



JOHNSON & WALES
UNIVERSITY

UNIVERSITY
EMERGENCY MANAGEMENT PLAN
2016

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Purpose & Scope

This plan is a university-wide guide for emergency management and coordination of all phases of emergency operations. 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 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 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.

Each Johnson & Wales University campus has existing plans and procedures that address preparedness and response to specific emergencies, such as hurricanes and hazardous materials responses.

Campus-specific information for such responses are located on the JWU Alerts page (www.jwu.edu/alerts)

Levels of Emergency:

Level	Description	Examples	Responders
<p>1</p> <p>Catastrophic Event</p>	<p>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.</p>	<ul style="list-style-type: none"> - Act of Terrorism - Earthquake -Structural Collapse -Extensive Fire/Explosion 	<ul style="list-style-type: none"> -EOC Open/Staffed -Crisis Management Team and Executive Committee Involved.
<p>2</p> <p>Major Incident</p>	<p>Significantly impacts people and/or property.</p> <p>Interrupts Campus Operations.</p> <p>Some assistance from outside agencies required.</p>	<ul style="list-style-type: none"> -Loss of Building -Hazmat Spill/Release -Campus Demonstrations -Major Building Flooding -Severe Weather 	<ul style="list-style-type: none"> -EOC Open/Staffed -Crisis Management 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.
<p>3</p> <p>Minor Incident</p>	<p>Limited Duration.</p> <p>Narrow impact on campus community.</p> <p>Require minimal or no assistance from outside agencies.</p>	<ul style="list-style-type: none"> -Minor Hazmat Spill/Release -Elevator Accident -Confined Fire 	<ul style="list-style-type: none"> -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 Vice President of Communications who shall notify, confer, and update members of the Executive Committee. If they are unavailable, the University Executive Vice President/Provost should be contacted.

Regional 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 Campus Vice President (at Charlotte) / Executive Director of Operations (at Denver and North Miami) 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 and Provost should be contacted, in that order.

Executive officer(s) responsibilities include:

Provide 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

The Crisis Management Team has the principal responsibility for overall coordination and incident command of the university's activities for the duration of an emergency situation. They oversee the Emergency Operations Team and the development of an Incident Action Plan or a specific strategy for mitigating the emergency and ensuring recovery and continuity of business, consistent with Emergency Management Plan policies.

During an emergency, the Crisis Management Team makes up the primary command staff in charge. The team is chaired by the director of Campus Safety & Security and includes the following:

- Assistant Director of Campus Safety & Security
- Dean of Students
- Director of Facilities
- Director of Residential Life
- Director of Communications & Media Relations
- Director of Student Academic and Financial Services

The Crisis Management Team is also responsible for the campus' general emergency management planning to include exercises and drills, Emergency Operations Team staffing, and policy development and review (Emergency Management Plan).

The Emergency Management Plan is updated regularly by the director of Campus Safety & Security with input from the Crisis Management Team. The plan is then forwarded to the university's director of emergency management for final approval and publication. The team meets once per term and more often, as needed.

Emergency Operations Team

The campus' Emergency Operations Team is comprised of directors and managers from various academic and administrative departments designated as emergency response members who are responsible for implementing and supporting the strategies and directives of the Crisis Management Team in the event of a campus emergency. The organization of this group follows the National Incident Management System model or Incident Command Structure as prescribed by the Department of Homeland Security and the Federal Emergency Management Agency.

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

- Assess and evaluate the initial severity and potential impacts of the event
- Prioritize the emergency response activities
- Direct and manage the deployment of internal resources and equipment; coordinate activities with governmental and other external agencies
- Manage communications with students, parents, staff, faculty, local media and emergency response agencies.
- Ensure appropriate consultation and communication with the appropriate executive officers are established and maintained throughout the crisis.

Each Emergency Operations 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.

Incident Commander

The ranking Campus Safety & Security 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 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 assembled. 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 of 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 a liaison to the local and state emergency services and with regulatory agencies during an emergency.

Ranking Campus Safety & Security Officers:

- Denver Campus, director, Campus Safety & Security
- Providence Campus, Chief Security Officer, Campus Safety & Security
- North Miami 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.

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 its 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 principal and as a matter of legal responsibility, we respect the privacy of students, faculty and staff. External agencies and individuals, including the media, require permission to come on campus at any time. They should always be escorted by the appropriate representatives of the university.

The university is constrained by the United States 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.21), 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, voice mail 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:

- Denver Campus, director of communications & media relations
- North Miami Campus, director of communications & media relations
- Providence Campus, director of communications & media relations
- Charlotte Campus, director of communications & 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:

- Denver Campus, dean of students
- Providence Campus, vice president of student affairs
- North Miami Campus, dean of students
- Charlotte Campus, dean of students

Death of a Student or Employee

- 1) Upon becoming aware of the death of any student or employee, all persons shall immediately notify Campus Safety & Security providing them with the following information:
 - a. Name(s) of deceased
 - b. Location and circumstances of death, if known

- c. Name, location and telephone number of the hospital where the body(s) has been taken.
 - d. Name of person reporting and telephone number where they can be reached.
2. The ranking Campus Safety & Security officer or their designee shall immediately notify the ranking Student Affairs official and the campus president/vice president. The campus president/vice president shall in turn notify the designated communications coordinator and any other ranking officials the president/vice president deems necessary.
 3. Campus Safety & Security and the campus president/vice president will coordinate any death on a Johnson & Wales University campus with the local police, including safeguarding any scene until police arrive. They will request witnesses await the arrival of police personnel and provide police with a temporary headquarters on campus.
 4. Notification to the parents/family of the death will be coordinated with police and medical authorities.
 5. University contact with parents/family will not occur without coordination with official notifications in possible criminal cases.
 6. The university statement of the death will be drafted by the designated communications coordinator with input from a ranking Student Affairs official and the campus president/vice president.
 7. The ranking Student Affairs official and the campus president/vice president will be responsible for coordinating any assistance for the victim(s) family.
 8. Counseling support will be provided to the university community members. Any memorial services will be coordinated by Health & Counseling Services.
 9. Any special recognition deemed appropriate for the deceased person shall be documented and submitted to the appropriate campus president's office for consideration.

All incidents involving an attempted suicide or suicide ideation should be reported immediately to the residence staff on call (when involving a resident student) and Campus Safety & Security. In such incidents, members of the Crisis Aversion and Response Evaluation team (CARE) should also be consulted and are each designated as campus authorities to whom mental health crisis and incidents of threats to self or others may be directly reported to.

Initial Discovery and Response

Upon discovery of an emergency the employee(s) and/or student(s) should 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:
Denver Campus, 303-256-9500
Providence Campus, 401-598-1103
North Miami Campus, 305-892-7011
Charlotte Campus, 980-598-1900

Emergency Response

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

Campus members are directed to complete emergency response training (Emergency Management Plan and Fire Safety) via the online course available through HR Pulse and jwuLink.

Emergency Evacuations

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 accounting 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.
2. **DO NOT** use elevators, unless authorized to do so 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.

General Emergency Situations

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 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. If the release of a hazardous agent is discovered inside a package or item, isolate package or release by immediately leaving the area and proceeding immediately to an interior classroom, office or designated shelter-in-place location, locking the door behind you.
3. If exposed, locate a safe area to isolate yourself and communicate your location to incoming emergency personnel.
4. Call 911 and Campus Safety & Security at 303-256-9500 to report the incident.
5. Non-exposed persons should evacuate if possible. If evacuation is not possible, clear hallways and gather persons into an interior room
6. Close all windows and doors and ensure that all HVAC systems and elevators are shut down.
7. Gather all individuals in the room away from windows and doors.
8. Do not turn off/on light switches or other electrically powered items.
9. In classrooms and designated shelter-in-place locations, open the Shelter in Place kit on the wall and follow instructions on the red card inside
10. Tape around doors, windows or vents and place material such as clothing or towels at the bottom of doors.
11. Create a roster of individuals in the room.
12. Wait for further instructions—DO NOT evacuate until an “ALL CLEAR” is given.

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 decision to go into a building or campus lockdown shall be made by either the Incident Commander or by local law enforcement officials. 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. If the threat is outside of campus buildings, the building occupants shall take refuge in the nearest classroom, office or other room.

Actions for executing a lockdown are as follows:

1. In the event of a hostile intruder or active shooter inside the building, occupants should make an effort to escape if it is possible to do so; **RUN**: Escape the building and find a safe location to call 911 and Campus Safety & Security at 303-256-9500
2. If it is impossible to exit, **HIDE**: Clear the hallways and close and lock or secure all doors and windows.
3. Gather all individuals in room out of sight: against wall/floor; inside closet areas; away from windows and doors.
4. If possible create barricades against the entrances using heavy furniture or objects.
5. Open the Shelter in Place kit on the wall and follow instructions on the red card inside.
6. Turn off lights and cover windows by closing blinds or using black sheeting from kit, or whatever materials you have.
7. Remain calm and quiet inside the room.
8. Create a roster of individuals in the room.
9. If possible, communicate with police via landline or cell phone. Pass the green card under the door if everyone is okay in the room. Pass the red card under the door if someone in the room

is injured or danger is present. This will help communicate the status inside the room to the police when they arrive.

10. Do not leave or unlock the door to see what is happening.
11. Do not initiate a confrontation with a hostile intruder, but if confronted, **FIGHT** as a last resort by using force of numbers (multiple persons) and improvised weapons to overtake the attacker.
12. Wait for further instructions—DO NOT evacuate until an “ALL CLEAR” is given.

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 Resident Directors (RDs), Resident Advisors (RAs) / 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. / RD, or other assigned person(s) when 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. The highest-ranking Campus Safety & Security staff member will coordinate with Residential Life staff at the site to attempt to account for all occupants. Residence 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.
9. 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.
10. 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.
11. Campus Safety & Security (or the Incident Commander) shall contact an ambulance and hospital if students / employees are injured.
12. The fire department will advise Campus Safety & Security or the Incident Commander when it is safe to re-enter the building. Campus Safety & Security will then inform R.A.s, / R.D.s, 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.
8. If the accident involves an injury to a university employee, the supervisor will be responsible for completing a Worker's Compensation Accident Report and forwarding it to the campus Human Resources & Payroll office.
9. If the accident involves an injury to a student or a visitor to the university, an incident report detailing the incident and injuries should be completed by Campus Safety & Security who will send a copy to the campus Human Resources & Payroll office
10. If you are not on university property and need medical assistance, dial 9-1-1

If in doubt as to whether or not the situation is an emergency, treat it as an emergency and follow the steps listed above.

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 time and conveying their conclusions to the Chair of the Crisis Management Team and ranking Campus Safety & Security official. They are responsible for mitigating facility and grounds damages and restoring them to a functional level. In doing this assessment, the EOC, medical and student residences should be evaluated first.

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 decision should be made in consultation with the members of the Crisis Management Team or the ranking Campus Safety & Security official on site.

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 and close a building or a portion of the campus for a period of time beyond what an emergency situation may require. 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:

- Denver Campus, director of facilities management
- Providence Campus, vice president 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 ICP or Integrated Contingency Plan. The ICP is a plan that dictates protocols for hazardous materials handling when the quantities of those stored materials reach a specific amount. Current inventories of hazardous materials stored on the Denver Campus do not meet the quantity requirement. 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, providing them with as much of the following information as possible (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 and the appropriate environmental health and safety agency 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 and routes to follow based on their particular campus building and locations of hazards.
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 university's Environmental, Health and Safety Manager (401-598-2213).
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 and the Emergency Operations 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 (Hazard Communication) or SPCC (Spill Prevention, Control and Countermeasure) training, then the spill may 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 the campus Facilities department.
- *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 cease and 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

For severe flooding, refer to *Severe Weather Event* response procedures below.

To report any problems with water systems:

- *During the day*, contact campus Facilities department.
- *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 campus Facilities department.
- *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, floods, 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.

The campus Facilities department will be responsible for ensuring that the following materials are on-site, ready for use during severe weather events:

- . Flashlights
- . Drop cloths
- . Buckets
- . Two-way radios
- . Plywood
- . Masking tape
- . Rope
- . Sand bags
- . Sump pumps/hoses
- . Emergency generator
- . Chain saws
- . Non-perishable food

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.

During a Severe Weather Event

1. Campus Safety & Security shall coordinate with Residential Life staff to ensure security of each student-occupied residence hall and hotel site, if the situation warrants such an action.
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. Note: lower floors should be avoided in severe flooding incidents.

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 emergency personnel 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 for 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 see 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, call 9-1-1 and Campus Safety & Security and evacuate the building. 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 and security with a comprehensive list of missing items.
4. Campus Safety & Security will be responsible for completing an Incident Report and for reporting the 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. The university has also made emergency response procedures training available online. It can be accessed on jwuLink and HR Pulse.

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.

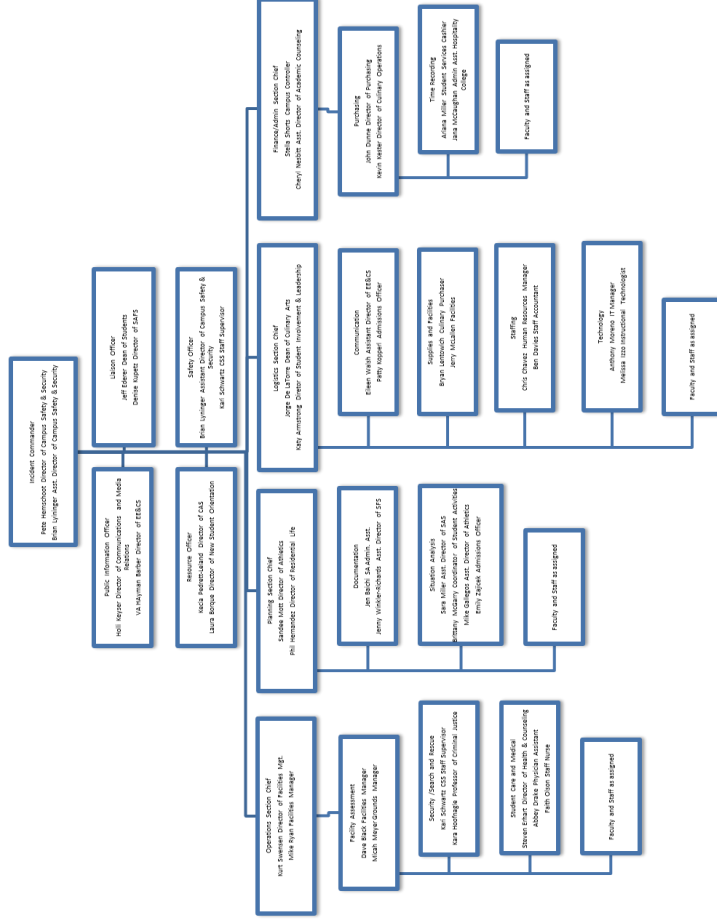
The University Emergency Management Plan is available to all campus members by going to <http://www.jwu.edu/alerts/denver>.

Recordkeeping Requirements

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

APPENDICES
Appendix A
NIMS/ICS Organizational Charts

Emergency Operations Team Organizational Chart



Crisis Management Team:
 Director of Campus Safety, Chairperson - Pete Henschoot
 Dean of Students, Co-chair - Jeff Ebers
 Director of Facilities - Kurt Swenson
 Communications and Media Relations - Holly Keyser
 Director of Housing and Residential Education - Phil Hernandez
 Director of SAFS - Denise Kuepertz
 Assistant Director of Campus Safety - Brian Lyninger



Appendix B
Campus Crisis Management Team and Executive Crisis Management Team Information

Appendix C
Emergency Operation Center and Supply Location(s)

Emergency Operations Center and Emergency Call Center

LOCATION A:

Building: Academic Center Building (1900 Olive Street)

Room: ACA 056

Facility Inventory:

- Conference room/classroom tables to accommodate 20 team members
- Four telephone lines with four telephones connected (dedicated strictly to emergency operations)
- Internet access
- White board
- Television with integrated cable
- Two computers with the following applications:
 - Microsoft Office
 - ARMS
 - Facility Commander

Facility Information:

- Men's and women's restrooms in the building
- Kitchen in building
- Proximity to ample parking –
- 2 door access points to the building
- Back-up power supply

LOCATION B:

Building: Aspen Hall (7039 E. 18th Ave.)

Room: ASP 220 (classroom)

Facility Inventory:

- Conference room/classroom tables to accommodate 20 team members
- Landline telephone service with connected phone handset
- Internet access
- White board

Facility Information:

- Men's and women's restrooms in the building
- Kitchen in building
- Proximity to ample parking
- 2 door access points to the building

Communications & Media Center

LOCATION A:

Academic Center Building (1900 Olive Street)

Room: Auditorium

Facility Inventory:

- Auditorium with available seating for at least 100 people
- Presentation facilities - audio/visual equipment and podium
- Landline service with connected handset
- Internet (WIFI) Access

Facility Information:

- Men's and women's restrooms in the building
- Kitchen in building
- Proximity to ample parking
- 2 door access points to the building
- Ample parking for media

- Multiple rooms for separation of JWU staff and media representatives

LOCATION B:

Building: Centennial Hall (1800 Pontiac Street)

Room: The Great Hall

Facility Inventory:

- Theater with available seating for at least 50 people
- Presentation facilities - audio/visual equipment and podium
- Internet (WIFI) Access
- Television

Facility Information:

- Men's and women's restrooms in the building
- Kitchen in building
- Proximity to ample parking
- 2 door access points to the building
- Ample parking for media
- Multiple rooms for separation of JWU staff and media representatives

Medical & Triage Center

LOCATION A:

Building: Centennial Hall (1800 Pontiac Street)

Room: Health & Counseling Center

Facility Inventory:

- Treatment Rooms
- Medical supplies inventory
- Office Space
- Fax and copy machine

Facility Information:

- Men's and women's restrooms in the building
- Kitchen in building
- Proximity to ample parking
- 2 door access points to the building

LOCATION B:

Building: Wildcat Center (7050 Montview Blvd.)

Room: Gymnasium and Physical Training Area

Facility Inventory:

- Medical supplies inventory
- Large area floor space and private treatment areas
- Access to running water

Facility Information:

- Men's and women's restrooms in the building
- Proximity to ample parking
- 2 door access points to the building

Staging Area: First Responders

Parking Lot – 17th and Quebec

Area is in close proximity to:

- Conference rooms, classrooms, gathering spaces
- Telephone lines with telephone connections
- Internet Access
- White boards

Facility Information:

- Men's and Women's restrooms
- Ample parking and staging space for equipment

Emergency rations and supplies are stored on campus in Culinary and Facilities storage areas.

Routes

LEVEL 3 EVACUATION

Evacuation from buildings (on campus)

In case of fire alarm, fire or other evacuation required situation, the following evacuation procedures should be followed. Evacuation assembly or “rally points” have been identified for each building on the campus (see Appendix D)

- It is NOT acceptable to continue working or conducting class – you must evacuate the building
- **Evacuate immediately** to your assigned evacuation location, using stairwells
- Faculty: Bring your grade books with you for the purpose of checking attendance
- Culinary & Pastry lab faculty: Ensure gas is shut off
- Gather personal items such as a purse and your “Go Kit” items
- Once the “ALL CLEAR” has been issued, you can return to class or your work station
- Should the “ALL CLEAR” not be an option within a reasonable time period, during inclement weather, evacuated students, staff and faculty will be directed to an alternate location (such as the Chapel, Gym, or University Event Center)

Commented [HK1]: Is this placed in the classroom? Should that be referenced?

Department Managers, Leads or Designated Floor Wardens:

- Gather “Go Kit” items (including clipboard with evacuation instructions)
- Instruct all employees on floor to proceed to nearest exit and to go to designated evacuation point
- Ask person of opposite sex to sweep restrooms on floor
- Proceed to other floors within responsibility and conduct sweep as noted in the previous bullet points
- Assemble all staff, faculty and students at designated evacuation point
- Take attendance to account for all staff (if there is an academic class gathered in your evacuation point, discuss attendance with instructor for class to determine if there are any missing students).
- Encourage all staff/employees to remain at evacuation point until you are notified by a uniformed officer, campus safety personnel or member of the Crisis Management Team that an “all clear” has been issued
- Once the “all clear” is issued, you may release staff, faculty and students to return to the building
- Return to office location and assess any possible damage or loss of property
- Assess the evacuation system and provide any feedback regarding the evacuation to the Incident Commander.

Commented [HK2]: Is this placed in the classroom? Should that be referenced?

Incident Commander:

- Gather “Go Kit” items (including clipboard with Incident Commander check lists) and proceed to designated evacuation point
- Should it be deemed necessary, the Incident Commander will report to the Command Center

Commented [HK3]: Is this placed in the classroom? Should that be referenced?

and call upon Crisis Management Team for reporting to the Emergency Operations Center, once other immediate duties have been concluded (such as evacuation from building, floor warden responsibilities)

LEVEL 2 EVACUATION

Evacuation from buildings (within one mile of campus)

In case of an emergency which requires evacuation from the campus as a whole, all procedures will be followed as stated above, with the additional procedures:

- If possible, all those evacuated should meet at their evacuation location as specified above
- From this location, the department managers will be instructed as to the next level evacuation location

Department Managers, Leads or Designated Floor Wardens:

- Assist with the relocation from initial evacuation point on campus to the off-campus evacuation site as determined by the Incident Commander
- Stay in communication with Incident Commander and Crisis Management Team
- Assist Crisis Management Team as directed
- Encourage all staff, faculty and students to remain at evacuation point until you are notified by a uniformed officer, campus safety personnel or member of the Crisis Management Team that an “all clear” has been issued
- Should staff/employees/students choose to leave the evacuation point, they may do so at their own free will, however, they may not return to the campus
- Make note of anyone choosing to leave the evacuation point location
- When an *All Clear* is received, coordinate the department’s respective staff return to office location and assess any possible damage or loss of property
- Assess the evacuation system and provide any feedback regarding the evacuation to Incident Commander

Incident Commander:

- Instruct members of the Crisis Management Team to stay at or near the incident site (campus) and designate a second team to travel with campus evacuees to the off-campus evacuation site
- Stay in communication with both teams
- Follow all other procedures as noted in job description

LEVEL 1 EVACUATION

Mass evacuation from campus (greater than one mile)

- In case of an emergency which requires evacuation from the campus and surrounding areas, all procedures will be followed as stated above, with the additional procedures:
- If possible, all those evacuated should meet at their evacuation location as specified above
- From this location, the Department Managers will be instructed as to the next level evacuation location
- Once it is determined to be a level 1 evacuation, directions will be provided to the Department Managers and distributed to staff/faculty and students
- University (or chartered) transportation will be coordinated and utilized to relocate resident students without vehicles

Commented [HK4]: Below it says West Evacuation but it does now say where?

North Evacuation	National Western Stock Show Grounds	4655 Humbolt Street 5.9 MI from campus
South Evacuation	Wings over the Rockies Museum	7711 E. Academy 2.43MI from campus
East Evacuation	Bladium Sports Complex	2400 Central Park Blvd. 1.43 MI from campus
West Evacuation	LOCATION?	

Evacuation Procedures for Persons with Disabilities

Students: Residential Life has implemented the following process and will maintain on file a list of all persons needing additional assistance and their location. In addition, Residential Life will ensure the building's Residential Director and Resident Assistants are aware of **resident students** needing special assistance.

During cases of emergency, you may need to help in evacuating physically challenged or disabled students. Most students in wheelchairs will be able to exit without assistance on the ground floor. Some people have minimal ability to move and lifting them may be dangerous to their well-being. 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 to extend or bend extremities when lifting because of pain, catheter, braces, etc.
- If removed from the wheelchair whether a stretcher, chair with a cushion pad, paramedic assistance is necessary

If the person cannot be removed from the building safely, move them into the nearest and safest stairwell and evacuate the building. Once outside, inform Campus Safety & Security and/or first responders of the person's location needing further assistance.

Visually Impaired Students

In the event of an emergency, explain the nature of the situation to the disabled person and offer to guide him/her to the nearest exit. Have the person take your elbow. As you walk, describe where you are and advise of any obstacles. When you reach safety, reorient the person and ask if further assistance is needed.

Hearing Impaired Students

In buildings that only have sound alarms; persons with impaired hearing may not know that there is an emergency. In that case, the two methods of warning are:

- Write a note to tell what the emergency is and how to get to the nearest exit e.g., "Fire! Out door, go right and downstairs."
- Turn the light switch on and off to get attention then indicate through gestures or in writing what is happening and what to do

Employees: The Human Resources Office maintains a list and location of all persons requiring additional assistance during and emergency.

HR will notify the department manager of anyone needing special assistance in their assigned area.

The assigned manager or floor warden will be responsible for assisting those with disabilities during a building evacuation. Floor wardens will be notified of anyone with visual or hearing impairments and follow the guidelines listed above.

If the person cannot be removed from the building safely, move them into the nearest and safest stairwell and evacuate the building. Once outside, inform Campus Safety & Security and/or first responders of the person's location needing further assistance.

Appendix E Procedures for Notifying Emergency Responders

Johnson & Wales University's phone system does not have automatic location identification. This means a caller's location may not be automatically displayed on the equipment of the public safety facilities that receive and process 9-1-1 calls. Therefore please follow the instructions below to dial 9-1-1 from your campus phone.

Police/Fire/Ambulance 9-1-1

When emergency responders are needed to the campus:

1. Dial 9-1-1
2. Identify yourself (Name, Faculty/Staff/Student)
3. Identify the emergency
4. Identify your building location (ex. Academic Center, Wales Hall) & the address
5. Identify your floor #
6. Identify your phone number (303-256-XXXX)
7. Call Campus Safety & Security

Provide as much detail as possible regarding the situation & your location

Appendix F Procedures for Exposure to Hazardous Material

Clean up of blood or other bodily fluids:

If the amount of fluid can be properly cleaned using a biohazard clean-up kit, then clean appropriately. (Biohazard clean-up kits are located in First Aid kits around campus) Notify the Health & Counseling Center at x9448 to have your first aid kit restocked with a new biohazard clean-up kit. If the amount of fluid exceeds capabilities of the biohazard clean-up kit **OR** you are not comfortable cleaning, up the fluid, then complete the following:

- You may need to contact 9-1-1 for medical support
- Contact Campus Safety at x9500
- Contact Campus Facilities at x9340 and notify them that you need assistance with a biohazard clean-up
- Contact your Department Director if the clean-up may prompt closing a classroom or cancelling the remainder of your class period.

Appendix G
Emergency Utility Shut-off Locations

Building	Address	Electric	Gas	Fire Water	City Water
Aspen Hall	7039 E 18th	Mech room SE corner	None	None	Mech room 3" S wall
Academic Center	1900 Olive	F02 NW corner	Outside roof top 4"	RICOH closet 57A 4"	RICOH closet 57A 4"
Culinary Building	1895 Quebec	Electrical room	Mech room 6"	North wall at floor Mech room 3"	Mech room 4" N wall
Gaebe Hall	1740 Pontiac	Electrical room E wall basement	Mech room SE	Mech room	Mech room E 2 1/2"
Founders Hall	7150 Montview	Mech room basement	Outside NW by generator	Riser room NW corner	Riser Room NW corner 2"
Johnson Hall	7190 Montview	Mech room	DHW room 1 1/2"	Mech room 4"	Mech room 4"
Presidents Hall	7110 Montview	Electrical room 016	Outside NW corner center	Mech room 018 4"	Mech room 018 3"
Vail Hall	1785 Quebec	Electrical Room	2" Outside NE corner roof top	Common w/Domestic	Janitor room 2" common w/fire
Centennial Hall	1800 Pontiac	Basement Electrical room SE corner	None	Riser Room NE corner	East Stairwell basement 2"
Triangolo Hall	1790 Pontiac	Electrical room basement	DHW room bsmt 1 1/4"	Wet bsmt. Mech room/Dry 3rd floor closet	Mech room bsmt 2"
Wales Hall	1985 Quebec	Mech room SW wall	NE wall DHW room 1 1/2"	Mech room 4"	Mech room 4"
Watley Chapel	1800 Oneida	Mech room E basement	None	None	Mech room 2" W wall
Wildcat Center	7050 Montview	Electrical room bsmt	Meter room and NE crnr	None	Lower boiler room 3"

Building	Ac
A&S	7039 I

Emergency Utility Shut-off Location(s)

Heating, Ventilation and Air Conditioning (HVAC)

The HVAC system is currently monitored and controlled through Metasys, an automated HVAC control system. This system is managed and controlled by our contract facilities company. In the event of an emergency where HVAC units need to be shutdown, the Incident Commander will notify Facilities Management and request this be completed through the Metasys system. In the event Metasys is not available, the contract facilities company maintains a list of locations where HVAC units can be manually shut off and operating instructions on how to accomplish this task.

Emergency Generator Information

Tanks are refilled during bi-annual PM

Generator is tested once monthly

The campus maintains a 300 gallon split fuel tank

- 200 gallons - regular gasoline
- 100 gallons - diesel.
- This would give us an extra 30 hours of run time.

The fuel is in an above ground tank installed per code on a pad with bollard protection. Facilities maintains hand pumps in the event of loss of power to the electric pumps on the tank.

Appendix H Severe Weather Event and Procedures

Communication Procedures for Weather Alerts

The weather alert team will assess conditions as early as 4 a.m. In most cases, a decision to keep the campus open or close for safety reasons is made by 5:30 a.m. If the decision is made to close the campus, delay the start of classes, or have an early release, please refer to these communication channels for timely information:

- The Denver Campus Information Line will be updated at 303-256-9348.
- A campus-wide e-mail will be released announcing the closure or delayed start.
- The [Denver Campus Alerts web page](#) will be updated if a closure or delayed start is announced.
- The Denver Campus [Facebook](#), [Twitter](#) pages will also be updated.
- Local network stations NBC (Channel 9), ABC (Channel 7), CBS (Channel 4) and FOX 31 (Channel 31) will be contacted to post the closure or delayed start. Please note that it could take up to 30 minutes for these outlets to update their respective sites.

Delayed Start Procedures

If the decision is made to delay the start of school, please refer to the **Communication Procedures for Weather Alerts** above for timely information. Below are the specific details of delayed start:

Students/Academic Schedule:

- Classes that meet from 7:30-9:25a.m. (Period 1) and 9:35-11:30 a.m. (Period 2) would be cancelled.
- Regular class schedule would commence at 11:40 a.m. with Period 3 classes.
- Culinary labs scheduled to start at 7 a.m. shall start at 9 a.m. The afternoon culinary lab schedule would not be impacted.
- Graduate and Adult and Continuing Education programs, morning sessions will be delayed one hour to 9:00 a.m. unless otherwise directed by the course instructor. The class would then continue until 1:00 p.m., one hour past the normal ending time of the session.

Staff Schedule:

- Staff scheduled to report at 8:30 a.m. would report at 11 a.m. (this does not apply to Campus Safety & Security, Facilities or food service personnel).

Students on Internship:

- A campus delayed start or closure does not impact the schedule of students registered for internship programs. Students should work with their individual site in regard to weather-related schedule changes.

Early Release Procedures

If the decision is made for Early Release, please refer to the **Communication Procedures for Weather Alerts** above for timely information. Below are the specific details of Early Release:

- All activities, evening academics and athletics will be cancelled for the remainder of the day, unless otherwise noted in the announcement.

Students, faculty and staff are encouraged to use the above mentioned resources for up-to-date and accurate information. The information for campus closure, delayed start or early release is updated daily.

More importantly, if the campus remains open, a campus-wide e-mail **will not** be distributed. The information line will indicate there are no additional updates at that time. Please use the information line, 303-256-9348, as a key source of campus closure, delayed start or early release information.

Severe Weather Events

Tornado

Tornado Watch

Conditions are right for a tornado to occur

Tornado Warning

A tornado is occurring in or around the campus. Immediate action must be taken to prevent injury, death or property damage.

- In the event of a tornado watch or warning, Campus Safety & Security will receive a text message from local weather service with specific details of the storm.
- Campus Safety & Security will notify the Incident Commander and inform them of the situation.
- If only a tornado watch has been issued, the Incident Commander will contact department managers, leads or designated floor wardens and the on duty administrator to alert them to the situation. Campus Safety & Security and Incident Commander will continue to monitor situation.
- Upon notification of a tornado warning, Incident Commander will direct department managers to issue shelter in place procedures. Incident Commander will also activate the university's Emergency Notification System (ENS).
- Once the warning has expired, Incident Commander will issue "all clear" and notify department managers, leads or designated floor wardens that campus may return to normal operations.

- Department managers or their designees will then complete a check of their assigned area and report any problems or damage to the Incident Commander.
- The Facilities Department will conduct a safety check of all buildings on campus and report any problems to the Incident Commander.
- Information Technology (IT) employees will conduct an assessment of network and IT systems and report any problems to the Incident Commander

In the event damage is found, the Crisis Management Team will be summoned and instructed to report to the Emergency Operations Center.

Lightning

- If lightning is identified while outside, go back to your building until the lightning has subsided.
- If in your vehicle, keep windows and doors closed, touching as little metal as possible

Earthquake

During:

- Do not run to exits
- Get under a desk or in a doorway
- Stay away from windows

After:

- Remain calm and assess your situation
- Do not turn on electrical switches or appliances
- Use caution when entering or moving about a damaged building, as structural damage may have occurred

Snowstorms and Snow Removal

- Each snowstorm has its own unique characteristics. Depending upon the time of year, the intensity of the storm, type of snow, the depth of snowfall, and other conditions will vary. Therefore, this snow plan is intended to provide basic guidelines to manage the storm but also retain maximum flexibility for quick adjustments in the field.
- The campus Facilities department strives to have major parking lots, and sidewalks and pathways to main building entrances cleared by **7:00 a.m.** on weekdays and weekends when classes are in session. The exception is the Culinary Building, which the university strives to clear by 6:30 a.m. Special attention will be paid to clearing accessible routes for disabled persons.
- Snow will be cleared in a set priority in order to provide the maximum access to the campus and its facilities. See attached priority list for details.
- After the main access points (the southeast parking lot and routes from Residence Halls to Wildcat Dining Center areas are cleared, the snow removal crews will focus on other lots, widening paths, clearing minor pathways, salting walkways, and removing ice build-up. These operations may last for several days after the cessation of the storm.

Activation of the Snow Plan

During regular working hours, the Grounds Manager (or designee) is responsible for activating the

plan, as he/she deems necessary. If the snowfall is occurring after the daytime shift or on weekends, the snow plan will be activated as described below:

- Level 1: No strong forecast for significant snow. Campus Safety & Security will call the Grounds Manager when the hard surfaces are covered with 2” snow.
- Level 2: There is a strong forecast for overnight snow. Grounds Manager will determine by **3:00 p.m.** what time the plan will be activated the next morning and shall so inform the snow crew as to when they need to report for duty.
- Level 3: Conditions are bad enough that resources other than the regular snow crew are needed to keep the Campus open. The Director of Campus Facilities or his designee will then call in additional personnel and/or resources as needed and with the approval of a Johnson & Wales contracts designee.

Roles and Responsibilities

A. Grounds Manager or Designee: The Grounds Manager or designee is responsible for managing snow removal operations, including calling in crews, directing the work, keeping the Facilities Director apprised, making recommendations on closures, and insuring that staff and equipment are in a state of readiness during snow season.

B. Facilities Director or Designee: is responsible for keeping apprised of snow removal status, and for communicating this information to the campus vice president. Senior Project Manager Johnson & Wales University designee. He also may receive specific snow removal requests from campus residents, which are relayed to the Grounds Manager. He also makes recommendations to campus leadership on closures, and is responsible for obtaining additional staff and contractor resources when necessary.

C. Campus Safety & Security is responsible for notifying the Grounds Manager for Level I snow activation and for ticketing and or removing illegally parked vehicles on campus property in order to facilitate snow removal operations.

Closure Procedures

Johnson & Wales University Denver Campus policy on Campus Closures Due to Inclement Weather calls for coordination between the Director of Campus Safety & Security, the Director of Facilities (or designee) and the Grounds Manager to monitor conditions and advise the campus leadership or make recommendations on campus closures and when to re-open it.

Grounds	Major sidewalks
Maintenance	Residence hall sidewalks, entrances and then wherever need is greatest See snow removal assignments
Custodial	Stairways and entrances during normal

	work shifts 20 feet out from buildings
--	--

In order to make the recommendation for closure, the Director of Campus Safety & Security, the Director of Facilities and the Grounds Manager shall take into consideration several factors, including but not limited to:

- Lack of ability to keep parking lots accessible
- Weather forecast
- Timing of the storm (e.g., weekend or holiday vs. school day)
- Type and depth of snow
- Resources available for removing

In the event that the University is closed, it is the responsibility of the Johnson & Wales University department managers, leads or event coordinators to inform Campus Safety & Security and the campus Facilities department of their desire to allow outside events (e.g., conferences, job fairs, meetings) to proceed. Campus Facilities will make reasonable efforts to provide access for these events, recognizing that the closure of the campus means that weather conditions are very adverse. The Director of Campus Safety & Security will make recommendations about the safety of allowing the event to continue.

Staffing for Snow Removal

The Grounds crew has the primary responsibility for snow removal and operation of mechanized equipment. Maintenance Workers, Custodial staff, and other staff who have volunteered to assist shall augment this crew. The crews are generally deployed as follows:

Custodial staff will shovel snow on stairs and entryways no matter what depths fall (as per snow removal assignments).

Compensation

The compensation of staff for working during snowstorms shall be in accordance with all applicable government, university and campus Facilities department policies.

Prioritization of Snow Removal

Snow shall be removed in a pre-determined order to maximize access to the campus and its facilities. The Grounds Manager or designee may make changes in the priority depending upon variable conditions.

Equipment Available for Snow Removal

The following equipment is available for snow removal operations:

- Tractor with broom attachment (1)
- Tractor with plow attachment(1)
- Pick up truck with plow attachment (2)
- Gator with plow attachment (1)
- Snow blower (2)

Hand shovels, Salt buckets, hand scoops, walk behind drop spreaders
Front-end loader (1) (for clean up operations)

The **Grounds Manager or Lead Person** will repair equipment during snowstorms as needed. The Vehicle Maintenance Designee on Campus will assist the Grounds Manager in repairing vehicles before snow season and between storms

Snow Removal Methods

Plowing

Vehicles remove Snow with plows in parking lots and on some major sidewalks. Care is given to avoiding damage to parked cars and landscaping. Wherever possible, snow is stored to minimize inconvenience. However, in many instances, snow must be stored in one or more parking spaces, thus temporarily reducing lot capacity.

Equipment cannot plow between parked cars, thereby limiting removal efforts in residence hall parking lots.

Special attention is paid toward plowing so that melt-off and drainage is facilitated.

Shoveling

The custodial staff will shovel snow on stairs and entryways to buildings as follows:

The night custodial crew will shovel assigned areas at the end of their shift, allowing themselves enough time to finish the task (deeper snows will take more time). In heavy snows, it may be necessary to shovel more than once to make the work easier.

The day shift custodial crews will shovel at the start of their shift, as appropriate. If the snow starts or continues during the day, they will also shovel at the end of their shift.

Storm Aftermath and Ice Control

In the aftermath of a storm, Campus Facilities crew members regularly salt sidewalks to lessen the possibility of ice. As melting permits, crews will break up ice and remove it. Most snow removal efforts after a storm are accomplished with Grounds personnel during normal working hours.

Pre-Snow Season Planning

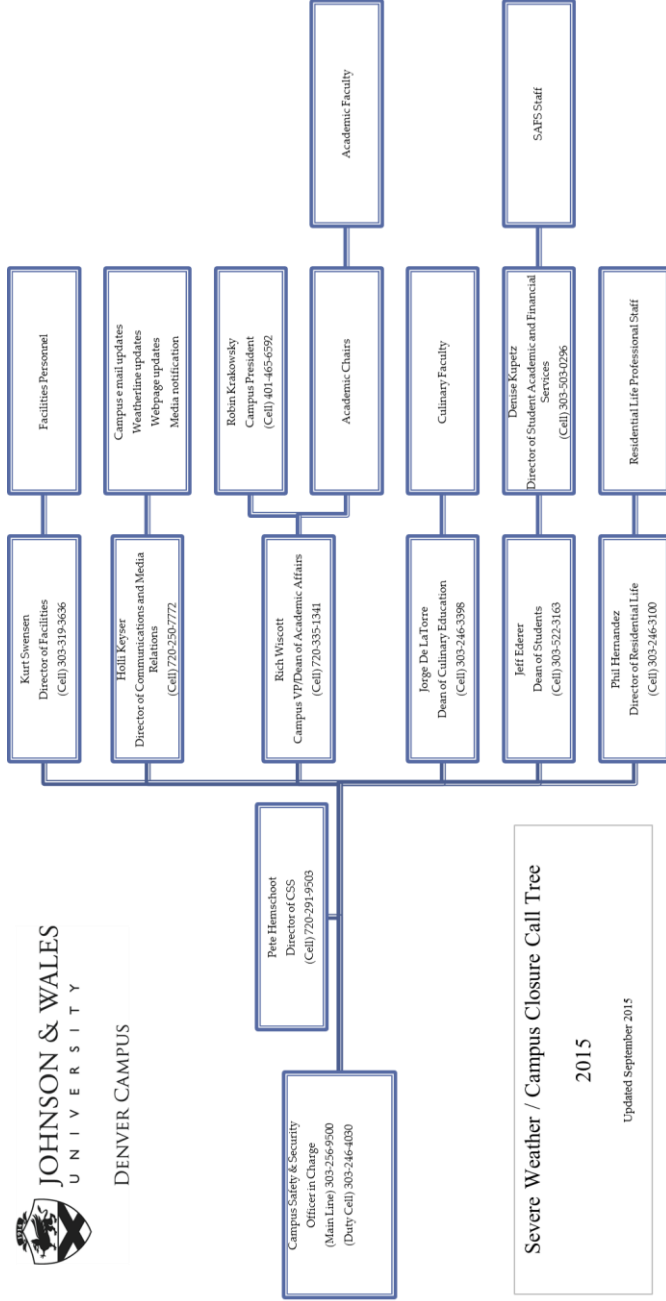
Each year, just prior to the start of snow season, the **Director of Facilities or his designee** shall review the Snow Plan with their personnel, establish updated telephone contact lists, request volunteers for a call-in list, and insure equipment is in a good state of readiness. He will conduct training on equipment and removal methods for new staff.

Contracting

The use of outside contractors will be as appropriate to the snow conditions and staffing availability. Snow removal contracting will be approved Johnson & Wales University contracts designee.



DENVER CAMPUS



Severe Weather / Campus Closure Call Tree
 2015
 Updated September 2015

Campus Safety & Security
303-256-9500

Brian Lyninger, Assistant Director of Campus Safety & Security
303-246-3093
Pete Hemschoot, Director of Campus Safety & Security
720-291-9503

Appendix I **Pandemic Plans**

H1N1 Plan and Response

For internal use only by Campus Safety & Security, Residential Life, Denver Leadership Team, Academic Chairs and the Denver Emergency Operations Team

Background

When the novel H1N1 outbreak was first detected in mid-April 2009, CDC began working with states to collect, compile and analyze information regarding the novel H1N1 flu outbreak, including the numbers of confirmed and probable cases and the ages of these people. The information analyzed by CDC supports the conclusion that novel H1N1 flu has caused greater disease burden in people younger than 25 years of age than older people. At this time, there are few cases and few deaths reported in people older than 64 years old, which is unusual when compared with seasonal flu. However, pregnancy and other previously recognized high risk medical conditions from seasonal influenza appear to be associated with increased risk of complications from this novel H1N1. These underlying conditions include asthma, diabetes, suppressed immune systems, heart disease, kidney disease, neurocognitive and neuromuscular disorders and pregnancy.

People infected with seasonal and novel H1N1 flu shed virus and may be able to infect others from 1 day before

getting sick to 5 to 7 days after. This can be longer in some people, especially children and people with weakened immune systems and in people infected with the new H1N1 virus.

Response

In the event a student, faculty, or staff member exhibits symptoms such as fever, cough, sore throat, runny or stuffy nose, body aches, headache, chills and fatigue, they should be referred as follows to be tested for the H1N1 flu virus:

Students – Health and Wellness Center, urgent care, hospital, or private physician

Faculty/Staff – urgent care, hospital, or private physician

In adults, emergency warning signs that need urgent medical attention include:

- Difficulty breathing or shortness of breath
- Pain or pressure in the chest or abdomen
- Sudden dizziness
- Confusion
- Severe or persistent vomiting
- Flu-like symptoms improve but then return with fever and worse cough

In all cases, Campus Safety should be contacted to ensure proper procedures are followed, and emergency notifications are made.

If anyone is sick with flu-like illness, they should be directed to stay home for at least 24 hours after the fever is gone except to get medical care or for other necessities.

In the event a faculty or staff member is absent due to the H1N1 virus, the respective supervisor or department chair is to be notified. Infected members should not return to campus until their fever has been gone for at least 24 hours. Procedures for replacing staff and faculty or canceling class will be handled by the respective department

Students

- A checklist is being developed (for students, parents and staff) to outline available options (i.e. leave of absence, withdrawal) and “next steps” regarding continued or discontinued enrollment.
- This checklist will be provided to the web team to include in university alerts.
- Conduct university community outreaches when appropriate
- SAFS will conduct proactive outreaches to any student who is withdrawn from a course by the faculty instructor.
- Each Friday, students will receive an e-mail notification that they were withdrawn from class by their faculty; this has been a standard practice e-mail for us; however, we will include language for students who may have been dropped due to illness or medical reasons.
- Notification will be more frequent for the 9-day lab based segments.
- Individual phone calls will be placed to students who become withdrawn from a baking or culinary lab segment (i.e. to advise them about leave of absence or other enrollment options).
- When SAFS receives notification from the student, we will work with the respective faculty members on a plan to address the student’s enrollment status.

- Students with extenuating medical situation and who present appropriate medical documentation will be issued an “NC” as an academic grade for courses and the appropriate medical credit when applicable.

Resident Students

In the event a resident student is experiencing flu-like symptoms, they should be referred to the

Health and Wellness Center (business hours) or urgent care/hospital (after business hours) to be tested for H1N1. Students should first call the Health & Wellness Center at 303-256-9448 and inform them of the situation. University health professionals may direct the student to remain in their room and send someone to the student's location.

In the event a resident student is diagnosed with H1N1, the following procedures will be implemented:

- Student will be quarantined in their assigned room. If the room involves a shared bathroom with another room, the bathroom will be included in the quarantine. If the student is in a single room, they will be moved to an area where a bathroom cannot be shared.
- Roommate(s) will be moved to another room until the infected person's fever has been gone for at least 24 hours.
- Resident assistant and professional staff member assigned to the residence hall where infected person resides will be notified.
- Housing and Residential Education (HRE) will instruct the RA and/or professional staff member to check on infected student on a daily basis (these people will be given masks and gloves to wear when conducting checks).
- Chartwells will prepare to-go meals and work with HRE to have meals delivered to the infected student's room.
- Once the student's fever has subsided for at least 24 hours, Facilities will be contacted to conduct a cleaning of both the infected room and bathroom

Resources

Housing

The following spaces have been designated as quarantine areas in the event additional space is needed:

1. Gaebe Hall – basement – 4 beds
2. Johnson Hall – 1st floor – 4 beds
3. Triangolo Hall – basement – 2 beds

Option to add additional beds to these areas as needed

Dining

Dining Services through Chartwells is able to provide to go meals and fluids for resident students who have been infected with the H1N1 virus. Food and fluid resources have been classified into two categories:

1 to 10 infections:

- Chartwells can provide up to three to go meals per day per student

- Fluids will include water and/or carbonated soda (equivalent to Sprite)
- Same day service available

10 or more infections:

- Chartwells can provide up to three to go meals per day per student
- Fluids will include water and/or carbonated soda (equivalent to Sprite)
- **24 hours advance notice required to solicit additional food and personnel**
- In all cases, students will contact HRE and provide a valid Johnson & Wales ID Number for the meal to be charged to. HRE will contact Dining Services and place meal requests for that day.

Supplies

1. H1N1 test kits – 141 (25% of expected resident population of 564)
2. Protective masks – 100
3. Protective gloves – 2 boxes (100 in each box)
4. Hand dispensers – 18 (one for each building entrance)
5. Sanitizers for dispensers – 18 bottles (every two weeks)

Additional resources will be determined on an as needed basis. Other emergency supplies can be obtained through the Emergency Management Response Team.

Notes

- CDC is not currently recommending that institutions cancel or dismiss classes or other large gatherings.
- If confirmed cases of novel influenza A (H1N1) virus infection or a large number of cases of influenza like illness (ILI) (i.e. fever with either cough or sore throat) occur among students, faculty, or staff or in the community, the university should consult with state and local health officials regarding an appropriate response.
- Because the spread of novel influenza A (H1N1) within a health professions school may pose special concerns, school administrators are strongly encouraged to contact their state and local public health authorities if they suspect that cases of ILI are present on their campuses.

If possible, persons with ILI who wish to seek medical care should contact their health care provider or campus health services to report illness by telephone or other remote means before seeking care.

Keeping informed regarding the evolving situation through regular visits to the CDC's H1N1 Flu web site at <http://www.cdc.gov/h1n1flu/> or www.flu.gov.

