



UNIVERSITY EMERGENCY MANAGEMENT PLAN

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Levels of Emergency

The

Emergency Management Framework

This section describes the roles, responsibilities, tasks to be completed by each group in the emergency management framework.

Executive Committee

It is essential that certain executive officers be kept apprised of ongoing events and decision making so that they can be prepared to respond to vital policy issues. The executive officers will provide strategic guidance and decision making for all university campuses during emerging, reputational crises that do not necessarily involve physical events.

Providence Campus

When an emergency occurs the Incident Commander or his/her designee should contact the Campus President, Provost, and the Board of Trustees. For more information, contact the Office of the Incident Commander at (401) 863-2111.

Crisis Management Team Members

The Crisis Management Team has the principal responsibility for overall coordination and incident command of the university's activities for the duration of the emergency situation.

This team will be expected to collect and analyze information, evaluate response options, direct site operations, broadcast instructions and manage recovery actions. The responsibilities of the Crisis Management Team are:

- Assess and evaluate the initial severity and potential impacts of the event
- Determine if a full or partial activation of the Emergency Operations Team (and/or Emergency Operations Center) is warranted

Each Crisis Management Team member has a designated alternate staff member who can take on those responsibilities should the primary person be absent or otherwise unable to fulfill their role on the team.

Emergency Operations Team Members

Each department has designated emergency response members who are responsible for implementing and supporting the strategies and directives of the Crisis Management Team. The group is composed of directors and managers from various academic and administrative departments. Each team member will direct and coordinate the specific activities associated with their respective department.

- Prioritize the emergency response activities
- Coordinate activities with governmental and other external agencies
- Manage communications with students, parents, staff, faculty, local media and emergency response agencies, in coordination with Communications & Media Relations
- Ensure appropriate consultation and communication with the appropriate executive officers are established and maintained throughout the crisis.

Incident Commander

The ranking Campus Safety & Security officer (ranking officer), as listed below, will act as the on-scene Incident Commander for emergencies that occur either on or off university campuses, with the ability to transfer incident command to another, more qualified individual, depending upon the nature of the emergency. For example, the Incident Commander may transfer command to the ranking Health Services official during a pandemic. The ranking officer has the authority and responsibility to evaluate and activate plans for all Johnson & Wales University community members. The ranking officer will liaise, directly or indirectly as the circumstances dictate, with the Chair of the Crisis Management Team as soon as is possible. The Chair of the Crisis Management Team will be responsible for communicating with other members of the Crisis Management Team and coordinating the steps needed to determine if the Crisis Management Team or Emergency Operations Team need to be invoked.

While the ranking officer will act as the on-scene Incident Commander, the Chair of the Crisis Management Team will direct and support activities outside the immediate impacted area. The Chair of the Crisis Management Team will also be responsible for providing ongoing communication with the Executive Committee.

The Incident Commander will act as liaison to the local and state emergency services personnel and with regulatory agencies during the emergency.

Ranking Campus Safety & Security Officers:

Providence Campus, executive director, campus safety & security

Charlotte Campus, director, campus safety & security

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Emergency Communications

Johnson & Wales University, like all institutions, on occasion faces risks and adversities that affect many members of our community. No matter the situation, and in compliance with the Higher Education Opportunity Act, PL110315, the university is committed to the following communications principles as it may encounter these adversities:

Priority will be given to resolving the emergency or crisis situation and protecting the interests of persons involved; the interests safety, wellbeing and dignity of all persons touched by the situation will be the first concern of Johnson & Wales University.

The university will be as open about the details of the situation as the facts and conditions permit. The university is committed to accurate, fair, frank and timely communications.

In addition to adherence to the basic principles of communications in an emergency situation, Johnson & Wales University must observe the legal constraints it is under, as it fulfills its responsibilities to all members of the university community.

The university is a private institution. Both in principle and as a matter of legal responsibility, we respect the privacy of students, faculty and staff. External agencies and individuals – including the news media – require permission to come on campus any time and should always be escorted by appropriate representatives of the university.

The university is constrained by the U.S. Federal Family Education Right to Privacy Act (FERPA) which governs what an institution of higher education may communicate about a student. Designated spokespersons for the university are familiar with FERPA; it is always appropriate to defer communications about a student to the authorized spokesperson, who can communicate both effectively and within the constraints of the law.

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Media Communications

It is important to remember that in an emergency or any other situation in which Johnson & Wales University

Initial Discovery and Response

Upon discovery of an emergency the employee(s) and/or student(s) should call 911 and contact Campus Safety & Security (see campus phone numbers, listed below) who will notify the Incident Commander. If the Incident Commander is not present at the incident scene, the Incident Commander or his/her designee shall be contacted by cell phone by Campus Safety & Security.

If available, the following information should be provided to Campus Safety & Security and/or the Incident Commander:

- Name and phone number you are calling from
- Nature of the emergency

Emergency Procedures

Effective emergency response requires the coordinated efforts of staff, faculty, and students. Each member of the Johnson & Wales University community should be prepared to act promptly when faced with an emergency. This includes knowing the following:

- Evacuation routes, exit points and rally points; where rally point leaders, or their designee(s), will attempt to take an accounting (roll call) of employees, students, guests and visitors, after evacuation

- When and how to evacuate the building

- Locations of emergency supplies and materials, such as fire extinguishers, pull alarms and first aid kits

- Proper procedures for notifying emergency responders about an emergency in your building or work area

- Potential exposures to hazardous materials or processes in and around your work area, as well as any means of protecting yourself in the event of an emergency

- Proper procedures for location specific emergencies (i.e. snowstorm, hurricane, ice storm, etc.) and

- Campus emergency contact phone numbers

Cedar Hall North

Residents and guests of Cedar Hall North should evacuate the building immediately upon hearing a fire alarm. The rally point for Cedar Hall North is the far south corner of Parking Lot A near the Panthers' Practice Fields. A head count will be conducted by Residential Life personnel, and the Fire Department or Campus Safety & Security should be notified of any people, including disabled personnel, still in the building.

Cedar Hall South

Residents and guests of Cedar Hall South should evacuate the building immediately upon hearing a fire alarm. The rally point for Cedar Hall South is the far south corner of Parking Lot A near the Panthers' Practice Fields. A head count will be conducted by Residential Life personnel, and the Fire Department or Campus Safety & Security should be notified of any people, including disabled personnel, still in the building.

Student Center (Wildcat Center)

Students and guests in the Student Center should evacuate the building immediately upon hearing the fire alarm. The rally point for all occupants of the Student Center is The Quad – the courtyard in between Cedar Hall North and Cedar Hall South. A head count will be performed by Sports and Recreation Staff and the Fire Department or a tnt oty & Senturity j41

or by local law enforcement officials

Medical Emergency

All injuries (including mental health emergencies, such as a suicide attempt) and exposure incidents occurring on university property, whether emergency in nature or not, must be reported. In the event of a bodily injury to a member of the Johnson & Wales University community:

1. Call 9-1-1 should emergency medical assistance be required.
2. If 9-1-1 is contacted, Campus Safety & Security must also be called for immediate assistance.
3. When possible, try to determine name, phone number and residence of victim.
4. If you're properly trained administer first aid.
5. If you have not been properly trained to provide first aid, try to keep the injured person calm and comfortable until emergency response personnel arrive.
6. Have someone stay with the patient and someone meet emergency personnel outside the hospital.
7. NEVER drive a medical emergency patient or accident victim to the hospital.
8. If the accident involves an injury to a university employee, the supervisor will be responsible for completing a Worker's Compensation Accident Report.

Occupants should remain at their designated assembly areas until given clearance to exit the building or are directed to proceed to another location by the Incident Commander.

Ranking Campus Facilities Management Officials:

Providence Campus, vice president of real estate and facilities planning

Charlotte Campus, director of facilities management

Hazardous Materials Release

Emergency procedures for responding to a spill or release of chemical/biological/radiological materials have been developed and are located in the Johns Hopkins University Integrated Contingency Plan (ICP). The

Elevators

If a severe weather WARNING is issued, the following steps will be executed*:

The Incident Commander will be in contact with the local emergency management agency.

The Crisis Management Team will be notified of the situation.

The EOC team will determine appropriate next steps including the need to evacuate

The team will work together to take all the proper measures to reduce possible losses from wind and water damage such as broken windows, roof damage, and the loss of electricity.

All classes will be cancelled, if the situation warrants such an action. The designated communications officer will notify the media and campus community of the cancellations.

All non-essential personnel that reported for work will be dismissed and sent home, if it is safe to do so and the situation warrants such an action.

[* Due to the rapid and imminent nature, in the event of a Tornado Warning to the campus area, specifically, the senior officer available of campus safety & security shall activate the Emergency Notification System as soon as possible, prior to CMT/EOC notification and activation.]

During a Severe Weather Event

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Bomb Threat

Anyone who receives a bomb threat should follow these procedures in the order shown:

1. If you receive a threat by telephone, remain calm and attempt to obtain as much information as possible from the caller. This may include:
 - a. Male or female, approximate age?
 - b. Origin of call (local, long distance, internal, phone booth)?
 - c. Caller's voice (slow, fast, loud, foreign, calm, emotional, etc.)?
 - d. Are there background noises?
2. Record the conversation if at all possible, or have someone else contact Campus Safety & Security while you are on the line.
3. Immediately cease the use of all wireless communications, such as cell phones, pagers, radios and laptop computers, where a suspicious package containing an explosive device may be located.
4. Call Campus Safety & Security; give your name, location and telephone number. Inform them of the situation, reporting the exact words of the threat, including information you may have as to the location of the threat, time of the threat and time you received the call.
5. DO NOT evacuate the building and do not sound the alarm, but wait for further instructions. The ranking Campus Safety & Security officer and Chair of the Crisis Management Team, along with other staff, in consultation with local law enforcement personnel and other authorities, will be responsible for making the decision to evacuate buildings or the campus if necessary.
6. If you spot something out of the ordinary or that appears suspicious, report it to Campus Safety & Security.
7. If the building is evacuated, move as far away as possible. Keep streets, fire lanes and walkways for emergency vehicles and crews.
8. Report bomb threats received by means other than the telephone to Campus Safety & Security.

Suspicious Package

If you receive a suspicious letter or package on campus and it is _____ :

- a. Do not shake or empty the contents of the letter or package.
- b. Place the letter or package in some type of container to prevent leakage.
- c. Leave the room or area and prevent others from accessing.
- d. Immediately wash your hands with soap and water.

Assist any handicapped persons in exiting the building, remembering that elevators are reserved for handicapped persons. Do not panic

Maintenance & Distribution of the University Emergency Management Plan

The University Emergency Management Plan will be subject to ongoing changes based on the results of actual events, post-exercise drills and activities, and input from units and departments tasked in this plan. There shall be an annual review process; however incremental changes, modifications and adjustments to this plan will be made as conditions change.

Copies of the University Emergency Management Plan will be provided to all members of the Executive Committee, the Crisis Management Teams, and all emergency response team members. Selected portions of the plan will also be provided to the general Johnson & Wales University community.

Recordkeeping Requirements

The Director of Emergency Management shall be responsible for documenting the training of staff and for retaining that documentation.

Appendix A
Emergency Team Information

Will be sent to members of the EMT in a separate document

Appendix B
Emergency Operation Center and
Supply Location(s)

The Charlotte Campus Emergency Operation Center and Supply Location(s) are available only to

Appendix C
Evacuation Procedures

Rally Points and Evacuation Routes

need assistance with evacuating.

Note: If you become trapped in a building during a fire and a window is available, place an article of lightly colored clothing (shirt, coat etc.) outside the window as a marker for rescuers and shout at regular intervals to alert potential rescuers to your location. If a window is not available, stay near the floor where the air is less toxic. Do not panic.

Prior to an evacuation situation, faculty and staff should consider the following precautionary steps:

1. Encourage those with disabilities to identify themselves at the onset of the term via a statement on a syllabus or classroom discussion. Students with disabilities should be encouraged to meet with a needs advisor in the Center for Academic Support.
2. Evacuation procedures should be discussed with those with disabilities by a special needs advisor so a clear understanding of what they need to do in an emergency situation both in class and elsewhere on the campus exists.

Non –ambulatory people will have varying needs. Always consult the person as to his/her preference with regard to the following:

Ways of being removed from the wheelchair

Number of people necessary for assistance

Whether a seat cushion or pad should be brought along if the person is removed from wheelchair

Whether to extend or bend extremities when lifting because of pain, catheters, leg braces, etc.

Being carried forward or backward on a flight of stairs

If removed from the wheelchair whether a stretcher, chair with a cushion pad, car seat or perhaps paramedic assistance is necessary.

Additional things to consider when evacuating a physically challenged student:

Wheelchairs may have many movable or weak parts, which were not constructed to withstand the stress of lifting (the seat bar, footplates, wheels, movable arm rests, etc.).

Some people in wheelchairs may have electrical artificial respirators attached. They should be given priority assistance if there is smoke or there are fumes as their ability to breathe is seriously jeopardized.

Some people have no upper trunk or neck strength.

If the wheelchair is left behind, remove it from the stairwell so it is not in the way of other people.

Remove the batteries from a power wheelchair before attempting to transport it. Make sure the footrests are locked and the motor is off.

If a seatbelt is available, secure the person in the chair.

- 1) Treat all fire alarms as real.
- 2) RA's are responsible for assisting in the evacuation of the residence follows:
 - If at the front desk:
 - a) Call Campus Safety & Security & SMOC to report alarm.
 - b) Assist the Professional Staff in securing the front desk (Master key ID card should be taken outside).
 - c) Leave the building by the designated evacuation routes.
 - d) Help guide residents away from the building to the designated areas.

In the building, but not at the front desk:

- a) If on duty, contact CS&S and the SMOC to report the alarm via the wall phone. Call the Professional Staff and give instructions on securing the desk.
- b) Leave the building by the predesignated evacuation route.
- c) While exiting the building knock on every door on your floor and announce "Fire!"
 - i. DO NOT WAIT FOR AN ANSWER.
 - ii. DO NOT BACK UP OR GO OUT OF YOUR WAY TO KNOCK ON DOOR
 - iii. DO NOT KEY INTO ROOMS

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Special Instructions for Buildings Housing a Wheelchair Bound Student:

*****Please Note: The Professional Staff of the building is required to meet with any wheelchair bound student within 24 hours of their check in at the facility and explain this procedure.***

1. If a fire alarm sounds an evacuation, students with mobility issues should be directed to wait by the nearest stairwell entrance. They must stay outside of the stairwell and to the side of the door, in order not to block the path.
2. The Professional Staff must notify Fire Department of the student's location. Fire Department is already in the building prior to your arrival, communicate the information either directly to a firefighter, if possible, or to a Campus Safety & Security officer on scene. The Fire Department

Appendix D
Procedures for Notifying Emergency Responders

Initial Discovery & Response

The person discovering the emergency should call 911 and/or Campus Safety & Security at 980-598-1900. If calling from a university phone, dial "911" for local emergency response or ext. 1900 for Campus Safety & Security.

Given the circumstances of the emergency, the Emergency Quick Reference Procedures Guide, should be utilized. The guides are posted in classrooms and residence rooms.

The Emergency Quick Reference Procedures Guide is housed on the H drive in the JWU Emergency Plans & Procedures folder, and on the JWU Alerts page (sjwu.edu/charlotte) under the Resources section.

Appendix E
Procedures for Exposure to Hazardous Material

Appendix F
Emergency Utility Shut-off Locations

Appendix G
Severe Weather Event Information and Procedures

Weather Information

Inclement Weather

In the event of inclement weather, students are asked to call the INFO Line at WBTN INFO (980-598-4636) for potential class cancellations or campus closure announcements. Students will receive an announcement in the JWU email and it will be posted in the emergency alerts section of jwu.edu and the [Charlotte Campus website](#). Communications & Media Relations will also notify the local radio station WBT AM (1110) and television stations Spectrum News (Cable news, channel 14), WBTN 3 (CBS), WCNC 6 (NBC), Fox 46 Charlotte News, and WSOC 9 (ABC). Information will also be posted on JWU social media [Facebook](#) and [Twitter](#).

Please refrain from calling other university numbers for information on cancellations or closings due to inclement weather. JWU makes its decision independent of Charlotte-

Notification for those outside the University:

A representative of each department should be designated to change their department's voicemail message, that those calling from outside the University will be notified. You may also want to use the "Out of Office" reply on your email so that senders know you are not in the office.

Severe Weather Events

Hurricane

If a Severe Weather is issued by the local weather service, the Johnson & Wales University Incident Commander will initiate contact with the Charlotte Emergency Management Agency. The Incident Commander and the Campus President will then confer and decide whether to assemble the Crisis Management Team.

The Facilities Department will be responsible for ensuring that the following materials ~~site,~~ are ready for use:

- Flashlights
- Drop cloths
- Buckets
- Plywood
- Masking tape
- Rope
- Sand bags
- Sump pumps/hoses
- Chain saws
- Non-perishable food (to be supplied by storeroom)

Water/Flooding

Contact Facilities Management during the day (704.516.3991) and Campus Safety & Security in the evening (980.598.1900) to report any problems with water systems. Cease using all electrical equipment.

Elevators

If an elevator becomes inoperable, press the emergency call button – CS&S will be notified.

Heating, Ventilation and Air Conditioning (HVAC)

If you lose one of these systems, please call Facilities Management during the day (704.516.3991) and Campus Safety & Security during the evening (980.598.1900).

Appendix H
Pandemic Plans

PANDEMIC PLANNING

HEALTH SERVICES

LEVEL 0

Health Services will monitor the status of pandemic including transmission and current recommendations of local, regional and national public health officials.

We will ensure that adequate supplies are available to provide medical care for students.

Health Services will reinforce precautions to prevent the spread of illness on campus and within the health center.

Health Services will coordinate with the Communications and Public Relations Department regarding distribution of information in multiple formats to students and University staff. This information would include, but not be limited to, proper procedures for accessing medical care and infection control if/ when signs and symptoms of a contagious disease develop and a diagnosis is made.

Mecklenburg County Health Department

Monitor weekly updates from Mecklenburg County Health Department

Johnson & Wales requires up to date immunizations in an attempt to limit the possibility of many contagious diseases. Health Services collects, records, and maintains documents submitted for this purpose.

LEVEL 1

Appendix I
Communications
upon the Death of a
Student or
Employee

stopped.

9. Vice president of student affairs/dean of students will contact SAFS to determine outstanding loans and/or tuition re the family; SAFS then informs the family of forgiveness of debt, pending refunds and methods of dealing with external educational lenders.
10. Vice president of student affairs/dean of students will contact SAFS to begin review of academic progress to determine if awarding of a posthumous degree is possible.
11. As soon as practical following the event, the vice president of student affairs/dean of students will convene a core review team, to include representation from the following campus areas for an after action review:
 - Administration/operations
 - Student Affairs
 - Campus Safety & Security
 - Academic administration
 - Counseling Services
 - Communications & Media Relations

COUNSELING SERVICES

1. Counseling Services will contact roommates/friends of the deceased in coordination with the vice president of student affairs/dean of stu.9 (o)2 (f)2.6 (o)2g (o(er)-1T.9 (r)-19 (1T.9 (r)-12#s.6 (i)-2g6 (o)2 (n)12ee.6 (,)2 ()10an2 (u)2 (d/1.

CAMPUS PRESIDENT

1. Executive assistant to the president formulates a condolence letter to the parents from the campus president.
2. The Office of the President mails posthumous degree to family, if awarded.

COMMUNICATIONS & MEDIA RELATIONS

NOTIFICATION: JWU GLOBAL/INTERNATIONAL STUDENT SERVICES

In the event of a death of a JWU international student, either in the U.S. or abroad, procedures in this document will be followed pending action by the director of JWU Global International Student Services according to their internal document "Protocol for Response to a JWU International Student Death."

DEATH OF A FACULTY MEMBER

NOTIFICATION: COLLEGE DEAN

1. Upon notification of the death of an active faculty member, the dean of the college of the deceased faculty member will notify Human Resources and the Office of the Provost. A representative of Human Resources will notify the Campus President, Campus Safety & Security and Student Affairs.

2.
2.

DEATH OF A FORMER JWU FACULTY/STAFF MEMBER

1. Should a member of the JWU community receive notification of a former faculty or staff member's death by a family member or in a published obituary, the information should be directed to the senior administrator of the deceased's department or college.
2. At the senior administrator's discretion, the information will be shared with that campus community through the means available. (Example: the Providence Campus's weekly electronic newsletter to faculty and staff has a section called "Milestones.") Should a campus communication be considered, the senior administrator will work with CMR representatives to compose and issue a bereavement notice.

Document Owner: Vice President of Student Affairs and Dean of Students

Review: Annually, the vice president for student affairs shall coordinate a university group to review and update these procedures and all related documentation and email lists.

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