



JOHNSON & WALES
UNIVERSITY

CHARLOTTE CAMPUS

**UNIVERSITY EMERGENCY
MANAGEMENT PLAN**

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Purpose & Scope

This plan is a university wide guide for emergency management and coordination of all phases of emergency operations in response to all threats and all hazards. This plan seeks to protect the people and property, and to restore the primary mission, of Johnson & Wales University by educating and providing the necessary resources to react and respond to a variety of emergency situations that may occur.

The overall priorities of the university during a disaster are:

The protection of lives, property, community and environment, assurance of continuity of operations, and to restore the university's essential and normal activities as soon as possible.

In order to preserve and advance the university's teaching and public service programs, a stable and secure infrastructure is essential. However, in times of emergencies and wide-spread disruption, critical functional units of the university must work together under central coordination to protect and preserve.

Application to Johnson & Wales University

The plan provides the management structure, key responsibilities, emergency assignments and general procedures to follow during and immediately after an emergency. Johnson & Wales University has established this plan to address the immediate requirements for a major disaster or emergency in which normal operations are disrupted and special measures must be taken.

Concept of Operations

This plan for all threats/all hazards provides an organized management system for the university to follow during emergencies. It is designed as a flexible system in which part or the entire plan may be activated, as appropriate to the situation. It is based on a worst-case scenario and provides for the critical functions and roles of the university during a response.

The planning is based on the Incident Command System (ICS), the management structure adopted by the United States and internationally, and various Department of Homeland Security directives and National Incident Management System (NIMS) guidance. It is intended to provide a smooth transition to restoration of normal services and the implementation of programs for recovery. A NIMS Organizational Chart is included in each campus's emergency procedures.

Specific Regulations Addressed by the Plan

This plan has been developed to meet the university's emergency planning requirements including OSHA's Emergency Action Regulations, 29 CFR 1910.38 and the Higher Education Opportunity Act (HEOA), Public Law 110-315.

Levels of Emergency

The resources to be activated and deployed in any emergency will be determined by the nature and the extent of each emergency. The levels of emergency, along with the expected notifications for each level are shown below.

LEVEL	DESCRIPTION	EXAMPLES	RESPONDERS
1 Catastrophic Event	Impacts a sizable portion of the campus and the local outside community Often a multi-hazard disaster, and resolution will require considerable coordination between campus and local responding agencies	Act of terrorism Earthquake Structural collapse Extensive explosion/fire	EOC will be opened and staffed Crisis Mgmt. Team and Executive Committee must be involved
2 Major Incidents	Has significant impacts to people and/or property Interrupts campus operations Some assistance from outside agencies required	Loss of building, Major HazMat spill or release Campus demonstrations Major building flooding Severe weather	EOC will be opened and staffed Crisis Mgmt. Team will be directing all campus activities with support from Departmental Emergency Resources Executive Officers will be informed and consulted as needed to support campus requirements
3 Minor Incident	Limited duration Narrow impact on the campus community Require minimal or no assistance from outside agencies	Minor HazMat spill or release, Elevator accident Confined fire	Campus Security Departmental resources will likely take the response lead EOC will not likely be opened or staffed

Plan Activation

When an emergency arises, the officer in charge in Campus Safety & Security will contact the Incident Commander and inform the Chair of the Crisis Management Team who will determine if it is appropriate to activate the Emergency Management Plan. If the Chair of the Crisis Management Team, in consultation with the Incident Commander, determines that the incident constitutes an emergency, the Emergency Operations Center will be activated and the Crisis Management Team will be convened. If the plan is activated, the Chair of the Crisis Management Team will inform the Crisis Management Team and all other ranking officials as outlined by each campus's emergency procedures.

Emergency Management Framework

This section describes the roles, responsibilities and 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 all on-going 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, reputation-related 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, Chief Operating Officer, or in his/her absence, the Senior Vice President of Communications who shall notify, confer, and update members of the Executive Committee. If they are unavailable, the University Executive Vice President or the University Provost should be contacted, in that order.

Branch Campuses:

When an emergency occurs the Incident Commander should contact the Campus President, or the person designated as the campus's first contact. If unavailable, then the Executive Director of Operations should be contacted.

It is the responsibility of the first contact to also notify the Providence Campus President and Chief Operating Officer, or the Vice President of Communications (secondary). If they are unavailable, the University Executive Vice President or the University Provost should be contacted, in that order.

Executive officer(s) responsibilities include:

- Providing leadership and guidance to the campus Crisis Management Team during serious crises in consultation with the emergency operations team, making major policy decisions during extraordinary events, including campus evacuation or shut down
- Ensuring that effective lines of communication are maintained with key internal campus Crisis Management Team members and selected external officials

Executive Operations Team

In the event of an emergency that poses a threat to more than one campus the executive officers shall assume principal responsibility for overall coordination and incident command of the university's activities for the duration of the emergency situation, as described below under the "Crisis Management Teams" section. During such times, the University President may select ad hoc members to the Executive Operations Team as deemed appropriate given the nature and circumstances of the situation.

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 to:

- 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
- 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.

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.

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 execute action 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 on-going 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, director, campus safety & security

North Miami Campus, director, campus safety & security

Denver Campus, director, campus safety & security

Charlotte Campus, director, campus safety & security

Emergency Operations Center

In cases of widespread emergencies (Levels 1 and 2), the Crisis Management Team will direct the activation of the Emergency Operations Center (EOC) which will serve as the workspace for the Crisis Management Team, and for any additional emergency response team members who may be called upon for support and assistance. In the event that the EOC is inaccessible or unusable, the Alternate EOC (AEOC) shall be stood up by the Office of Emergency Management, and Crisis Management Team Members and Emergency Operations Team members can utilize the AEOC as a workspace while managing the incident.

Some Level 2 and Level 3 incidents may only require a partial activation of the EOC or AEOC, at the discretion of the Incident Commander.

- Charlotte – EOC will be located in CHS115
- Charlotte – AEOC will be located in one of the following TBD by the Incident Commander
Executive Office boardroom, admissions conference room, or SAFS conference room.

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, PL110-315, 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, well-being 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 at 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.

Campus wide Communication

Johnson & Wales University maintains an emergency notification system (ENS) that allows for university wide and/or campus wide messages to be sent in urgent emergency situations. If it is deemed necessary, per the university's Emergency Notification System Use Policy, to make an emergency announcement, the designated ENS user will be responsible for making that decision and for composing the message, with input from the designated communications coordinator if time permits. As referenced in the bomb threat section (p.22), cell phone, two-way radios or laptop computers must not be used where suspicious packages are located.

Other forms of communication that Johnson & Wales University may use to relay emergency messages to the university include, but are not limited to, e-mail, voicemail, text messaging, social media, campus websites, and campus hotlines. Depending on the severity of the situation, the designated communications coordinator on each campus (as listed below) will decide which form of communication(s) is most appropriate.

Designated Communications Coordinator:

Providence campus: director of communications and media relations

North Miami campus: director of communications and media relations

Denver campus: director of communications and media relations

Charlotte campus: director of communications and media relations

Media Communications

It is important to remember that in an emergency or any other situation in which Johnson & Wales University may need to respond to media inquiries, the designated communications coordinator is the principle media contact and spokesperson for the campus. The designated communications coordinator should be a member of the Crisis Management Team.

Emergencies on one campus can have repercussions that affect other campuses and the reputation of the university on a national and international stage. The Crisis Management Team is therefore responsible for maintaining contact with the Executive Committee, whose members include the General Counsel, so that they may plan for and execute strategies that protect the university.

Communication with Families of Students and Employees

Students (when a death has **not** occurred)

Communication concerning an emergency situation involving a Johnson & Wales University student should be handled according to the guidelines listed below:

In most cases, the ranking Student Affairs official on each campus (as listed below), or their designee, will have responsibility for calling the student's parents or legal guardian. This holds true whether the student is arrested on a felony charge, or is the victim of a racial or other hate incident and has given permission.

In the case of a medical emergency, life-threatening illness, psychological emergency, the physician or hospital will call the student's parents or legal guardians. The ranking Student Affairs official, or their designee, will confirm that the physician or hospital has contacted the student's parents or legal guardian, however, under certain circumstances; the campus may deem it necessary to contact the student's parents or legal guardian.

Employees (when a death has **not** occurred)

Should a Johnson & Wales University employee (faculty or staff) be involved in an accident or medical emergency, the employee's direct supervisor, or his/her designee, will call the emergency contact(s) designated by the employee.

Ranking Student Affairs Official:

Providence Campus, vice president of student affairs

North Miami Campus, dean of students

Denver Campus, dean of students

Charlotte Campus, dean of students

Note: In a situation involving the death of a student or employee, please refer to Appendix J: Communication upon the Death of a Student or Employee

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 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
- Location of the emergency
- Size / extent of emergency
- Materials involved, if any, and
- Injury to personnel, if any

Upon being notified, the Incident Commander, or his/her designee, will assess the situation to determine the following;

- Hazards involved
- Magnitude of the problem
- Resources threatened, exclusion zone necessity, or evacuation of building required

The Incident Commander, or his/her designee, will then determine the immediate action(s) to be taken and, as needed, ensure that contact is made with the Chair of the Crisis Management Team.

Campus Safety & Security Contacts:

- Providence Campus, 401-598-1103
- North Miami Campus, 305-892-7011
- Denver Campus, 303-256-9500
- Charlotte Campus, 980-598-1900***

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

Emergency Evacuations

Rally Points and Evacuation Routes

The Academic Center

Upon hearing the evacuation alarm in the Academic Center, all students, faculty and staff should immediately walk, not run, to the nearest exit. Students in a class should follow the direction of the instructor. **The rally point for the Academic Center is in the plaza in front of Gateway Center and the Doubletree Hotel.** All students, faculty and staff should proceed to this area for a head count. Instructors should notify the Fire Department or Campus Safety and Security of anyone that did not evacuate the building, and the location of disabled personnel that need assistance with evacuating.

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.

City View Towers

Residents and guests of City View Towers should evacuate the building immediately upon hearing the fire alarm. **The rally point for City View Towers is the CVT parking lot nearest to Trade Street.** 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

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 CHN and CHS.** A head count will be performed by Sports and Recreation Staff and the Fire Department or

Campus Safety & Security should be notified of any people, including disabled personnel, still in the building.

Gateway Center

Upon hearing the fire alarm in Gateway Center, all students, faculty and staff should immediately walk, not run, to the nearest exit. Students in class should follow the direction of the instructor. **The rally point for Gateway Center as designated by building management is in the gavel parking lot at 1100 Trade Street and Irwin Avenue.** All students, faculty and staff should proceed to this area for a head count. Instructors should notify the Fire Department or Campus Safety and Security of anyone that did not evacuate the building, and the location of disabled personnel that need assistance with evacuating.

Gateway Village

Upon hearing the fire alarm in Gateway Village, all students, faculty and staff should immediately exit the building and walk, not run, to the nearest exit. **The rally point for Gateway Village is in the plaza in front of Gateway Center and the Doubletree Hotel.** A head count should be performed by office personnel and the Fire Department or Campus Safety and Security should be notified of anyone that did not evacuate the building, and the location of disabled personnel that 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.

In the event of evacuation, campus procedures shall be followed as closely as possible. Evacuations may be the correct course of action in some instances, and direction in these cases will be provided by the Incident Commander, his/her designee and/or a local emergency services agency.

If the decision is made to evacuate one or more university buildings:

1. Stay calm, do not rush, and do not panic.
2. Safely stop your work. If time permits and it is safe to do so, shut off all computers, copy/fax machines, cooking equipment including ovens, stoves, fryolators, etc.
3. Gather your personal belongings if it is safe to do so. (Reminder: take prescription medications out with you if at all possible.)
4. No one shall remain in the building, no one shall re-enter the building without the authorization of the Incident Commander or the responding emergency services agency.
5. Upon exiting the building, students, faculty, and staff should report to the designated rally point. See the table(s) in the appropriate campus plan for the list of evacuation procedures and rally point locations.
6. Once at the rally point, students, faculty and staff shall remain at the rally point unless otherwise directed by university or emergency response personnel. Students, staff and faculty **MUST** check in with their rally point leader or building manager to attempt to provide an account of occupants to the Incident Commander. The Incident Commander must be notified if students, staff and/or faculty have not successfully evacuated or are missing.

For campus-specific Evacuation Procedures, please go to Appendix D.

Evacuation Procedures for People with Disabilities

1. Evacuate people with disabilities if possible, or follow the direction of response agencies.
2. DO NOT use elevators, unless authorized to do so, or accompanied, by police or fire personnel.
3. If the situation is life threatening, call 911.
4. Check on people with special needs during an evacuation. A “buddy system” where people with disabilities arrange for volunteers, alert them and assist them in an emergency, is a good method.
5. Attempt a rescue evacuation ONLY if you have had rescue training or the person is in immediate danger and cannot wait for professional assistance.
6. Always ask someone with a disability how you can help BEFORE attempting any rescue technique or giving assistance. Ask how he or she can best be assisted or moved, and whether there are any special considerations that need to come with that person.

For campus-specific Evacuation Procedures, please go to Appendix D.

GENERAL EMERGENCY SITUATIONS

Response to Emergencies

Shelter-in-Place

Should a Johnson & Wales University campus community ever be exposed to an airborne hazard involving a chemical, radiological or biological agent, sheltering is a temporary strategy designed to be used when it is safer to remain inside rather than evacuate to the outside.

If deemed necessary by the Incident Commander or a local, state or federal regulatory agency the following steps shall be employed:

1. Suspend all activities
2. Proceed immediately to an interior classroom, office or hallway or if available a designated shelter-in-place location for the building
3. Do not use elevators
4. Close all windows and doors and ensure that all heating, ventilation and air conditioning (HVAC) systems and elevators are shut down.
5. Remain calm
6. Stay in the shelter area until otherwise instructed by university personnel or the authorities

Lockdown

Lockdown is a protective action employed to safeguard faculty, staff, and students when there is an armed perpetrator approaching the campus, on campus or in a nearby building. Lockdown is often employed to keep people away from a violent perpetrator while police engage the suspect.

The University includes the City of Houston Texas “Run, Hide, Fight,” active shooter response strategy, which is part of the emergency management training described under the “Training” section on page 26 of this plan.

Actions for executing a lockdown are as follows:

1. The decision to go into a building or campus lockdown shall be made by either the Incident Commander

- or by local law enforcement officials
2. Faculty, staff and students will be warned of the lockdown using communications channels deemed most suitable for the circumstance by the Incident Commander and/or the Crisis Management Team
 3. If possible, exit the building and **call 911** and Campus Safety & Security at 980.598.1900. **(RUN)**.
 4. If you cannot exit, clear the hallway immediately and/or remain behind closed doors in a locked or barricaded room. **(HIDE)**
 5. Stay away from windows, shut off lights, and close blinds and shades.
 6. Remain calm and quietly **call 911** and Campus Safety & Security at 980.598.1900.
 7. Leave the room only when authorities have arrived and instructed you to do so.
 8. Do not leave or unlock the door to see what is happening.
 9. If faced with no other option and harm is imminent, use any items to incapacitate the attacker. **(FIGHT)**
 10. Do not assume someone else has called 911 or Campus Safety & Security.

Fire / Explosion

The person who discovers a fire should pull the fire alarm and leave the immediate area:

1. All building occupants should evacuate the building via the nearest safe exit upon sounding of the fire alarm. If the primary route is blocked by fire, the secondary route should be used.
2. **DO NOT RUN.**
3. **DO NOT** use elevators for evacuation.
4. Once outside, occupants should proceed to their building's designated rally point.
5. When an alarm is sounded in a residence hall reception area, personnel shall call Campus Safety & Security.
6. Every effort will be made for RAs/ACs, or other assigned person(s), to knock on the doors of the rooms on their floor to alert residents to evacuate the building. Reception area personnel will also take the guest check-in book and residence list before leaving the building unless there is fire or smoke in the immediate area.
7. Once occupants arrive at their rally point, students shall report to their RA/AC, or other assigned person(s). If they are exiting from a residence hall, or their professor if exiting from a classroom. University employees shall report to their supervisors.
8. Resident hall staff shall attempt to account for all occupants and ask questions as necessary to determine if all students have left the building.
9. The highest-ranking Campus Safety & Security staff member at the site shall attempt to account for all occupants. Resident hall staff, professors and supervisors shall notify Campus Safety & Security of any missing persons. Campus Safety & Security will report any missing occupants to the fire department.
10. The student/employee who discovers the situation and begins the evacuation shall contact Campus Safety & Security (at the rally point) to give the location and type of fire (oil, paper, etc.). As a back-up, once Campus Safety & Security is contacted, they will notify the fire department of the alarm situation.
11. Upon fire department arrival, the highest ranking Campus Safety & Security employee and the student/employee who discovered the fire shall report the location and type of fire and any missing occupants.
12. Campus Safety & Security (or the Incident Commander) shall contact an ambulance and hospital if students/employees are injured.
13. The fire department will notify Campus Safety & Security when it is safe to re-enter the building. Campus Safety & Security will then inform RAs/ACs, professors, and employees of their decision.

For campus-specific Evacuation Procedures, please go to Appendix D.

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 building.
7. NEVER drive a medical emergency patient or accident victim to the hospital.

Building Damage

The ranking Facilities Management official on each campus (see list below) and his/her staff have the primary responsibility for conducting a damage assessment at the earliest possible moment and conveying their conclusions to the Chair of the Crisis Management Team and Campus Safety & Security. In doing this assessment, the EOC, medical, and student residences should be evaluated first. They further are responsible for mitigating facility and grounds damages and restoring them to a functional level.

Because of this responsibility, the ranking Facilities Management official has the temporary emergency authority to evacuate or close any building or area deemed to present a threat to life or well-being until the decision can be confirmed by the Chair of the Crisis Management Team. This person may elect to confer with the members of the Crisis Management Team or reach the decision in consultation with the ranking Facilities Management official on site and Campus Safety & Security.

Facilities Management will coordinate a survey of gas, electric, steam, water and sewer utilities.

Campus Safety & Security will also assist police services with creating a safety perimeter at the site of the emergency.

Should the failure of any critical system (sewer, water, electricity, etc.) be expected to be prolonged or damage seen as extensive and traumatic, it may be necessary to evacuate a building or a portion of the campus. Only the Incident Commander, Chair of the Crisis Management Team, campus president or their designee can order such an evacuation from within the Johnson & Wales University community. External agencies, such as the fire department, may also mandate building evacuations, and that order will be coordinated by the Incident Commander. Occupants of each building shall obey all such directives, proceeding directly to their designated assembly areas.

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

Ranking Campus Facilities Management Officials:

Providence Campus, executive director of facilities management

Denver Campus, director of facilities management

North Miami Campus, director of facilities management

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 Johnson & Wales University Integrated Contingency Plan (ICP). The procedures described below are the responsibility of the Incident Commander or his/her designee.

If a spill or release of a hazardous material is discovered proceed as follows:

1. The person discovering the spill shall leave the immediate area and contact Campus Safety & Security. Provide Campus Safety & Security with as much of the following information as they are aware of (Note that it is not the responsibility of the person discovering the spill to investigate or determine the answers to these questions but only to report what they observed.):
 - a. Location of the spill or release
 - b. The materials involved and source of the release
 - c. The approximate quantity of material released and the direction of the release
 - d. Person(s) injured and seriousness of injuries, if any
2. Campus Safety & Security will contact the local fire department, environmental health and safety and the Chair of the Crisis Management Team.
3. If necessary, the Incident Commander or their designee shall evacuate all personnel within the facility using predetermined routes. Personnel will be notified of the need to evacuate based on their particular campus building.
4. If the Incident Commander determines that there is a threat to human health and the environment outside the facility, they shall report their findings immediately to the appropriate regulatory agencies, the Chair of the Crisis Management Team and to the Director of Environmental, Health & Safety (401-598-5007).
5. In the event of an evacuation being required or the determination of risk to human health, the Chair of the Crisis Management Team will convene the Crisis Management Team.
6. If the leak or spill of oil or hazardous materials is small enough to be absorbed, neutralized or otherwise controlled at the time of release by employees in the immediate release area, does not pose an adverse exposure hazard to employees or the environment, and is within the scope of the employee's HazCom or SPCC training, then the spill made be handled by Johnson & Wales University employees by following the specific steps outlined in the ICP.

It should be noted that Johnson & Wales University personnel shall not assist in handling hazardous materials spills, except minor spills which present no or limited risk to plant personnel and are within the scope of their HazCom and/or SPCC training. For all other spills of hazardous materials, the Incident Commander shall contact a commercial containment/clean-up firm.

For campus-specific Hazardous Materials Release Procedures, please go to Appendix F.

Violence / Terrorist Acts

Terrorism is violence or the threat of violence against persons or property for purposes of intimidation, coercion, or ransom. Terrorists use threats or violent acts to create fear among the public and to obtain immediate publicity for their cause(s).

High risk targets include military and civilian government facilities, airports, large cities, and high profile landmarks. Terrorists might also target large public gatherings, water and food supplies, utilities and corporate centers. Further, terrorists may spread fear by sending explosives or chemical and biological agents through the mail.

In the event of terrorism at or around university campus locations, it is important to remember that local, state and federal agencies will likely take control and provide direction to the university and surrounding areas. Key members of the university shall remain in contact with local and state agencies and follow their direction unless, and dependent on the emergency, doing so would be obviously unsafe.

Possible indicators of chemical or biological agents include:

Unusual dead or dying animals or fish

The presence of unusual liquids, sprays or vapors

Suspicious devices / packages (unusual metal debris, abandoned spray devices, unexplained munitions)

If any of the above indicators are observed or there are any persons showing uncommon interest in security measures, or photographing critical building operations at or around any university operated locations, report these observations to Campus Safety & Security. When reporting, be specific about the nature of the involved material and the exact location. Campus Safety & Security will be responsible for contacting the necessary authorities.

Someone discovering such a potential situation should do the following:

1. Move away from the area, device, or package and keep others away,
2. Do not walk into or touch any of the suspicious material,
3. Try not to inhale gases, fumes, or smoke,
4. Anyone who may be contaminated should avoid contact with others to the extent possible.

Utility Failures

Electricity

The following steps should be completed if you experience a utility failure in your area:

Assess the extent of the outage in your area.

During the day, report the outage to Facilities Management.

In the evening, report the outage to Campus Safety & Security.

Turn on battery-powered radios for further information if the outage is an area event.

Use auxiliary light supplies (flashlights) conservatively.

Unplug all electrical equipment not protected by surge protectors and turn off office light switches unless needed.

If relocation is necessary, follow evacuation directions from authorized university personnel.

Help persons in darkened rooms move to safety.

Keep refrigerators/freezers closed during outage.

Open windows for additional light and ventilation.

Laboratory personnel should secure experiments or activities which may be dangerous without power or when power is abruptly restored. When mechanical ventilation is interrupted, chemical vapors may reach hazardous concentrations.

Open windows and doors. Clean up any spills, store chemicals and close containers.

Remain at your work location and, if needed, work with the local department managers to relocate employees and classes to areas where there is natural light.

Elevators

If an elevator car becomes inoperable, use the emergency intercom/telephone located in the elevator car(s) to communicate the problem to the proper authorities. The technician will instruct you on how to perform a few simple procedures to get the car moving again. If this fails, immediate assistance will be dispatched. Do not attempt to extricate yourself unless assisted by a trained elevator mechanic or a member from the local fire department.

Water/Flooding

To report any problems with water systems:

During the day, contact Facilities Management

In the evening, contact Campus Safety & Security.

Cease using all electrical equipment.

Heating, Ventilation and Air Conditioning

If you lose one of these systems:

During the day, contact Facilities Management

In the evening, contact Campus Safety & Security.

For campus-specific information on Utility Failures, please go to Appendix G.

Severe Weather Event

Severe weather events include, but are not limited to, hurricanes, tornados, severe thunderstorms, blizzards, etc.

If a severe weather WATCH is issued by the local weather service, the Johnson & Wales University Incident Commander will initiate contact with the local emergency management agency. The Incident Commander and the Chair of the Crisis Management Team will then confer and decide whether to assemble the Crisis Management Team.

Facilities Management will be responsible for ensuring that the following materials are on-site, ready for use:

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

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

1. Campus Safety & Security shall post an officer at each student-occupied residence hall and hotel site, if the situation warrants such an action. If necessary, additional security resources should be requested.
2. Students in residence halls shall be instructed to go to the lower floors of the building, or to the designated shelter-in-place location.
3. No persons should leave the building during the storm, unless for emergency purposes.
4. Elevators shall be shut off and shall not be used.
5. Occupants should be instructed to stay away from windows.
6. Campus Safety & Security shall make outside observations from inside the building.
7. All campus personnel working outdoors or in hazardous situations for the event, shall work in pairs, shall have two-way radios and flashlights, and shall maintain contact with Campus Safety & Security.
8. Campus Safety & Security shall maintain contact with all occupied campus buildings and weather services.
9. If possible, lower building levels should be checked periodically for any rising water. This will include the basements of buildings that have a history of flooding.
10. Conserve refrigeration and only open refrigerators and freezer doors as necessary.

After a Severe Weather Event

1. Wait until the local emergency management agency and fire department have declared the storm over before proceeding to make a damage evaluation inspection of the campus.
2. Check of gas leaks using a flashlight and a sense of smell only.
3. Check domestic water, fire alarm systems, heat, hot water, and sprinkler systems in all buildings.
4. Stay clear of any fallen electrical wires. Report any downed wires or broken water or sewer lines to Campus Safety & Security.
5. Cut off the main power supply before touching electrical appliances.
6. Make sure that all electrical outlets are not damaged before using them.
7. Check food and water for spoilage.
8. Check for structural damage and watch out for falling debris. Contact structural engineer as needed.
9. When using a vehicle, avoid downed wires, flooded roads and disaster areas.
10. Take extra precautions to avoid fires.
11. Some areas may require sanitation prior to re-opening; such as in the event of a sewer overflow.

For campus-specific Severe Weather Events Information and Procedures, please go to Appendix H.

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, two-way 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 or their designees, 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. *Under no circumstances should you touch, tamper with, or move suspicious objects or confront persons acting suspiciously.*
7. If the building is evacuated, move as far away as possible. Keep streets, fire lanes and walkways clear for emergency vehicles and crews.
8. Report bomb threats received by means other than the telephone to Campus Safety & Security.

Suspicious Package

Immediately notify Campus Safety & Security to report a suspicious letter or package.

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

- 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.

If *you open* a letter or package and a suspicious substance falls out:

- a. Cover the spilled materials without trying to clean it up.
- b. Leave the room or area and prevent others from accessing.
- c. Immediately wash your hands with soap and water – if any clothing has become contaminated, remove it without brushing any materials off your clothing.

Campus Safety & Security will report to the scene and make the required hazard assessment to determine whether an actual emergency exists.

If the suspicious package threatens you and other building occupants, activate the building alarm. Walk quickly to the nearest marked exit and proceed to the building's initial rallying point.

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

If requested, assist emergency crews as necessary.

A command post may be set up near the emergency site. Keep clear of the command post unless you have official business

Do not return to an evacuated building unless told to do so by university officials.

Theft / Security Breach

If a theft is discovered, either of personal equipment (laptop computers, electronic equipment, etc.) or of university property, the following steps should be taken immediately:

1. Contact Campus Safety & Security.
2. Do not disturb the immediate area or any damaged entryways, i.e. doors or windows.
3. Provide Campus Safety & Security with a comprehensive list of missing items. Report incident to the local police department.

Training & Exercises

Training and exercises are an integral part of the university's emergency response program. The level and type of training received by each employee will vary according to that employee's responsibilities within the program. The training shall be developed and provided by the appropriate departments or external agencies.

It is the responsibility of each occupant to become familiar with general evacuation procedures, and to know the evacuation routes and assembly areas that are listed in this document. Faculty and staff shall also attend training(s) given by their department leads on an annual basis.

Online training in Emergency Management procedures is available for students and faculty in jwuLink (<https://link.jwu.edu>) on the Services tab, under Campus Safety & Security select Emergency & Fire Safety Training Programs. All students are highly encouraged to take this training as well as the Fire Safety Training located on the same page. For staff and faculty training is available from HR Pulse (<https://jw.ultipro.com>), on the lower right hand side under Required Training for Faculty, Staff, & Students. This training is required annually for all faculty and staff.

Conducting drills is essential for assessing emergency plans and procedures, for determining the readiness of emergency responders for resolving questions of coordination and clarifying roles and responsibilities, and for promoting awareness of potential hazards. In addition to drills, tabletop exercises shall be conducted periodically with various response team members as a less involved technique for evaluating specific aspects of the emergency response program. These exercises will be developed and coordinated by the Crisis Management Team, and will seek to include external community members and government emergency service providers.

Whenever feasible, observers from within Johnson & Wales University and from outside agencies should be present throughout the drill to analyze and evaluate each component of the response, and to make recommendations as needed.

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.

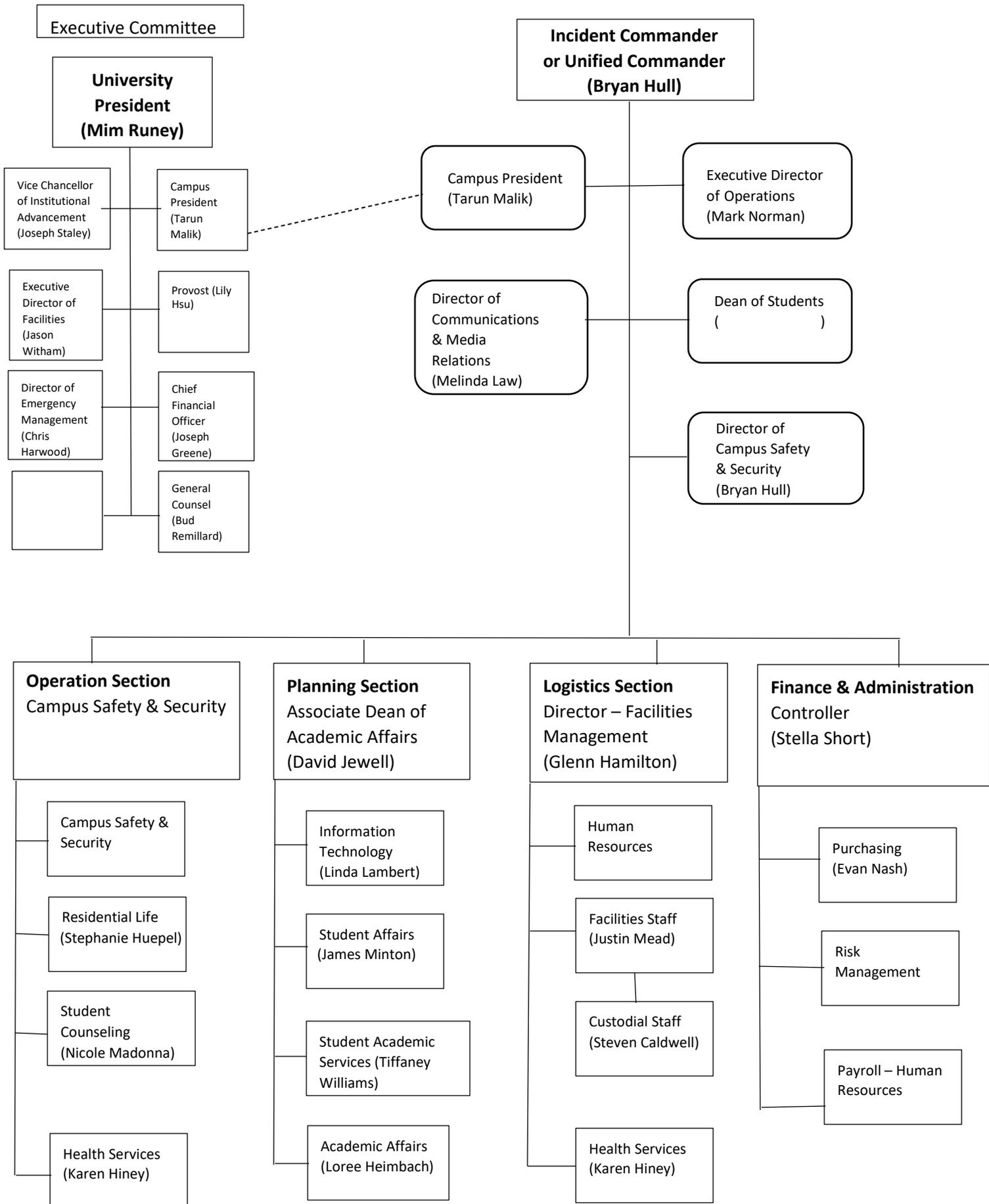
Copies of the University Emergency Management Plan will be provided to all members of the Executive Committee, the Crisis Management Teams, and all emergency response team members. Selected portions of the plan will also be provided to the general Johnson & Wales University community.

Recordkeeping Requirements

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

APPENDICES

Appendix A
NIMS Organizational Charts



Appendix B
Emergency Team Information

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

Appendix C
Emergency Operation Center and
Supply Location(s)

The Charlotte Campus Emergency Operation Center and Supply Location(s) are available only to selected members of the campus emergency team.

Appendix D
Evacuation Procedures

Evacuation Procedures

Rally Points and Evacuation Routes

The Academic Center

Upon hearing the evacuation alarm in the Academic Center, all students, faculty and staff should immediately walk, not run, to the nearest exit. Students in a class should follow the direction of the instructor. **The rally point for the Academic Center is in the plaza in front of Gateway Center and the Doubletree Hotel.** All students, faculty and staff should proceed to this area for a head count. Instructors should notify the Fire Department or Campus Safety and Security of anyone that did not evacuate the building, and the location of disabled personnel that need assistance with evacuating.

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.

City View Towers

Residents and guests of City View Towers should evacuate the building immediately upon hearing the fire alarm. **The rally point for City View Towers is the CVT parking lot nearest to Trade Street.** 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

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 CHN and CHS.** A head count will be performed by Sports and Recreation Staff and the Fire Department or Campus Safety & Security should be notified of any people, including disabled personnel, still in the building.

Gateway Center

Upon hearing the fire alarm in Gateway Center, all students, faculty and staff should immediately walk, not run, to the nearest exit. Students in class should follow the direction of the instructor. **The rally point for Gateway Center as designated by building management is in the gavel parking lot at 1100 Trade Street and Irwin Avenue.** All students, faculty and staff should proceed to this area for a head count. Instructors should notify the Fire Department or Campus Safety and Security of anyone that did not evacuate the building, and the location of disabled personnel that need assistance with evacuating.

Gateway Village

Upon hearing the fire alarm in Gateway Village, all students, faculty and staff should immediately exit the building and walk, not run, to the nearest exit. **The rally point for Gateway Village is in the plaza in front of Gateway Center and the Doubletree Hotel.** A head count should be performed by office personnel and the Fire Department or Campus Safety and Security should be notified of anyone that did not evacuate the building, and the location of disabled personnel that 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.

Evacuation Procedures for Persons with Disabilities

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 special needs advisor in the Center for Academic Support.
2. Evacuation procedures should be discussed with those with disabilities by a special needs advisor so that a clear understanding of what they need to do in an emergency situation both in class and elsewhere on the campus exists.

If an emergency (including fire alarm) should occur, faculty and staff should adhere to the following steps, as much as possible:

1. Assist disabled individuals to the closest exit stairway.
2. It is a personal decision, not a university policy, for a faculty or staff member to wait with the disabled person during the evacuation procedure. If the choice is made to wait with the disabled individual, appoint an existing person to inform the emergency personnel of the individual's location (as well as name and nature of disability, if possible).
3. Under no circumstances should elevators be used, **UNLESS** that procedure is assisted by emergency response personnel.

Physically Challenged Students

Residents using crutches, canes or walkers should be treated as if they were injured persons for evacuation purposes. Carrying options include using a two-person lock arm position; having the injured person sit in a sturdy chair (preferably one with arms) and then carry the chair.

Most students in wheelchairs will be able to exit without assistance if on the ground floor. If on the upper floors, students using wheelchairs are asked to go to the nearest stairwell. The fire department will be notified by a Staff member of the student's location, and the fire personnel will evacuate the student. In addition, the student's room number will be placed in the fire box for the fire department to reference when they arrive. Some people have minimal ability to move and lifting them may be dangerous to their well-being, so it is preferred that trained fire personnel execute the evacuation when possible.

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 the wheelchair

Whether to extend or bend extremities when lifting because of pain, catheter, leg bags, 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.

Fire Alarm and General Building Evacuation

- 1) Treat all fire alarms as real.
- 2) RA's are responsible for assisting in the evacuation of the residence hall as 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 keys and ID box should be taken outside).
 - c) Leave the building by the designated evacuation routes.
 - d) Help guide residents away from the building to the pre-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 on-call cell phone. Call the Professional Staff and give instructions on securing the front desk.
- b) Leave the building by the pre-designated evacuation route.
- c) While exiting the building knock on every door on your floor and announce "Fire Alarm."
 - 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

Once the Fire Department has declared the building safe to reenter:

- a) The Professional Staff should reenter the building to cover the desk.
 - b) All RAs should go back inside and stand by the front desk to monitor those reentering the building for unauthorized visitors/prohibited items.
 - c) Residents should only be allowed back inside the building through the front entrance.
- 3) The SMOC notes the alarm in the Daily Report, completes an Incident Report, and ensures that the Professional Staff includes a complete report of the fire alarm in the front desk daily report.
 - 4) Periodically, your CS&S in coordination with the local fire departments will conduct a fire alarm drill.

Although you may know it is a drill all fire alarms are to be treated as real. Follow the above procedures in every case of a fire alarm.

Fire Evacuation plan for High Rise Building, City View Towers

In the event of fire alarm activation, you will hear a loud fire alarm sound. Upon hearing this signal, all residents, staff and guests evacuate the building immediately by using the nearest exits and gather in the parking area farthest from the building and wait for further instructions.

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 to not block the path.
2. The Professional Staff must notify Fire Department of the student's location. If the 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 **MAKES THE DETERMINATION ON WHETHER EVACUATION OF THE STUDENT WILL/WILL NOT OCCUR.**
3. After the building has been deemed safe for students to return:
 1. If the physically challenged student was NOT evacuated due to false alarm, the RAOC must immediately go to the student's location and explain what occurred. At this time, the student can return safely to their room.

The SMOC must ensure that the elevator is reactivated for use. It is appropriate for the RAOC to remind the SMOC as this is something specific to any facility in which a wheelchair bound student resides.

Note: Rally Point locations are maintained as a separate file in jwuLink on the Services tab under the Campus Safety & Security section, and on the H drive in the JWU Emergency Plans & Procedures folder.

Appendix E
Procedures for Notifying Emergency Responders

Initial Discovery & Response

The person discovering the emergency should call 9-1-1 and/or Campus Safety & Security at 980 598-1900. If calling from a university phone, dial “9-911” 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 (www.jwu.edu/alerts) under the Resources section.

Appendix F
Procedures for Exposure to Hazardous Material

Johnson & Wales University personnel involved with the operation and maintenance of equipment and/or with the storage and handling of oil at the Charlotte Campus are aware of the procedures described in the Spill Prevention Control & Countermeasure Plan (SPCC) and can readily access a copy of the plan, if needed.

The SPCC plan is located in Facilities Management and can be accessed by contacting the Director of Environmental Health and Safety at 401-598-2213.

Appendix G
Emergency Utility Shut-off Locations

Appendix H
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 980-JWU-INFO (980-598-4636) for potential class cancellations or campus closure announcements. Students will receive an announcement in their JWU email and it will be posted in the emergency alerts section of [jwuLink](#) 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), WBTV 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-Mecklenburg Schools (CMS) or other institutions in order to meet our curriculum requirements.

Cancellations:

In the event of a weather emergency while classes are not in session, the Dean of Culinary and Associate Dean of Academic Affairs will monitor the weather conditions, determine how weather impacts school operations, and notify Communications & Media Relations and Campus Safety & Security. In the event of a decision for offices to remain closed or class cancellations, every effort will be made to announce such a decision by 5:30 a.m.

Early Release:

In the event that weather should be of concern while classes are in session, the Dean of Culinary and Associate Dean of Academic will monitor weather conditions and determine how weather impacts school operations.

- Every attempt will be made to use mass communications to get the word out including e-mail and voice mail as well as personal visits to classrooms, if necessary.

It is not unusual for some organizations to close with just the THREAT of snow or ice. However, please make sure you listen to the INFO line or watch your local news to see how the weather will affect us.

If the university is open, and faculty or staff members make the personal decision to stay home because they feel traveling will be unsafe, they may use a personal or vacation day.

Essential Personnel:

In the event that offices will be delayed, remain closed or close early, there are certain members of the campus community who are considered **essential** during these conditions and are therefore expected to report to or remain at work despite weather conditions. *Please confirm directly with your immediate supervisor as to whether or not you would be considered essential personnel in such circumstances.*

Notification for those outside the University:

A representative of each department should be designated to change their department's voicemail message, so 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 will know you are not in the office.

Severe Weather Events

Hurricane

If a Severe Weather *WATCH* 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 are on-site, 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 (980.598.3991) and Campus Safety & Security during the evening (980.598.1900).

Appendix I
Pandemic Plans

In the event of a pandemic emergency, Charlotte Campus of Johnson & Wales University will play an integral role in protecting the health and safety of students, faculty, staff, their families and the community at large. Using information from the United States Department of Health and Human Services (HHS), the World Health Organization (WHO), the Centers for Disease Control and Prevention (CDC) and other professional organizations, the university has developed the following plan as a framework to prepare for and respond to an influenza pandemic and may be used to respond to any future severe communicable or highly transmissible disease(s). Further information on pandemic influenza can be found at www.pandemicflu.gov.

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.

Health Services will work with **The Mecklenburg County Health Department** to implement recommendations for evaluation, treatment and isolation of contagious disease cases and tracking of contacts.

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

Implement protocols of evaluating, diagnosing, treating and isolating students with possible pandemic illness. Educational sessions regarding disease prevention and precautions will be provided as necessary.

Evaluate and determine disposition of students according to public health guidelines.

Limit exposure among students, staff and faculty. Voluntary isolation of ill individuals preferably at home.

Investigate health of contacts of infected person.

We will distribute recommended personal protective equipment, i.e. N95 masks, and offer proper fitting through OSHA recommendations.

Students, faculty and staff who live on or off campus who have contagious disease symptoms should self-isolate for 7 days after onset of illness or 24 hours after symptoms and fever have resolved whichever is longer.

Persons with symptoms should call Health Services prior to seeking care, for instructions regarding possible mask use to minimize the spread and to give guidance on symptom evaluation.

Persons with suspected contagious diseases are encouraged to stay home and away from large gatherings. They should also limit contact with other people as much as possible.

LEVEL 2

Continue to follow guidelines from the DOH (Department of Health) and CDC (Center for Disease Control).

LEVEL 3

Health Services will continue to report to work.

MEDICAL SUPPLIES NEEDED WILL BE PURCHASED AND PROVIDED BY HEALTH SERVICES ACCORDING TO AVAILABILITY.

**Appendix J
Communications
upon the Death of a
Student or
Employee**

NOTIFICATION PROCEDURES

IN THE EVENT OF A JWU COMMUNITY MEMBER DEATH

6.19.2018

INTRODUCTION

This document defines the framework for the university's response to a death of a member of its community. It applies to active staff, faculty, and undergraduate and graduate students, including online students, and shall be implemented on all campuses. Framework for JWU alumni and former staff/faculty members is detailed in the last section. Certain steps listed below may not apply or be relevant depending on the individual situation and the campus structure.

DEATH OF A STUDENT

CAMPUS SAFETY & SECURITY

1. Upon notice of a student death, university employees should contact Campus Safety & Security (CS&S).
2. CS&S Operations Center notifies the director of CS&S or his/her designee.
3. Director of CS&S or designee notifies: vice president of student affairs/dean of students; campus president; senior vice president of administration and enrollment management, and a representative of the campus' Communications & Media Relations (CMR) department.
4. Local police department and/or physician/hospital will provide notification to parents/family.

VICE PRESIDENT OF STUDENT AFFAIRS/DEAN OF STUDENTS

1. Vice president of student affairs/dean of students will notify: the associate dean of students for counseling, health & wellness, and if appropriate, director of Residential Life, and director of Health Services.
 - a. When the death of an international student occurs, the executive director of JWU Global will be contacted, and protocol articulated in that department's internal document, "Protocol for Response to a JWU International Student Death" will be followed. (See section of this document: "Death of an International Student.")
2. Vice president of student affairs/dean of students will act as (or assign) a liaison to the parents/family of the deceased student and will arrange for transportation (local), lodging for parents/family, and call upon off-campus student services to assist in addressing landlord and other issues, as needed.

3. Vice president of student affairs/dean of students or designee, representative of Residential Life and/or Health Services will coordinate contacting roommates/friends of the deceased.
4. Vice president of student affairs/dean of students or designee will coordinate disposition of possessions.
5. Vice president of student affairs/dean of students or designee (including a JWU Admissions representative) will represent JWU at the deceased's hometown funeral or memorial service, whenever possible.
6. Vice president of student affairs/dean of students or designee will work with a subcommittee comprised of representatives from Communications & Media Relations, Special Events & Operations, Student Involvement & Leadership, and Campus Ministry to consider coordinating a campus memorial service.
7. All expenses incurred will be charged to the University JWU Community Cares budget expense line.
8. As soon as practical following the event, the vice president of student affairs/dean of students will convene a core response 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 students or designee, and/or representative of Residential Life.
2. Post-vention arrangements will be provided by Counseling Services.
3. The official university communication will reference Counseling Services' availability and contact information for students, and will refer faculty and staff to the Employees Assistance Program (EAP).

SENIOR VICE PRESIDENT OF ADMINISTRATION

AND ENROLLMENT MANAGEMENT

1. Senior vice president of administration and enrollment management will notify Student Academic & Financial Services (SAFS) of the student death and request contact information (parent names, address, telephone) for the deceased student. Upon providing this information, SAFS will then designate student as deceased to ensure that all further automatic contact from the university is stopped.
2. Senior vice president of administration and enrollment management or designee contacts SAFS to determine outstanding loans and/or tuition refunds to the family; SAFS then informs the family of forgiveness of debt, pending refunds and methods of dealing with external educational lenders.

3. Senior vice president of administration and enrollment management or designee contacts SAFS to begin review of academic progress to determine if the awarding of a posthumous degree is possible.

OFFICE OF THE 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

1. Upon notification of a student death, a representative of Communications & Media Relations (CMR) will notify the dean of the college of the deceased student. The dean and his/her staff will immediately notify faculty with whom the deceased student was currently taking classes. Should the deceased student be enrolled in online classes, the College of Online Education (COE) dean or designee will inform the COE faculty. Faculty will be advised not to disclose this information, pending official campus notification.
2. A CMR representative will notify the Office of the Provost and, if needed, the Office of General Counsel.
3. A CMR representative will work with the vice president of student affairs/dean of students, Campus Safety & Security, the dean or designee of the college in which the deceased student was enrolled, and others, as needed, to compose the bereavement notice from the vice president of student affairs/dean of students. If the deceased student was enrolled only in online classes, a CMR representative will work with the COE dean or designee. The initial announcement to the community should include a personal statement about the deceased student and be distributed to the appropriate JWU campus community within 24 hours or as soon as the next of kin and immediate family members have been notified. If the deceased was an international student, the CMR representative will work with the executive director of JWU Global/or designee to ensure that language in the communication is appropriate to student's culture of origin. All communications to the JWU community regarding a student death will reference Counseling Services' availability and contact information for students, and will refer faculty and staff to the Employee Assistance Program (EAP). Should a campus memorial service be requested by the family of the deceased or by students, staff, or faculty, that information will be included in a subsequent announcement to the community.
4. The bereavement notice will be distributed to the email group (*Campus*) *Staff Announcements* and (*Campus*) *Student Announcements*. If the deceased student was enrolled only in online classes, the bereavement notice will be sent only to *Online Student Announcements*. If the deceased student currently was enrolled only in online classes but previously received a JWU degree or attended in person classes at one of JWU campuses in the past four years, that campus will issue a bereavement notice to their students, staff and faculty. If the deceased student had previously attended another JWU campus, both the current and previous campuses' students, staff and faculty would receive the bereavement notice.
5. CMR will issue the memo to the other campus leadership teams (excluding their own).
 - a. Lists are in JWU's Outlook global address book as: *Notification Student Incident CLT*; *Notification Student Incident DEN*; *Notification Student Incident NMI*; *Notification Student Incident PVD* (If student has an online status, issue to *OnLine Student Announcements*).

6. All media inquiries should be referred to CMR. The information included in the announcement can be used in a statement to the media or to respond to media inquiries.

DEATH OF AN INTERNATIONAL STUDENT

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 International Student Services and/or Executive Director of JWU Global and/or designee 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 Office of the President, Campus Safety & Security and Student Affairs.
2. The dean of the college of the deceased faculty member will work with a CMR representative to compose a bereavement notice to the campus community. The notice will be issued under the name of that dean and sent to the campus' faculty, students, and staff. The notice will include information about counseling services for students and for faculty/staff.
3. The dean of the college of the deceased faculty member will send the bereavement notice to the appropriate deans at the three other JWU campuses.
4. Should a campus memorial service be requested by the family of the deceased or by students, faculty, or staff, that information will be included in a subsequent announcement to the community.

DEATH OF A JWU STAFF MEMBER

NOTIFICATION: SUPERVISOR

1. Upon notification of active JWU staff member death, the supervisor of the deceased staff member will notify the senior administrator in charge of that department. The senior administrator will notify a representative of Human

Resources who will notify the Office of the President, and Campus Safety & Security.

2. The senior administrator of the department of the deceased staff member will work with a CMR representative to compose a bereavement notice to the campus community. It will be issued under the name of the senior administrator and sent to the campus' faculty, students, and staff. It will include information about counseling services for students and for faculty/staff.
3. The senior administrator of the deceased staff member's department will send the bereavement notice to the appropriate administrators at the three other JWU campuses.
4. Should a campus memorial service be requested by the family of the deceased or by students, staff or faculty, that information will be included in a subsequent announcement to the community.

DEATH OF JWU ALUMNI

1. Should any member of the JWU community receive notification of a confirmed death of an alumnae or alumnus by a family member or published obituary, the information should be directed to Alumni Relations at the alumni's campus. Alumni Relations will determine if such notification will be published in the JWU Alumni Magazine and will share the information with the dean of the college from which the individual graduated. The dean will use his/her discretion to share the information within that college.

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 former 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 representative to compose and issue a bereavement notice.

Document Owner: Vice President for Student Affairs

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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