appropriate that the invitation be extended personally by the chancellor and, if possible, that he participate in the visit. The complexity of scheduling and coordination warrants as much lead-time as is feasible.

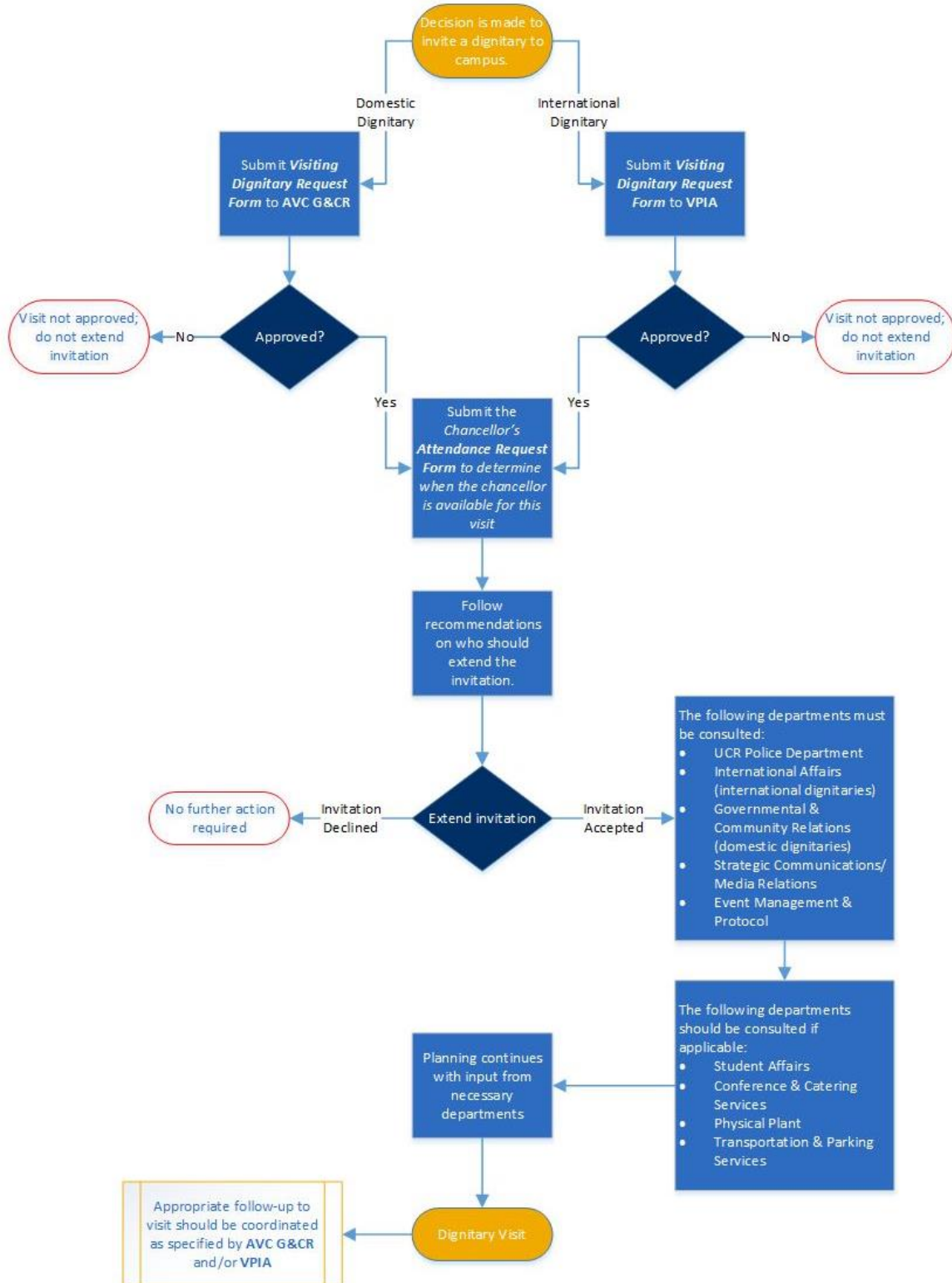
Before you extend an invitation to such a dignitary the attached ***Visiting Dignitary Request Form*** must be submitted to either Assistant Vice Chancellor for Governmental & Community Relations (AVC G&CR) Elizabeth Romero (for domestic dignitaries) or Vice Provost for International Affairs (VPIA) Kelechi Kalu (for international dignitaries) as early as possible in your planning. The request will be reviewed and referred to staff for planning, including participation by the chancellor and other campus leaders, if appropriate.

Upon approval from the AVC G&CR or the VPIA, a number of notifications must be sent in order to involve campus departments which must be consulted prior to the visit. UCR’s Office of Event Management & Protocol (x23144) can assist with initial planning and with involving appropriate campus entities, which may include:

- Chancellor’s Office
- University Communications/Media Relations
- UCR Police Department
- Student Affairs
- Transportation & Parking Services
- Physical Plant

  
**Visiting Dignitary Protocol Manual**

Visiting Dignitary Protocol Flow Chart:





**Visiting Dignitary Protocol Manual**

**Roles & Responsibilities:**

As mentioned, there are certain campus departments that must be consulted when dignitaries are brought to campus. Below you will find a list of departments that must be consulted along with their roles and responsibilities in preparing for the dignitary's visit:

**Chancellor's Office:** The Chancellor's Office should be consulted prior to an invitation being extended to a visiting dignitary (*domestic or international*). Based on the feedback provided by the VPIA and AVC G&CR, the chancellor's office will assess the chancellor's availability. They should be provided an official attendance request no later than 30 days prior to the visit and an official briefing for the visit no later than 5 business days prior to the event. It may also be necessary to work with the Chancellor's communications officer to develop talking points if the chancellor is making remarks.

**Event Management & Protocol:** UCR EMP should be consulted as soon as it is decided that a dignitary (*domestic or international*) will be visiting campus. They can assist in the logistics of visit including venues, décor, invitation lists, protocol, staffing, etc. They can also assist in communications with various campus departments to ensure everyone is up-to-date regarding the visit and that all aspects have been coordinated.

**Governmental & Community Relations:** Assistant Vice Chancellor for Governmental & Community Relations (AVC G&CR) Elizabeth Romero is UCR's principal resource for protocol and assistance with campus visits of *domestic* dignitaries. The office of Governmental & Community Relations will advise whether *domestic* dignitaries can/should be invited to campus. They will provide information on U.S. protocol that should be taken into consideration while planning. It will also be the AVC G&CR's responsibility to determine who should extend the invitation to the dignitary.

**International Affairs:** Vice Provost for International Affairs (VPIA) Kelechi Kalu is UCR's campus designee as the principal resource for protocol and assistance with campus visits by *international* dignitaries. The International Affairs office will advise whether *international* dignitaries can/should be invited to campus. They will provide information on cultural customs that should be taken into consideration while planning. It will also be the VPIA's responsibility to determine who should extend the invitation to the dignitary.

**University Communications:** UCR University Communications should be consulted as soon as it is decided that a dignitary (*domestic or international*) will be visiting campus. They will assist with generating a marketing plan, invitations, websites, etc. as needed. They will also be able to work with local and national media for both pre and post visit publicity.



**Visiting Dignitary Protocol Manual**

**UCR Police Department:** UCRPD should be consulted as soon as it is decided that a dignitary (*domestic or international*) will be visiting campus, preferably in advance of an invitation being extended. UCRPD will work with you to determine the level of security required, whether they are able to accommodate the needed security or if they need to bring in additional support, and will assess meeting/event locations for safety as needed. They will also be able to work with other campus and community entities to determine if protests or similar situations are likely.

Below you will find a list of departments that can be consulted if needed along with their roles and responsibilities in preparing for the dignitary's visit:

**Academic Scheduling:** should be contacted when classrooms are required for a lecture or other academic event requiring classroom space.

**Conference, Events & Catering Services:** should be contacted if catering is required or if any venues that they operate will need to be utilized (Alumni & Visitors Center, residence hall meeting rooms, etc.). If the visiting dignitary has special dietary restraints or preferences, or if a culturally appropriate menu is required to be developed, it is best to give Conference & Catering Services as much notice as possible to accommodate the request.

**Highlander Union Building (HUB) Scheduling:** should be contacted when event space is required for a lecture or other events requiring campus space.

**Facilities Services:** should be consulted if the facilities or grounds in proximity to the meeting/event location need to be cleaned or require maintenance. It is important that visiting dignitaries are provided the best experience of UCR and PP can help ensure this.

**Student Affairs:** Student Affairs should be consulted when a dignitary visit (*domestic or international*) is expecting to have a student component or if there has been indication from UCRPD that the visiting dignitary may cause student protests. Student Affairs is able to assist with necessary preparations to ensure student participation is appropriate for the visit.

**Transportation & Parking Services:** should be consulted whenever an event/meeting is being organized when participants will be parking on campus. They are the required party to work with to arrange parking attendants, pedestrian/vehicle signage, reserve parking spots, shuttle transportation, etc. They can also work with UCRPD if needed for special services required for safety.

  
**Visiting Dignitary Protocol Manual**

**Contact Information:** (as of Fall 2019)

**Academic Scheduling**

Phone: x23408

E-mail: [margaret.stewart@ucr.edu](mailto:margaret.stewart@ucr.edu)

**Chancellor's Office**

Contact: Suzette Lyons

Phone: x25201

E-mail: [suzette.lyons@ucr.edu](mailto:suzette.lyons@ucr.edu)

**Conference, Events & Catering Services**

Contact: Robin Hungerford

Phone: x25471

E-mail: [robin.hungerford@ucr.edu](mailto:robin.hungerford@ucr.edu)

**Event Management & Protocol**

Contact: Diane Viero

Phone: x23144

E-mail: [diane.viero@ucr.edu](mailto:diane.viero@ucr.edu)

**Governmental & Community Relations**

Contact: Elizabeth Romero

Phone: x22750

E-mail: [elizabeth.romero@ucr.edu](mailto:elizabeth.romero@ucr.edu)

**Highlander Union Building (HUB) Scheduling**

Contact: Lisa Walke

Phone: x23215

E-mail: [hubscheduling@ucr.edu](mailto:hubscheduling@ucr.edu)

**International Affairs**

Contact: Kelechi Kalu

Phone: x25054

E-mail: [kelechi.kalu@ucr.edu](mailto:kelechi.kalu@ucr.edu)

**Facilities Services**

Contact: Pamela Bloor

Phone: x24219

E-mail: [pamela.bloor@ucr.edu](mailto:pamela.bloor@ucr.edu)

**University Communications**

Contact: Johnny Cruz

Phone: x26047

E-mail: [johnny.cruz@ucr.edu](mailto:johnny.cruz@ucr.edu)

**Student Affairs**

Contact: Christina Wong

Phone: x24642

E-mail: [christina.wong@ucr.edu](mailto:christina.wong@ucr.edu)

**Transportation & Parking Services**

Contact: Kim Huynh

Phone: x21295

E-mail: [kim.huynh@ucr.edu](mailto:kim.huynh@ucr.edu)

**UCR Police Department**

Contact: Lieutenant Jason Day

Phone: x26188

E-mail: [jason.day@ucr.edu](mailto:jason.day@ucr.edu)