



**DILLARD**  

---

**UNIVERSITY**

**CRISIS AND EMERGENCY  
MANAGEMENT PLAN  
2016 - 2017**



## EMERGENCY TELEPHONE NUMBERS

<b>All Emergencies</b> NOPD, NOEMS, NOFD	911
<b>American Red Cross</b>	(504) 620-3105 (800) 733-2767
<b>Animal Control</b>	(504) 368-5191
<b>Coast Guard</b> - Search and Rescue Emergencies	(504) 589-6225
<b>Entergy</b>	(800) 968-8243
<b>Government Officials</b>	
Mayor's Office	(504) 658-4900
Orleans Parish Sheriff	(504) 822-8000
State Fire Marshall	(504) 568-8506
City Health Department	(504) 658-2500
<b>City of New Orleans Office of Emergency Preparedness</b>	(504) 658-8700
<b>City of New Orleans Office of Homeland Security</b>	(504) 658-8700
<b>Hospitals - Major</b>	
University Medical Center	(504) 702-3000
Touro Infirmary	(504) 897-7011
Tulane Medical Center	(504) 988-5263
East Jefferson General Hospital	(504) 454-4000
<b>New Orleans Police Dept. (Non-Emergency)</b>	(504) 821-2222
<b>New Orleans Police Dept. 3rd District</b>	(504) 658-6030
<b>Poison Control</b>	(800) 222-1222
<b>WWL-TV Weather Department (wwltv.com)</b> Weather Update Line	(504) 529-6298
<b>WDSU-TV Weather Department (wdsu.com)</b> Weather Update Line	(504) 260-9378
<b>Sewerage and Water Board</b> - Emergency Assistance Jefferson Parish Water Department	(504) 529-2837 (504) 838-4363 (504) 736-6060
<b>Dillard University Information Line</b>	(504) 816-4411 (877) 551-5581
<b>Campus Police Emergency</b>	<b>(504) 816-4911</b>
Campus Police Non-Emergency	(504) 816-5310
President's Office	(504) 816-4642 (504) 816-4640
Risk Management Office	(504) 816-4944
Vice President for Student Success	(504) 816-4916
Director, Communications & Marketing	(504) 816-4024

**2016 – 2017 CRISIS AND EMERGENCY MANAGEMENT PLAN  
TABLE OF CONTENTS**

<b>I. EMERGENCY TELEPHONE NUMBERS</b>	2
<b>II. ACRONYMS AND DEFINITIONS</b>	6
<b>III. CRISIS AND EMERGENCY MANAGEMENT PLAN OVERVIEW</b>	7
A. PURPOSE	
B. SCOPE	
C. AUTHORITY	
D. OVERARCHING MISSION	
E. CRISIS AND EMERGENCY MANAGEMENT PLANNING	
<b>IV. THE EMERGENCY RESPONSE TEAM (ERT)</b>	8
A. ERT MEMBERS	
B. CHAIN OF COMMAND	
C. ERT CORE MEMBER ACTIVATION AND RESPONSIBILITIES	
D. ERT AUXILIARY MEMBER ACTIVATION	
<b>V. RESPONDING TO AN EMERGENCY</b>	15
A. CRISIS AND EMERGENCY LEVEL CODES	
B. ACTIVATION OF THE ERT	
C. DIVISION OPERATIONS CENTERS (DOCS)	
D. COMMAND POSTS	
E. DEACTIVATION	
<b>VI. COMMUNICATION ACTION PLAN</b>	18
A. GUIDING PRINCIPLES FOR CRISIS/EMERGENCY COMMUNICATION	
B. STRATEGIES	
C. INITIAL RESPONSE: REPORTING INCIDENTS OR THREATS	
D. NOTIFYING CAMPUS COMMUNITY AND PUBLIC	
E. LOCAL MEDIA LIST	
F. COMMUNICATIONS: RELAYING BUILDING INFORMATION	
G. RELAYING INFORMATION FROM ERT TO BUILDINGS	
H. PUBLIC AND CAMPUS ANNOUNCEMENTS	
I. REDUNDANT COMMUNICATION SYSTEMS	
<b>VII. CAMPUS EVACUATION GUIDELINES</b>	22
A. CAMPUS-WIDE EVACUATIONS	
B. BUILDING EVACUATIONS	
<b>VIII. FUNCTIONAL ROLES</b>	23
A. ROLE OF STUDENTS	
B. ROLE OF FACULTY AND STAFF	
C. ROLE OF THE DIVISION SAFETY COORDINATOR	
D. UNIVERSITY GUESTS AND VISITORS	
<b>IX. PREPAREDNESS</b>	24
<b>X. ESSENTIAL PERSONNEL</b>	25

<b>XI. WEATHER-RELATED EMERGENCY PLAN OVERVIEW</b>	<b>28</b>
A. CRITERIA FOR DECLARATION OF EMERGENCY	
B. DECLARATION OF WEATHER-RELATED EMERGENCY	
C. TYPES OF WEATHER EMERGENCIES	
D. EIGHT STEP EMERGENCY PLAN SUMMARY	
<b>XII. HURRICANE PREPAREDNESS GUIDELINES FOR DEPARTMENTS</b>	<b>32</b>
A. Condition I	
B. Condition II	
C. Condition III	
D. Condition IV	
E. SODEXO – FACILITY & FOOD PLAN	<b>33</b>
i. Stage One: Hurricane WATCH	
ii. Stage Two: Hurricane WARNING	
iii. Stage Three: SIX HOURS PRIOR TO ONSET OF HURRICANE	
iv. Stage Four: ONSET	
v. Stage Five: AFTERMATH	
F. DINING SERVICES MENU AND FOOD ORDERING	
G. CONEX	<b>35</b>
H. SECURING OF BUILDINGS	<b>36</b>
<b>XIII. EVACUATION PLAN</b>	<b>39</b>
A. Building Safety Monitors (BSM)	
B. ACADEMIC AFFAIRS PREPAREDNESS PLAN	<b>40</b>
i. VICE PRESIDENT FOR ACADEMIC AFFAIRS	
ii. DEAN	
iii. CHAIR	
iv. FACULTY	
v. TIMELINE	
vi. 1 to 3 Days	
vii. 1 to 3 Weeks	
viii. 3 Weeks +	
ix. Implementation:	
C. EMERGENCY EVACUATION CHECKLIST	<b>43</b>
D. EMERGENCY RESPONSE TEAM (ERT)	<b>44</b>
E. RECOVERY ACTIVITIES	<b>44</b>
i. Pre-emergency Recovery Preparation	
ii. Post-emergency Recovery Preparation	
iii. Contingency Plans	
<b>XIV. RISK &amp; THREAT ASSESSMENT</b>	<b>45</b>
A. THREAT ASSESSMENT AND MANAGEMENT SYSTEM (PROTOCOLS)	
B. VIOLENCE PREVENTION POLICY AND RELATED PROTOCOLS	

- A. PROTOCOL FOR MANAGING PANDEMIC FLU
- B. FEMA FLOODS FACT SHEET
- C. FEMA HURRICANES FACT SHEET
- D. FEMA THUNDERSTORMS FACT SHEET
- E. FEMA TORNADOES FACT SHEET

The University has added a threat and risk assessment section to its overall crisis and emergency management plan, policies and procedures.

The term risk assessment deals with the probabilities of being exposed to a danger, whereas threat assessment deals with the consequences of that danger.

In order to comply with these assessments, the university has developed risk and threat assessment plans for the Central Plant, Information Technology, Human Resources, Advancement, and Campus Police. Other assessment plans may need to be developed and the emergency preparedness team will identify those specific assessments.

In this section you will find a copy of each assessment plan.

## ACRONYMS AND DEFINITIONS

AEPP	Academic Emergency Preparedness Plan
BSM	Building System Monitors
CEMP	Crisis and Emergency Management Plan
DAT	Division Action/Activation Team
DOC	Division Operation Centers
EAA	Emergency Assembly Area
EAWS	Emergency Alert and Warning System
EMS	Emergency Medical Services
EOP	Emergency Operation Plan
ERT	Emergency Response Team
TAMS	Threat Assessment Management System
WDUB	Dillard University's website radio link

### **Incident Commander**

Sets the incident objectives, strategies, and priorities and has overall responsibility for the incident.

### **Operations Section Chief**

Conducts operations to reach the incident objectives. Establishes the tactics and directs all operational resources.

### **Planning Section Chief**

Supports the incident action planning progress by tracking resources, collecting/analyzing information, and maintaining documentation.

### **Logistics Section Chief**

Provides resources and needed services to support the achievement of the incident objectives.

### **Finance & Administration Section Chief**

Monitors costs related to the incident. Provides accounting, procurement, time recording, and cost analyses.

# **I. DILLARD UNIVERSITY CRISIS AND EMERGENCY MANAGEMENT PLAN (CEMP) OVERVIEW**

## **A. PURPOSE**

The purpose of the Dillard University Crisis and Emergency Management Plan (CEMP) is to establish policies, procedures, guidelines and organizational structure for responding to a crisis, major emergency, or disaster that could threaten the health and safety of the university community, disrupt university programs and operations, and destroy university property and assets. The plan addresses many kinds of crises or emergencies, including severe weather events, hurricanes, tornadoes, fires, explosions, chemical/toxic spills, extended power outages, floods, terrorism, acts of violence, and crises stemming from university operations and activities.

## **B. SCOPE**

The Crisis and Emergency Management Plan is an all-encompassing university plan designed to guide the response of Dillard University personnel and resources during a crisis, major emergency, or disaster. It is the official crisis and emergency operations plan of the university and it supersedes any previous plans and precludes individual or unit actions not in concert with the intent of the CEMP or the crisis and emergency management organization created by it. Of course, nothing in this plan should limit the exercise of good judgment and common sense in matters not covered or foreseen by the CEMP.

Although the CEMP is established to guide the actions of Dillard University, a private institution, the plan and its organizational management are subordinated to city, state, and federal plans during an emergency or disaster declaration by those jurisdictions.

The Plan will be supplemented with the latest Fact Sheet updates from FEMA on hurricanes, floods and tornadoes.

## **C. AUTHORITY**

The CEMP is established under the executive powers of the President of Dillard University.

## **D. OVERARCHING MISSION**

The purpose of Dillard University's CEMP structure is to respond to crises and emergency situations in a safe, effective, and timely manner. There are three priorities: (1) protection of life and safety, (2) maintenance of life support and assessment of damages, and (3) restoration of university operations. Dillard University employees and equipment will be utilized to accomplish these priorities.

The university's CEMP structure will transition back to the normal organizational structure as day-to-day operations are resumed.

## E. CRISIS AND EMERGENCY MANAGEMENT PLANNING

After reviewing and assessing crises and emergencies on other university campuses, it has become clear that planning must occur before a crisis occurs. In the process of planning the University will:

- Focus on quality planning and teamwork to avoid crises;
- Anticipate crises;
- Define the types of crises; and
- Develop a plan for each type of crisis within reason.

In developing the University's planning matrix, there is realization that crises are of two types, smoldering or sudden; and that they may go through stages immediate and long-term. The University will strive to anticipate any and all crises.

## II. THE EMERGENCY RESPONSE TEAM (ERT)

### A. ERT MEMBERS

The Emergency Response Team (ERT) consists of two groups: the ERT Core members and the ERT Auxiliary members.

The members of the ERT are as follows:

#### ERT Core Members

President  
Director of Communications & Marketing  
Chief of Police  
Vice President for Institutional Advancement  
Vice President for Academic Affairs  
Vice President for Student Success  
Vice President for Legal Affairs  
Vice President for Business & Finance  
Deputy Chief of Police  
DUPD Commander

#### ERT Auxiliary Members

##### Planning Section:

Dean of Students  
Risk Manager  
Executive Assistant to President  
Asst. Vice President for Academic Affairs

##### Operations Section:

Medical Director  
Vice President for Enrollment Mgmt.  
Area Coordinator  
Counseling Services Representative  
DUPD Watch Commanders

##### Logistics Section:

Asst. Director of Facilities  
Fleet Manager  
General Manager of Food Services  
Chief Engineer

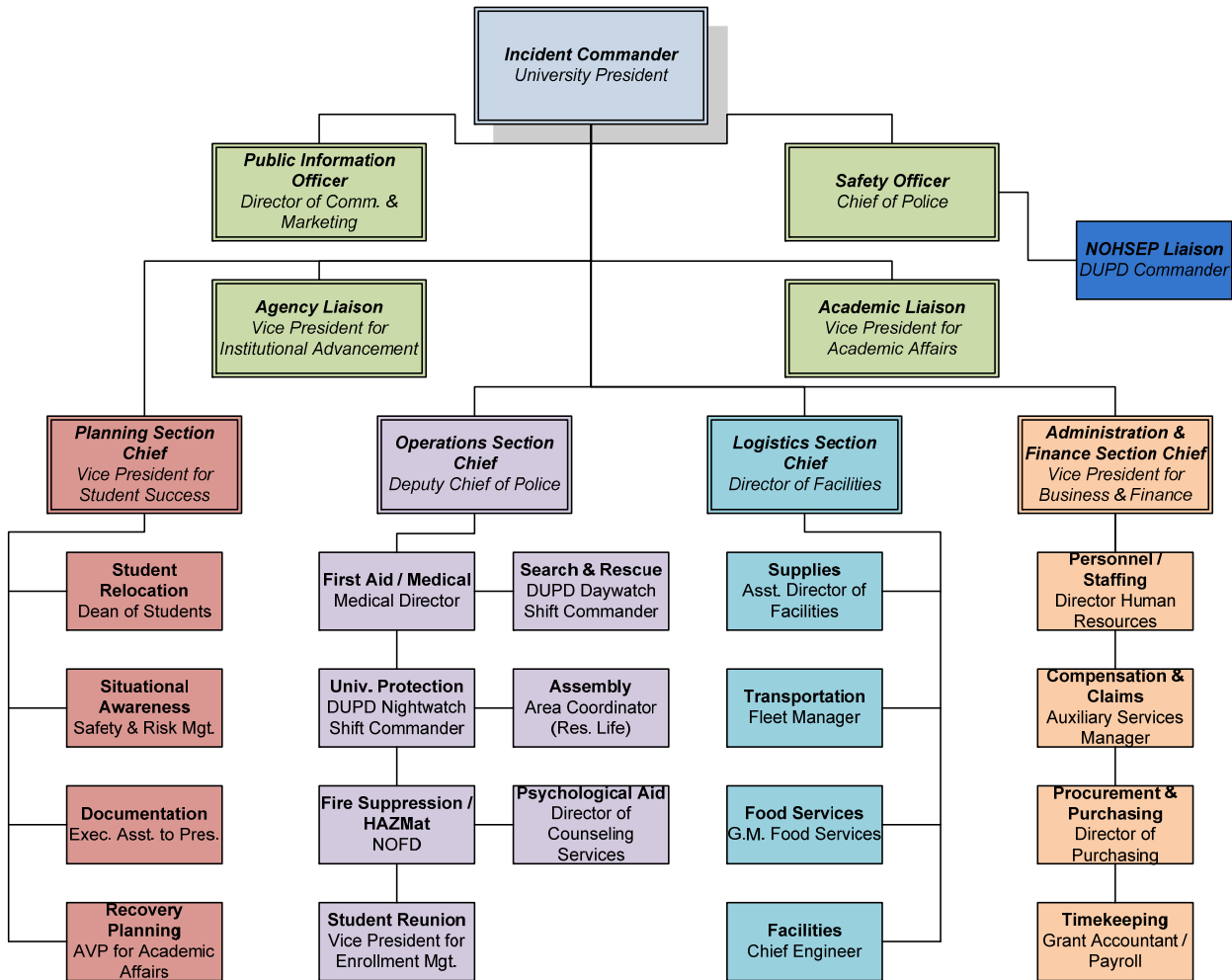
##### Admin. & Finance Section:

Director of Human Resources  
Auxiliary Services Manager  
Director of Purchasing  
Grant Accountant / Payroll



**B. CHAIN OF COMMAND:**

In order to make the most effective decisions regarding potential, current, or post emergency or crisis situations involving university constituents and/or property, the following chain of command will be utilized:



**C. ERT CORE MEMBER ACTIVATION AND RESPONSIBILITIES**

If a threat to the University community exists, ERT Core members are notified and immediately gather in the President’s Conference Room (Rosenwald Hall) to assess the situation and receive further instructions. If the Rosenwald facility is not accessible, the second floor conference room in DUICEF will be used.

If a state of emergency is declared, the Emergency Response Team (ERT) will begin implementing the Dillard University Crisis and Emergency Management Plan.

**ERT Core Member Responsibilities:**

**President**

- Serves as the Incident Commander and makes all policy decisions
- Declares state of emergency
- Authorizes cancellation of classes and/or operations

- Orders evacuation of nonessential faculty and staff
- Authorizes resumption of classes and/or operations

### **VP Business & Finance**

- Serves as Administration & Finance Section Chief
- Coordinates all activities with Manager of Auxiliary Services
- Coordinates all activities with Director of ITT
- Coordinates all activities with Director of Facilities
- Coordinates all activities with Director of Human Resources

### **Chief of Police, Campus Police Department**

- Serves as Safety Director
- Monitors official weather channels
- Serves as liaison with city, state, and federal emergency agencies
- Orders full-scale evacuation, when directed to do so by the President
- Provides security for campus personnel and facilities
- Provides guidance and expertise in contingency reaction
- Acts as liaison to any military community assistance
- Provides manpower to staff ERT telecommunications and 24-hour operation
- Responsible for overall safety of all personnel, students and facilities

### **Director of University Communications and Marketing**

- Serves as Public Information Officer
- Provides frequent updates to the President, Vice President for Institutional Advancement, and Emergency Response Team
- Creates and distributes media releases regarding emergency or crisis situation, including appropriate details and procedures
- Communicates status of emergency or crisis to internal community via voice mail and email
- Serves as spokesperson for university with the media

### **Vice President Academic Affairs**

- Serves as Academic Liaison
- Disseminates and reviews the CEMP with faculty and staff in Academic Affairs
- Initiates preparation activities with academic departments
- Oversees clearing of academic offices
- Prepares summary of impact reports from academic staff
- Upon declaration of an emergency, notifies faculty members of ERT decisions (e.g., to evacuate a building, to leave the university for home or a shelter, to stay away from the campus, etc.)
- As time permits, moves or otherwise safeguards vital records
- Asks the appointed Building Safety Monitors to check that no one has remained or been left in a building, that everyone has heard the announcement of the emergency and knows what to do, and that the doors to classrooms, offices, laboratories, and studios are locked.
- After the emergency has passed, contacts faculty with instructions (e.g., where

and when classes will resume, when a building may be re-entered, etc.)

### **Vice President for Student Success**

- Serves as Planning Section Chief
- Coordinates ERT implementation
- Acts for President in their absence
- Sorts and evaluates data to impart decision or declaration of emergency
- Disseminates and reviews the CEMP with faculty and staff in Student Success
- Initiates preparation activities with Student Success departments
- Oversees clearing of departmental offices
- Prepares summary of impact reports from Student Success staff
- Upon declaration of an emergency, notifies staff members of ERT decisions (e.g., to evacuate a building, to leave the university for home or a shelter, to stay away from the campus, etc.)
- As time permits, moves or otherwise safeguards vital records
- Asks the appointed Building Safety Monitors to check that no one has remained or been left in a building, that everyone has heard the announcement of the emergency and knows what to do, and that the doors to offices and support services laboratories are locked.
- After the emergency has passed, contacts Student Success staff with instructions (e.g., where and when classes will resume, when a building may be re-entered, etc.)
  - Handles student information and preparation
  - Manages student evacuation count and shutdown of all student residential units
  - Prepares report on student count and condition and adequacy of student support

### **Manager of Auxiliary Services/Risk Manager/Safety Liaison**

- Monitors official weather channels for severe weather alerts and notifies ERT Core Team of updates
- Coordinates all required activities with Director of ITT
- Coordinates all required activities with Director of Facilities
- Works in conjunction with the University Insurance Broker, Chief of Police and the Director of Facilities
- Ensures campus facilities are secured properly according to the weather alert
- Provides frequent updates to the President, Vice Presidents for Business & Finance & Student Success, and the Emergency Response Team
- Initiates preparation activities with departments
- After the emergency has passed, assess campus properties for damages/loss claims and reports to campus insurance broker and prepares campus wide summary of impact reports
- Maintains stock of emergency supplies for preparation and recovery
- As time permits, moves or otherwise safeguards vital records
- Ensures that all science laboratories items, storage units, doors, etc. are secured properly (biology, physics, chemistry, laser, nursing, etc.)
- After the emergency has passed, assess building and ensure readiness for operations alongside Director of Facilities Management to advise when a building may be re-entered
  - Disseminates and reviews the CEMP with staff

- Secures copies of necessary documents and contracts
- Alerts campus vendors and guests of severe weather situations and intended evacuation plans as necessary
- Ensures contracts with evacuation host housing site, transportation provider and food service provide are all executed and in place prior to departure as ordered by the President and/or Vice President for Student Success

**Director of Information Technology/Telecommunications**

- Activates Technology Disaster Management Team to invoke orderly computer emergency security and recovery procedures
- Activates the computing recovery organization teams and assists end-users in invoking their alternate computer assisted procedures. (End-users invoke alternate manual procedures within their departmental resources.)
- Implements alternate computer resources for processing critical applications, if outage is extended
- Provides telecommunication equipment for ERT
- Arranges for telecommunications equipment at evacuation site(s)
- Activates text messaging system
- Activates emergency 800 number
- Activates redundant website(s)
- Protects data processing equipment
- Secures and back up files and records

**Director of Facilities Management**

- Coordinates efforts of Maintenance, Housekeeping, Support Services, Engineering and Grounds crews
- Maintains stock of emergency supplies for preparation and recovery
- Prepares campus and physical property prior to emergency
- Assists in securing campus buildings
- Directs the restoration of the campus after the emergency
- Provides guidance and expertise in areas of chemistry, contaminants, and associated sciences as required
- Ensures campus facilities are secured properly according to the specific weather alert
- Provides frequent updates to the President, Vice Presidents for Business & Finance, Student Success, and the Emergency Response Team
- Initiates preparation activities with departments
- After the emergency has passed, assess campus properties for damages/loss
- Ensures that all science laboratories items, storage units, doors, etc. are secured properly (biology, physics, chemistry, laser, nursing, etc.)  
After the emergency has passed, assess building and ensure readiness for operations to advise when a building may be re-entered

**General Manager – SODEXO Dining Services**

- Coordinates preparation and distribution of food for all students, staff, faculty and workers
- Communicates with ERT regarding remote feeding locations

- Arranges for emergency food, beverage, supplies and storage

#### D. **ERT AUXILIARY MEMBER ACTIVATION**

If the ERT Core Members determine that there is a sufficiently serious threat to the university community, the ERT Auxiliary members will be activated. The Chief of Police, who serves as the ERT Coordinator, will contact the ERT Auxiliary members and host a meeting in designated buildings. The ERT Auxiliary members will meet jointly with the ERT Core Members at predetermined times (hourly, daily, weekly) to provide an opportunity for input, briefings, updates and information dissemination.

##### **ERT Auxiliary Member Responsibilities:**

###### **Director of Residential Life**

- Assigns resident students to shelter locations during evacuation
- Distributes student procedures guide
- Assigns staff members to designated shelters
- Encourages students to provide their evacuation location to ERT and maintains a list of known locations of students
- Provides assistance teams at shelter
- Responds to inquiries regarding resident population with assistance of the Vice President for Student Affairs
- Communicates with the Auxiliary Services and the General Manager of SODEXO regarding emergency food service

###### **Director of Human Resources**

- Informs university employees of impending emergency and serves as information to all faculty & staff regarding issues or concerns, e.g., payroll, benefits, excused time, etc.
- Provides manpower to respond to emergency needs, such as coverage for phone calls, inquiries about students, etc.
- Informs employees of importance to safeguards vital records

###### **Director of Library**

- Informs library staff of impending emergency and serves as information conduit to library staff
- Secures preventative and clean-up supplies from Facilities Management
- Coordinates and performs with the library staff the removal or raise-up of floor storage materials and electrical equipment as time permits
- Coordinates building security with maintenance department
- Relocates critical files to alternative site
- Conducts evacuation of library and locks building
- Provides recommendations regarding protection of museum collections

###### **Director of Athletics**

- Informs staff and student-athletes of emergency
- Considers alternative locations and dates for athletic activities
- Provides pertinent information regarding use of athletic complex during emergency

#### **University Nurse**

- Provides first aid to injured persons
- Prepares a report of injured persons
- Interacts with and gives directions to EMS
- Disseminates health information and health status to family members as needed and in keeping with the HIPAA regulations
- Dispenses non-prescription medication based on medical evaluation

#### **University Behavioral Health Staff**

- Provide appropriate counseling.
- Prepare report of individuals who may need behavioral health support.
- Develop community group programs.

### III. RESPONDING TO AN EMERGENCY

#### A. CRISIS AND EMERGENCY LEVEL CODES

With respect to the magnitude of the crisis or emergency, three color-coded levels of operation have been identified.

- **YELLOW – LEVEL 1 (Standby Alert):** The emergency includes an event or incident that can be managed using normal response operations. The ERT is not activated, but leadership is informed and placed on alert status.
- **ORANGE –LEVEL 2 (Partial Activation):** The emergency can no longer be managed using normal procedures. The ERT is partially activated, i.e., some, but not all, CEMP leadership are activated to coordinate and support the response to the event. One or more Division Action Team (DAT) member may be activated depending on the nature of the incident. Staffing decisions are made by ERT leadership.
- **RED – LEVEL 3 (Full Activation):** This is a major emergency, such as, a hurricane, tornado, major flooding, or terrorist event. The CEMP is fully activated in each campus location, primary or secondary. All CEMP and DAT positions are activated. All emergency personnel report for duty. A campus proclamation of emergency is declared during Code Red.

#### B. ACTIVATION OF THE ERT

The decision to activate the ERT will be made by the President, the Risk Manager, the VP Finance and Administration or the senior Campus Police commander on duty. Any of these positions may convene an ad-hoc advisory group (pre-activation team) to assist in this decision.

Upon declaration of a Code Orange or a Code Red emergency, the ERT Director or designee shall determine which positions to activate and direct their activities.

All Division Activation Team (DAT) coordinators will oversee the mobilization of their respective units and be responsible for activation of their teams.

The ERT Director or designee will work with the Director of University Communications to send media announcements to notify selected groups of employees whether they should report to work.

## C. DIVISION OPERATIONS CENTERS (DOC)

Every university division is an essential response unit and will have a Division Operations Center (DOC) to coordinate the actions of personnel to facilitate communication to and from the ERT. University DOCs include:

- Campus Police (Division: Student Success)
- Facilities Management (Division: Business & Finance)
- Environmental, Health and Safety (Division: Business & Finance [Auxiliary Services/ Risk Management])
- Residential Life and Student Services Programs (Division: Student Success)
- Information Technology (Division: VP Finance and Administration)
- Media Relations (Division: Institutional Advancement)
- Human Resources (Division: Business & Finance)
- Research and Instruction (Division: Academic Affairs)

DOCs may activate independently in response to localized events that require extraordinary attention, e.g., power failure, internet failure, civil disturbances, etc. The DOC Director shall contact the senior Campus Police commander on duty to apprise him/her of the situation. DOCs may also be directed by the ERT to activate during an emergency.

The ERT will provide interdepartmental coordination of activities and will establish operational priorities for the DOCs. The DOCs will automatically work to restore their critical business functions and will take action on pre-determined high-priority response activities.



## INCIDENT RESPONSE GUIDE

Event/Incident	Activation Code	ERT Staffing	Division Activation Team (DAT) Division Operation Center (DOC)
<ul style="list-style-type: none"> <li>○ Severe weather advisory</li> <li>○ Hurricane advisory</li> <li>○ Local power failures</li> <li>○ Tornado Watch</li> <li>○ Information/Report campus incident (small)</li> </ul>	<p style="text-align: center;">LEVEL 1:  YELLOW  This is Standby Alert</p>	<ul style="list-style-type: none"> <li>- Chief of Police</li> <li>- Executive VP</li> <li>- Director Communications</li> </ul>	<p><b>Standby</b></p>
<ul style="list-style-type: none"> <li>○ Hurricane Warning (4-5 days out) not yet in Gulf but trajectory includes NOLA</li> <li>○ Tornado Warning</li> <li>○ Major wind or rain storm</li> <li>○ Major flooding</li> <li>○ Extended power outages</li> <li>○ Large campus incident</li> </ul>	<p style="text-align: center;">LEVEL 2:  ORANGE  Partial Activation</p>	<p>ERT Command Coordinators as appropriate</p>	<p><b>Some DOCs Activation</b>  <b>All DATs Activation</b></p>
<ul style="list-style-type: none"> <li>○ Hurricane Evacuation</li> <li>○ Severe Flooding</li> <li>○ Hurricane Forecast (3 days out in Gulf/headed north to NOLA)</li> <li>○ Tornado touch down</li> <li>○ Health Crisis</li> <li>○ Terrorist Act</li> <li>○ Active Shooter</li> <li>○ Environmental, i.e., train derailment, chemical spill, gas leak, etc.</li> </ul>	<p style="text-align: center;">LEVEL 3:  RED  Full Alert and Activation</p>	<p>Full ERT Activation</p>	<p><b>All DOCs Activation</b>  <b>All DATs Activation</b></p>

### D. COMMAND POSTS

On Campus: The on-campus command post is the President's conference room in Rosenwald Hall. If not operational, the command post shall be in the second floor conference room of DUICEF. The command post will be staffed by the ERT and ERT Coordinator and will serve as the contact point for teams, resources, and radio communications with the ERT. Coordination of resources for medical care and shelter will be handled at these sites.

In New Orleans (off-campus): The Hilton New Orleans Riverside Hotel shall serve as the local command post if the campus is shut down. If the Hilton is not operational, the J.W. Marriott will serve as backup.

Outside of New Orleans: Dallas, TX shall serve as the command center with an operational liaison in Shreveport, LA at Centenary College, if student evacuation is involved.

#### E. DEACTIVATION

The ERT Director, advised by the Vice President and Chief of Police, will deactivate the ERT and transition to normal university operations. There may be levels of transition prior to eventual resumption of normal operations.

### IV. COMMUNICATION ACTION PLAN

Dillard University has an obligation to inform the public of its activities and events involving the university. Often there are situations that occur unexpectedly and thus require immediate attention and communication to the public. During these times of "crisis," the message, its tone and content are extremely important, because any communication has a lasting impact on the university's reputation and public perception. What is reported by the news media is greatly dependent on how the message is distributed. In times of crisis, when emotions are at their peak, it is extremely important that information disseminated through the press is done in a manner that maintains the high level of dignity and respect associated with the history of Dillard University. Impressions in the time of crisis influence all current and future opinions.

In times of crisis, Dillard University must respond immediately and be open and candid in sharing accurate and complete information. Our Crisis Communication Plan presumes that it is in the University's best interest to take a proactive approach to public relations crisis. Our plan is to share as much confirmed and accurate information as possible. The goal is to minimize speculation and editorial comments by the press. By acting in this manner, Dillard University has more control over what the media reports. This also creates a relationship with the media in which both parties act responsibly in minimizing the public relations aspect of the crisis quickly and calmly.

The plan provides guidance for crisis management and public communications about emergencies that involve Dillard University personnel, property, and constituents. These incidents include, but are not limited to accidents, illegal acts, civil disobedience, acts of nature, disasters, etc.

#### A. GUIDING PRINCIPLES FOR CRISIS/EMERGENCY COMMUNICATION

## University Communications

- Working quickly and proactively with President, VP for Student Success, and Chief of Police is imperative
- The media tends to report the first information they receive
- Information that is slow in coming invites speculation and fosters rumors
- Give the media as much information as possible through an approved university spokesperson
- Although a crisis forces us to be reactive, the role of the spokesperson is to turn the situation into a proactive communications opportunity
- Positive messages can often follow negative situations if done in a professional and strategic manner

### B. STRATEGIES

- Protect the rights, safety and dignity of individuals involved
- Get accurate verifiable information
- Key cabinet members should assemble quickly to get all information needed to develop an appropriate media strategy
- Contact media to set up interviews
- Develop and implement a follow-up strategy

### C. INITIAL RESPONSE: REPORTING INCIDENTS OR THREATS

When an incident occurs, or a threat is received, the following actions should be made as quickly as possible, in this order:

1. Contact relevant law enforcement and emergency agencies (Campus Police, NOPD, NOFD, 911, etc.);
2. Contact relevant administrators (Director of University Communications, Risk Manager, Chief of Police, President, Vice Presidents, etc.);
3. Confirm that the crisis has occurred. If so, ensure that the area is secure and personnel are safe;
4. Collect essential information and people to meet with the ERT;
5. Ensure that relevant law enforcement and emergency personnel have been notified if appropriate;

***These actions (1-5 above) should be done as quickly as possible, regardless of the time of day or night, day of the week, holiday, etc.***

6. Direct relevant university employees on the scene in order to preserve evidence for the law enforcement, and for potential photographic opportunities, if possible. No cleanup should begin until the area is secure so that data is not lost and personnel will not be exposed to additional emotional or physical damage;

7. Instruct campus law enforcement to restrict admittance of the media to the campus or scene until an escort from University Communications is present.

**D. NOTIFYING CAMPUS COMMUNITY AND PUBLIC**

- When an impending disaster threatens the campus, University Communications will post announcements on the Dillard University Information Line (504-816-4411) or (877-551-5581) providing updates as they become available from the ERT. A designated weather information line also will be available (to be assigned) that is designed to remain functional during natural disasters that may interrupt regular phone service. The operator will transfer off-campus callers to the appropriate information line.
- University Communications will notify the department designee in each of the following offices of ERT directives:
  - a. Academic Affairs
  - b. Business & Finance and VP Finance and Administration
  - c. VP for Student Success
  - d. Student Success
  - e. Student Affairs
  - f. Facilities Management
  - g. Sodexo Dining Services
  - h. Auxiliary Services

Each department must name its designee and submit that individual's name, phone number, email address and mobile phone number (if available) to the Director of University Communications and Marketing at 504.816.4024, email:

**E. LOCAL MEDIA LIST**

WWL-TV (CBS) 1024 N. Rampart St.	(504) 529-6298
WDSU-TV (NBC) 846 Howard Ave.	(504) 679-0607
WVUE-TV (FOX) 1025 S. Jeff Davis Pkwy.	(504) 483-1540
WGNO-TV (ABC) 365 Canal St.	(504) 619-6363
The Associated Press	(504) 523-3931
The <i>Times-Picayune</i>	(504) 826-3300
The <i>New Orleans Advocate</i>	(504) 636-7400 (225) 388-0315

**Preparing For Possible Media Interest:**

Only spokespersons designated by the university should talk to media regarding issues related to any emergency or disaster, including the welfare of students,

employees, or campus property. All media requests should be forwarded to University Communications at (504) 816-4024.

**F. COMMUNICATIONS: RELAYING BUILDING INFORMATION**

Each Division Operation Center (DOC) will assign building coordinators to act as “eyes and ears” of the ERT, providing accurate up-to-date information about emergency incidents.

**DIVISION OPERATION CENTERS**

<b>Building</b>	<b>DOC</b>	<b>Building Coordinator/s</b>
Rosenwald	VP Finance and Administration	2 people
Lawless Chapel	VP Student Success (Chaplain’s Office)	1 person
Will Alexander Library	VP Academic Affairs (University Librarian)	2 people
DUPD Cottage	Campus Police	1 person
Hartzell/Camphor	VP Student Success	2 people
Williams Hall	Director of Residential Life	2 people
DUICEF	VP Academic Affairs (General Studies)	2 people
Dent Hall	VP Academic Affairs VP Campus Life	2 people
Kearny Hall	Auxiliary Services/Risk Mgmt./Safety	2 people
Henson Hall	VP Student Success	1 person
Stern Hall	VP Academic Affairs (Natural Sciences, Nursing)	2 people
Cook Center	VP Academic Affairs (Humanities)	2 people
Central Plant	Director of Facilities Management	1 person
Alumni House	Director of Facilities Management	1 person
President’s House	Director of Facilities Management	1 person
DUAL Apartments	Director Facilities Management	1 person
Straight Hall	Director of Facilities Management	1 person
Professional Schools	Director of Facilities Management	1 person
Student Union	Director of Facilities Management	1 person
Young House	Director of Facilities Management	1 person
Collier House	Director of Facilities Management	1 person
Howard House	Director of ITT	1 person
Gentilly Gardens	Director of Residential Life	1 person

The information is relayed from the Building Coordinators to the Campus Police command center coordinator regarding the status of information and requests for assistance. The Campus Police Command Center Coordinator is equipped with

radio and computer. Information may also be relayed to other emergency personnel in the field or chain of command. Together, such information will serve as the basis for initiating emergency response.

#### **G. RELAYING INFORMATION FROM ERT TO BUILDINGS**

The ERT Campus Police Command Center will disseminate information received over radio, public address system, phone, and by text message. A Campus Police officer or designated emergency coordinator will also serve as a “runner” from the ERT to those employees and students in buildings.

#### **H. PUBLIC AND CAMPUS ANNOUNCEMENTS**

University Communications (504.816.4024, email: [universityeditor@dillard.edu](mailto:universityeditor@dillard.edu)) will prepare public and campus announcements regarding the status of the campus. These announcements will be recorded at the university’s emergency information telephone number, (504) 816-4411 or (877) 551-5581 posted on the university emergency website at [www.dillard.edu/emergency](http://www.dillard.edu/emergency), or broadcast via public announcement systems, text messaging, and local radio stations (WWL 870 AM or WLMG 101.9 FM), and through mass media.

#### **I. REDUNDANT COMMUNICATION SYSTEMS**

Dillard University has established a number of redundant methods of communicating with the university community, parents, alumni, and the public after a disaster. The university’s Emergency Alert and Warning System (EAWS) is implemented by Campus Police and University Communications simultaneously. Announcements may be made using the university’s public announcement system with a color code message signaling the level of alert. These and other announcements will also be recorded on the campus emergency telephone line (504) 816-4411 or (877) 551-5581), posted at the University’s emergency website ([www.dillard.edu/emergency](http://www.dillard.edu/emergency)), and broadcast via local radio stations (WWL 870 AM or WLMG 101.9 FM). Depending on the nature and scope of the emergency and the type of information to be disseminated, the ERT may also use one or a combination of the following: email, text messaging, websites, electronic bulletin boards, voice mail, and telephone calling trees.

### **V. CAMPUS EVACUATION GUIDELINES**

Should it become necessary to evacuate the entire campus, one area, or just one building, the campus has procedures in place. The following information outlines these procedures. Please also refer to campus policy on the evacuation of disabled persons. Persons with disabilities use the “buddy system” for assistance to the most appropriate exit route or nearest area of rescue.

#### **A. CAMPUS-WIDE EVACUATIONS**

In a campus-wide emergency, the decision to implement evacuation procedures rests with the Campus Police or the ERT Director, if the ERT is activated. In situations requiring immediate action, Campus Police responders, police, fire, the governor, mayor, public health director, or the Environmental Protection Agency can also order a local area evacuation. When evaluating the need for evacuation, consideration will be given to the specific threat (bomb, fire, storm, hurricane,

tornado, explosion, hazardous materials incident, etc.), its context (time of day, likelihood, etc.), and the recommendation of Campus Police officials. In the event of a major hurricane, the Cook Center will serve as the Emergency Assembly Area (EAA).

The procedures for a campus-wide evacuation will vary, depending on the nature of the event. In all cases when the decision has been made to evacuate, the campus will likely be evacuated in stages, beginning with the areas that are in the immediate vicinity of the threat. Other areas may then be evacuated, depending on the nature of the threat. This graduated evacuation is preferable to a total, immediate evacuation, as it triages the populations most in danger, minimizes likelihood of gridlock and congestion, and provides for ingress of emergency vehicles and personnel. In all cases, evacuees would be directed away from the vicinity of the threat.

## B. BUILDING EVACUATIONS

These emergencies may include a building fire or fire drill, localized hazardous materials spill, or bomb threat. In a building-specific incident, follow these evacuation guidelines: When a fire alarm sounds, **everyone must evacuate**, in accordance with Louisiana state regulations. In the event of a bomb threat, the Dillard Police Department has sole authority to assess the credibility of the threat and to determine whether to evacuate the site. For incidents involving hazardous materials, established department protocols for notification and response should be followed.

Division Safety Coordinators will ensure that all members of their Divisions and Departments, as well as any students or visitors, proceed to the Emergency Assembly Area (EAA) for their particular building. The Division Safety Coordinator serves as liaison with the Building Coordinator to assure that the building is appropriately secured and that all personnel are accounted for.

## VI. FUNCTIONAL ROLES

Every Dillard employee and student has a potential role to play in an emergency. The most critical aspect of the ERT is communication. Accurate reports from the scene of an incident are essential to providing adequate emergency services. Similarly, the university community must receive up-to-date instructions concerning disaster response procedures and news of evolving incidents.

### A. ROLE OF STUDENTS

All students should familiarize themselves with the emergency procedures and evacuation routes in the buildings they live in or use frequently. Students should be prepared to assess situations quickly but thoroughly and use common sense in determining a course of action. They should evacuate to assembly areas in an orderly manner, when an alarm sounds or when directed to do so by emergency personnel. The Campus Police Department provides information and training to help students know what to do in emergencies and how they can prepare ahead of time.

## **B. ROLE OF FACULTY AND STAFF**

Every member of the faculty and staff should read and understand the university's CEMP and specific building evacuation routes. They should follow emergency response procedures to report fire or other emergencies that require immediate attention, establish contact with their Division Safety Coordinator, and evacuate the building to pre-designated areas in an orderly manner. Faculty members are seen as leaders by students and should be prepared to direct their students to assembly areas in the event of an emergency.

## **C. ROLE OF THE DIVISION SAFETY COORDINATOR**

The Division Safety Coordinator, designated by the Division Head, is responsible for implementation of a Division Emergency Plan, participation in the Building Safety Committee, and coordination of their Division Safety Committee. In the event of an emergency, Division Safety Coordinators are responsible for assisting with the safe evacuation of their Divisions with the assistance of floor monitors, assessing injuries and damage to Division personnel and property, and providing status reports to Campus Police.

## **D. UNIVERSITY GUESTS AND VISITORS**

All university guests and visitors are asked to respect and follow the University's emergency procedures and evacuation routes to enhance their safety. A university official will assist guests and visitors once they identify themselves.

Summer resident guests of the university must familiarize themselves with campus emergency and evacuation plans and procedures once they register for campus accommodations.

## **VII. PREPAREDNESS**

### **BUILDING EMERGENCY PLANS**

Developed under the guidance of the Chief of Police and the Emergency Response Team (ERT), each Building Emergency Plan is a building-specific operational guide outlining emergency operations and responsibilities. Building Emergency Plans go into effect in the event of an emergency, allowing the Building Coordinators to evacuate personnel to their designated evacuation areas. Building Emergency Plans may also recommend the contents of personal and/or departmental emergency kits (i.e., first-aid supplies, flashlight, battery-powered AM/FM radio, etc.).



VIII. ESSENTIAL PERSONNEL

DEPARTMENT OF Campus Police ESSENTIAL PERSONNEL		
NUMBER OF PERSONNEL	JOB TITLE	RESPONSIBILITIES
All	Chief of Police	Point of contact for Command Post
	Deputy Chief of Police	Oversees all police activities in regards to emergencies.
	DUPD Commander	Liaison to NOHSEP – Based at City Hall
	Watch Commanders	Field Supervisors of police activities.
	Police Officers	Assist with evacuation of Gently Gardens.
	Police Officers	Assist with evacuation of Modules.
	Police Officers	Assist with evacuation of Camphor and Stern Halls.
	Police Officers	Assist with evacuation of Straight Hall.
	Police Officers	To patrol campus interior and to deter looters.
	Police Officers	To patrol campus exterior and to prevent unauthorized access.
1	Police Officer	To be posted in Command Center to serve as messenger if communications fail.
4	Police Officers	In shelters to assist with maintaining order.
6	Police Officers	On Emergency Response Team

ACADEMIC ESSENTIAL PERSONNEL		
NUMBER OF PERSONNEL	JOB TITLE	RESPONSIBILITIES
1	VP Academic Affairs	Consults with the President and senior staff to coordinate EOP
1	Asst. VP Academic Affairs	Works closely with the Provost to implement EOP
1	Academic Dean	Consults with faculty and students regarding class schedules; secures all critical information
4	College Deans	Assist the Provost in the implementation of the EOP
1	Administrative Assistant	To take all call regarding emergency needs of campus and messages from family members of essential personnel

**RESIDENTIAL LIFE DIRECTOR -  
ESSENTIAL PERSONNEL**

<b>DUTY HOURS</b>	<b>EMPLOYEE</b>	<b>BUILDING</b>
7 a.m. – 3 p.m.	TBD	
3 p.m. – 11 p.m.	TBD	
11 p.m. – 7 a.m.	TBD	
7 a.m. – 3 p.m. (Weekends)	TBD	
3 p.m. – 11 p.m. (Weekends)	TBD	

# SECTION I

## CRITERIA FOR DECLARATION OF EMERGENCY

Any person(s) with the knowledge of a potential or existing crisis or emergency should immediately notify the following:

Campus Police (504) 816-4911  
Office of the President (504) 816-4640  
Office of Risk Management (504) 816-4944

In the event of a time sensitive emergency in which university community members and/or facilities may be in danger or face the potential for disruption of routine institutional operations, a Declaration of Emergency will be made. The President of the University, in collaboration with the Manager of Auxiliary Services, Chief of Police, Director of University Communications and Operational Vice Presidents, declares a state of emergency.

A declaration of emergency can be made for incidents including, but not limited to, accidents, *violent crimes, and other illegal actions*, civil disobedience, acts of nature, disasters, etc. A declaration of emergency is usually given in the following situations:

- Potentially dangerous situation is emerging (i.e. hurricane, bomb threat, etc.)
- Catastrophic damage on campus to the public infrastructure such as utilities, roads, and flooding in areas adjacent to the University
- Upon the request from local and/or national government /emergency agencies

## DECLARATION OF WEATHER-RELATED EMERGENCY

The President is advised by the Emergency Response Team (ERT) to declare an emergency and immediately begins evacuation procedures once a tropical storm/hurricane reaches the Gulf of Mexico as a Category 3 Hurricane and the directional vector points north.

### CODE RED – Level 3

Tornadoes and non-hurricane related flooding, depending on the level of severity, might also require a weather-related declaration of emergency.

## TYPES OF WEATHER EMERGENCIES

Major types of weather emergencies include:

Severe weather conditions may be sudden and unforeseen, and occur before or after the National Weather Service issues Severe Weather Watches and Warnings. Examples of weather related emergencies are hurricanes, tornadoes, severe tropical storms and floods. Selected sections of the Dillard University campus are in Level A and B Evacuation areas, which suggest that certain areas are vulnerable to tidal surge and flooding during severe weather.

- **Hurricane Watch:** If a hurricane continues its advance and threatens coastal and inland regions within 36 hours, a **hurricane watch** is issued. As a result, everyone in the area covered by the watch should listen for further advisories and be prepared to act quickly if a hurricane warning is issued.

- **Hurricane Warning:** When hurricane conditions are expected within 24 hours, a **hurricane warning** is issued. At this point, all precautions should be taken immediately. If the hurricane's path is unusual or erratic, the warnings may be issued only a few hours before the beginnings of hurricane conditions.
- **Hurricane Season:** Hurricane season runs primarily from **June 1 to November 30**, with the frequency of storms being in September.
- **Tracking Procedure:** Hurricane tracking charts are provided which give longitude and latitude coordinates. Coordinates are frequently issued by weather authorities allowing the tracking of storms.
- **Hurricane Categories**
  - **Category I** - 74-95 mph winds, with a tidal surge of 4-5 feet
  - **Category II** - 96-110 mph winds, with a tidal surge of 6-8 feet
  - **Category III** - 110-130 mph winds, with a tidal surge of 9-12 feet
  - **Category IV** - 131-155 mph winds, with a tidal surge of 13-18 feet
  - **Category V** - 155+ mph winds, with a tidal surge greater than 18 feet
- **Tornadoes:**
- **Flooding:** In the case of heavy flooding on campus, the President or executive officer in charge will make a decision regarding the closing and evacuation of campus in a time frame

## **EIGHT STEP EMERGENCY PLAN SUMMARY**

### **1. DECLARATION OF EMERGENCY**

**The President is advised to declare an emergency and immediately begin evacuation procedures once a tropical storm/hurricane reaches the Gulf of Mexico as a Category 3 Hurricane and the directional vector points north.**

**[It is anticipated that such analysis should provide as much as three (3) days advanced warning].**

2. Emergency Response Team reviews situation (President, Risk Manager, Chief of Police, and Director of University Communications).
3. Decision is made to assemble the full Emergency Response Team (President, Risk Manager, Senior Cabinet, Chief of Police, and Director of University Communications, Facilities Management, SODEXO Dining Services, ITT, Human Resources and University Nurse).
4. President (or designee) declares emergency/crisis status and gives instructions to ensure maximum coordination of Risk Manager and Emergency Response Team.
5. Emergency Response Team disbands to begin implementation of plan based on the nature of the situation.

6. Emergency Response Team assembles as frequently as needed to provide status updates.
7. During the emergency, members of the committee handle their tasks as assigned.
8. Recovery procedures will be implemented after the President declares “all clear” and return to business as usual.

**FOR COMMUNICATION UPDATES:**

Information Line: (504) 816-4411 or (877) 551-5581

University website: [www.dillard.edu](http://www.dillard.edu)

# SECTION II

# HURRICANE PREPAREDNESS GUIDELINES FOR DEPARTMENTS

## Condition I

Seventy-two (72) hours prior to a hurricane arriving and an **Alert** being issued by the National Weather Bureau or other government agency:

- Identify any physically impaired persons in your department that may need assistance.
- Alert your building director of this person's location and challenges.
- Identify files and equipment that may need to be moved away from windows and/or picked up off the floor.
- Survey the area in and around your department for items that need to be secured, moved or disposed.
- Ensure that your department has designated "essential personnel", notified them of their duties, and gathered emergency contact numbers to use in case an evacuation is necessary.
- Evacuate as necessary.

**Unsecured exterior items will be disposed of by Facilities Management if left unattended.**

## Condition II

Thirty-six (36) hours prior to hurricane possibly occurring and a **watch** has been given by the National Weather Bureau or other government agency:

- Contact any physically impaired persons in your department and see if they need assistance.
- Identify files and equipment that may need to be moved away from windows and/or picked up off the floor.
- If ITT does not back up your computers through their server, back up your computers onto transportable media (i.e., floppy disks, zip disks, tapes).
- Survey the area in and around your department. Note any items that may cause problems in high winds and could end up as projectiles.
- If your department stores items outside of the building, they should be picked up at this time and disposed of or secured in a safe place where they will not pose any danger.
- Evacuate as necessary.

## Condition III

Twenty-four (24) hours before a hurricane occurs and a **warning** has been given by the National Weather Bureau or other government agency:

- Survey the area around your department.
- Pick up any last minute items that belong to your department and are located outside of the building.
- Move files and equipment away from windows. Place them onto a high location.
- Empty all refrigerators of food and other items that will spoil.

At the time, the administration issues the campus evacuation order:

- Shut off all lights;



- Unplug all appliances;
- Close and lock all doors as the evacuation proceeds; and
- Evacuate the building and the campus.

#### Condition IV

After the disaster

- The President or his representative will authorize essential personnel to return to campus;
- Essential personnel for each department should report to their work location to clean and prepare the essential areas required to provide services to customers;
- Contact the Campus Police Department to report readiness to open for business; and
- Once all University departments are deemed ready to open to the public, the Office of University Communications will contact the media regarding the open status and other pertinent information.

### **SODEXO – DINING SERVICES PLAN**

This departmental plan supports the implementation of the Dillard University Emergency Operations Plan.

#### **Stage One:**

##### **Hurricane WATCH**

1. Dillard Dining Services will place orders with vendors for food, beverage and paper supplies. Due to the storm's severity, menu selections may be limited. The goal will be to have food supply to feed approximately 500 people for four days.
2. Anticipating a loss of electricity, gas, steam and potable water - ample supplies of sandwich meat, peanut butter and jelly, fresh fruit, pastries, canned beverages and other items not requiring cooking will be on hand to provide meals for 500 people for a period of four days.

#### **Stage Two:**

##### **Hurricane WARNING**

3. All managers of Dillard Dining Services are expected to remain throughout the storm to help with implementation of this plan. Individuals that will be staying on site may want to bring the following: sleeping bag, flashlight, and battery-powered radio, a change of clothes, extra batteries, toiletries, prescription medicine, water and cellular phone (if applicable).
4. Put all walkie-talkies on "Charge" for possible use by Dillard Dining Services Management.
5. Dillard Dining Services will obtain as much drinking water as possible.
6. Food service operations will be limited to Dent Hall. Kearny Hall will close and all catering functions will be canceled upon announcement of Hurricane Warning.
7. Move all butane stoves and butane cartridges to Dent Hall. Move all portable coolers and beverage servers to Dent Hall.
8. Fill up catering van with gas and move to designated area on campus.
9. Revise all menus to conserve available resources by eliminating the use of post-hurricane menu items (sandwich meats, canned tuna, peanut butter and jelly, loaf bread, whole fresh fruit, potato chips).
10. All employees will be alerted and instructed to either report (and when) or to remain on alert for post hurricane relief staffing.

**Stage Three: SIX HOURS PRIOR TO ONSET OF HURRICANE**

11. At the last meal served prior to the hurricane, a snack bag consisting of juice, pastries and fresh fruit will be issued to each person attending the meal and will provide enough snacks for two days. Additional bags will be prepared for the Department of Campus Police as well as Resident Hall and Health Services Staff. All emergency department personnel will also be included.
12. Service electric outlets are hooked up and are available for use by Dillard Dining Services personnel, i.e., limited phones, cooler power, beverage machines. In the event that potable water is not available, canned beverages will be provided and no ice will be used. If SODEXO is able to procure fresh, potable ice then at that time, it will be distributed.
13. All cash should be moved to the safe in the Director's office. All computers should be backed up and backups stored in a place least likely to be damaged during a disaster. (Consider sending via Airborne to a unit that will not be threatened by the hurricane). Secure offices by covering desks, computers, copy machines, and other valuable papers and equipment with plastic sheeting (cart covers).
14. Fill all steam kettles, sinks, stockpots, Air-Voids with potable water and cover.

**Stage 4: ONSET**

15. Move all staff to Dent Hall.
16. Help staff with any necessary preparations.

**Stage 5: AFTERMATH**

17. Inspect facility and prepare for meal service.
18. Following the hurricane, the Director of Dillard Dining Services and the Hurricane Plan Coordinator will determine the earliest possible time for opening meal service, and will establish a timetable for providing meal service in a safe and easily accessible location.
19. Call all staff - prepare for their return.
20. Dillard Dining Services will provide meals following the storm as close as to normal serving hours as possible, depending on the physical condition of the kitchen and service areas and the supply of food available. Provided essential equipment is operational, hot meals will be served when possible. All other meals will consist of items available at that given time.
21. Work with housing to get volunteers to help prepare meals.
22. Meals will be provided in Dent Hall. It is recommended that meal schedules be set up and adhered to so that all persons are fed. In the event that there is serious damage to Kearny Hall, an alternative feeding location will be determined in consultation with University Personnel.

If weather permits, buffet lines will be set at the entrance of Dent Hall. Customers will enter through Dent Hall, proceed through buffet line, and exit at the front right entrance of Dent Hall. No customer will be allowed access to seating in Dent Hall. This both speeds service and eliminates the need for staff to clear, set and sanitize the dining area. In the event of long-term electrical failure, excessive moisture buildup is common and walls begin to mold and mildew, thus creating a health hazard. Meal plans will be used by students and student I.D. numbers will be taken.

## DINING SERVICES MENU AND FOOD ORDERING

The extent of damage received, loss of utilities, ability of purveyors to reach the campus, and the ability of staff to return to work after the hurricane will dictate specific menus, but the following guidelines will be used.

1. Anticipating a loss of electricity, gas, steam, and potable water, sufficient supplies of sandwich meat, peanut butter and jelly, fresh fruit, pastries, individual juices and sodas will be on hand to feed 500 people (number of people may vary during summer) for five days.
2. Only one meal choice will be offered during the days following the hurricane. Due to the large expected number of customers and limited staff, everyone attending meals will go through the line one time to receive a set menu.
3. Canned fruit on hand may be substituted for fresh fruit.
4. The morale boosting value of a hot meal cannot be overemphasized. If power is restored, or gas remains available, every effort should be made to offer a hot selection at dinner. Easy to prepare selections such as frankfurters with baked beans, baked/fried chicken, spaghetti casserole, and chicken and rice casserole should be served. Specific menus will be based upon those items "on hand" in the refrigerator and freezers, with the emphasis on the use of perishable items first. Hot coffee can be made using instant coffee if the water supply to the automatic coffee machines is cut off or is not potable.
5. After the first few days following the storm, the menu will be based on available utilities, staffing, and the ability of vendors to make deliveries. Severe damage will dictate that service remain very basic, with sandwiches served at lunch and one hot selection at dinner. Conditions that are more favorable will allow an increase to two selections per meal and a hot selection added to lunch.

## CONEX

The Conex will be located on the first floor Facilities Building. The Director of Facilities Management and the Campus Police will have keys. The Facilities Management Department will keep an inventory of all items stored in the Conex. The following is a list of the stock to be stored in the Conex:

ITEM	QTY	TO BE USED - FOR/LOCATION
Conex Storage Shed	1	To only store materials needed for hurricane preparation
Rain Gear (Boots, Coats, Hats)	25 sets	For staff and command center members securing and assessing buildings
Flashlights (rechargeable)	25	Staff and Residential life personnel
Chain saws (extra chains)	1	To remove fallen trees or branches
Wet Vacs w/direct pump	4	To remove water from floors if roof leaks
Water pumps	4	Used at rapid H2O influx and to pump out manholes
Portable toilets	10	<b>Still under review</b>
Plywood	200 sheets	To secure building windows
Nails, clips	1 LS	For plywood

Batteries	100 LS	For radios, pagers, flashlights, walkie talkies
2-Way Radios	10	To loan to Dorm Directors and Command Post Staff
Generator, Portable (9HP Engine, 5500 Watts)	4	At Dorms to Wet Vac water
Generators (Hard-connected)	2	Kearny and Dent Central Plant AC will not be tied into backup generator
Padded Rubber Sleeping Mats	25	For essential staff unable to leave campus during rotational period
50 Ft. Extension Cords	5	For use with generators
AM/FM Weather Radios	10	Weather updates
Portable B&W TV	2	Weather updates
Rubber Rafts	2	For use in case of severe flooding
Life Preservers	40	For safety precaution of staff out securing campus in high water
Cell phones		For backup interface with Command Center to Facilities Field Supervisor
Oil and Fuel Cans	4 LS	For tools needed
Bull horn	1	Emergency backup to radios
Makita Drills (cordless)	4 sets	For security the sites
Water	4,000 gal	Incidental item
First Aid Kits	25	Incidental item

## SECURING OF BUILDINGS

The following buildings will be protected as follows:

Alexander Library	Secured only.
Alumni House	Secured only.
Camphor Hall	Secured only.
Central Plant	Secured only.
Collier House, 3301 Annette Street	Secured only.
Cook Center	Secured only.
Dent Hall	Boarded up.
Dillard University Apartments (off-campus) Gentilly Gardens Apartments	Secured only.
Hartzell Hall	Secured only.
Henson Hall	Secured only.
Howard House	Secured only.
Kearny Hall	Boarded up.

Lawless Chapel	Boarded up.
President's House	Secured only.
Professional Schools Building	Secured only.
Rosenwald Hall	Boarded up.
DUPD Building	Secured only.
Stern Hall	Secured only.
Straight Hall	Secured only.
Student Union	Secured only.
Williams Hall	Secured only.
Young House, 3334 Annette Street	Secured only.

# SECTION III

## EVACUATION PLAN

Emergencies may occur with ample warning for an orderly evacuation, or may occur suddenly and require a rapid response. The notice to evacuate may occur via the use of fire alarms, police order or other recognized authority or signals. When such an order is given, all occupants of the area must comply immediately in an orderly manner. No one will be allowed to re-enter an evacuated area until the all-clear signal is given or when permitted by the proper authorities (e.g. Police, Fire, or Emergency Workers).

If there are individuals with physical handicaps/challenges and other disabilities in the evacuated area, emergency officials (Police, Fire, etc.) must be promptly notified by the Department of Campus Police of the probable locations and the type(s) of disability. Evacuation routes are included in EOP Departmental Plans and posted in conspicuous locations.

**When notified to evacuate, immediately leave the area.**

**The Cook Center will serve as the evacuation location for hurricanes.**

*(Cook has ample parking, ease of access and is a high point on campus.)*

- **Building monitors will assist with evacuating personnel in the designated building, floor, etc.**
- **Evacuate and take all personal belongings**
- **If the situation warrants additional action, proceed immediately i.e., secure files and materials, move items that could be damaged, etc.**

### **Building Safety Monitors (BSM)**

Each building— and if appropriate each section, floor, or location—will have a specific person assigned to develop and maintain an evacuation plan for their area. This person will be designated as the Building Safety Monitor (BSM).

The duties of the BSM include posting the building evacuation plan in conspicuous places and ensuring that all assigned occupants of the building know how to react to emergency evacuations.

When an evacuation of a building is declared, the BSM will proceed to follow the established protocol and tasks as directed by the representatives of the Core Emergency Response Team. The BSM will provide frequent communication to the appropriate personnel regarding emergencies.

## DILLARD UNIVERSITY ACADEMIC AFFAIRS PREPAREDNESS PLAN

The Office of Academic Affairs will develop an Academic Emergency Preparedness Plan (AEPP). The following are the general responsibilities for evacuation and the timeline developed for the AEPP:

### VICE PRESIDENT FOR ACADEMIC AFFAIRS

#### Prior to Evacuation

- Develops procedures for continuing instruction upon campus evacuation.
- Ensures that faculty, students and academic staff are provided information on the Academic Emergency Preparedness Plan (AEPP).
- Ensures faculty development in distance learning.
- Houses an Academic Divisional Facilities Closure Plan to be provided by each dean.

#### After Evacuation

- Communicates timely by providing information for the Dillard University Website.
- Provides information to the deans regarding the duration of the closure and the condition of the facilities.
- Ensures that scheduled course can be instructed through Blackboard or e-mail.
- Develops partnerships with other universities to augment instruction and to ensure faculty development.
- Develops necessary changes in academic policy and procedures prompted by the evacuation of the city.
- Develops a plan for resumption of instruction on campus.

### DEAN

#### Prior to Evacuation

- Develops an Academic Divisional Closure Plan and files copy in the Vice President for Academic Affairs Office.
- Ensures faculty ability to teach at a distance.

#### After Evacuation

- Communicates with the Vice President for Academic Affairs regarding the status of the division.
- Communicates with department chairs regarding the duration of the closure, courses to be taught on line, additional student opportunities for instruction and faculty development.
- Facilitates faculty ability to teach at a distance.
- Regularly communicates with the chairs until resumption of instruction on campus.

### CHAIR

#### Prior to Evacuation

- Follows the closure plan developed by the University and the divisional plan.
- Ensures that the faculty is trained to teach at a distance.

#### After Evacuation

- Communicates timely with the dean.



- Contacts departmental faculty.
- Provides information to the faculty regarding closure and building conditions.

## FACULTY

### Prior to Evacuation

- Collects e-mail, voice-mail and address information on each student in each course.
- Develops syllabi with clear instructions for continuing learning at a distance.
- Exits with contact information on each student, laptop, syllabi and all course materials, and, to the degree possible, all research materials and equipment (where possible).
- Follows the closure plan developed by the division.

### After Evacuation

- Communicates timely with the chair and with students regarding the status of courses.
- Follows syllabi.
- Via e-mail or voice-mail, contacts each student regarding assignments and instruction.
- Reports student contact results to the chair.
- Continues to instruct by Blackboard and/or e-mail.

## TIMELINE

### **1 to 3 Days**

- Students exit with laptop, textbooks, syllabi and course materials for each course.
- Students follow the emergency plan outlined in the syllabus.
- Faculty exit with laptop, textbooks, syllabi, course materials for each course and with student contact information.
- Faculty contact dean, chair and the DU Website about returning to campus.

### **1 to 3 Weeks**

- Academic Administrators (vice president for academic affairs, deans, chairs and faculty) follow the "After Evacuation" procedures listed under the "Academic Administrators Responsibilities".
- Students will register and continue to communicate through e-mail with their professors and communicate with the faculty in each course in which they are enrolled.
- Faculty will provide instruction; receive assignments and grade coursework using Blackboard and/or e-mail.
- Students and faculty will consult the DU Website for information concerning updates in academic policy and procedures.
- Faculty contact dean, chair and the DU Website about returning to campus.

### **3 Weeks +**

- Academic administrators will continue their "After Evacuation" responsibilities.
- Faculty will continue to instruct via Blackboard and or e-mail.
- Students will continue to access the DU Website and to perform class assignments through electronic instructions.
- Faculty contact dean, chair and the DU Website about returning to campus.

## IMPLEMENTATION

The implementation of the AEPP is dependent on continuous instruction from off-campus locations. The development of the Academic Calendar, the proposed basic and advanced Blackboard Training for Faculty, and the Tegrity system are significant to successful implementation.

- Academic Calendar 2016-2017

The 2016-2017 Academic Calendar is sixteen weeks beginning the fall semester, Monday August 22, 2016 and ending with final grades December 12, 2016. The spring semester begins Tuesday, January 17, 2017 and ends with final grades May 15, 2017.

Considering the academic calendar is operated during seasons of natural disaster in this geographical area, all personnel and students must understand the importance of responsible action. Adherence to specific guidelines is imperative. To that end, every course syllabus will include the following statement, bolded and found at the bottom of the first page: **“In the event of disaster, the Dillard University Preparedness Plan will take priority over the timeline in this syllabus. The summary of key points for the plan is available on the university website and by printed literature.”**

# EMERGENCY EVACUATION CHECKLIST

## STUDENTS

### *Non-Residential*

- Check with local media regarding closure and evacuation
- You will be informed of make-up days if necessary – Academic Planning Group (visit University website for appropriate action)

### *Residential*

- Determine where you will evacuate
- If you require evacuation assistance contact Campus Life for information
- Pack medicines, valuable, toiletry items and pillow
- Unplug all electronic devices. Move items away from windows and off of the floor
- Notify residential life staff of your destination and contact number(s)
- If instructed, you must evacuate. Failure to do so will result in disciplinary action up to and including expulsion.
- Check with local media for further instructions
- Check in with residential staff upon your return to receive further instructions
- Take photos and important paper if possible before you leave

## FACULTY

- Once notified of closure, dismiss classes if necessary
- Move items from floor of your office
- Turn off/unplug all electronic devices
- Secure valuables and lock all doors
- Check with local media for further instructions

## STAFF

- Once notified of closure turn off and unplug all electrical equipment
- Remove anything from the floor
- Dispose of trash and food items
- Clear items from desk and near windows
- Secure valuable and lock all doors
- Watch local media for further instructions

## EMERGENCY RESPONSE TEAM (ERT)

- Report to president's conference room when instructed for briefing
- Secure personal work space
- Direct employees as instructed
- Implement tasks as determined by ERT
- Evacuate as instructed. Be sure to inform President's office of your destinations and contact information
- You will be notified regarding further instruction to return to campus

## RECOVERY ACTIVITIES

The University will take all appropriate steps to quickly reinstate a "business-as-usual" atmosphere after an emergency or crisis. Steps will be taken to ensure the safety of all personnel and facilities as quickly as possible.

### **Pre-emergency Recovery Preparation**

The University will maintain business interruption insurance coverage to assist in reinstating normal business operations as quickly as possible.

All facilities will be prepared in the manner necessary based on the pending emergency or crisis. This includes, but is not limited to, securing buildings, storing electronic and paper files, storing adequate materials and supplies to accommodate a reasonable number of associates, etc.

### **Post-emergency Recovery Preparation**

The University will maintain a supply of materials and supplies adequate to sustain a reasonable number of associates during and after an emergency or crisis. After a crisis, resources will be evaluated and acquisitions made to bring operations back to normal as quick as possible.

### **Contingency Plans**

The magnitude of the emergency or crisis will dictate the ability to reinstate business-as-usual operations. The president, in collaboration with the Core Emergency Response Team, will determine when and how to best proceed with normal business operations. The contingency plan may include relocation of some or all business operations to alternate facilities on or off campus. A contingency plan will be developed based on the situation and the state of the facilities available for operation.

# RISK & THREAT ASSESSMENT

## THREAT ASSESSMENT AND MANAGEMENT SYSTEM (TAMS) PROTOCOLS VIOLENCE PREVENTION POLICY AND RELATED PROTOCOLS

### MEMORANDUM

TO: President's Cabinet

THROUGH: Toya Barnes-Teamer, Ph.D.  
Vice President for Student Success

FROM: Dr. Dawn Williams  
Interim Assistant Vice President for Student Affairs

Christopher W. Cameron  
Executive Director, Student Union and Residential Life

DATE: April 18, 2012

RE: Threat Assessment and Management System (TAMS) Protocols

The purpose of the Dillard University Crisis and Emergency Management Plan (CEMP) is to establish policies, procedures, guidelines and organizational structure for responding to a crisis, major emergency, or disaster that could threaten the health and safety of the university community, disrupt university programs and operations, and destroy university property and assets.

The University has added a threat and risk assessment section to its overall crisis and emergency management plan, policies and procedures. It is the responsibility of the Threat Assessment Management System (TAMS) to proactively develop procedures for response to actual or potential violence.

Risk assessment is a set of methods, principles, or rules used to identify and assess risks and to form priorities, develop courses of action, and inform decision-making. Risk assessment deals with the probabilities of being exposed to a danger.

Threat Assessment is a set of procedures and protocols to prevent and respond to a threat (real or potential). Threat assessment deals with the consequences of a danger.

Please find attached a proposed TAMS Violence Prevention Policy and related protocols that address:

1. Subpoena to the University
2. Warrant for the University
3. Non-Emergency – External Law Enforcement Request for Student Information
4. Non-Emergency – External Law Enforcement Request to Conduct a Student Interview
5. Non-Emergency – External Law Enforcement Student Arrest Warrant
6. Non-Emergency – External Law Enforcement Student Search Warrant
7. Non-Emergency – External Law Enforcement Subpoena to a Student
8. Non-Emergency – Medical/Psychiatric Administrative Withdrawal and Re-admittance
9. Emergency – External Law Enforcement Request for Student Information
10. Emergency – External Law Enforcement Request to Conduct Student Interview

11. Emergency – External Law Enforcement Student Arrest Warrant
12. Emergency – External Law Enforcement Student Search Warrant
13. Emergency – External Law Enforcement Subpoena to a Student
14. Emergency – Student Separation from the University
15. Re-enrollment or Re-admittance Protocols after Judicial Suspension
16. Re-enrollment or Re-admittance Protocols after Civil or Criminal Proceedings

If approved, these policies and procedures will be included in the Crisis and Emergency Management Plan (CEMP), part 4 Risk and Threat Assessment section.

Violence Prevention Policy				
Policy #	Origination Date	Responsible Office	Status	Approval Date
	4/18/12	Crisis and Emergency Management Plan (CEMP) sub-unit Threat Assessment and Management System (TAMS)	Pending	

**Policy Statement**

Violence prevention on campus is a community responsibility. It is the responsibility of all students and employees to be alert to the possibility of campus violence on the part of prospective, current, or former students or employees as well as campus visitors. Students shall immediately report any violent behavior, potential for violent behavior, or threatening behavior to the Dillard University Police Department. Employees shall immediately report any violent behavior, potential for violent behavior, or threatening behavior to the Dillard University Police Department.

**Reason for Policy/Purpose**

Dillard University is committed to maintaining an environment where people feel safe to carry out the university’s mission. Education, communication, collaboration, coordination of resources, and early intervention are the cornerstone of Dillard University’s violence prevention efforts.

The purpose of the Dillard University Crisis and Emergency Management Plan (CEMP) is to establish policies, procedures, guidelines and organizational structure for responding to a crisis, major emergency, or disaster that could threaten the health and safety of the university community, disrupt university programs and operations, and/or destroy university property and assets.

The University has added a risk and threat assessment section to its overall crisis and emergency management plan, policies and procedures.

It is the responsibility of the Threat Assessment Management System (TAMS) to proactively develop procedures for response to actual or potential violence.

**DEFINITIONS**

**Intimidation**

Intimidation is engaging in actions intended to frighten, coerce, or induce duress. These actions include but are not limited to threat of violence (verbal, written, and/or nonverbal) against a person, bullying, or stalking.

**Risk**

Risk is the potential for an adverse outcome assessed as a function of threats, vulnerabilities, and consequences associated with an incident. Risk is a measure of potential harm that encompasses the magnitude of impact along with the likelihood of such an incident occurring and causing that impact.

**Risk Assessment**

Risk assessment is a set of methods, principles, or rules used to identify and assess risks and to form priorities, develop courses of action, and inform decision-making. Risk assessment deals with the probabilities of being exposed to a danger.

**Threat**

A threat is an expression of intent (verbal, written, and/or nonverbal) to cause physical or mental harm. A threat may be direct, indirect, conditional, or veiled. Any threat is presumed to constitute a statement of intent, regardless of whether the party communicating the threat has the present ability to carry it out.

**Threat Assessment**

Threat Assessment is a set of procedures and protocols to prevent and respond to a threat (real or potential). Threat assessment deals with the consequences of a danger.

**Violent Behavior**

Violent behavior encompasses a broad range of behaviors that may affect the campus or workplace, may generate reasonable concerns for personal safety, or may result in physical injury. Violent behavior includes but is not limited to aggressive acts, intimidation, threats, harassing behavior, stalking, physical attacks, sexual violence, or property damage.

**Vulnerability**

A characteristic of design, location, security, operation or any combination thereof that renders an asset, system, network, or entity susceptible to disruption or destruction. Vulnerabilities include natural disaster, man-made intentional incidents, or man-made accidental incidents.

<b>Who Needs to Know This Policy</b>
--------------------------------------

Students, Faculty, Staff, and Visitors

<b>Table of Contents</b>
--------------------------

Background Information	2
Policy Statement	1
Definitions	1, 31
Procedure Statement	4
Responsibility	1
Website Address	5
Contact(s)	5
Related Information	5-33

<b>Background Information</b>
-------------------------------

Since the tragic events at Virginia Tech in April 2007 and Northern Illinois University in February 2008 and other recent incidents of campus violence, it is uniformly acknowledged that

higher education institutions must develop a behavioral threat assessment capacity. Following the Virginia Tech incident more than 20 institutions, professional associations, and government reports have recommended that higher education institutions develop and implement threat assessment and management processes and tools as one way to enhance campus safety and security.

The Virginia Tech Special Task Force Report called for institutions of higher education (IHEs) to implement systems that link *troubled students to appropriate medical and counseling services either on or off campus, and to balance the individual's rights with the rights of all others for safety.*

The report also stated:

*Incidents of aberrant, dangerous, or threatening behavior must be documented and reported immediately to a college's threat assessment group, and must be acted upon in a prompt and effective manner to protect the safety of the campus community.*

The Florida Gubernatorial Task Force for University Campus Safety recommended:

*That each college and university develop a multidisciplinary crisis management team, integrating and ensuring communication between the university law enforcement, student affairs, residential housing, counseling center, health center, legal counsel, and any appropriate campus entities to review individuals and incidents which indicate "at risk" behavior. The team should facilitate sharing of information, timely and effective intervention, and a coordinated response when required,*

Similarly, the National Association of Attorneys General (NAAG), stated in their report from the Task Force on School and Campus Safety:

*After hearing from experts and reviewing a number of sources, the Task Force is convinced that schools and colleges cannot rely on unilateral threat assessment by teachers and other school personnel, but rather need to establish a system whereby all disturbing behavior by persons at the school or on the campus is reported to a "vortex" comprised of a central individual or team of individuals with expertise and training in threat assessment.*

A multidisciplinary approach to risk and threat assessment, rooted in communication, coordination, and collaboration, is recommended to bring together various constituent groups to act in a proactive manner to prevent potential violence and provide resources to community members who may be in need of assistance.

### **I. Mission of the Threat Assessment Management System (TAMS)**

Dillard University is committed to maintaining an environment where people feel safe to carry out the university's mission. Education, communication, collaboration, coordination of resources and early intervention are the cornerstone of Dillard University's violence prevention efforts.

### **II. Responsibility of the Threat Assessment Management System**

- Proactively develop procedures for response to actual or potential violence
- Review and decide upon appropriate response strategies for selected cases
- Review and coordinate training materials and programs
- Periodic review and updating of violence prevention policy
- Develop contacts with outside threat assessment professionals
- Keep current on legal issues related to workplace/academic safety and incident response
- Stay abreast of developing trends both domestically and internationally



### **III. Goals of the Threat Assessment Management System**

- Maintain a safe and secure environment
- Establish and maintain early intervention strategies which include alternative support, legal intervention, and advocacy
- Provide education with regard to safety, the reporting of threats, alternative support resource, and statistical information
- Create education material as to what threat assessment is, what should be considered a threat, what resources are available, personal security considerations, how best to report a threat, and the position of the university on violence prevention
- Build partnerships with departments, offices, organizations, and agencies to address the potential threats on campus
- Evaluate constantly lines of communication to ensure that they remain open and fluid
- Evaluate threat assessment behavior
- Prepare measured responses: develop strategies that are scalable, flexible, adaptive and able to incorporate a variety of relevant resources
- Scan the national, state, and local environment for the latest trends
- Serve as a model example for other universities to emulate, and proactively share the nuances of our program with other institutions of higher education.

### **IV. Threat Assessment Management System (TAMS) Team**

Based on a multidisciplinary team approach, the following university positions are invited by the Vice President for Student Success and Chair of CEMP to serve on the TAMS team based on professional area of expertise.

Standing Committee:

- Assistant Vice President for Student Affairs (chair)
- Chief of University Police (or designee)
- Vice President for Student Success
- General Counsel and Vice President for Legal Affairs
- Vice President for Academic Affairs/Provost (or designee)
- Assistant Vice President for Enrollment Management
- Assistant Vice President for Student Success and Support Services
- Licensed Professional Counselor, Student Support Services
- Medical Director
- University Psychiatrist
- Executive Director, Student Union and Residential Life
- Manager of Auxiliary Services and Risk Management
- Director of Communications and Marketing
- Director of Human Resources
- University Chaplain

### **Procedure Statement**

See Related Information section for Procedure Statements on:

17. Subpoena to the University
18. Warrant for the University
19. Non-Emergency – External Law Enforcement Request for Student Information
20. Non-Emergency – External Law Enforcement Request to Conduct a Student Interview
21. Non-Emergency – External Law Enforcement Student Arrest Warrant
22. Non-Emergency – External Law Enforcement Student Search Warrant

23. Non-Emergency – External Law Enforcement Subpoena to a Student
24. Non-Emergency – Medical/Psychiatric Administrative Withdrawal and Re-admittance
25. Emergency – External Law Enforcement Request for Student Information
26. Emergency – External Law Enforcement Request to Conduct Student Interview
27. Emergency – External Law Enforcement Student Arrest Warrant
28. Emergency – External Law Enforcement Student Search Warrant
29. Emergency – External Law Enforcement Subpoena to a Student
30. Emergency – Student Separation from the University
31. Re-enrollment or Re-admittance Protocols after Judicial Suspension
32. Re-enrollment or Re-admittance Protocols after Civil or Criminal Proceedings
33. Addenda: FERPA, HIPAA, and ADA information. Definitions (Bench Warrant, Outstanding Arrest Warrant, Subpoena)
34. TAMS Incident Report form

<b>Website Address for this Policy</b>
--

Dillard University Intranet

<b>Contact(s)</b>
-------------------

Office of Student Affairs ..... (504) 816-4685

<b>Related Information</b>
----------------------------

**Dillard University**  
**Crisis and Emergency Management Plan**  
**Threat Assessment Management System (TAMS)**

**Subpoena to the University Protocol**

<i>Incident Type:</i>	<i>Request by External Law Enforcement</i>
<i>Person of Interest Type:</i>	<i>Dillard University</i>
<i>Incident Status:</i>	<i>Non-Emergency</i>
<i>Nature of Incident:</i>	<i>Subpoena to the University</i>

**Subpoena to the University**

Subpoenas to the University shall be forwarded to the General Counsel and Vice President for Legal Affairs or legal assistant for action.

**Dillard University**  
**Crisis and Emergency Management Plan**  
**Threat Assessment Management System (TAMS)**

**Warrant for the University Protocol**

<i>Incident Type:</i>	<i>Request by External Law Enforcement</i>
<i>Person of Interest Type:</i>	<i>Dillard University</i>
<i>Incident Status:</i>	<i>Non-Emergency</i>
<i>Nature of Incident:</i>	<i>Warrant for the University</i>

**Warrant for the University**

Warrants for the University shall be forwarded to the General Counsel and Vice President for Legal Affairs or legal assistant for action.

**Dillard University**  
**Crisis and Emergency Management Plan**  
**Threat Assessment Management System (TAMS)**

**Request for Student Information Protocols (Non-Emergency)**

<i>Incident Type:</i>	<i>Request by External Law Enforcement</i>
<i>Person of Interest Type:</i>	<i>Student</i>
<i>Incident Status:</i>	<i>Non-Emergency</i>
<i>Nature of Incident:</i>	<i>Request for Student Information</i>

The following protocols shall be observed when external law enforcement (federal, state, local) requests information about a Dillard student. Refer to Addenda for additional FERPA, HIPAA, and/or ADA information.

Student Information

1. Law enforcement official may first contact the Chief of University Police or designee stating the nature of the request and information sought. If documentation is available and if the courtesy is extended, Chief of University Police shall review.
2. Chief of University Police shall notify the Vice President for Student Success or designee.
3. The Vice President for Student Success or designee shall notify the General Counsel and Vice President for Legal Affairs and the President of the request.
4. The Vice President for Student Success shall designate an appropriate university official as the primary intermediary between the law enforcement official and the student.
5. Under non-emergency situations, student information may only be released according to FERPA, HIPAA, and/or ADA guidelines.
  - a. If request is FERPA-related, the Director of Records and Registration shall be notified and provide appropriate feedback.
  - b. If request is HIPAA-related, the Medical Director shall be notified and provide appropriate feedback.
  - c. If request is ADA-related, the Office of Disability Services shall be notified and provide appropriate feedback.
6. The Vice President for Student Success or designee shall notify the student of the request for information and the type of information released.
7. The designated university official shall document the incident and recommend appropriate course of action.

**Dillard University**  
**Crisis and Emergency Management Plan**  
**Threat Assessment Management System (TAMS)**

**Request to Conduct Student Interview Protocols (Non-Emergency)**

<i>Incident Type:</i>	<i>Request by External Law Enforcement</i>
<i>Person of Interest Type:</i>	<i>Student</i>
<i>Incident Status:</i>	<i>Non-Emergency</i>
<i>Nature of Incident:</i>	<i>Request to Conduct Student Interview</i>

The following protocols shall be observed when external law enforcement (federal, state, local) requests to conduct an interview with a Dillard student.

Student Interview

1. Law enforcement official may first contact the Chief of University Police or designee stating the nature of the request and information sought. If documentation is available and if the courtesy is extended, Chief of University Police shall review.
2. Chief of University Police shall notify the Vice President for Student Success or designee.
3. The Vice President for Student Success or designee shall notify the General Counsel and Vice President for Legal Affairs and the President of the request.
4. The Vice President for Student Success shall designate an appropriate university official as the primary intermediary between the law enforcement official and the student.
5. Under non-emergency situations, student information may only be released according to FERPA, HIPAA, and/or ADA guidelines.
  - a. If request is FERPA-related, the Director of Records and Registration shall be notified and provide appropriate feedback.
  - b. If request is HIPAA-related, the Medical Director shall be notified and provide appropriate feedback.
  - c. If request is ADA-related, the Office of Disability Services shall be notified and provide appropriate feedback.
6. The Vice President for Student Success or designee shall contact the student and advise him/her of the following:
  - a. A law enforcement official has contacted the university requesting to speak with the student.
  - b. The student may choose to participate or not.
  - c. If the student chooses to participate, he/she may have a representative present. A "representative" shall be defined as a parent or legal guardian or attorney.
7. The designated university official shall document the incident and recommend appropriate course of action.

**Dillard University**  
**Crisis and Emergency Management Plan**  
**Threat Assessment Management System (TAMS)**

**Student Arrest Warrant Protocols (Non-Emergency)**

<i>Incident Type:</i>	<i>Request by External Law Enforcement</i>
<i>Person of Interest Type:</i>	<i>Student</i>
<i>Incident Status:</i>	<i>Non-Emergency</i>
<i>Nature of Incident:</i>	<i>Arrest Warrant</i>

The following protocols shall be observed when external law enforcement (federal, state, local) issues an arrest warrant for a Dillard student, and the external law enforcement official intends to take custody of a potentially non-violent alleged offender of a crime.

All persons affiliated with the university who are seventeen (17) years of age “legal age” are considered adults, and thus the issuing external law enforcement official has no obligation to confer with university personnel prior to attempting to conduct the physical arrest of an individual.

Student –Arrest Warrant

1. Law enforcement official may first contact the Chief of University Police or designee stating the nature of the investigation and the fact that the named individual is legally wanted by court order in connection with an investigation.<sup>1</sup>
2. If documentation is available and if the courtesy is extended, Chief of University Police shall review.<sup>2</sup>
3. Chief of University Police or designee shall notify the Vice President for Student Success or designee.
4. The Vice President for Student Success shall notify the General Counsel and Vice President for Legal Affairs and the President.
5. Law enforcement official **may agree** to have the student “volunteer” to submit to the arrest at an agreed upon location. Where appropriate circumstances allow, the student may be escorted by the Chief of Police or designee to the appropriate campus location.
6. The external law enforcement official **may not agree** to have the student “volunteer” to submit to the arrest at an agreed upon location.
  - a. If law enforcement official prefers to perform the arrest action, the agent will likely request the probable location of the student from the Chief of University Police or his/her designee.
  - b. In such cases, the Chief of University Police or his/her designee shall follow the Request for Student Information Protocols (Non-Emergency).

The designated university official shall document the incident and recommend appropriate course of action.

---

<sup>1</sup> Law enforcement official is likely to involve University Police in the service of non-emergency warrants due to the fact that university personnel have the record of residing location at its disposal and because the risk of flight by a subject is minimal.

<sup>2</sup> Law enforcement official may or may not have actual copies of arrest warrants in his/her possession, but by law, need not produce the arrest warrant before making attempts to locate the subject of the arrest.

**Dillard University**  
**Crisis and Emergency Management Plan**  
**Threat Assessment Management System (TAMS)**

**Student Search Warrant Protocols (Non-Emergency)**

<i>Incident Type:</i>	<i>Request by External Law Enforcement</i>
<i>Person of Interest Type:</i>	<i>Student</i>
<i>Incident Status:</i>	<i>Non-Emergency</i>
<i>Nature of Incident:</i>	<i>Search Warrant</i>

The following protocols shall be observed when external law enforcement (federal, state, local) issues a search warrant for a Dillard student.

Student –Search Warrant

1. Law enforcement official may first contact the Chief of University Police or designee stating the nature of the request and information sought. If documentation is available and if the courtesy is extended, Chief of University Police shall review.
2. Chief of University Police or designee shall notify the Vice President for Student Success or designee.
3. The Vice President for Student Success shall notify the General Counsel and Vice President for Legal Affairs and the President.
4. Where appropriate circumstances allow, the law enforcement official may be escorted by the Chief of Police or designee to the appropriate campus location.
5. The designated university official shall document the incident and recommend appropriate course of action.



**Dillard University**  
**Crisis and Emergency Management Plan**  
**Threat Assessment Management System (TAMS)**

**Subpoena to a Student Protocols (Non-Emergency)**

*Incident Type:* Request by External Law Enforcement  
*Person of Interest Type:* Student  
*Incident Status:* Non-Emergency  
*Nature of Incident:* Personal Subpoena

The following protocols shall be observed when external law enforcement (federal, state, local) issues a personal subpoena to a Dillard student.

Student –Personal Subpoena

1. Law enforcement official may first contact the Chief of University Police or designee stating the nature of the request and information sought. If documentation is available and if the courtesy is extended, Chief of University Police shall review.
2. Chief of University Police or designee shall notify the Vice President for Student Success or designee.
3. The Vice President for Student Success shall notify the General Counsel and Vice President for Legal Affairs and the President.
4. Where appropriate circumstances allow, the student may be escorted by the Chief of Police or designee to the appropriate campus location.
5. The designated university official shall document the incident and recommend appropriate course of action.

**Dillard University**  
**Crisis and Emergency Management Plan**  
**Threat Assessment Management System (TAMS) Protocols**

**Medical/Psychiatric Administrative Withdrawal (Non-Emergency) &  
Re-admittance Protocols**

<i>Incident Type:</i>	<i>Administrative Withdrawal &amp; Re-admittance</i>
<i>Person of Interest Type:</i>	<i>Student</i>
<i>Incident Status:</i>	<i>Non-Emergency</i>
<i>Nature of Incident:</i>	<i>Medical/Psychiatric</i>

The following protocols shall be observed in order for a student to be administratively withdrawn from the university.

Authority

Refer to Dillard University Student Handbook, Section 3, and Institutional Authority that states, in part:

The University reserves inherent authority and the right to take necessary and appropriate action to protect the safety and well-being of the campus community. The University also reserves the right to take necessary and appropriate action as a result of student incidents off-campus which may affect the well-being of the Dillard community and/or the mission of the University.

1. The Vice President for Student Success or his/her designee may separate a student from the University or residence hall or take other appropriate action whenever the student's alleged actions constitute a danger or hazard to the University community or a threat to self or others.
2. Separation may occur prior to or simultaneously with judicial proceedings.
3. Before separation can exceed ten days, the student shall be given the opportunity to speak directly to the Vice President for Student Success.

Criteria

Refer to Dillard University Student Handbook, Section 3, and Institutional Authority that states, in part:

There are occasional, exceptional situations in which a student's physical or mental health condition is of such a nature that action needs to be taken to withdraw the student from the University.

1. The intent of this policy is to assist the student who appears to be unable to function effectively in the University community, for physical or mental health reasons, without infringing on the rights of others in the University community. It is also the intent of this policy to enable a student to continue toward the successful completion of his/her academic goals, if not immediately, then in the future.
2. Administrative Withdrawal can occur if in the judgment of the University, the student cannot benefit from the available medical and/or psychological resources of the University, and/or if the student is threatening harm to self and/or others, and/or is of disruptive concern to others.
3. Upon review of available information, the Vice President for Student Success or designee has the authority to separate a student from the University for reasons of physical or mental health.

4. A student separated for reasons of physical or mental health may not re-enter the University unless written clearance is given by the Vice President for Student Success.

#### Administrative Withdrawal

1. The Vice President for Student Success or designee may meet with the student in the presence of the Medical Director, Assistant Vice President for Student Success and Support Services, Counselor and/or Psychiatrist. University Police may be on standby outside the meeting location.
2. The Vice President for Student Success designee shall prepare the administrative withdrawal letter. If applicable, the letter shall include the terms and conditions that must be met "in order to be considered for readmission."
3. The Vice President for Student Success or designee shall notify the Director of Recruitment, Admissions and Programming, Director of Records and Registration, Director of Financial Aid and Scholarships, Bursar, and Provost in writing.

#### Prior to Consideration for Re-admittance

1. If the administrative withdrawal is medical/psychiatric-related, the treating physician must submit to the University Medical Director all pertinent medical records, lab work, and a letter of medical and psychiatric clearance.
2. Medical Director shall review the records, consult with the treating physician, and provide a recommendation to the Vice President for Student Success of whether or not the student is medically cleared to be Re-admitted.
3. If the student receives medical clearance, the student must reapply for admission to the University and meet the current admissions criteria as contained in the University Catalog.
4. The student must provide other documentation as required by the University.
5. The Assistant Vice President for Enrollment Management shall consult with the Vice President for Student Success, General Counsel and Vice President for Legal Affairs, Assistant Vice President for Student Affairs and Admissions Review Committee regarding the admission decision.
6. The admission decision is final and not subject to appeal.

#### After Consideration for Re-admittance (Care Plan)

1. If the student is Re-admitted, the Medical Director, in consultation with the Assistant Vice President for Student Success and Support Services, shall develop a care plan for the student upon his/her return.
2. The Medical Director or designee shall review the care plan with the student.
3. Upon the student's return, he/she must adhere to the care plan. Should the student fail to comply, then the student is subject to disciplinary action, up to and including suspension or expulsion from the University as contained in the Student Handbook.

#### After Consideration for Re-admittance (Housing)

1. If the student is Re-admitted and has applied to live in university housing, the Assistant Vice President for Student Affairs shall consult with the Vice President for Student Success, General Counsel and Vice President for Legal Affairs, Medical Director, and Chief of University Police regarding the housing decision.
2. The decision to allow or not allow the student to reside in university housing is final and not subject to appeal.

**Dillard University**  
**Crisis and Emergency Management Plan**  
**Threat Assessment Management System (TAMS)**

**Request for Student Information Protocols (Emergency)**

<i>Incident Type:</i>	<i>Request by External Law Enforcement</i>
<i>Person of Interest Type:</i>	<i>Student</i>
<i>Incident Status:</i>	<i>Emergency</i>
<i>Nature of Incident:</i>	<i>Request for Student Information</i>

The following protocols shall be observed when external law enforcement (federal, state, local) requests information about a Dillard student.

Student Information

1. Law enforcement official may first contact the Chief of University Police or designee stating the nature of the request and information sought. If documentation is available and if the courtesy is extended, Chief of University Police shall review.
2. Chief of University Police shall notify the Vice President for Student Success or designee.
3. The Vice President for Student Success or designee shall notify the General Counsel and Vice President for Legal Affairs and the President of the request.
4. The Vice President for Student Success or designee shall release the requested information under authorized exceptions to FERPA<sup>3</sup>, HIPAA<sup>4</sup>, and/or ADA.<sup>5</sup>
5. The Vice President for Student Success or designee may notify the student of the request for information and the type of information released.
6. The designated university official shall document the incident and recommend appropriate course of action.

---

<sup>3</sup> FERPA: 2008 Amendment to Health and Safety Emergency Exception states an institution may disclose personally identifiable information from education records to appropriate parties in connection with an emergency if knowledge of the information is necessary to protect the health or safety of the student or other individual. Margolis Healy & Associates (2010). Campus Threat Assessment Training: A Multidisciplinary Approach for Institutions of Higher Education. Participant’s Manual. Office of Community Oriented Policing Services, U.S. Department of Justice, 110-113.

<sup>4</sup> HIPAA Health and Safety Exception states disclosure of protected health information is allowed if provider makes a “good faith” determination that disclosure “is necessary to prevent or lessen a serious and imminent threat to the health and safety of a person or the public” AND “is made to a person or persons reasonably able to prevent or lessen the threat, including the target of the threat.” Margolis Healy & Associates (2010). Campus Threat Assessment Training: A Multidisciplinary Approach for Institutions of Higher Education. Participant’s Manual. Office of Community Oriented Policing Services, U.S. Department of Justice, 114.

<sup>5</sup> ADA Direct Threat Exception: Under the “direct threat exception, an institution can determine that an otherwise-protected individual’s disability-related behavior or misconduct cannot be tolerated or accommodated”. “Direct Threat” means a “significant risk to the health or safety of self or others than cannot be eliminated by reasonable accommodation.” Margolis Healy & Associates (2010). Campus Threat Assessment Training: A Multidisciplinary Approach for Institutions of Higher Education. Participant’s Manual. Office of Community Oriented Policing Services, U.S. Department of Justice, 100-107.

**Dillard University**  
**Crisis and Emergency Management Plan**  
**Threat Assessment Management System (TAMS)**

**Request to Conduct Student Interview Protocols (Emergency)**

*Incident Type:* Request by External Law Enforcement  
*Person of Interest Type:* Student  
*Incident Status:* Emergency  
*Nature of Incident:* Request to Conduct Student Interview

The following protocols shall be observed when external law enforcement (federal, state, local) requests to conduct an interview with a Dillard student.

Student Interview

1. Law enforcement official may first contact the Chief of University Police or designee stating the nature of the request and information sought. If documentation is available and if the courtesy is extended, Chief of University Police shall review.
2. Chief of University Police shall notify the Vice President for Student Success or designee.
3. The Vice President for Student Success or designee shall notify the General Counsel and Vice President for Legal Affairs and the President of the request.
4. The Vice President for Student Success shall designate an appropriate university official as the primary intermediary between the law enforcement official and the student.
5. The Vice President for Student Success or designee shall release the requested information under authorized exceptions to FERPA<sup>6</sup>, HIPAA<sup>7</sup>, and/or ADA.<sup>8</sup>
6. The Vice President for Student Success or designee may contact the student and advise him/her of the following:
  - a. A law enforcement official has contacted the university requesting to speak with the student.
  - b. The student may choose to participate or not.
  - c. If the student chooses to participate, he/she may have a representative present. A “representative” shall be defined as a parent or legal guardian or attorney.
8. The designated university official shall document the incident and recommend appropriate course of action.

---

<sup>6</sup> FERPA: 2008 Amendment to Health and Safety Emergency Exception states an institution may disclose personally identifiable information from education records to appropriate parties in connection with an emergency if knowledge of the information is necessary to protect the health or safety of the student or other individual. Margolis Healy & Associates (2010). Campus Threat Assessment Training: A Multidisciplinary Approach for Institutions of Higher Education. Participant’s Manual. Office of Community Oriented Policing Services, U.S. Department of Justice, 110-113.

<sup>7</sup> HIPAA Health and Safety Exception states disclosure of protected health information is allowed if provider makes a “good faith” determination that disclosure “is necessary to prevent or lessen a serious and imminent threat to the health and safety of a person or the public” AND “is made to a person or persons reasonably able to prevent or lessen the threat, including the target of the threat.” Margolis Healy & Associates (2010). Campus Threat Assessment Training: A Multidisciplinary Approach for Institutions of Higher Education. Participant’s Manual. Office of Community Oriented Policing Services, U.S. Department of Justice, 114.

<sup>8</sup> ADA Direct Threat Exception: Under the “direct threat exception, an institution can determine that an otherwise-protected individual’s disability-related behavior or misconduct cannot be tolerated or accommodated”. “Direct Threat” means a “significant risk to the health or safety of self or others than cannot be eliminated by reasonable accommodation.” Margolis Healy & Associates (2010). Campus Threat Assessment Training: A Multidisciplinary Approach for Institutions of Higher Education. Participant’s Manual. Office of Community Oriented Policing Services, U.S. Department of Justice, 100-107

**Dillard University**  
**Crisis and Emergency Management Plan**  
**Threat Assessment Management System (TAMS)**

**Student Arrest Warrant Protocols (Emergency)**

*Incident Type:* Request by External Law Enforcement  
*Person of Interest Type:* Student  
*Incident Status:* Emergency  
*Nature of Incident:* Arrest Warrant

The following protocols shall be observed when external law enforcement (federal, state, local) issues an arrest warrant for a Dillard student. The designation of Emergency is usually reserved for warrants issued for persons who have allegedly committed crimes of violence (murder, rape, robbery, burglary, domestic violence, other felonies, federal crimes, etc.). The external law enforcement agency intends to take custody of a potentially violent alleged offender of a crime.

All persons affiliated with the university who are seventeen (17) years of age "legal age" are considered to be adults, and thus, the issuing external law enforcement official has no obligation to confer with university personnel prior to attempting to conduct the physical arrest of an individual.

Student –Arrest Warrant

1. Law enforcement official may first contact the Chief of University Police or designee stating the nature of the investigation and the fact that the named individual is legally wanted by court order in connection with an investigation.<sup>9</sup>
2. If documentation is available and if the courtesy is extended, Chief of University Police shall review.<sup>10</sup>
3. Chief of University Police or designee shall notify the Vice President for Student Success or designee.
4. The Vice President for Student Success shall notify the General counsel and Vice President for Legal Affairs and the President.
5. The external law enforcement official **usually will not agree** to have the student "volunteer" to submit to the arrest at an agreed upon location.<sup>11</sup>
6. External law enforcement official is likely to perform the arrest action and may request the probable location of the suspect from the Chief of University Police or designee.<sup>12</sup>

---

<sup>9</sup> The external law enforcement official is under no obligation to reveal the nature of the investigation or the facts or circumstances surrounding the issuing of the warrant.

<sup>10</sup> Law enforcement official is not obligated to produce a copy of the arrest warrant. It is to be understood that an arrest warrant is flagged in a national computer, and any officer can perform the arrest action without the paper in hand.

<sup>11</sup> Law enforcement official is likely to consider the suspect a flight risk and/or a danger to self or others. Law enforcement official is unlikely to involve University Police in the service of the warrant due to liability of involving university personnel in non-university matters.

<sup>12</sup> Law enforcement official is under no obligation to wait for this information.

- a. The Chief of University Police or his/her designee shall follow the Request for Student Information Protocols (Emergency).
7. Chief of University Police or designee shall notify the Vice President for Student Success or designee.
8. The Vice President for Student Success shall notify the General Counsel and Vice President for Legal Affairs and the President.
9. The designated university official shall document the incident and recommend appropriate course of action.

**Dillard University**  
**Crisis and Emergency Management Plan**  
**Threat Assessment Management System (TAMS)**

**Student Search Warrant Protocols (Emergency)**

<i>Incident Type:</i>	<i>Request by External Law Enforcement</i>
<i>Person of Interest Type:</i>	<i>Student</i>
<i>Incident Status:</i>	<i>Emergency</i>
<i>Nature of Incident:</i>	<i>Search Warrant</i>

The following protocols shall be observed when external law enforcement (federal, state, local) issues a search warrant for a Dillard student.

Student –Search Warrant

1. Law enforcement official may first contact the Chief of University Police or designee stating the nature of the request and information sought. If documentation is available and if the courtesy is extended, Chief of University Police shall review.
2. Chief of University Police or designee shall notify the Vice President for Student Success or designee.
3. The Vice President for Student Success shall notify the General Counsel and Vice President for Legal Affairs and the President.
4. Where appropriate circumstances allow, the law enforcement official may be escorted by the Chief of Police or designee to the appropriate campus location.
5. The designated university official shall document the incident and recommend appropriate course of action.



**Dillard University**  
**Crisis and Emergency Management Plan**  
**Threat Assessment Management System (TAMS)**

**Subpoena to a Student Protocols (Emergency)**

*Incident Type:*                      *Request by External Law Enforcement*  
*Person of Interest Type:*        *Student*  
*Incident Status:*                 *Emergency*  
*Nature of Incident:*              *Personal Subpoena*

The following protocols shall be observed when external law enforcement (federal, state, local) issues a personal subpoena to a Dillard student.

Student –Personal Subpoena

1. Law enforcement official may first contact the Chief of University Police or designee stating the nature of the request and information sought. If documentation is available and if the courtesy is extended, Chief of University Police shall review.
2. Chief of University Police or designee shall notify the Vice President for Student Success or designee.
3. The Vice President for Student Success shall notify the General Counsel and Vice President for Legal Affairs and the President.
4. Where appropriate circumstances allow, the student may be escorted by the Chief of Police or designee to the appropriate campus location.
5. The designated university official shall document the incident and recommend appropriate course of action.

**Dillard University**  
**Crisis and Emergency Management Plan**  
**Threat Assessment Management System (TAMS) Protocols**

**Student Separation from the University (Emergency)**

<i>Incident Type:</i>	<i>Student Separation from the University</i>
<i>Person of Interest Type:</i>	<i>Student</i>
<i>Incident Status:</i>	<i>Emergency</i>
<i>Nature of Incident:</i>	<i>Medical/Psychiatric and/or Judicial</i>

The following protocols shall be observed in order for a student to be separated from the University and/or residence halls for a period of up to ten days.

Authority

Refer to Dillard University Student Handbook, Section 3, and Institutional Authority that states, in part:

The University reserves inherent authority and the right to take necessary and appropriate action to protect the safety and well-being of the campus community. The University also reserves the right to take necessary and appropriate action as a result of student incidents off-campus which may affect the well-being of the Dillard community and/or the mission of the University.

1. The Vice President for Student Success or his/her designee may separate a student from the University or residence hall or take other appropriate action whenever the student's alleged actions constitute a danger or hazard to the University community or a threat to self or others.
2. Separation may occur prior to or simultaneously with judicial proceedings.
3. Before separation can exceed ten days, the student shall be given the opportunity to speak directly to the Vice President for Student Success.

Criteria

Upon recommendation of the Medical Director for medical/psychiatric reason or upon the recommendation of the Assistant Vice President for Student Affairs for alleged violation(s) of the Code of Conduct listed under "Exceptions" in the Student Handbook (p. 113).

Separation

1. The Vice President for Student Success or designee may meet with the student in the presence of the Medical Director, Assistant Vice President for Student Affairs, Assistant Vice President for Student Success and Support Services, Counselor and/or Psychiatrist. University Police may be on standby outside the meeting location.
2. The Vice President for Student Success designee shall prepare the separation letter. The letter shall include the terms and conditions that must be met in order to return to the University.
3. The Vice President for Student Success or designee shall notify University Police and the Provost in writing.

Prior to Returning to University

1. Medical/Psychiatric. If the separation is medical/psychiatric-related, the treating physician must submit to the University Medical Director all pertinent medical records, lab work, and a letter of medical or psychiatric clearance.
  - a. Medical Director shall review the records, consult with the treating physician, and provide a recommendation to the Vice President for Student Success of whether or not the student is medically cleared to return to the university.
  - b. If the student does not receive medical clearance, the Vice President for Student Success shall follow the Medical/Psychiatric Administrative Withdrawal (Non-Emergency) & Re-admittance Protocols.
2. Judicial. If the separation is judicial-related, the Assistant Vice President for Student Affairs shall schedule a hearing as outlined in the Student Handbook.

#### Prior to Returning to University (Housing)

1. If the student is returning to the University and resides in university housing, the Assistant Vice President for Student Affairs shall consult with the Vice President for Student Success, General Counsel and Vice President for Legal Affairs, Medical Director, and/or Chief of University Police regarding the housing decision.
2. The decision to allow or not allow the student to reside in university housing is final and not subject to appeal.

#### After Returning to the University (Care Plan)

1. If the student returns to the University, appropriate personnel may develop a care plan for the student upon his/her return.
2. The appropriate personnel shall review the care plan with the student.

Upon the student's return, he/she must adhere to the care plan. Should the student fail to comply, then the student is subject to disciplinary action, up to and including suspension or expulsion from the University as contained in the Student Handbook.

**Dillard University**  
**Crisis and Emergency Management Plan**  
**Threat Assessment Management System (TAMS) Protocols**

**Re-enrollment or Re-admittance Protocols after Judicial Suspension**

<i>Incident Type:</i>	<i>Re-enrollment or Re-admittance after Judicial Suspension</i>
<i>Person of Interest Type:</i>	<i>Student</i>
<i>Incident Status:</i>	<i>Not Applicable</i>
<i>Nature of Incident:</i>	<i>Judicial Suspension</i>

The following protocols shall be observed in order for a student to be re-enrolled or Re-admitted to the university after being suspended according to the policies and procedures contained in the Dillard University Student Handbook.

Re-enrollment shall apply if the student has been judicially suspended for less than two academic semesters excluding summer session.

Re-admittance shall apply if the student has been judicially suspended for more than two academic semesters excluding summer session.

Re-admittance shall apply if the student has been judicially suspended for less than two academic semesters excluding summer session and has not been enrolled for more than two consecutive academic semesters excluding summer session.

Prior to Consideration for Re-enrollment

1. At the conclusion of the suspension, the student shall contact in writing the Assistant Vice President for Student Affairs indicating the desire to re-enroll.
2. The student shall provide other documentation as required by the University.
3. The Assistant Vice President for Student Affairs shall consult with the Vice President for Student Success and Counsel and Vice President for Legal Affairs regarding the re-enrollment decision.
4. The Re-enrollment decision is final and not subject to appeal.

Prior to Consideration for Re-admittance

1. At the conclusion of the suspension, the student must reapply for admission to the University and meet the current admissions criteria as contained in the University Catalog.
2. The student shall provide other documentation as required by the University.
3. The Assistant Vice President for Enrollment Management shall consult with the Vice President for Student Success, General Counsel and Vice President for Legal Affairs, Assistant Vice President for Student Affairs, and Admissions Review Committee regarding the admission decision.
4. The admission decision is final and not subject to appeal.

After Consideration for Re-enrollment or Re-admittance (Care Plan)

1. If the student is re-enrolled or Re-admitted, the Assistant Vice President for Student Affairs, in consultation with the Assistant Vice President for Student Success and Support Services, may develop a care plan for the student upon his/her return.
2. The Assistant Vice President for Student Affairs or designee shall review the care plan with the student if applicable.

3. Upon the student's return, he/she must adhere to the care plan. Should the student fail to comply, then the student is subject to disciplinary action, up to and including suspension or expulsion from the University as contained in the Student Handbook.

After Consideration for Re-enrollment or Re-admittance (Housing)

1. If the student is re-enrolled or Re-admitted and has applied to live in university housing, the Assistant Vice President for Student Affairs shall consult with the Vice President for Student Success, General Counsel and Vice President for Legal Affairs, and Chief of University Police regarding the housing decision.
2. The decision to allow or not allow the student to reside in university housing is final and not subject to appeal.

**Dillard University**  
**Crisis and Emergency Management Plan**  
**Threat Assessment Management System (TAMS) Protocols**

**Re-enrollment or Re-admittance Protocols after Civil or Criminal Proceedings**

<i>Incident Type:</i>	<i>Re-enrollment or Re-admittance after Civil or Criminal Proceedings</i>
<i>Person of Interest Type:</i>	<i>Student</i>
<i>Incident Status:</i>	<i>Not Applicable</i>
<i>Nature of Incident:</i>	<i>Civil or Criminal Proceedings</i>

The following protocols shall be observed in order for a student to be re-enrolled or Re-admitted to the university after being administratively withdrawn or judicially suspended prior to, simultaneously with, or following civil or criminal proceedings.

Re-enrollment shall apply if the student has been administratively withdrawn or judicially suspended for less than two academic semesters excluding summer session.

Re-admittance shall apply if the student has been administratively withdrawn or judicially suspended for more than two academic semesters excluding summer session.

Re-admittance shall apply if the student has been administratively withdrawn or judicially suspended for less than two academic semesters excluding summer session and has not been enrolled for more than two consecutive academic semesters excluding summer session.

Prior to Consideration for Re-enrollment

1. At the conclusion of the administrative withdrawal or suspension period, the student shall contact in writing the Assistant Vice President for Student Affairs indicating the desire to re-enroll.
2. The student shall provide other documentation as required by the University.
3. The Assistant Vice President for Student Affairs shall consult with the Vice President for Student Success and Counsel and Vice President for Legal Affairs regarding the re-enrollment decision.
4. The Re-enrollment decision is final and not subject to appeal.

Prior to Consideration for Re-admittance

1. At the conclusion of the administrative withdrawal or suspension period, the student must reapply for admission to the University and meet the current admissions criteria as contained in the University Catalog.
2. The student shall provide other documentation as required by the University.
3. The Assistant Vice President for Enrollment Management shall consult with the Vice President for Student Success, General Counsel and Vice President for Legal Affairs, Assistant Vice President for Student Affairs and Admissions Review Committee regarding the admission decision.
4. The admission decision is final and not subject to appeal.

After Consideration for Re-enrollment or Re-admittance (Care Plan)

1. If the student is re-enrolled or Re-admitted, the Assistant Vice President for Student Affairs, in consultation with the Assistant Vice President for Student Success and Support Services, may develop a care plan for the student upon his/her return.

2. The Assistant Vice President for Student Affairs or designee shall review the care plan with the student if applicable.
3. Upon the student's return, he/she must adhere to the care plan. Should the student fail to comply, then the student is subject to disciplinary action, up to and including suspension or expulsion from the University as contained in the Student Handbook.

After Consideration for Re-enrollment or Re-admittance (Housing)

1. If the student is Re-admitted and has applied to live in university housing, the Assistant Vice President for Student Affairs shall consult with the Vice President for Student Success, General Counsel and Vice President for Legal Affairs, and Chief of University Police regarding the housing decision.
2. The decision to allow or not allow the student to reside in university housing is final and not subject to appeal.

## ADDENDA

### **Americans with Disabilities Amendments Act (ADA)**

The University complies with the Americans with Disabilities (ADA) Amendments Act of 2008 and Section 504 of the Rehabilitation Act of 1973. Requests for accommodation or auxiliary services can be made by contacting: Office of Disability Services, New Orleans, LA, 70122, 504- 816-4714 (voice).

### **Disability Services and Family Educational Rights and Privacy Act (FERPA)**

The Office of Disability Services works closely with students to help them understand their rights as a student of Dillard University. Some of those rights are covered by the *Family Educational Rights and Privacy Act* (FERPA; 20 U.S.C. § 1232g; 34 CFR Part 99). Please note that the Office of Disability Services will be unable to discuss a specific student's circumstances or records with anyone (including parents or guardians) without the student's expressed written permission.

### **FERPA - Family Educational Rights and Privacy Act**

The Family Educational Rights and Privacy Act (FERPA) afford students specific rights to their education records. The rights are:

The right to inspect and review the student's education records within forty-five (45) days of the day the University receives a request for access; a student who wishes to inspect her or his record should submit written requests to the registrar for the record(s). The registrar will make arrangements for access and notify the student of the time and place where the records may be inspected. The registrar will inform the student if the record requested is not maintained by the Office of the Registrar, and will advise the student of the University official to whom the request should be addressed.

The right to request amendment of the student's educational record(s) that the student believes is inaccurate or misleading. The student should write the Registrar, the Vice President for Student Success or the University official responsible for the record and ask for a review of her or his record. The letter should specify the part of the record that he or she believes is inaccurate and specify why it is incorrect or misleading. A student may ask the University for a hearing to amend the record that they believe is incorrect or misleading. The University will notify the student in writing.

The right to consent to disclose personal identifiable information contained in the student's education records. The exception is information FERPA authorizes disclosure without consent such to University officials with legitimate educational interests and the need to know.

A University official is an individual employed by the University with administrative, supervisory, academic, research or support staff rules and responsibilities, including but not limited to Campus Police; an individual with whom the University has contracted, such as an auditor, attorney, or collection agent; an individual serving on the Board of Trustees, or a student serving on an official committee or assisting a University official performing her or this duties. A University official has a legitimate educational interest if he or she needs to review an education record to fulfill his or her professional responsibility.

The right to file a complaint with the U. S. Department of Education concerning alleged failures by Dillard University to comply with the requirements of FERPA. Complaints should be address to the Family Compliance Office, Department of Education, 400 Maryland Avenue, S. W., Washington, and D. C. 20202-5920.

Dillard University, at its discretion, will release Directory Information, as it is allowed by FERPA, without a student's prior consent unless she or he specifies in writing not to release directory



information prior to his or her consent. Directory information is for internal use. It includes a student's name, address, telephone number, cell number, classification, enrollment status, participation in officially recognized activities and intercollegiate athletics, and degree earned. The exceptions to internal use are: - (1) the University may use a student's name in a press release about activities and intercollegiate sport; (2) in response to legitimate inquiries such as compliance with a lawfully issued subpoena or court order. A student may request to withhold information from the University directory by informing the registrar in writing by the end of the second week for each semester and the summer session(s).

*FERPA questions should be directed to Office of Records and Registration.*

### **HIPAA - The Health Insurance Portability & Accountability Act**

The Health Insurance Portability & Accountability Act (HIPAA) of 1996 mandates certain rights to privacy regarding protected health information (PHI).

#### Dillard University Student Health and Wellness Center Notice of Privacy Practices Policy

This notice describes how your medical information may be used, disclosed and how you can get access to your health information.

The Student Health and Wellness Center (SHWC) provides medical health care services. The staff and providers of the center must collect information about you to provide these medical services. The Health and Wellness Center knows that information we collect about you and your health is private. We are required to protect this information by Federal and State law. We call this information "protected health information" (PHI). Personal and health information includes both medical information and individually identifiable information, like your name, address, telephone number, or Social Security number. We protect your information in all formats including electronic, written and oral information.

This Notice of Privacy Practices tells you how the Health and Wellness Center may use or disclose information about you. Not all situations will be described in this notice. We are required to give you a notice of our privacy practices for the information we collect and keep about you. The Health and Wellness Center may change its privacy practices and make that change effective for all PHI maintained by Dillard University. The effective date of this Notice of Privacy Practices is April 4, 2011.

Dillard University Health and Wellness Center may use and disclose information without your authorization for the following:

1. **Treatment.** Your health care information may be disclosed to other health care providers involved in your health care.
2. **People you designate.** Your information may be released to individuals upon your request.
3. **Payment.** Your information may be used or disclosed to get payment for services rendered through a second party.
4. **Health Care Operations.** Your information may be used or disclosed to manage SHWC programs and activities.
5. **Public health activities.** The Louisiana Department of Health and Hospitals is the public health agency that keeps and updates vital records such as births, deaths, and tracking of some health care issues and diseases.
6. **Health Oversight activities.** Your information may be used or disclosed to agencies during the course of audits, investigations, inspections, licensure and other proceedings.

7. **Required by Law for Law Enforcement.** Dillard University Student Health and Wellness Center (SHWC) will use and disclose information when required by Federal or State law, by a court order, or Dillard University Campus Police Department.
8. **Abuse Reports and Investigations.** Dillard University SHWC is required by law to receive and investigate reports of abuse, neglect or exploitation.
9. **Government Programs.** Your information may be used or disclosed for public benefits under government programs.
10. **University officials.** Your information may be used or disclosed to administrative personnel for administrative intervention.
11. **To avoid harm.** Your information may be used or disclosed in order to avoid a serious threat to health, welfare and safety of a person or the public.
12. **Disaster relief.** Your information may be used or disclosed to a public or private disaster relief organizations assisting with an emergency.

#### Other rights regarding your health information

1. You have the right to inspect your health information and obtain a copy of it.
2. You have the right to request to receive your health information through a reasonable alternative means or at an alternative location.
3. You have the right to revoke any authorization you may have given us to use or disclose your health information, except to the extent that the action has already been taken.
4. You have the right to be told whom we have given your health information within five (5) years of your initial visit.
5. You have the right to ask us to amend your health information in writing. If we do not agree to amend your record, we will tell you why, in a written document.
6. You have the right to request a restriction on certain uses and disclosures of your health information. The Student Health and Wellness Center is not required to agree to the requested restriction.

*Any of the above requests must be made in writing and submitted to Dillard University Health and Wellness Center.*

## DEFINITIONS

### **Bench warrant**

A **bench warrant** is a variant of an arrest warrant that authorizes the immediate on-sight arrest of the individual subject to the bench warrant. Typically, judges issue bench warrants for persons deemed to be in contempt of court—possibly as a result of that person's failure to appear at the appointed time and date for a mandated court appearance. Bench warrants are issued in either criminal or civil court proceedings.

Commonly (but not always), the person who is subject to a bench warrant has intentionally avoided a court appearance to escape the perceived consequences of being found guilty of a crime. If a person was on bail awaiting criminal trial when the failure to appear took place, the court usually forfeits bail and may set a higher bail amount to be paid when the subject is rearrested, but normally the suspect is held in custody without bail. If a person has a bench warrant against him when stopped by a law enforcement officer, the authorities put them in jail and a hearing is held. The hearing usually results in the court setting a new bail amount, new conditions, and a new court appearance date. Often, if a person is arrested on a bench warrant, the court declares them a flight risk (likely to flee) and orders that person to be held without bail.

Bench warrants are traditionally issued by sitting judges or magistrates.

### **Outstanding arrest warrant**

An outstanding arrest warrant is an arrest warrant that has not been served. A warrant may be outstanding if the person named in the warrant is intentionally evading law enforcement, is unaware that a warrant is out for him/her, the agency responsible for executing the warrant has a backlog of warrants to serve, or a combination of these factors.

### **Subpoena**

Subpoena is a writ by a government agency, most often a court that has authority to compel testimony by a witness or production of evidence under a penalty for failure. There are two common types of subpoena:

Subpoena ad testificandum orders a person to testify before the ordering authority or face punishment. The subpoena can also request the testimony to be given by phone or in person.

Subpoena duces tecum orders a person or organization to bring physical evidence before the ordering authority or face punishment. This is often used for requests to mail copies of documents to requesting party or directly to court.



**TAMS Incident Report**  
*(Please print clearly in blue or black ink.)*

Date: \_\_\_\_\_ Time: \_\_\_\_\_ Incident Location \_\_\_\_\_

Last Name	First Name	Contact #
Title	Department	Email
<ul style="list-style-type: none"> <li>• <u>Student</u></li> <li>• <u>Faculty</u></li> <li>• <u>Staff</u></li> <li>• <u>Other:</u> _____</li> </ul>	<ul style="list-style-type: none"> <li>• <u>Low</u></li> <li>• <u>Normal</u></li> <li>• <u>Critical</u></li> </ul>	<ul style="list-style-type: none"> <li>• <u>Disorderly Conduct/Disruption</u></li> <li>• <u>Dangerous/Threatening Behavior</u></li> <li>• <u>Harassment and/or Stalking</u></li> <li>• <u>Other:</u> _____</li> </ul>
<ul style="list-style-type: none"> <li>• <u>Aggressive Behavior</u></li> <li>• <u>Alcohol/Drug Use</u></li> <li>• <u>Bizarre/Disjointed Thoughts</u></li> <li>• <u>Cutting Behavior</u></li> <li>• <u>Depression/Hopelessness</u></li> <li>• <u>Display/Use of a Weapon</u></li> <li>• <u>Disruptive Behavior</u></li> </ul>	<ul style="list-style-type: none"> <li>• <u>Eating Disorder</u></li> <li>• <u>Disturbed Writing/Discussions</u></li> <li>• <u>Excessive Anxiety</u></li> <li>• <u>Extreme Mood Swings</u></li> <li>• <u>Homicidal Ideation/Attempt</u></li> <li>• <u>Intimidation</u></li> <li>• <u>Obsessively Suspicious/Paranoid</u></li> </ul>	<ul style="list-style-type: none"> <li>• Physical Aggression</li> <li>• Property Damage</li> <li>• Significant Change in Appearance/Behavior</li> <li>• Stalking (including on-line)</li> <li>• Suicidal Ideation/Attempt</li> <li>• Verbal Abuse/Profanity</li> <li>• Other: _____</li> </ul>
Name	Contact #	Address
Name	Contact #	Address

**Narrative/Description of Incident**  
*(Use specific, concise, objective language)*

---

---

---

---

*I certify that this information is accurate and true to the best of my knowledge.*

**Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

## APPENDIX

FEMA Fact Sheet – Hurricanes  
FEMA Fact Sheet – Floods  
FEMA Fact Sheet – Thunderstorms  
FEMA Fact Sheet – Tornadoes

# PROTOCOL FOR MANAGEMENT OF PANDEMIC FLU

## PROTOCOL FOR MANAGEMENT OF PANDEMIC FLU FOR DILLARD UNIVERSITY

The challenge for Dillard University when faced with a pandemic illness is to rapidly transition from daily routine operations to effective disease management and control. To that end, the university will incorporate an Emergency Health Management System capable of addressing the challenges inherent in the event of this unlikely occurrence. One of many national standards is the Incident Command System.

### JOBS AND RESPONSIBILITIES

**Incident Commander:** University President or designee responsible for coordinating and overseeing the Incident Command System. This is the individual responsible for placing crisis plan ICS Structure into initiation phase.

**Safety Officer:** Responsible for monitoring the university response in an attempt to prevent injuries or exposures from occurring to both those involved in the incident and those trying to resolve it. Will normally correct unsafe acts or conditions through regular lines of authority, but has authority to stop or prevent unsafe acts when immediate action is required.

**Public Information:** Responsible for compiling and releasing information regarding an incident to the news media and other appropriate agencies and personnel.

**Liaison:** Will serve as the primary contact for supporting agencies assisting at the site of an incident.

**Planning & Intelligence:** Responsible for collecting, evaluating and disseminating the information needed to measure the size, scope and seriousness of an incident and to plan an appropriate response.

**Logistics:** Responsible for providing all resources (personnel, equipment, facilities, services, etc.) required for incident resolution.

**Operations:** Responsible for all tactical operations of an incident, directing the implementation of action plans and the strategies for resolution.

Immediately after the student is removed from the classroom, an N-95 level mask shall be placed on the infected person. Students can have the flu and yet not show signs for two to six days. This is called incubation period. Given the very short generation times (time between a primary and secondary case) observed with influenza and the fact that peak infection occurs around the time of symptom onset, identification and removal of students must occur very rapidly or the effectiveness of these strategies will erode significantly. ALL APPROPRIATE REPORTING AUTHORITIES MUST BE NOTIFIED AT THIS TIME WITHOUT EXCEPTION.

A quarantine room is to be set up where these symptomatic students can wait comfortably until they are evaluated appropriately. Masks are to remain on at all times. Keep all infected students at least three feet from each other in the room. Use of good hygiene practices is imperative especially when handling sick children. The severity of the symptoms in the student may warrant that an ambulance be called. Use of existing Dillard protocols for the transportation of sick students to hospital will be used.

Students with flu or flu-like symptoms not requiring hospitalization will be requested to remain at home voluntarily for the infectious period, approximately 7-10 days after symptom onset. Some may need to stay home longer if the illness persists.

Sanitary items such as soap, tissue, hand sanitizer, cleaning supplies, and recommended personal protective equipment will be stockpiled. When stockpiling items, be aware of each product's shelf life and storage conditions (e.g., avoid areas that are damp or have extreme temperatures) and incorporate product rotation (e.g., consume oldest supplies first) into your stockpile management program. Consult all custodial vendors and have meeting or conference call.

All students that test positive for Influenza **MUST HAVE CLEARANCE FROM A LOUISIANA LICENSED PHYSICIAN TO RETURN TO SCHOOL (ABSOLUTELY NO EXCEPTIONS)**. All students who are sent home (prior to facility closure) will be kept in a log that will be monitored daily for changes in clinical status and positive seroconversion.

There is always a possibility of facility closure in a pandemic. According to the U.S. Centers for Disease Control and Prevention guidelines, dismissal of students and closure of facility should be "strongly considered in schools with a confirmed or a suspected case" that has been linked epidemiologically to a confirmed case i.e., household contacts. Guidelines from the CDC recommend reopening a school after 7 days if no additional confirmed or suspected cases are found there. Public health officials will recommend the length of the closure.

## **PANDEMIC FLU PREVENTION**

**KEEPING OUR HANDS CLEAN IS ONE OF THE MOST IMPORTANT STEPS WE CAN TAKE TO AVOID GETTING SICK AND SPREADING GERMS TO OTHERS. THE CENTER FOR DISEASE CONTROL & PREVENTION RECOMMENDS THE FOLLOWING PROCEDURES FOR REDUCING GERMS ON YOUR SKIN.**

### **WASHING WITH SOAP AND WATER**

1. Wet your hands with clean running water and apply soap.
2. Rub your hands together to make lather and scrub all hands surfaces.
3. Continue rubbing hands for 20 seconds.
4. Rinse hands well under running water.
5. Dry hands with a paper towel or air dryer. Use the paper towel to turn off the faucet and open the door leading outside

### **USING AN ALCOHOL-BASED HAND SANITIZER**

1. Apply product to the palm of one hand.
2. Rub hands together.
3. Rub the product over all surfaces of hands and fingers until hands are dry.

### **WHAT CAN YOU DO TO STAY HEALTHY**

1. **Stay Informed.** Influenza is spread mainly person-to-person through coughing and sneezing of infected person.



## 2. Take Personal Responsibility.

- a. COVER YOUR NOSE AND MOUTH WITH A TISSUE WHEN YOU COUGH OR SNEEZE. THROW THE TISSUE AWAY.
- b. NO TISSUE.....COUGH AND SNEEZE INTO THE BEND IN YOUR ARM. THIS WILL KEEP GERMS FROM SPREADING FROM HAND TO HAND.
- c. STAY AT HOME IF YOU FEEL SICK. LIMIT CONTACT WITH OTHERS

## FREQUENTLY ASKED QUESTIONS REGARDING INFLUENZA /SWINE FLU

### **What is swine flu/influenza?**

Swine flu (also known as influenza) is a respiratory illness that is normally found in pigs, but can occasionally be found in humans. The particular strain of swine flu circulating in the United States right now can be passed from person to person.

### **What are the symptoms of swine flu in humans?**

The symptoms of swine flu in most people are similar to the symptoms of a typical seasonal flu, and include fever, exhaustion, sore throat and coughing. Some people with swine flu have also reported runny nose, upset stomach, vomiting and diarrhea.

### **What can I do to avoid getting swine flu?**

Swine flu can be prevented by taking the same precautions used to avoid seasonal flu such as:

- ***Wash your hands.***  
Washing your hands often kills germs and stops them from spreading. You need to ensure that you wash your hands with soap and water for at least 20 seconds. Alcohol-based hand cleaners also work well.
- ***Avoid touching your eyes, nose and mouth.***  
Germs often spread when a person touches something contaminated and then touches his or her eyes, nose or mouth. This allows germs to enter the body.
- ***Avoid close contact.***  
Avoid close contact with people who are sick. When you are sick, keep your distance from others to protect them from getting sick, too.
- ***Stay home when you are sick.***  
Stay home from work and school when you are sick. You will help prevent others from getting sick.
- ***Cover your mouth and nose.***  
Cover your mouth and nose with a tissue when coughing or sneezing. It may prevent others around you from getting sick. Another option is to sneeze or cough into your sleeve, rather than your hand.
- ***Try to stay in good health.***

Exercise, get plenty of sleep, manage your stress, drink lots of fluids and eat healthy foods.

**How serious is swine flu? Should I be concerned?**

Most of the people in our region and in the United States who have had influenza have experienced only mild symptoms. However, because this is a new strain and because it is believed to spread fairly easily, health officials are watching cases closely to ensure that there are no changes in the virus and that people do not get sicker. There is cause for concern, but not alarm. We want everyone to use precautions to help prevent the spread of this virus in the community, just as they would with any flu. Washing your hands frequently, staying home if you are sick, and practicing good hygiene in general will help prevent swine flu in your community.

**How does swine flu spread?**

This particular strain of swine flu can be passed from one person to another through close contact such as coughing and sneezing. People may become infected by touching something with flu viruses on it and then touching their eyes, mouth or nose. Practicing good hygiene, such as covering your mouth when you cough, frequently washing your hands and staying home when you are sick, can help prevent the spread of any flu, including swine flu.

**What surfaces are most likely to be sources of contamination?**

Germs can be spread when a person touches something that is contaminated with germs and then touches his or her eyes, nose, or mouth. Droplets from the cough or sneeze of an infected person move through the air. Germs can be spread when a person touches respiratory droplets from another person on a surface like a desk and then touches their own eyes, mouth or nose before washing their hands.

**Are there any cases in New Orleans?**

New Orleans has had many confirmed cases of the influenza virus infection and there will be many more. The virus has produced mostly mild symptoms. Not all patients with Influenza will be tested to determine whether the case is swine flu. Confirmatory tests are only presently being done on patients admitted to the hospital and those with immunosuppression.

**What will happen if there are many cases on the Dillard University campus?**

The CDC has guidelines to follow if there are many cases in a small community or cluster. School closure is not mandatory, but if such action is deemed necessary, it is important that the infected students stay home from school, and limit out of home activities during the closure period. Students should avoid gathering in groups in malls, theaters, or other places where they will have close contact. It is also recommended that they not participate in sports or extracurricular activities until the school is re-opened.

**What should I do if I think I have swine flu?**

If you are sick, you should stay home and avoid contact with other people as much as possible so that you do not spread your illness to others. If you live in one of the dormitories on campus, you should report to the Health and Wellness Center on campus. So far, most cases of swine flu in the United States are mild. Most people with the flu can be treated at home with over-the-counter medication, rest and extra fluids. However, if you have a high fever, severe symptoms or symptoms that persist, you should consult with the Wellness Center.

If you come down with flu-like symptoms and you have an underlying medical condition, like a respiratory condition or immune disorder, contact the Wellness Center.

If you are sick and start experiencing any of the following warning signs, contact the Wellness Center so that the staff can seek emergency medical care for you.

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

- **Difficulty breathing or shortness of breath**
- **Pain or pressure in the chest or abdomen**
- **Sudden dizziness**
- **Confusion**
- **Severe or persistent vomiting**

**Should I ask to be tested for swine flu?**

No, not everyone who has the flu should be tested for swine flu--only those admitted or those that are seriously ill.

**If someone has swine flu, should they be kept from school or work?**

If someone has flu symptoms, they should stay home and out of class until they no longer have symptoms. After illness onset, it usually takes a minimum of seven days for an infected person to cease being contagious; after seven days, most infected people are unlikely to spread infection to anyone else. Individuals who have tested "probable" or "confirmed" for the swine flu virus or have been directly exposed to such cases, should remain home for 10 days from the date the sickness began.

**How do humans catch swine flu?**

It appears that this particular strain of swine flu can pass from person to person through close contact such as coughing and sneezing. The virus can also live on surfaces for short periods.

**How common is swine flu infection in humans?**

Before this outbreak, CDC received reports of approximately one human swine influenza virus infection every one to two years in the U.S. However, from December 2005 to February 2009, 12 cases of humans infected with swine influenza were reported.

**What is Orleans Parish doing right now about swine flu?**

Public Health officials are working closely with local hospitals and health care providers to conduct surveillance and control activities. We are also working with other local, state and school officials to keep them informed about the situation.

Healthcare providers are being instructed to watch for influenza-like illnesses to detect any new cases.

As appropriate, healthcare providers are testing certain individuals for swine flu. The communicable disease staff for the Office of Public Health is conducting investigations to determine ways to prevent further spread of the virus.

**How can swine influenza be diagnosed in humans?**

To diagnose swine influenza, a swab of the nose or throat is collected within the first four to five days of illness (when an infected person is most likely to be shedding virus). The swab is tested in a special laboratory for the presence of the virus.

**What medications are available to treat swine flu infections in humans?**

There are four different antiviral drugs licensed for use in the U.S. for the treatment of influenza. The current swine flu has been found to be susceptible to two of them. If you are diagnosed with swine flu, your healthcare provider will determine the necessity of drug therapy. Antiviral treatment is not recommended for everyone. Over the counter medications can offer relief of

symptoms for most people.

**Should I ask for Tamiflu if I have the flu?**

Consult with your doctor about that. Tamiflu and other antiviral drugs have been shown to lessen effects of flu. However, they are not recommended for those with only mild symptoms.

**Is there a swine flu vaccine for people?**

At this time there is a vaccine for this strain of the swine flu.

**Will the regular, seasonal flu vaccine protect me?**

Probably not. There is some evidence that there may be slight cross-protection from this year's regular seasonal flu vaccine against the swine flu virus. However, because there will soon be a vaccine for the influenza virus, it is recommended that people get both vaccines.

**Can I get swine flu from eating pork?**

No, you cannot get swine flu from eating properly cooked pork or pork products.

**Can my pets or animals get swine flu?**

According to the American Veterinary Medical Association, to date, there is no evidence that pets are susceptible to this new strain of influenza; it appears to be transmitted solely from person to person.

**Is swine flu different from bird flu?**

Yes. They are very different viruses.

**Should I wear a mask?**

At this time, it is not necessary to wear a mask in public places or in large groups.

**For more information:**

- Visit the CDC website at <http://www.cdc.gov/swineflu>
- Call the CDC information line at 1-800-CDC-Info (1-800-232-4636)