



JOHNSON & WALES
U N I V E R S I T Y

UNIVERSITY EMERGENCY MANAGEMENT PLAN

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Purpose & Scope

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

The overall priorities of the university during a disaster are: the protection of lives, property, community and environment, assurance of continuity of operations, and to restore the university's essential and normal activities as soon as possible.

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

Application to Johnson & Wales University

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

Concept of Operations

This all threats/all hazards plan provides an organized management system for the university to follow during emergencies. The plan is a flexible system that allows for partial or full activation of the plan, depending on the situation. It is based on worst case scenario and provides for the critical functions and roles of the university during a response.

The plan is based on the Incident Command System (ICS), a management structure adopted in the United States and internationally in accordance with Department of Homeland Security directives and National Incident Management System (NIMS) guidelines. It is intended to provide a smooth transition to restoration of normal services and the implementation of programs for recovery.

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, Clery Act (Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act, Family Educational Rights and Privacy Act (FERPA), Americans with Disabilities Act (ADA) & Rehabilitation Act (Section 504), and other relevant local, state and federal guidance.

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.

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
3 Catastrophic Event	Impacts a sizable portion of the campus and potentially 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 Management Team must be involved.
2 Major Incidents	Has significant impacts to people and/or property. Interrupts campus operations. Some assistance from outside agencies required.	• Major HazMat spill or release • Campus demonstrations • Major building flooding • Severe weather • Loss of utilities for long durations	EOC is activated and staffed with relevant parties. • Crisis Management Team is contacted to provide situational awareness and coordinate the campus response. • Emergency Operations Team member will be consulted as needed to support campus operations
1 Minor Incident	Limited duration Narrow impact on the campus community Require minimal or no assistance from outside agencies	• Minor HazMat spill or release, • Confined fire • Large pre-planned event	• Campus Security Department resources will likely lead the response • EOC will likely be opened or staffed with emergency management personnel only

Plan Activation

When an emergency arises that meets criteria for a Major Incident or Catastrophic Event, the officer in charge in Campus Safety & Security will contact the Executive Director of Campus Safety & Security, Director of Campus Safety & Security, or their designee. The Director or designee will inform the Chair of the Crisis Management Team, most often the President of the University campus or their designee who will duly determine if it is appropriate to activate the Emergency Management Plan. If the Chair of the Crisis Management Team, in consultation with the Campus Safety & Security director, determines that the incident constitutes an emergency, the Emergency Operations Center will be activated, and the Crisis Management Team will convene. The Emergency Operations Center may activate in-person or virtually if technology allows. If the plan is activated, the Emergency Management Director 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.

Cabinet Members and Board of Trustees

It is essential to keep Cabinet Members and the Board of Trustees informed of ongoing events and decisions so they can effectively respond to critical policy matters. These members offer strategic guidance and make key decisions for university campuses during emerging crises that may impact the institution's reputation.

Providence Campus:

When made aware of a Major Incident or Catastrophic Event, the Executive Director of Campus Safety & Security or his/her designee should contact the Campus President, or in his/her absence, the Vice President of Marketing & Communications who shall notify, confer, and update members of the Crisis Management Team. If they are unavailable, the University Provost should be contacted, in that order.

Charlotte Campus:

When made aware of a Major Incident or Catastrophic Event the Director of Campus Safety & Security or his/her designee should contact the Campus President, or in his/her absence, the Vice President of Marketing & Communications who shall notify, confer, and update members of the Crisis Management Team.

It is the responsibility of the Director of Campus Safety & Security to also notify the Providence Campus Executive Director of Campus Safety & Security who will notify the of the Providence Campus. If they are unavailable, the University Provost should be contacted.

Cabinet Members/Board of Trustees(s) responsibilities include:

- Providing guidance to the campus Crisis Management Team during serious crises in consultation with the emergency operations team, making major policy decisions during extraordinary events up to and including campus evacuation or shut down.

- 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, 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 incident command and communications 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, broadcast communications 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
- Manage internal communications to the university community
- Manage external communications to the wider community as necessary, to include media relations
- Provide policy guidance and incident objectives to the Emergency Operations Team

Each Crisis Management Team member should have a designated alternate staff member who can take on those responsibilities should the primary person be unavailable or to manage relief for extended operations.

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 consists of department leaders who are knowledgeable about their department's protocols and have the authority to make decisions and allocate resources. Each team member will direct, coordinate, and communicate the specific activities associated with their respective department. The responsibilities of the Emergency Operations Team are to:

- Prioritize the emergency response activities
- Coordinate with other departments to meet incident objectives
- Manage resources related to an incident response
- Communicate and document response efforts between the Emergency Operations Team and to Cabinet members
- Manage communications with students, parents, staff, faculty, local media and emergency response agencies, in coordination with Communications & Media Relations

Incident Commander

The ranking responding Campus Safety & Security officer, will establish Incident Commander for emergencies that occur on university campuses, with the ability to transfer incident command to another, more qualified individual, depending upon the nature of the emergency. For example, the ranking officer may transfer Incident Command to a member of Facilities for a severe water leak. The Incident Commander 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 needs to be activated.

The Chair of the Crisis Management Team will be responsible for providing on-going communication with the Board of Trustees.

The Incident Commander or their designee will act as liaison to the responding emergency services personnel and regulatory agencies during the emergency.

Emergency Operations Center

In cases of widespread emergencies (Levels 2 and 3), the Crisis Management Team can 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. If the EOC is inaccessible or unusable, the Alternate EOC (AEOC) can 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. The Emergency Operations Team may also activate virtually if technology and incident demands allow.

Some incidents may only require a partial activation of the EOC, at the discretion of the University President or Crisis Management Team.

Emergency Communications

Johnson & Wales University, like other 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 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, 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 university wide 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.

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, phone calls, 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 Marketing and Communications
- 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 principal 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 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, 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 dispatch the appropriate campus and external resources. The arriving Campus Safety & Security officer will establish Incident Command. If deemed necessary, the arriving officer will request assistance from a supervisor and/or command staff. If appropriate, supervisors and/or command staff may assume Incident Command for more complex or large-scale emergencies. Transfer of Command should be conducted with a face-to-face transfer when feasible.

If available, the student or staff member calling for assistance should provide the following information to Campus Safety & Security:

- Location of the emergency
- Name and phone number you are calling from
- Nature 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 staff should 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, first aid kits, and AEDs
- 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.)
- 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 equipment including cooking equipment including ovens, stoves, fryolators, etc.
3. Leave your belongings in place if it will impact your ability to evacuate expeditiously.
4. No one shall remain in the building, and no one shall re-enter the building without the authorization of the responding emergency services agency or Campus Safety & Security.
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 Campus Safety & Security.

For campus-specific Evacuation Procedures, please see Appendix D.

Evacuation Procedures for People with Disabilities

1. For individuals with disabilities:
 - Know your evacuation routes and have a plan in place to evacuate in an emergency. Be mindful that elevators might not function if a fire alarm is activated, and it might be appropriate to evacuate to an Area of Rescue/Refuge instead.
 - Communicate your needs clearly to those around you.
 - If you use mobility aids, ensure they are easily accessible.
2. General guidelines for assisting individuals with disabilities:
 - Always ask individuals with disabilities how you can assist them before attempting any rescue or providing help. Inquire about the best way to assist or move them and any special considerations they may have.
 - Attempt a rescue evacuation only if you have received proper training or if the individual is in immediate danger and cannot wait for professional assistance.
 - Avoid using elevators unless authorized by emergency personnel.

- In life-threatening situations, call 911 immediately.
- Check on individuals with disabilities during an evacuation. Implement a “buddy system” where volunteers assist those with disabilities in emergencies if necessary.
- Consider hidden disabilities: Be aware that some disabilities may not be immediately visible, such as cognitive impairments, mental health conditions, or chronic illnesses. Always communicate clearly and patiently and ask if there are any specific needs or accommodations required.

For campus-specific Evacuation Procedures, please see Appendix D.

GENERAL EMERGENCY SITUATIONS

Response to Emergencies

Shelter-in-Place

In the event of an emergency, sheltering in place is a temporary strategy designed to ensure safety by remaining indoors rather than evacuating. This approach can be used for a variety of incidents, including severe weather, acts of violence occurring outside the campus, or exposure to airborne hazards involving chemical, biological, radiological, nuclear, and explosive (CBRNE) agents. Sheltering in place helps protect individuals from external dangers by utilizing the safety of indoor environments. If a shelter in place directive is given through the Emergency Notification System, the type of hazard will also be communicated. 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

Armed Aggressor/Lockdown

In the unfortunate event of an active shooter or armed aggressor on campus, it is crucial to know how to respond effectively to ensure your safety and the safety of others. This section outlines the recommended actions to take during such incidents, based on best practices from reputable sources. Understanding and following these steps can significantly increase your chances of survival and help mitigate the threat until law enforcement arrives.

The University follows the FBI's guidance on "Run, Hide, Fight" for responding to active threats, including firearms, edged weapons, vehicle attacks, and more. Groups interested in individualized training for these incidents can request a class through Campus Safety & Security or the Department of Emergency Management. All students, faculty, and staff are encouraged to attend our regularly scheduled trainings held for the larger campus community

1. Run:

- If there is an accessible escape path, evacuate the premises immediately. Have an escape route and plan in mind.
- Evacuate regardless of whether others agree to follow.
- Leave your belongings behind.
- Help others escape, if possible.
- Prevent individuals from entering an area where the active shooter may be.
- Keep your hands visible.
- Follow the instructions of law enforcement.
- Call 911 when you are safe

2. Hide:

- If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.
- Your hiding place should be out of the shooter's view, provide protection if shots are fired in your direction, and not trap you or restrict your options for movement.
- Lock the door and blockade it with heavy furniture.
- Silence your cell phone and any other sources of noise (e.g., radios, televisions).
- Remain quiet

3. Fight:

- As a last resort, and only when your life is in imminent danger, attempt to disrupt or incapacitate the shooter.
- Act as aggressively as possible against the shooter.
- Use any items available to you (e.g., fire extinguishers, chairs) to incapacitate the attacker.
- Commit to your actions

Communicate:

- Call 911 as soon as it is safe to do so.
- Provide as much information as possible, including the location of the shooter, description of the shooter, and any victims

Follow Instructions:

- Follow any instructions given by emergency personnel.
- Do not leave your hiding place until law enforcement or university official communications gives the all-clear

Fire / Explosion

The person who discovers a fire should pull the fire alarm, leave the immediate area, and close doors behind them if possible.

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, a 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. Reception area personnel should 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). Students should report to their professor if exiting from a classroom. University employees shall report to their supervisors.
8. Residential Life staff shall attempt to account for all occupants and ask questions as necessary to determine if all students have left the building.
Campus Safety & Security staff members at the site shall attempt to account for all occupants. Residential Life 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.
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 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 individuals at the rally point when they are cleared to re-enter the building.

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

Medical Emergency

All injuries (including mental health emergencies) and exposure incidents occurring on university property must be reported. This is true regardless of whether injuries are deemed emergent or not. 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 the situation is an emergency, treat it as an emergency and follow the steps listed above.

Building Damage

When severe building damage is reported, the highest-ranking Facilities Management official on each campus, along with their staff, is primarily responsible for conducting a damage assessment as soon as practicable. They must then convey their findings to the Chair of the Crisis Management Team and Campus Safety & Security. They should use their best discretion to prioritize which buildings need to be assessed and/or repaired first. Priority should be given to Campus Safety & Security dispatch, the Emergency Operations Center (EOC), student residences, and whatever locations are deemed necessary to continue operations at that time. Facilities is further responsible for mitigating facility and grounds damages and restoring property to suitable functionality.

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.

If the failure of any critical system (such as sewer, water, or electricity) is expected to be prolonged, or if the damage is extensive and traumatic, it may be necessary to evacuate a building or a portion of the campus. Within the university, only the Executive Director of Safety & Security, Chair of the Crisis Management Team, campus President or their designee can order such an evacuation. 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 or their designee.

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 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 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 Environmental Health and Safety, and if the circumstances deem necessary, Campus Safety & Security will contact the local fire department.
3. 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.
4. 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 campus building.
5. 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.
6. 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.
7. 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.

Suspicious Packages or Mail

Suspicious packages or mail can pose significant risks, including the potential for explosives or chemical and biological agents. It is crucial to recognize and respond appropriately to such threats to ensure the safety of the university community.

Possible Indicators of Suspicious Packages or Mail:

- Unusual dead or dying animals or fish
- Presence of unusual liquids, sprays, or vapors
- Suspicious devices or packages (e.g., unusual metal debris, abandoned spray devices, unexplained munitions)
- Packages with excessive postage, no return address, or strange odors
- Unexpected deliveries from unfamiliar sources

Actions to Take if a Suspicious Package or Mail is Discovered:

1. Move away from the area, device, or package and keep others away.
2. Do not walk into or touch any 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.
5. Report the suspicious package or mail to Campus Safety & Security immediately. Be specific about the nature of the involved material and the exact location.
6. Campus Safety & Security will contact the necessary authorities.

Response Protocol:

- In the event of a suspicious package or mail, local, state, and federal agencies may take control and provide direction to the university and surrounding areas.
- Key members of the university should remain in contact with local and state agencies and follow their direction unless doing so would be obviously unsafe.

By following these guidelines, the university community can effectively respond to and mitigate the risks associated with suspicious packages or mail.

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 regular work hours, report the outage to Facilities Management.
In the evening, report the outage to Campus Safety & Security.
- 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 if necessary and safe.
- 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.
- 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 member from the local fire department.

Water/Flooding

To report any problems with water systems:

During regular work hours, 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 regular work hours, 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 Campus Safety & Security is alerted of a severe weather WATCH issued by the National Weather Service, dispatch should contact the ranking Safety & Security officer to notify the Campus Safety & Security Director. The Director of Emergency Management may consult the local emergency management agency or National Weather Service directly for additional information. The Director of Safety & Security will confer with Emergency Management 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
- Sandbags
- Sump pumps/hoses
- Emergency generator
- Chain saws

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

The Director or Emergency Management or Incident Commander will gather more information from the National Weather Service or local emergency management office as necessary.

If imminent hazardous weather is likely, the Director of Emergency Management or the ranking Campus Safety & Security officer may activate the Emergency Notification system.

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.

Campus operations may be changed, to potentially include cancelling classes or other events. The designated communications officer will notify the media and campus community of the cancellations.

The Crisis Management Team will determine if a change to work status is necessary and ensure proper communication. 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 attempt to post an officer at each student-occupied residence hall 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 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

Campus Safety & Security will wait until conditions have clearly improved and local authorities have issued all-clear messages or lifted weather alerts before proceeding to make a damage evaluation inspection of the campus

1. Check of gas leaks sense of smell only.
2. Check domestic water, fire alarm systems, heat, hot water, and sprinkler systems in all buildings.
3. Stay clear of any fallen electrical wires. Report any downed wires or broken water or sewer lines to Campus Safety & Security.
4. Cut off the main power supply before touching electrical appliances.
5. Make sure that all electrical outlets are not damaged before using them.
6. Check food and water for spoilage.
7. Check for structural damage and watch out for falling debris. Contact structural engineer as needed.
8. When using a vehicle, avoid downed wires, flooded roads and disaster areas.
9. Take extra precautions to avoid fires.
10. 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 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 or directing the individual on how to make a report with local law enforcement.

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>) 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.

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

Organizational Charts are available only to those who serve as members of the campus emergency team

Appendix B: Emergency Team Information

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)

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 Accessibility Service to determine what accommodations they might benefit from.
2. An Accessibility Services member will discuss evacuation procedures with individuals with disabilities to ensure they clearly understand what to do in an emergency, both in class and elsewhere on campus.

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 or other Area of Rescue or Refuge.
2. Faculty and staff members may choose, at their discretion, to wait with individuals with disabilities during the evacuation procedure. If they decide to wait, they should appoint someone who is exiting to inform emergency personnel of the individual's location, name, and nature of the disability, if possible.
3. Under no circumstances should elevators be used, **UNLESS** that procedure is assisted by emergency response personnel.

Person with a Physical Disability or Mobility Challenge

In the event of an emergency evacuation, it may be necessary to assist a person with a physical disability outside of the building. This may include carrying the individual if they request this type of assistance. Only trained individuals should perform this action, or if the person is in imminent danger based on their location. Carrying options include using a two-person lock arm position or having the individual sit in a sturdy chair (preferably one with arms) and then carrying the chair.

Most students who use wheelchairs can exit without assistance if they are on the ground floor. If on the upper floors, students using wheelchairs should go to the nearest stairwell. A staff member will notify the fire department of the student's location, and fire personnel will evacuate the student. Additionally, the student's

room number will be placed in the fire box for the fire department to reference upon arrival. Some individuals 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 regarding:

- 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

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.). Care should be taken to minimize the risk of damaging these or other mobility devices.
- Some people in wheelchairs may have electrical artificial respirators attached or other necessary devices attached. They should be given priority assistance if there is smoke or fumes, as their ability to breathe may be severely compromised.
- Some may have limited 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 evacuating 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.

Special Instructions for Buildings Housing a Wheelchair Bound Student:

*****Please Note: The RD of the building will 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 at the nearest Area of Refuge/Area of Rescue. This is likely the nearest stairwell. The student should make attempts not to impede egress for other occupants.
2. Once aware, the RAOC must notify an on-scene Firefighter of the student's location. The fire department makes the determination on whether evacuation of the student will/will not occur.

3. After the local fire department deems the building safe for reoccupation: If the student was NOT evacuated due to false alarm or other circumstance, the RAOC should immediately go to the student's location and explain what occurred. At this time, the student can return safely to their room.

The RDOC should ensure that the elevator is reactivated for use.

Fire Alarm and General Building Evacuation

Treat all fire alarms as real.

RAs 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, announce, "Fire Alarm."
 - DO NOT WAIT FOR AN ANSWER.
 - DO NOT BACK UP OR GO OUT OF YOUR WAY TO KNOCK ON DOORS.
 - 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.

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.

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 will go into active alarm and omit an audible alarm. All residents should evacuate from these floors in the presence of an audible alarm.

Other floors may only see a flashing light emanating from the hallway strobe lights. Occupants on these floors should remain on their floor and wait for further instructions.

In the event of an alarm at a high-rise hall without an audible alarm on the first floor, the DA is to remain behind the front desk and not allow any persons to enter the building until cleared.

Note: Rally Point locations are available on jwuLink under the relevant campus Campus Safety & Security page.

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.

Depending on the nature of the emergency, the Emergency Quick Reference Procedures Guide may provide additional guidance. The guides are posted in classrooms and residence halls.

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 within Facilities Management and can be accessed by contacting the Environmental, Health & Safety Department.

Appendix G

Emergency Utility Shut-off Locations

(The Providence Campus's Utility Shut-off Locations are maintained by Facilities Management and are always available on campus.)

Appendix H

Severe Weather Event Information and Procedures

Weather Information

Campus Closures and Schedule Change Procedures for Academic Classes, Administrative Offices and Events.

The safety of our campus community is a top priority. A team of senior management that includes representatives from campus safety & security, the provost's office, the president's office and human resources considers the best interests of our community when there is a threat of, or actual, inclement weather. The final decision about whether to delay or cancel classes, events and work requires evaluating information about the weather, decisions or guidance made by state and local authorities related to highway access, parking bans, local street clearing, parking lot access and other safety and access issues.

A parking ban in the City of Providence or City of Charlotte will not necessarily affect operations of the University.

The decision to cancel or delay classes or events is separate from the decision regarding work schedules for staff and student employees or interns. Do not assume that if classes are cancelled that administrative offices are closed. Separate announcements may be issued for class cancellations and work cancellations. Staff and interns should consult directly with their supervisor regarding their work status.

Academic Classes and Functions: Principles and Communications

Given that many students live on or near the campus and understanding that changes to the academic schedule can be substantively disruptive to students and faculty, efforts will be made to avoid the cancellation or delay of classes with safety top of mind.

JWU Shuttle (Providence)

In the event of inclement weather, users of the JWU Shuttle should monitor communications (generally made via email to the JWU community, jwuLink, and social media) regarding service status carefully and plan travel accordingly during periods of snow, ice, freezing rain or other inclement weather conditions.

Communications

When we close or delay opening offices and school, we strive to announce such a decision before 6:00 a.m. that day. However, this decision requires the evaluation of several pieces of information. Therefore, the precise announcement time is dependent on when this information becomes available to us.

The university notifies the campus of class/office cancellations, delays, or early releases using one or more of the following official university resources:

- jwuLink
- JWU email
- X (@JWUAlertPVD and @JWUAlertCLT)
- JWU website Alerts page: [Alerts | Johnson & Wales University](#)

In addition, local TV and radio stations and their companion websites frequently carry updates on weather-related closings.

Administrative Offices and Functions: Principles and Communications

In making a determination to close or delay the opening of administrative offices, the university shall be guided by the following principles:

- Some employees are always considered to be essential personnel (e.g., Campus Safety & Security, Facilities and Campus Dining staff), and others who may be essential depending on the timing of the inclement weather as it relates to work activity. When classes are cancelled, if feasible our campus libraries, fitness centers, and dining facilities will be staffed to accommodate our students, but the schedules of those operations may be altered. Changes to operations should be posted on JWU Link and relevant social media channels.
- In the event of a closure, employees who have the ability to work remotely are expected to work their normal day unless otherwise directed by their supervisor.
- Employees should consult with their manager to determine their work status during an inclement weather event.

Employees should consult with their manager to determine their work status during an inclement weather event

- The condition and readiness of the campus to accommodate faculty and staff, including accessibility of parking lots, city streets, and pedestrian paths, shall be an important consideration.
- As previously stated, when we close or delay opening of administrative offices and operations, every effort will be made to announce such a decision by 6:00 a.m. that day. The university notifies the campus of class/office cancellations, delays, or early release using one or more of the resources described earlier.
- When we close or delay opening offices and/or school, every effort will be made for a timely announcement with full consideration of commuting times and class schedules.

When there are wintry conditions during your travel, please allow more time for your commute, reduce your speed, and increase the distance between your car and the vehicle ahead of you.

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 university 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 L: Integrated Contingency Plan

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

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