

# St. John's University

## Emergency Management Structure Plan



Date Revised-June 1, 2019

Contents

INTRODUCTION ..... 2

ACRONYMS..... 3

EMERGENCY PLAN SUMMARY ..... 4

EMERGENCY PLAN STRUCTURE..... 5

EMERGENCY RESPONSE LEADERSHIP ..... 7

EMERGENCY LEVELS..... 8

EMERGENCY MANAGEMENT TEAM MEMBERS..... 10

THE EMERGENCY COMMAND/OPERATIONS CENTERS..... 13

EVACUATION/STAY IN PLACE..... 15

## ***INTRODUCTION***

St. John's University recognizes the importance of an integrated plan to ensure that our mission as a Catholic, Vincentian, Metropolitan, and Global University will continue in the event of an emergency.

When an emergency occurs, response actions are guided by St. John's overriding emergency goals, to primarily protect the life-safety of University students, faculty and staff, and guests, and secondarily, protect the surrounding environment and University assets.

## **PURPOSE**

The Emergency Plan outlines the St. John's University's procedures for managing major emergencies that may threaten the health and safety of our campus communities or disrupt our programs and activities. The Plan identifies departments and individuals that are directly responsible for emergency response and critical support services, and it provides a management structure for coordinating and deploying essential resources.

## **ACRONYMS**

CEOT – Campus Emergency Operations Team

EEMCC – Executive Emergency Management Command Center

EEMT – Executive Emergency Management Team

EEV – Emergency Evacuation Volunteer

EMOT – Emergency Management Operations Team

EOC – Emergency Operations Center

ESF - Emergency Support Function

IC – Incident Commander

PS – Public Safety

## **EMERGENCY PLAN SUMMARY**

The St. John's University Emergency Plan establishes the structure, processes and protocols for the University's response to major emergencies that could threaten the health and safety of the campus community or disrupt University programs and operations. At St. John's, emergency preparedness responsibilities are shared throughout the University. Based on a risk assessment conducted by Public Safety, in conjunction with the other major functional areas of the University, eight (8) specific types of emergencies have been identified as the most likely to occur. They are as follows: **fire and explosions, extended power failures, hazardous materials release, adverse weather conditions, workplace violence/active shooter, bomb threat, hostage situation and pandemic threat.**

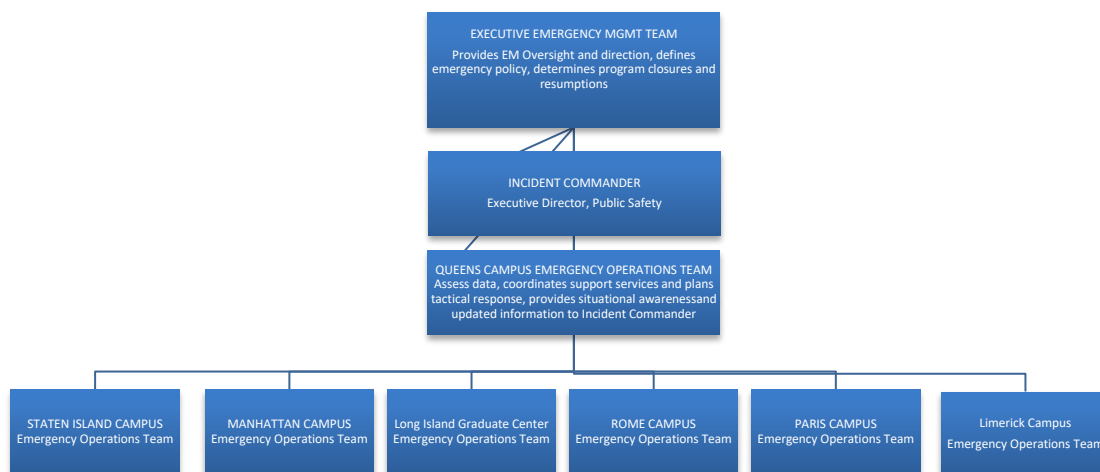
The organization of the University Emergency Plan is based on the Incident Command System. The Incident Commander is the Executive Director of Public Safety or designee.

An emergency may be classified as a Level 1, Level 2, or Level 3 incident:

- |                |  |
|----------------|--|
| <b>Level 1</b> | A minor incident that is quickly resolved with internal resources or limited need for assistance. The Emergency Operations Center is <b><u>not</u></b> activated.  |
| <b>Level 2</b> | A major emergency that impacts sizable portions of the campus, and that may potentially affect life safety or mission-critical functions. At the discretion of the Incident Commander, a subset of the entire Emergency Management Operations Team can be assembled in order to determine the magnitude of the emergency and to coordinate its resolution. |
| <b>Level 3</b> | A disaster that involves the entire campus and surrounding community. The Emergency Operations Center is activated as well as the Executive Emergency Management Command Center.   |

Depending on the classification and nature of the emergency, the Incident Commander shall mobilize various Emergency Teams. Team members are notified by Public Safety to report to their designated Emergency Operations Center.

## EMERGENCY PLAN STRUCTURE



The Incident Commander interfaces between the Executive Emergency Management Team comprised of the President, the Provost, and other Senior Level University officials and the Campus Emergency Operations Teams (CEOT). The Incident Commander designates a leader for the Campus Emergency Operations Teams as appropriate to the nature of the emergency event.

The Executive Emergency Management Team mobilizes at the **Executive Emergency Management Command Center (EEMCC)**, located in the Finley Board Room, Newman Hall 3<sup>rd</sup> Floor. At the **EEMCC**, the Team ascertains the scope of a disaster and advises the University President. **The Team Leader, the Executive Director of Public Safety, from an operations perspective, is the Incident Commander.**

The **Incident Commander** gathers emergency intelligence from the Emergency Operations Teams located at the **Emergency Operations Centers (EOC)** on each campus. Individuals that comprise both the Executive Emergency Management Team and the Emergency Operations Management Team are specifically identified in this plan. The Executive Emergency Management Team primarily addresses policy decisions. The Operational Team is involved in operational and response issues and in securing and coordinating appropriate information to present to the Executive Emergency Management Team. Because of the centralized resources located at the Queens campus, it is expected that the Queens campus Emergency Operation Center (Public Safety Conference Room, ROTC Center) will be activated whenever another campus EOC is activated. This will afford the Branch Campus a “reach-back” capability to accelerate resource activation, mobilization and deployment requirements.

The Incident Commander will receive and disseminate information to the Executive Emergency Management Team. All decisions regarding external communication will be coordinated through Marketing and Communications and the Executive Director of Media Relations who will activate the appropriate University internal communications systems. These representatives are responsible for contacting the University community, the general public, and the media, as necessary.

Each functional area of the University has developed a departmental Emergency Plan. This document outlines strategies for addressing departmental responsibilities during emergencies, and for coordinating with the Campus Emergency Operations Team.

Individual Department/Unit Emergency Operating Plan Functions are listed in the Appendix.

St. John's has implemented Emergency Readiness Training modules for Employees, Managers and Faculty. Each module uniquely addresses the target audience and highlights the key elements of the University's Emergency Plan, roles of key players and reviews the systems of notification used to communicate with the University Community. The manager and faculty training modules also include a presentation by the Office of Student Wellness which addresses recognizing signs, symptoms and response to students and/or employee mental health issues, as appropriate. The Employee and Manager training is mandatory for all employees, the Faculty session are strongly encouraged. St. John's exercises its Emergency Plans each year by holding numerous exercises to include fire drills.

## ***EMERGENCY RESPONSE LEADERSHIP***

An Executive Emergency Management Team (EEMT), drawn from the University's senior administrative and academic leadership coordinates the campus response to major incidents.

The President (or designee) provides executive leadership for the entire emergency response process. The President has appointed the Executive Director, Public Safety as the "Incident Commander" (IC). The IC serves as the Emergency Management Operations Team Leader and is responsible for the operational direction of the response.

The Incident Commander determines whether to activate the Emergency Operations Center (EOC). The Incident Commander will determine whether to convene all or part of the Emergency Management Operations Team. This occurs after emergency conditions have been assessed by Public Safety, Facilities Services or Environmental Health & Safety. After consulting with the President or Provost, the Incident Commander may decide to activate the Executive Emergency Management Command Center. The Incident Commander maintains and updates the Executive Emergency Management Team telephone contact list.

The Incident Commander instructs the Public Safety designee to mobilize the Emergency Management Operations Team, and the Public Safety designee notifies team members.

When emergency conditions abate, the Incident Commander, with appropriate consultation with senior leadership, will determine the appropriate time to de-activate the EOC.



## **EMERGENCY LEVELS**

At St. John's, emergency incidents are classified according to their severity and potential impact, so that appropriate emergency response operations can be implemented.

### **LEVEL 1**

***A minor, localized department or building incident*** that is quickly resolved with existing University resources or limited outside help.

A Level 1 emergency has little or no impact on personnel or normal operations outside the locally affected area.

Level 1 incidents ***do not*** require activation of the University Emergency Operations Center. Impacted personnel or departments coordinate directly with operational department personnel from Public Safety, Environmental Health & Safety, Facilities Services or other units to resolve Level 1 conditions. In some incidents, Marketing and Communications will be asked to activate public information systems to provide necessary bulletins.

### **LEVEL 2**

***A major emergency that disrupts sizable portions of the campus community.***

Level 2 emergencies may require assistance from external organizations. These events may escalate quickly, and have serious consequences for mission-critical functions, and/or life safety.

The Incident Commander receives intelligence from responding operational departments or from governmental agencies, determines whether to activate all or part of the Emergency Management Operations Team and whether to activate a full or partial Emergency Operations Center. This is determined in part on the scope of the incident and the extent of coordination needed to respond.

### **LEVEL 3**

#### **An incident impacting on the entire campus.**

Normal University operations could potentially be suspended. The effect of the emergency is wide-ranging and complex. A timely resolution of disaster conditions requires University-wide cooperation and extensive coordination.

*The Emergency Plan is activated and all or part of the members of the Emergency Management Operations Team report to campus as directed by the Incident Commander or designee.*

#### **SOME IMPORTANT NOTES:**

- The designation of a major incident's emergency level is made by the Incident Commander, in consultation with senior executive leadership.
- The designated level for an incident may change as emergency conditions intensify or ease.
- The Incident Commander is authorized to suspend campus operations if conditions warrant.

## ***EMERGENCY MANAGEMENT TEAM MEMBERS***

The following are positions from major functional areas that comprise the Emergency Management Operations Team.

### **EMT LEADER & INCIDENT COMMANDER –**

Executive Director, Public Safety

#### **Executive Emergency Management Team**

President  
Provost  
Executive Vice President for Mission  
Secretary of University and General Counsel  
Vice Provost and Chief Enrollment Officer  
Dean of the School of Law  
Associate Vice President for Human Resources  
Vice President for Business Affairs, Chief Financial Officer, and Treasurer  
Vice President and Chief Information Officer  
Associate Vice President for Facilities  
Vice Provost for Global Programs  
Vice President of Student Affairs  
Director of Athletics  
Executive Director of External Relations  
Others-As Directed

#### **Emergency Management Operations Team**

Each campus of the University has an Emergency Management Operations Team and a designated Emergency Operations Center. The Queens Emergency Management Team functions as the University Emergency Management Team when so directed by the Incident Commander. If a Level 2 or 3 emergency affects a branch campus, the Emergency Management Operations Team would be activated as well as the Emergency Operations Center on the affected campus. The Emergency Operations Center on the Queens Campus would also be activated to support the activities of the branch campus Emergency Operations Center and to afford additional resources. The Emergency Management Operations Team is as follows:

#### **Queens Campus (University) - Emergency Management Operations Team**

Public Safety Designee (TEAM LEADER)  
Associate Vice President and Dean of Students  
Associate Vice President for Athletics  
Executive Director, Auxiliary and Conference Services  
Marketing and Communications Designee  
Associate Vice President for Business Affairs  
Campus Ministry (Designee)  
Director of Environmental Health & Safety  
Coordinator, Emergency Management

### **Queens Campus (University) - Emergency Management Operations Team (Cont.)**

Project Director for Facilities  
Director of Fire Safety  
Director of Payroll, Human Resources  
Executive Director for Information Technology  
Office of the Provost, Vice Provost  
Registrar  
Associate Dean of Students for Student Services  
Associate Vice President of Global Studies  
Director of Media Relations  
Director of Residence Life

### **Staten Island Campus - Emergency Management Operations Team**

Lieutenant, Public Safety (TEAM LEADER)  
Facilities Coordinator  
Director of Campus Ministry  
Manager of Information Technology  
Associate Dean of Student Affairs  
Assistant Dean of Residence Life  
Director of Food Services (Vendor)  
Facilities Services (Vendor) – Designee

### **Manhattan Campus - Emergency Management Operations Team**

Lieutenant, Public Safety (TEAM LEADER)  
Facilities Coordinator  
Project Manager of Information Technology

### **Long Island Graduate Center - Emergency Management Operations Team**

Director, L.I.G.C. (TEAM LEADER)  
Project Manager of Information Technology  
Security

### **Rome Campus - Emergency Management Operations Team**

Assistant Vice President (TEAM LEADER)  
Director of IT and Operations  
Director of Business Affairs  
Director/Asst. Dean TCB  
Assistant Dean SJC

### **Paris Campus – Emergency Management Operations Team**

Associate Director (TEAM LEADER)  
Assistant Director  
Residence Director, Study Abroad  
Coordinator of Student Life

### **Limerick Campus – Emergency Management Operations Team**

Assistant Vice President (Team Leader)  
Director of International Office (Mary Immaculate College)

## ***THE EMERGENCY COMMAND/OPERATIONS CENTERS***

In cases of high level emergencies (Level 2 or 3), the Incident Commander will direct the activation of one or more Emergency Operations Center (EOC) which will serve as the central location for the Emergency Management Operations Team.

	<b>Primary Location</b>	<b>Alternate Location</b>
Executive Emergency Command Center, University Wide	Finley Board Room, Newman Hall, 3 <sup>rd</sup> Floor Queens	Law School – Private Dining Room - 1 <sup>st</sup> Floor
Emergency Operations Center, Queens Campus	Public Safety Conference Room ROTC Center, 1 <sup>st</sup> Floor	Law School – Private Dining Room – 1 <sup>st</sup> Floor
Emergency Operations Center, Staten Island Campus	Campus Center Conference Room – Lower Level	Flynn Hall – Board Room
Emergency Operations Center, Manhattan Campus	Room 100- Public Safety Command Center	Cooper Union, Office of Public Safety
Emergency Operations Center, Long Island Graduate Center	1 <sup>st</sup> Floor Conference Room 122	1st Floor-Room 101
Emergency Operations Center, Rome Campus	Office of the Assistant Vice President – 2 <sup>nd</sup> Floor	Student Lounge – 1 <sup>st</sup> Floor
Emergency Operations Center, Paris Campus	Administrative Offices on Ground Floor (RC)	Maison-Mère 95 Rue de Sèvres
Emergency Operations Center, Limerick, Ireland Campus	Administrative Office, 1 <sup>st</sup> Floor	St. Cecilia Church Dominick Street

When activated, the Emergency Management Operations Team reports to their designated Emergency Operations Center to coordinate decisions and resources. The Queens Campus Emergency Operations Center serves a dual purpose: The Queens EOC functions during a Queens-specific incident; it will also be activated as the University-wide EOC to support the branch campuses. The Executive Emergency Command Center will make policy decisions and coordinate the dissemination of information, as appropriate, to the media and the external community.

An EEMT Directory of critical contacts and resources, a CD-ROM database containing information on employees, students, class locations and emergency contacts information is maintained at the Public Safety office. If the Banner system is not operational and this information cannot be obtained electronically, the CD-ROM functions as a back-up hard copy of the noted source information.

Public Safety (PS) manages the Newman Hall EEMCC and the ROTC Center EOC equipment. PS ensures that appropriate data, contact information, equipment, and supplies are maintained.

When the University Incident Commander activates the Campus Emergency Plan and convenes the Emergency Management Operations Team, the senior Public Safety officer on duty (or an appropriate designee) arranges its equipment and supplies, and coordinates its continued operation. Individuals that comprise the Emergency Management Operations Team represent their functional areas and must be capable of addressing operational issues related to their area. Information regarding food and emergency equipment inventories is furnished in the beginning of each semester to the Emergency Management Coordinator who ensures that this information is made available to the Incident Commander and is updated by the responsible functional area (Facilities Services and Auxiliary Services). Both of these departments are expected to provide current information regarding their inventories upon activation of the Emergency Operations Center.

**It is noted that, based on the scenario, at the Incident Commander's discretion, not all of the members of the Emergency Management Operations Team may be activated.**

When the Emergency Management Operations Team assembles, its responsibilities are to:

- Determine the scope and impact of the incident
- Classify emergency response type i.e. evacuation or stay in place
- Prioritize emergency actions
- Deploy and coordinate resources and equipment
- Communicate critical information and instructions through the appropriate command chain
- Monitor and re-evaluate conditions
- Supply on a routine basis updated information to the Incident Commander
- Coordinate with government agencies

## ***EVACUATION/STAY IN PLACE***

Regardless of the type of emergency there are one or two types of actions that will be initiated by Public Safety to ensure the safety of the University community. Based on the nature of the incident, individuals may be instructed by Public Safety to stay in place or an evacuation will be initiated. The Incident Commander may decide that the evacuation of a building or campus is not an appropriate course of action. Examples of such incidents could be:

- An armed hostage situation
- A riot outside the campus perimeter
- A hazardous or toxic airborne plume

Members of the University Community will receive stay in place instructions and routine updated communication via the numerous communication systems such as text messaging, public address systems, classroom telephone, web announcement, e-mail messages, etc. as deemed appropriate by the Incident Commander based on the incident scenario. It is noted that Public Safety routinely monitors news events and in a significant emergency will be in direct communication with the municipal offices of emergency management and first responders.

If a fire alarm sounds members of the University Community, through routine fire drills, are expected to immediately evacuate the building. In order to enhance the University's evacuation procedures individual members of the University Community have volunteered to be Emergency Evacuation Volunteers.

Every campus building shall have pre-designated Emergency Evacuation Volunteers (EEVs). These individuals shall be under the direction of Public Safety. These individuals are not first responders. They assist in encouraging others in their area to evacuate or to stay in place, as directed by PS and they are expected to have situational awareness of their workplace and to report to PS any hazardous or suspicious items. Such employees shall be capable of directing the overall evacuation of the occupants and assist in accounting for building occupants in the Evacuation Assembly Area or an area designated by Public Safety.

The EEVs shall direct their respective floor evacuations; search their individual surrounding areas as appropriate based on the nature of the emergency. In addition to directing their floor evacuation EEVs would be expected to be able to relay information to a Public Safety Officer concerning injured or special-needs personnel that are in need of immediate attention. At times, the EEVs will assist in identifying hazards and suspicious items and communicating to the appropriate campus authority.



## **GENERAL EVACUATION PROCEDURES**

When evacuating the building or work area:

- Stay calm
- Do not rush or panic
- Safely stop work
- Gather personal belongings if it is safe to do so. Reminder: take prescription medications, keys, purse, glasses, etc. if at all possible since it may be hours before occupants are allowed back in the building
- If safe, close the office door and window, but do not lock them
- Use the nearest safe stairs and proceed to the nearest exit – Do not use the elevator
- Proceed to the designated Evacuation Assembly Area
- Wait for instructions from emergency responders
- Do not re-enter the building or work area until instructed to do so by the proper authorities

At the direction of the Incident Commander, and in coordination with the appropriate functional areas of the University, specific communication venues would be utilized to communicate with the University Community.

## **STAY IN PLACE PROCEDURES**

Based on the nature of the incident, individuals may be instructed by Public Safety to stay in place. If you are instructed to stay in place:

- Do not stand in hallways or stairwells
- Do not stand near windows or doors
- Do not leave your immediate area if you are in a room
- Wait for further instructions

Members of the University Community will receive stay in place instructions and routine updated communication via the numerous communication systems such as text messaging, public address systems, classroom telephone, web announcement, e-mail messages, etc. as deemed appropriate by the Incident Commander based on the incident scenario.

## **Emergency Notification and Communication**

Emergency notification is triggered by an event that is currently occurring on or immediately threatening the campus. Any confirmed significant emergency or dangerous situation involving an immediate threat to the health or safety of the University community will activate the emergency notification and communication protocol. The University has the capacity to employ a variety of communications tools and systems to inform the University community in a timely and accurate manner. This multilayered approach to notification and communications will insure the widest distribution of our message, and provide back-up in the event of power or system interruptions. The following is an overview of our notification and communication systems;

- **Emergency Notification Messaging System**

All members of the University Community are encouraged to enroll in the Emergency Notification Messaging System. This alert system will issue both text and voice messages when a significant emergency occurs on our campuses. These messages will communicate what emergency currently exists, the location of the emergency, and advise a course of action. There will be updates issued as the emergency situation evolves.

In order to be enrolled in the system members of the University Community must log into UIS. On your Personal Information Menu click on “Update your emergency information for Instant Messaging System. Enter the phone (cell or off-campus wired phone) number that you want to receive the emergency alert, starting with area code and leaving out the hyphen between the third and fourth numbers.

- **Campus Emergency Information Hotlines**

718-990-5252- SJU Public Safety

718-990-2000- SJU Call Center- University Emergency Bulletins

The emergency information hotlines are equipped to handle a high volume of calls through a partnership with a disaster management service provider. In the event of a large scale emergency, it is expected that the established University hotlines will receive a tremendous amount of calls. We are able to activate a call center that can handle any overflow of received calls. The call center is staffed by behavioral health professionals who can communicate critical real time information and provide assistance as warranted. We have the ability to process thousands of calls per hour, a volume that is not uncommon for a significant crisis. Call Center professionals are trained in response protocols and how to coordinate the resources of St. John’s University. In the event of a power outage or interruption of phone service, we also have the ability to provide a toll free phone number for persons to utilize. We have the additional capacity to activate SJU Call Center personnel to operate the call center remotely if we are unable to staff the SJU on campus Call Center.

- **Websites/Social Media/E-mail**

Direct e-mails will be sent to the University community, and emergency messages and announcements will be posted on the following websites/social media;

St. John's web site: [stjohns.edu](http://stjohns.edu)

Twitter- [twitter.com/STJohnsU](https://twitter.com/STJohnsU)

Facebook- [facebook.com/stjohnsu](https://facebook.com/stjohnsu)

- **Digital Signage**

Digital Signage (Electronic Bulletin Boards) are located in public spaces throughout the University. All emergency text messages will automatically be posted to these bulletin boards.

- **Public Address System**

There are public address system speakers located throughout the University. These speakers are located inside of buildings and outdoors. In the event of an emergency, messages may be delivered through our public address system.

- **Classroom Telephones**

All University classrooms are equipped with a telephone to communicate during an emergency. Each phone has a five-digit extension and is capable of calling:

A. 911 – NYC Emergency Hotline

B. Public Safety

C. IT Classroom Support

When making an emergency call to any of the above numbers; your location, building, room number, and phone extension will be immediately displayed on the receiver's Caller ID. As an example, a call from Marillac Hall, Room 212 with an extension of 28040, shows as follows: Marillac Hall 212 28040.

This will allow first responders to immediately identify where the problem exists and will facilitate the appropriate action. Because these phones are intended for use in emergency situations, it is imperative that the phones' ringers remain on at all times.

- **Posted bulletins & flyers**

During certain emergencies, current information and instructions may be posted on public bulletin boards, and flyers may be distributed as needed.

- **Satellite Phones**

Public Safety and designated individuals on all campuses have access to satellite phones to further enhance and ensure communications capability during the time of an emergency, particularly if there are interruptions in normal telephone systems.

## **Family Assistance Center**

St. John's University has developed a plan to activate and operate a Family Assistance Center (FAC) in the event of a large scale emergency incident that has a significant impact on the University community. A FAC would be activated when a significant number of victims and/or family members are expected to request information and assistance. The purpose of the FAC is to provide support and assistance to the family members of persons who are killed, injured, or otherwise impacted by the incident. It is a central location where family members can gather in a safe and secure environment, and receive support services. Although each incident varies in the size, scope, and complexity, there are common needs that the FAC is designed to address. The following are some of the services that the FAC could provide:

- Information- Regular briefings by St. John's University senior leadership and representatives from government agencies. Media would not be permitted in the FAC, and they would receive briefings at another location.
- Support- St. John's University personnel would provide emotional and pastoral support as needed.
- Logistics- St. John's University personnel would provide assistance in travel, lodging, and local transportation needs.
- Site features- Each site would have a variety of spaces that could host large briefings, as well as smaller private rooms for individual families to utilize. Cafeteria services would provide meals and beverages. Access to computers, telephones, and the internet would also be provided. A meditation/reflection room is also available for use.

**Location-** The location of the FAC will be determined by the location and particulars of the incident. There are currently two (2) locations that have been designated as a FAC location. One is on the SJU Queens Campus, and the other is located approximately 1 mile from the Queens Campus. Both locations are owned and operated exclusively by SJU and there is parking available. Members of the media are not permitted into the locations. The FAC is limited to affected families, SJU personnel, and government agencies. The following are the designated FAC locations;

### **Bartillucci Center (Off Campus)**

[175-05 Horace Harding Expressway, Fresh Meadows, NY 11365](#)

### **Carnesecca Arena (Queens Campus)**

### **Marillac Hall (Queens Campus Alternative)**

[8000 Utopia Parkway, Queens, NY 11439](#)



**EMERGENCY PREPAREDNESS  
OPERATING PLAN  
BY EMERGENCY TYPE**

**Introduction**

Based on a risk assessment conducted by Public Safety, in conjunction with the other major functional areas of the University, eight (8) specific types of emergencies have been identified as the most likely to occur. They are as follows: adverse weather conditions; bomb threats; extended power failures; fire and explosions; hazardous materials release; hostage situation and workplace violence/active shooter and pandemic threat.

The major functional areas of the University have specific responsibilities and have developed protocols in conjunction with the overall University Emergency Management Structure. These protocols have been developed to address Readiness, Response and Recovery as they pertain to each specific functional area. Specific types of emergencies have been identified and general information, to include initial actions to be taken, is supplied for each type.

These protocols have been developed jointly by the functional area and in coordination with, reviewed by and maintained by Public Safety and are part of the University's overall Emergency Plan.

## **Emergency Preparedness Operating Plan**

### **Response Actions: Adverse Weather Conditions**

Severe weather conditions can adversely impact on the operations of the University. Public Safety, in conjunction with Facilities Services, routinely monitors weather forecasts in order to prepare the appropriate functional areas to prepare for and respond to the projected weather conditions and to make informed recommendations either to close the University, initiate a delayed opening or early dismissal.

#### **University Community**

As noted, the Department of Public Safety, in conjunction with Facilities services, routinely monitors the weather forecast. If adverse weather is forecasted for our area, protocols are in place to evaluate the impact on the campuses and access routes to the University. Public Safety personnel are deployed to address and remediate the impact on the campus, and to evaluate, on an on-going basis, the safety conditions on campus. If adverse weather impacts the University outside of normal business hours, the University community has been instructed to listen to identified radio and television stations for closure or delayed opening information (individuals who have signed up for the Emergency Notification Instant Messaging System will be advised by Text Message). Also, the University community may contact the University at 718-990-2000 for opening and closing information. If adverse weather affects the campuses during normal business hours, information will be supplied through departmental supervisors and established electronic communication notices.

#### **Initial Action**

Upon being informed that the University may be impacted by an adverse weather condition, the Executive Director of Public Safety, or designee, will initiate enhanced communications with Facilities Services. Staffing levels, equipment conditions and readiness will be evaluated. A well-exercised communication calling tree, comprised of specific functional areas, will be initiated to ensure that senior leadership can make an informed decision regarding University closure or other appropriate actions. In cases of high wind conditions, protocols are in place to canvas the campuses and prevent any unsecured items from becoming projectiles. The Executive Director of Public Safety, or designee, will determine if the Emergency Operations Center (EOC) is to be activated, and functional area representatives will be notified as appropriate.

## **Emergency Preparedness Operating Plan**

### **Response Actions: Bomb Threats**

Bomb threats pose a serious threat to the safety and order of the University and are always taken seriously by the Public Safety Department.

#### **University Community**

Bombs, explosive devices and bomb threats present a significant problem to the institution of higher learning and other public and high profile institutions. Periodically the University community will be sent training updates regarding this threat and appropriate actions to be taken. Instructional information follows:

Members of the University Community should be cognizant of their work environment and be aware to any suspicious items. Do not touch any suspicious items, but rather contact Public Safety immediately. Stay calm and do not panic, follow the instructions of the Public Safety Officers and the Emergency Evacuation Volunteers.

If you receive a bomb threat by phone try to secure as much specific information as possible, location of the bomb, campus building, floor, room, time of detonation, or any other descriptive information. Pay attention to your telephone display and record the number shown. Pay attention to any background noise and distinctive sounds such as, traffic, other voices, television, music, machinery, etc. Note the characteristics of caller's voice such as, gender, age, education, and accent. Immediately after the caller has ended the call contact Public Safety. If the threat was left in your voice mail, do not erase.

#### **Initial Action**

A bomb threat may come to the attention of the University in various ways. It is important to compile as much information as possible in order to determine what location should be searched and/or evacuated.

Most bomb threats are delivered by telephone. The caller usually calls when someone can receive the threat. The phone offers the caller a cloak of secrecy. Each threat **MUST BE HANDLED AS IF IT IS GENUINE**. Upon receiving information regarding a bomb threat Public Safety will immediately contact the Police Department. The Executive Director of Public Safety will ensure that the University senior leadership is informed of the incident.



Public Safety Officers will be dispatched to the noted location and initiate a search pursuant to their established protocols. Emergency Evacuation Volunteers will be contacted to provide situational awareness of their area and to advise if there are any specific suspicious items. This will help focus the area to be searched. Public Safety will also coordinate their efforts with Facilities Services, who may be able to supply specific facility information as required.

Public Safety will coordinate with the municipal first responders and render assistance as required. The decision to evacuate a building is generally determined on specificity of information regarding the bomb threat. The Executive Director of Public Safety will notify senior leadership of the threat and will make the decision whether to activate the Emergency Operation Center and/or contact specific functional areas. The Executive Director of Public Safety, or designee, will determine if there is a clear and present danger and initiate an evacuation, as he deems appropriate, based on available information.

## **Emergency Preparedness Operating Plan**

### **Response Actions: Extended Power Failure**

Power failures resulting in the loss of electricity to one or more campuses can be extremely disruptive and pose a safety issue to the University community.

#### **University Community**

As noted, an extended power failure can be most disruptive to the work environment. More importantly, it can present a safety issue. The University community is instructed as follows:

It is important that if power is lost in your work area, you immediately attempt to notify Public Safety. Public Safety will immediately dispatch officers to the effected area and contact Facilities Services to determine cause and possible duration. Stay calm; if Public Safety initiates an evacuation of your area, follow the instructions of the Public Safety officers and the Emergency Evacuation Volunteers assigned to your building. Public Safety will keep evacuees informed of the status of the outage and projected time, if known, to re-enter the building. A calm, orderly evacuation, when advised by Public Safety, will ensure the safety of the University Community.

#### **Initial Action**

The Executive Director of Public Safety, or designee, will establish enhanced coordination and communication with Facilities Services upon being notified of a power failure. Public Safety Officers, as appropriate, will be deployed to the effected area. If the power failure is extensive, i.e., it effects a portion of the campus or the surrounding community, Public Safety will contact, through established communication chains, the municipal first responders and the emergency management agency. Together, they will ascertain the cause and work to implement any incident specific course of action. The Executive Director of Public Safety will also establish contact with senior leadership to inform them of the incident, action taken, and recommendations regarding closure. Based on the extent, cause, and possible duration, the Executive Director of Public Safety, or designee, will make a determination to activate the Emergency Operation Center (EOC). Public Safety will contact the specific functional areas, as appropriate, to the incident.

## **Emergency Preparedness Operating Plan**

### **Response Actions: Fires and Explosions**

Fires, and to a lesser degree, explosions present a constant threat to institutions of higher learning. Public Safety currently monitors fire safety equipment such as sprinklers, fire extinguishers and know hazardous material on our campuses. Evacuation protocols are exercised regularly with scheduled fire drills.

#### **University Community**

Fires and explosions are a significant threat to the safety of the University community. In addition to regularly scheduled fire drills, periodically the University community will receive training updates on how to respond to this threat. These training updates include the following general information:

If you observe a fire, alert those in your immediate area, evacuate the area, and activate the closest fire alarm pull station. Call Public Safety or 911. When a fire alarm is activated, immediately evacuate the building and follow instructions of Public Safety officers and Emergency Evacuation Volunteers. The routine fire drills conducted by the University help to ensure an immediate and safe evacuation of all individuals in a building. Treat every fire drill as the real thing. Initiate evacuation of the building immediately upon hearing the fire alarm. If an explosion occurs and overhead items are falling in your area take refuge under a sturdy table or desk. If there are severe smoke conditions, stay low to the floor and exit the building as quickly as possible. If you are trapped in debris, tap on a pipe or wall so that rescuers can hear you. Understand that persons should not attempt to rescue people who are inside a collapsed building. Public Safety will immediately contact professional first responders who will initiate appropriate rescue activities.

#### **Initial Action**

Fires and explosions present a serious threat to the University. An explosion is caused by a rapid expansion of gas from a chemical reaction or incendiary devices. Signs of an explosion may be a very loud sound or a series of noises and vibrations, fire, heat, or smoke, falling glass or debris.

The Executive Director of Public Safety, or designee, will make a determination to activate the Emergency Operation Center (EOC). Public Safety will contact specific functional areas, as appropriate to the incident. Upon being notified, Public Safety will ensure appropriate fire alarms have been activated, contact municipal first responders, and deploy officers to direct evacuation activities. The Executive Director of Public Safety will enhance communication with the Facilities Services and Environmental Health and Safety, and advise senior leadership of the incident.

## **Emergency Preparedness Operating Plan**

### **Response Actions: Hazardous Materials Release**

Detailed information regarding hazardous material release is contained in the University's regulatory contingency plans. Below is a brief summary of this information.

#### **University Community**

Immediately upon discovering that a spill has occurred or has the potential to occur, notify Public Safety (ext. 5252) of the situation. The employee reporting the incident should provide as much information as possible regarding the type, nature and location of the spill. Some employees are trained to control small and incidental spills and leaks which result in "non-emergencies" or "Level I emergencies." The employees will protect life and minimize losses by evacuating and preventing entry into potentially dangerous areas.

#### **Initial Action**

On receiving a call about an incident on campus, Public Safety will dispatch an officer to investigate the incident. Public Safety will notify representatives from Environmental Health & Safety. Public Safety and/or Environmental Health & Safety personnel will immediately assess the reported emergency. The assessment will evaluate:

- Nature and scope of problem.
- Steps necessary to protect life, health, environment, and facility operations.
- Whether outside emergency responders are needed.

The emergency responders will immediately determine the need for and extent of evacuation (if not already accomplished). Small and incidental spills and leaks which result in "non-emergencies" or "Level I emergencies" will be handled in-house. Larger incidents, characterized as a Level II or Level III emergency, will necessitate the activation of this Emergency Plan. Public Safety will contact the Fire Department and/or outside response contractors and ask them to respond to the incident. The Executive Director of Public Safety, or designee, will activate the Emergency Management Operations Team (EOT) as appropriate.

## **Emergency Preparedness Operating Plan**

### **Response Actions: Hostage Situation/Work Place Violence**

Violent incidents, including but not limited to hostage situations and incidents of workplace violence/active shooter can occur on the University campus, or in the vicinity of a campus, with little or no warning.

#### **University Community**

A hostage situation by its very nature is extremely volatile not only for those physically involved in the situation, but it also presents a safety issue for the University community on campus. Periodically the University community will be sent training updates regarding this threat and appropriate actions to be taken. Information to be disseminated includes: Upon being aware of hostage or violent situation, if in a safe location, contact 911 or Public Safety. Remain calm. Pay close attention to your captors if you are involved in a hostage situation and observe their behavior. Cooperate with all requests and stay alert.

The Mission of the University, the accessibility of management and supervisory personnel, the viable and robust Campus Ministry and Human Resources departments and other resources reduce the likelihood of workplace violence/active shooter. It does not, however, preclude it.

St. John's University has a zero tolerance policy for violence in the workplace. Any form of violent behavior, from the seemingly insignificant to the significant, is inherently destructive to the fabric of our University community and will not be tolerated. Employees have a responsibility to report promptly to their immediate supervisor all threats or incidents of workplace violence/active shooter, whether they are directed at the employee or at another member of the University community. The supervisor, Public Safety and Human Resources will coordinate an appropriate response.

For the purpose of this policy, the University community includes, but is not limited to, all faculty, administrators, staff (including student workers), students, alumni, interns, members of the Board of Trustees, and members of University-sponsored advisory committees. Visitors to the University, vendors and service-providers also may be subject to this policy. All employees of the University should familiarize themselves with Human Resource Policy #708 covering violence in the workplace.

#### **Initial Action**

In a hostage situation occurring on campus The Executive Director of Public Safety will notify senior leadership of the threat and will make the decision regarding activating the emergency operations center and or contacting specific functional areas. The Executive Director of Public Safety will determine if there is a clear and present danger and will initiate an evacuation or a stay in place protocol for designated areas, as deemed appropriate based on available information.

Public Safety has specific policies and procedures to address such situations and mandatory training for active shooter for all employees of the University the content of which is reviewed yearly.

Upon being notified of a workplace violence/active shooter incident, the Executive Director of Public Safety, or designee, will determine the level and initiate response. The local Police Department will be contacted via 911. University senior leadership will be notified. Based on the severity of the situation, the Emergency Operations Center (EOC) will be activated, as appropriate.

## **Emergency Preparedness Operating Plan**

### **Response Actions: Pandemic Threat**

There have been significant recent outbreaks of pandemic threats recently such as Avian Flu, H1N1 Virus, and Ebola Virus. There is a significant potential for a pandemic (a worldwide epidemic) that could affect the SJU community.

### **University Community**

The University is most concerned with the health and well being of the University Community members. The Department of Environmental Health and Safety, in conjunction with the Departments of Health and Wellness, and Emergency Management work to keep the University Community informed about health and safety issues. An information campaign, which includes posters and e-mail notice, outlining basic respiratory etiquette, e.g. cover your cough, use tissues, clean hands often, etc. was launched to encourage members of the University Community to become aware of how to stop the spread of germs. A Health and Wellness intranet webpage has been established to communicate news, information and useful links for the use of the members of the University Community. University Community members who plan to travel internationally are urged to visit the Center for Disease Control and Department of State website for updated information and to register their overseas travel with the United States Department of State.

### **Initial Action**

The Department of Environmental Health and Safety and the Department of Health and Wellness monitor the Center for Disease Control (CDC), World Health Organization (WHO), and US Department of Health and Human Services (HHS) websites for countries reporting public health issues and recommendations for traveling abroad. They also monitor NYC Department of Health for local advisories. Additionally, they maintain routine coordination with St. John's Student Life, and Health and Wellness. Office of Global Studies monitors alert and information systems. Department of Public Safety Emergency Management communicates and coordinates activities with NYC Emergency Management and NYC Department of Health. In view of the unique facets of a pandemic threat, a specific, level based Pandemic Response Plan has been developed in conjunction with the functional areas of the University.

Athletics	<ul style="list-style-type: none"> <li>• Maintain emergency contacts for athletes, coaches, staff, and key vendors.</li> <li>• Maintain itineraries for traveling athletes, coaches, and staff.</li> <li>• Implement NCAA Guidelines for catastrophic incidents (1E), lighting safety (1D), and emergency care (1F) as needed.</li> <li>• Implement Intercollegiate Athletics Emergency Plan, as needed.</li> <li>• Maintain and implement individual Emergency Plans for all athletic facilities.</li> <li>• Maintain inventory of emergency supplies.</li> <li>• Insure ambulance coverage at designated athletic events.</li> <li>• Insure that all camps are in compliance with SJU Athletics protocol.</li> <li>• Provide representative to the Emergency Operations Center (EOC) when activated.</li> </ul>
Auxiliary and Conference Services	<ul style="list-style-type: none"> <li>• Maintain contact list for employees and key vendors.</li> <li>• Insure that all events are accurately entered into Banner.</li> <li>• Coordinate alternative sites for disrupted events.</li> <li>• Notify event participants and vendors of impacted events.</li> <li>• Manage inventory or emergency water supply.</li> <li>• Implement Campus Dining Emergency Plan as needed.</li> <li>• Provide representative to the Emergency Operations Center (EOC) when activated.</li> </ul>



Business Affairs	<ul style="list-style-type: none"> <li>• Maintain contact list for employees and key vendors.</li> <li>• Evaluate contracts that provide emergency support.</li> <li>• Provide adequate access to petty cash/credit, as needed.</li> <li>• Enable emergency payments to vendors.</li> <li>• Work with Human Resources to distribute payroll through alternative means.</li> <li>• Provide representative to the Emergency Operations Center (EOC) when activated.</li> </ul>
Campus Ministry	<ul style="list-style-type: none"> <li>• Maintain contact list for employees and pastoral staff.</li> <li>• Provide grief counseling as needed.</li> <li>• Coordinate additional pastoral staff from pre-designated parishes as needed.</li> <li>• Conduct hospital visits, providing pastoral support.</li> <li>• Assist in notifications to family and friends.</li> <li>• Coordinate prayer services, Mass on campus, and vigils.</li> <li>• Provide transportation to local services.</li> <li>• Provide representative to the Emergency Operations Center (EOC) when activated.</li> </ul>
Enrollment Management	<ul style="list-style-type: none"> <li>• Maintain contact list for employees and key vendors.</li> <li>• Maintain Banner data entry.</li> <li>• Identify all available classroom and faculty space.</li> <li>• Coordinate with Office of Provost the re-location of classes and programs.</li> </ul>

	<ul style="list-style-type: none"> <li>• Provide emergency contact information for all students.</li> <li>• Provide representative to the Emergency Operations Center (EOC)</li> </ul>
External Relations	<ul style="list-style-type: none"> <li>• Maintain contact list for employees and key vendors.</li> <li>• Coordinate with Marketing and Communications, all internal and external messaging during emergencies.</li> <li>• Designate on campus media staging area if warranted.</li> <li>• Designate on campus press conference location if warranted.</li> <li>• Distribute messages to media.</li> <li>• Provide representative to the Emergency Operations Center (EOC) when activated.</li> </ul>
Facilities	<ul style="list-style-type: none"> <li>• Maintain contact list for employees and key vendors, including emergency response vendors.</li> <li>• Maintain inventory of all equipment.</li> <li>• Deploy equipment as needed.</li> <li>• Initiate generator power as needed.</li> <li>• Provide portable generators to private residences.</li> <li>• Coordinate outside vendor response.</li> <li>• Maintain chemical inventory for maintenance operations.</li> <li>• Assist in re-location of students to designated sites.</li> <li>• Conduct damage assessments and deploy recovery resources.</li> <li>• Initiate hazard specific plans for adverse weather, power outages, and fire emergency.</li> </ul>

	<ul style="list-style-type: none"> <li>• Provide representative to the Emergency Operations Center (EOC) when activated.</li> </ul>
Global Studies	<ul style="list-style-type: none"> <li>• Maintain contact list for employees and key vendors, including emergency response vendors.</li> <li>• Monitor travel information and alert systems.</li> <li>• Coordinate faculty/administrator information related to SJU sponsored travel with students.</li> <li>• Provide Public Safety with travel information in designated format.</li> <li>• Coordinate site specific emergency plans for Rome, Paris, and Seville.</li> <li>• Evacuate or relocate students and staff if necessary.</li> <li>• Provide representative to the Emergency Operations Center (EOC) when activated.</li> </ul>
Human Resources	<ul style="list-style-type: none"> <li>• Maintain contact list for employees and key vendors.</li> <li>• Conduct training to employees with specific emergency management roles and general training for all employees.</li> <li>• Distribute emergency preparedness information to new employees.</li> <li>• Maintain location, office and emergency contacts for all employees.</li> <li>• Coordinate relocation of employees as needed.</li> <li>• Initiate early release/dismissal of employees as warranted.</li> </ul>

	<ul style="list-style-type: none"> <li>• Initiate grief counseling protocol for employees.</li> <li>• Maintain Employee Assistance Program (EAP).</li> <li>• Distribute payroll through alternative means if necessary.</li> <li>• Provide representative to the Emergency Operations Center (EOC) when activated.</li> <li>• Provide staffing for family Assistance Center upon activation.</li> </ul>
Information Technology	<ul style="list-style-type: none"> <li>• Maintain contact list for employees and key vendors, including emergency response vendors.</li> <li>• Evaluate generator support for data center, telephone systems, and HVAC for both areas.</li> <li>• Initiate power down and power up protocol for all operating systems.</li> <li>• Provide data back-up, based on established protocol.</li> <li>• Provide Banner data in CD format, secured by Public Safety.</li> <li>• Provide IT support at Emergency Operation Center (EOC) as needed.</li> <li>• Assess any damage to IT systems.</li> <li>• Coordinate with vendors any emergency repairs.</li> <li>• Provide representative to the Emergency Operations Center (EOC) when activated.</li> <li>• Maintain functionality of classroom phones.</li> <li>• Mail- Follow developed protocol for suspicious packages.</li> </ul>
Marketing and Communication	<ul style="list-style-type: none"> <li>• Maintain contact list for employees and key vendors.</li> </ul>

	<ul style="list-style-type: none"> <li>• Identify digital team members to manage communications.</li> <li>• Develop emergency messages for internal and external distribution.</li> <li>• Initiate emergency communications thru existing communication vehicles.</li> <li>• Provide representative to the Emergency Operations Center (EOC) when activated.</li> </ul>
Office of Provost	<ul style="list-style-type: none"> <li>• Maintain contact list for employees and key vendors.</li> <li>• Maintain current chemical inventory from science buildings/labs.</li> <li>• Assist in compliance with Banner data entry requirements.</li> <li>• Coordinate re-location of students and faculty to non-impacted classrooms, or facilities.</li> <li>• Implement- Catastrophic Loss of Academic Facilities Plan, as needed.</li> <li>• Assess damage and restore normal academic operations.</li> <li>• Provide representative to the Emergency Operations Center (EOC) when activated.</li> </ul>
Student Affairs	<ul style="list-style-type: none"> <li>• Maintain contact list for employees and key vendors.</li> <li>• Coordinate with Public Safety, the evacuation of resident halls to designated assembly areas.</li> <li>• Maintain inventory of emergency supplies.</li> <li>• Initiate established emergency protocols for Student Affairs, Resident Directors, and Resident Assistants.</li> </ul>

	<ul style="list-style-type: none"> <li>• Initiate established protocol in the event of a student death.</li> <li>• Disseminate information to resident students, utilizing Resident Assistants as needed.</li> <li>• Ensure that all Student Life staff have received training in their designated emergency management roles.</li> <li>• Provide representative to the Emergency Operations Center (EOC) when activated.</li> <li>• Provide staffing for the Family Assistance Center upon activation.</li> </ul>
Public Safety	<ul style="list-style-type: none"> <li>• Designated as lead function area for emergencies.</li> <li>• Executive Director or designee deemed Incident Commander.</li> <li>• Initiate Evacuation or Shelter in Place protocol.</li> <li>• Initiate emergency communications.</li> <li>• Deploy security resources as needed.</li> <li>• Activate Executive Emergency Management Center and Emergency Operations Center as warranted.</li> <li>• Initiate established Public Safety protocols and operational procedures for specific hazards and situations.</li> <li>• Ensure that all campuses maintain emergency supplies.</li> <li>• Secure Banner back-up CD, and utilize as needed during an emergency.</li> <li>• Maintain contact list for employees and key vendors.</li> <li>• Liaison and coordinate with external emergency responders.</li> </ul>

	<ul style="list-style-type: none"><li>• Provide emergency preparedness training to students, faculty, and staff.</li></ul>
--	--