



JOHNSON & WALES
UNIVERSITY

**UNIVERSITY EMERGENCY
MANAGEMENT PLAN**

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Purpose & Scope

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

The overall priorities of the university during a disaster are:

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

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

Application to Johnson & Wales University

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

Concept of Operations

This all threats/all hazards 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 shared drive H: JWU Emergency Plans & Procedures.

Levels of Emergency

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

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

Plan Activation

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

Emergency Management Framework

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

Executive Committee

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

Providence Campus:

When an emergency occurs the Incident Commander or his/her designee should contact the Campus President, Chief Operating Officer, or in his/her absence, the Senior Vice President of Communications who shall notify, confer, and update members of the Executive Committee. If they are unavailable, the University Executive Vice President or the University Provost should be contacted, in that order.

Regional Campus:

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

It is the responsibility of the Incident Commander to also notify the Providence Campus President, or the Vice President of Communications (secondary). If they are unavailable, the University Provost should be contacted.

Executive officer(s) responsibilities include:

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

Executive Operations Team

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

Crisis Management Team

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

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

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

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

Emergency Operations Team Members

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

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

Incident Commander

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

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

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

Ranking Campus Safety & Security Officers:

Providence Campus, executive director, campus safety & security

Charlotte Campus, director, campus safety & security

Emergency Operations Center

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

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

Emergency Communications

Johnson & Wales University, like all institutions, on occasion faces risks and adversities that affect many members of our community. No matter the situation, and in compliance with the Higher Education Opportunity Act, PL110-315, the university is committed to the following communications principles as it may encounter these adversities:

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

The university will be as open about the details of the situation as the facts and conditions permit.

The university is committed to accurate, fair, frank and timely communications.

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

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

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

Campuswide Communication

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

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

Designated Communications Coordinator:

Providence campus: vice president for communications and government relations

Charlotte campus: director of communications and media relations

Media Communications

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

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

Communication with Families of Students and Employees

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

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

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

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

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

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

Ranking Student Affairs Official:

Providence Campus, vice president of student affairs

Charlotte Campus, dean of students

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

Initial Discovery and Response

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

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

- Name and phone number you are calling from
- Nature of the emergency
- Location of the emergency
- Size / extent of emergency
- Materials involved, if any, and
- Injury to personnel, if any

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

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

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

Campus Safety & Security Contacts:

- Providence Campus, 401-598-1103
- Charlotte Campus, 980-598-1900

Emergency Procedures

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

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

When and how to evacuate the building

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

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

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

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

Campus emergency contact phone numbers

Emergency Evacuations

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

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

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

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

Evacuation Procedures for People with Disabilities

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

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

GENERAL EMERGENCY SITUATIONS

Response to Emergencies

Shelter-in-Place

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

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

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

Lockdown

Lockdown is a protective action employed to safeguard faculty, staff, and students when there is an armed perpetrator approaching the campus, on campus or in a nearby building. Lockdown is often employed to keep people away from a violent perpetrator while police engage the suspect. The University includes the City of Houston Texas “Run, Hide, Fight,” active shooter response strategy, which is part of the emergency management training described under the “Training” section on page 26 of this plan.

Actions for executing a lockdown are as follows:

1. The decision to go into a building or campus lockdown shall be made by either the Incident Commander or by local law enforcement officials
2. Faculty, staff and students will be warned of the lockdown using communications channels deemed most suitable for the circumstance by the Incident Commander and/or the Crisis Management Team
3. If possible, exit the building and **call 911** and Campus Safety & Security at 401-598-1103. **(RUN)**.
4. If you cannot exit, clear the hallway immediately and/or remain behind closed doors in a locked or barricaded room. **(HIDE)**
5. Stay away from windows, shut off lights, and close blinds and shades.
6. Remain calm and quietly **call 911** and Campus Safety & Security at 401-598-1103.
7. Leave the room only when authorities have arrived and instructed you to do so.
8. Do not leave or unlock the door to see what is happening.
9. If faced with no other option and harm is imminent, use any items to incapacitate the attacker. **(FIGHT)**
10. Do not assume someone else has called 911 or Campus Safety & Security.

Fire / Explosion

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

1. All building occupants should evacuate the building via the nearest safe exit upon sounding of the fire alarm. If the primary route is blocked by fire, the secondary route should be used.
2. DO NOT RUN.
3. DO NOT use elevators for evacuation.
4. Once outside, occupants should proceed to their building's designated rally point.
5. When an alarm is sounded in a residence hall reception area, personnel shall call Campus Safety & Security.
6. Every effort will be made for R.A.s / A.C.s, 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 R.A. / A.C., or other assigned person(s). If they are exiting from a residence hall, or their professor if exiting from a classroom. University employees shall report to their supervisors.
8. Resident hall staff shall attempt to account for all occupants and ask questions as necessary to determine if all students have left the building.
9. The highest-ranking Campus Safety & Security staff member at the site shall attempt to account for all occupants. Resident hall staff, professors and supervisors shall notify Campus Safety & Security of any missing persons. Campus Safety & Security will report any missing occupants to the fire department.
10. The student / employee who discovers the situation and begins the evacuation shall contact Campus Safety & Security (at the rally point) to give the location and type of fire (oil, paper, etc.). As a back-up, once Campus Safety & Security is contacted, they will notify the fire department of the alarm situation.
11. Upon fire department arrival, the highest ranking Campus Safety & Security employee and the student / employee who discovered the fire shall report the location and type of fire and any missing occupants.
12. Campus Safety & Security (or the Incident Commander) shall contact an ambulance and hospital if students / employees are injured.
13. The fire department will notify Campus Safety & Security when it is safe to re-enter the building. Campus Safety & Security will then inform R.A.s, / A.C.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 911.

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

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

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

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

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

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

Ranking Campus Facilities Management Officials:

Providence Campus, vice president of real estate and facilities planning

Charlotte Campus, director of facilities management

Hazardous Materials Release

Emergency procedures for responding to a spill or release of chemical/biological/radiological materials have been developed and are located in the Johnson & Wales University Integrated Contingency Plan (ICP). The procedures described below are the responsibility of the Incident Commander or his/her designee.

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

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

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

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

Violence / Terrorist Acts

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

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

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

Possible indicators of chemical or biological agents include:

Unusual dead or dying animals or fish

The presence of unusual liquids, sprays or vapors

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

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

Someone discovering such a potential situation should do the following:

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

Utility Failures

Electricity

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

Assess the extent of the outage in your area.

During the day, report the outage to Facilities Management.

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

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

Use auxiliary light supplies (flashlights) conservatively.

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

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

Help persons in darkened rooms move to safety.

Keep refrigerators/freezers closed during outage.

Open windows for additional light and ventilation.

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

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

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

Elevators

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

Water/Flooding

To report any problems with water systems:

During the day, contact Facilities Management

In the evening, contact Campus Safety & Security.

Cease using all electrical equipment.

Heating, Ventilation and Air Conditioning

If you lose one of these systems:

During the day, contact Facilities Management

In the evening, contact Campus Safety & Security.

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

Severe Weather Event

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

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

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

- Flashlights
- Drop cloths
- Buckets
- 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.

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

During a Severe Weather Event

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

After a Severe Weather Event

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

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

Bomb Threat

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

1. If you receive a threat by telephone, **remain calm** and attempt to obtain as much information as possible from the caller. This may include:
 - a. Male or female, approximate age?
 - b. Origin of call (local, long distance, internal, phone booth)?
 - c. Caller's voice (slow, fast, loud, foreign, calm, emotional, etc.)?
 - d. Are there background noises?
2. Record the conversation if at all possible, or have someone else contact Campus Safety & Security while you are on the line.
3. Immediately cease the use of all wireless communications, such as cell phones, two-way radios and laptop computers, where a suspicious package containing an explosive device may be located.
4. Call Campus Safety & Security; give your name, location and telephone number. Inform them of the situation, reporting the exact words of the threat, including information you may have as to the location of the threat, time of the threat and time you received the call.
5. DO NOT evacuate the building and do not sound the alarm, but wait for further instructions. The ranking Campus Safety & Security officer and Chair of the Crisis Management Team or their designees, in consultation with local law enforcement personnel and other authorities, will be responsible for making the decision to evacuate buildings or the campus if necessary.
6. If you spot something out of the ordinary or that appears suspicious, report it to Campus Safety & Security. *Under no circumstances should you touch, tamper with, or move suspicious objects or confront persons acting suspiciously.*
7. If the building is evacuated, move as far away as possible. Keep streets, fire lanes and walkways clear for emergency vehicles and crews.
8. Report bomb threats received by means other than the telephone to Campus Safety & Security.

Suspicious Package

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

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

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

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

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

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

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

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

If requested, assist emergency crews as necessary.

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

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

Theft / Security Breach

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

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

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

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

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

Maintenance & Distribution of the University Emergency Management Plan

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

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

Recordkeeping Requirements

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

APPENDICES

Appendix A
NIMS Organizational Charts

The Providence Campus has developed a NIMS Organizational Chart, which is available to select university personnel only.

Appendix B
Emergency Team Information

The Providence Campus Emergency Team Information is available only to those who serve as members of the campus emergency team.

Appendix C
Emergency Operation Center and
Supply Location(s)

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

Appendix D
Evacuation Procedures

Evacuation Procedures

Evacuation Procedures for Persons with Disabilities

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

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

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

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

Physically Challenged Students

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

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

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

Ways of being removed from the wheelchair

Number of people necessary for assistance

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

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

Being carried forward or backward on a flight of stairs

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

Additional things to consider when evacuating a physically challenged student:

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

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

Some people have no upper trunk or neck strength.

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

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

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

Fire Alarm and General Building Evacuation

- 1) Treat all fire alarms as real.
- 2) RA's are responsible for assisting in the evacuation of the residence hall as follows:
 - a) If at the front desk:
 1. Call Campus Safety & Security & RDOC to report alarm.
 2. Assist the Desk Assistant in securing the front desk (Master keys and ID box should be taken outside).
 3. Leave the building by the designated evacuation routes.
 4. Help guide residents away from the building to the pre-designated areas.
 - b) In the building but not at the front desk:
 1. If on duty, contact CS&S and the RDOC to report the alarm via the on-call cell phone. Call the front Desk Assistant and give instructions on securing the front desk.
 2. Leave the building by the pre-designated evacuation route.
 3. While exiting the building knock on every door on your floor and announce "Fire Alarm."
 - a. DO NOT WAIT FOR AN ANSWER.
 - b. DO NOT BACK UP OR GO OUT OF YOUR WAY TO KNOCK ON DOORS.
 - c. DO NOT KEY INTO ROOMS
 - c) Once the Fire Department has declared the building safe to reenter:
 1. The on duty Desk Assistants should reenter the building to cover the desk.
 2. All RAs should go back inside and stand by the front desk to monitor those reentering the building for unauthorized visitors/prohibited items.
 3. Residents should only be allowed back inside the building through the front entrance.
- 3) The RAOC notes the alarm in the Daily Report, completes an Incident Report, and ensures that the Desk Assistant includes a complete report of the fire alarm in the front desk daily report.
- 4) Periodically, your RD in coordination with the local fire departments will conduct a fire alarm drill. Although you may know it is a drill all fire alarms are to be treated as real. Follow the above procedures in every case of a fire alarm.

Fire Evacuation plan for High Rise Buildings (McNulty & Snowden Hall)

Please follow the instructions below for both McNulty and Snowden Hall

In the event of fire alarm activation, the floor in which the alarm originates and on the floor above, you will hear a loud "slow whoop" fire alarm sound. Upon hearing this "slow whoop" signal, all residents, staff and guests evacuate the building immediately by using the nearest exits and gather in Gaebe Commons and wait for further instructions. All other floors will only see a flashing light emanating from the hallway strobe

lights. The floors with the flashing lights are in the alarm state only, and all residents, staff and guests are to remain on the floor and wait for further instructions.

In the event of an alarm at a high rise hall, the DA is to remain behind the front desk and not allow any persons to enter the building until cleared, UNLESS the first floor is activated. If the first floor is activated, follow the above guidelines.

Special Instructions for Buildings Housing a Wheelchair Bound Student:

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

1. If a fire alarm sounds an evacuation, students with mobility issues should be directed to wait by the nearest stairwell entrance. They must stay outside of the stairwell and to the side of the door, in order to not block the path of egress.
2. The RAOC must notify Fire Department of the student's location. If the Fire Department is already in the building prior to your arrival, communicate the information either directly to a firefighter, if possible, or to a Campus Safety & Security officer on scene. THE Fire Department MAKES THE DETERMINATION ON WHETHER EVACUATION OF THE STUDENT WILL/WILL NOT OCCUR.
3. After the building has been deemed safe for students to return:
 1. If the physically challenged student was NOT evacuated due to false alarm, the RAOC must immediately go to the student's location and explain what occurred. At this time, the student can return safely to their room.

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

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

Appendix E
Procedures for Notifying Emergency Responders

Initial Discovery & Response

The person discovering the emergency should call 9-1-1 and/or Campus Safety & Security. If calling from a university phone, dial “9-911”.

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

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

Appendix F
Procedures for Exposure to Hazardous Material

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

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

Appendix G
Emergency Utility Shut-off Locations

The Providence Campus's Utility Shut-off Locations are maintained by Facilities Management which is available on campus at all times.

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Appendix H
Severe Weather Event Information and Procedures

Weather Information

Students

The university posts information on its operating status through the Rhode Island Broadcasters Association, (http://www.ribroadcasters.com/News_and_Events/Closings_Delays/) which feeds local Rhode Island television/radio stations and their companion websites.

Also check:

University e-mail

JWU Alerts webpage (www.jwu.edu/alerts)

Decisions pertaining to any change in the class schedule will be made by the appropriate Vice President(s) and/or Dean(s) and designated Practicum Property Senior Manager(s). *Individual faculty members are not authorized to cancel classes or release students prior to the official University announcement.*

Employees

In determining whether or not work will be affected by hazardous weather, the following principles apply:

If classes are NOT cancelled, all staff, administration and practicum employees are expected to report to work. The decision to cancel or delay classes is totally separate from the decision regarding staff and practicum properties employees.

Do not assume that if classes are cancelled that administrative offices and/or practicum properties are closed.

The decision to close, delay opening or to release employees early is made by designated key administrators. *Individual department supervisors are not authorized to close, delay opening, or release employees early.*

Delayed Start Procedures

In the event of a decision for offices to close or delay opening, every effort will be made to announce such a decision by 6:30 a.m.

Early Release Procedures

When a decision by designated key administrators is made to release employees due to hazardous weather conditions, employees will be notified as follows:

Human Resources & Payroll will attempt to notify individual department managers and supervisors. Announcement will be sent via university email.

Essential Personnel:

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

Notification for those outside the University:

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

Severe Weather Events

Hurricane

The university developed a comprehensive Hurricane Contingency Plan for the Providence Campus in 2007. This Contingency Plan contains detailed descriptions of actions to be taken by each department if a hurricane were to impact the greater Providence area.

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

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

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

Water/Flooding

Contact Facilities Management during the day (598-1234) and Campus Safety & Security in the evening (598-1103) to report any problems with water systems. Cease using all electrical equipment.

Elevators

If an elevator becomes inoperable, call the Facility Emergency Control Desk via the telephone that is installed in each elevator. The Control Desk Technician will instruct you on how to perform a few simple procedures to get the elevator 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.

Heating, Ventilation and Air Conditioning (HVAC)

If you lose one of these systems, please call Facilities Management during the day (598-1234) and Campus Safety & Security during the evening (598-1103).

Appendix I
Pandemic Plans

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

The Providence Campus Pandemic Plan can only be viewed by selected university personnel and is maintained by the campus's emergency team.

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

This Appendix is available only to members of the campus emergency team.

**Appendix K: Information
Technology Event
Response Team Plan**

This Appendix is available only to members of the campus emergency team.

Appendix K: Integrated Contingency Plan

This Appendix is available only to members of the campus emergency team.

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