



# Southern University at New Orleans EMERGENCY RESPONSE PLAN

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EDITED AND REVISED 5/2023 BY THE OFFICE OF GENERAL COUNSEL, IN COOPERATION WITH  
THE SOUTHERN UNIVERSITY AT NEW ORLEANS EMERGENCY OPERATIONS TEAM

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## **SECTION I. GENERAL**

### **A. Introduction**

This Emergency Response Plan is a basic guide for providing a response system, by Southern University at New Orleans (SUNO), to major crises or emergencies occurring on the campus. All personnel designated for specific responsibilities are expected to know and understand the policies and procedures outlined in this plan.

### **B. Purpose**

This Emergency Response Plan is designed to effectively coordinate using University resources to protect life and property during and immediately following a major crisis or emergency on the SUNO campus. It is placed into operation whenever an emergency affecting the campus cannot be controlled through routine, daily, and normal channels and procedures.

At SUNO, planning for a major crisis or emergency is part of our normal business planning and campus life. All members of the University community share a responsibility for preparedness. An emergency can strike anytime, anywhere, and can have a devastating impact on life and property.

Major objectives of this plan are:

- To protect the lives and well-being of the students, faculty, staff, and visitors on the University campus and civilians in the surrounding community.
- To minimize damage to equipment, property, and campus facilities, as well as, that of our neighbors.
- To minimize economic loss and disruption to campus activities by expediting the safe resumption of operations.
- To effectively coordinate all actions with external agencies providing regulatory and emergency assistance in the event of a crisis or emergency.

### **C. Authority**

Emergency events do not always require the same level of response and are dictated by the severity of the event and its effect on the health and safety of students, faculty, staff, and visitors. Events will be evaluated by the Emergency Response Team in consultation with one or more members of the

Chancellor's Command Team, as appropriate. Only the System President or his designee has the authority to declare a campus emergency and activate this Emergency Response Plan.

**D. Levels of Emergency**

To aid in determining the level of response and actions to be taken by the administration, emergencies have been generally classified into three levels.

**LEVEL I (Minor Emergency)** -- A localized, contained incident that is quickly resolved with internal resources or limited help and does not affect the overall functioning capacity of the University.

Examples of a level I minor emergency include, but are not limited to:

- Small fire
- Small hazardous material incident
- Limited power outage
- National terrorist incident

**LEVEL II (Major Emergency – Depending on Circumstances)** -- A serious emergency that completely disrupts one or more on campus operations of the university and may affect mission-critical functions or life safety. Outside emergency services, as well as major efforts from campus support services would be required. Major policy considerations and decisions would usually be required.

Examples of a level II major emergency include, but are not limited to:

- Civil disturbance
- Widespread power outage
- Laboratory explosion
- Suicide
- Death of a student, faculty, or staff member (depending on circumstances)
- Rape (depending on circumstances)
- Shooting or Stabbing

**LEVEL III (Disaster)** A community-wide emergency that seriously impairs or halts the operation of the University. Outside emergency services would be needed. Major policy considerations and decisions would always be required.

Examples of a level III emergency include, but are not limited to:

- Mass casualties on or near campus
- Natural disasters such as a hurricane or tornado on or near campus
- Large-scale hazardous material spill on or near campus
- Health epidemics on or near campus
- Major weather emergency
- Bomb threat on or near campus
- Active Shooter on or near campus
- Hostage on or near campus
- Major Fire on or near campus
- Flooding on or near campus

## **SECTION II: ORGANIZATION AND RESPONSIBILITIES**

The organization and the specific responsibilities for preparing for an emergency are described below. However, it is the responsibility of all faculty and staff to become familiar with the Emergency Response Plan and to be prepared for emergencies. Deans, Directors, and Department Chairs at each campus have a special responsibility to ensure that the faculty and staff within their departments are prepared to respond appropriately during an emergency. In addition, students must be made aware of the procedures that they will be expected to follow during an emergency, including building evacuation plans. The Office of Communications shall make the plan available to the campus community. The University will mandate annual training on the Emergency Response Plan.

### **A. Incident Command System Structure**

During an emergency, the University will set up an Incident Command System (ICS) in Emmitt Bashful, room 306, to control and manage operations. A nationally recognized system, the Incident Command System creates an



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integrated organizational structure designed to meet the complexity and demands of whatever crisis or emergency occurs.

Clearly defining key leadership roles is essential to being prepared to respond effectively. During an emergency, there will be little or no time to establish a leadership plan that defines the University's response, communications, and core services responsibilities. Accordingly, an Incident Command System Structure has been developed to assure that appropriate University leadership will be available to respond to emergencies.

**Incident Commander:** The incident Commander has the overall responsibility for the management of all emergency activities, including the development, implementation, and review of strategic decisions, as well as the post-event assessment. Command Staff and General Staff report directly to the Incident Commander. These positions are established to assign responsibility for key activities. The Incident Commander and Command Staff operate out of one Emergency Operations Center (EOC).

**Public Information Officer:** The Public Information Officer communicates up-to-date and accurate information on the status of the situation to the campus community, media, the general public, and key agencies.

**Liaison Officer(s):** The liaison officer(s) are the point(s) of contact for government representatives, nongovernment, and private entities.

**Safety Officer:** The safety officer monitors and evaluates all incident operations for hazards and unsafe conditions, including the health and safety of emergency responder personnel.

**Additional Incident Command Staff:** Based on the nature of the emergency, other university personnel may be called to operate out of the EOC and report to the Incident Commander.

**Campus Police:** Will be present in the Incident Command System Structure to assist as needed.

The Incident Command System Structure consists of the following teams:

See Figures 2-1a and 2-1b.

## **B. Command Team**

The Command Team is comprised of members of SUNO's administration. This team is the decision-making and policy-setting body during an emergency. The Chancellor will serve as the executive in charge of the Command Team, in his absence, the Vice Chancellor for Academic Affairs will serve as the Chief Command Officer (CCO). In the event the Vice Chancellor for Academic Affairs is not available, the Vice Chancellor for Administration and Finance shall perform the duties of the CCO. The CCO shall appoint members of its staff or from within the University, as needed, to effectively perform the required functions of the Command Team. The primary responsibility of the CCO is to provide leadership and guidance to subordinate teams and to authorize emergency actions, closures, and communications as recommended by the Emergency Operations Team (EOT). The CCO will be located at the Emergency Operations Center (EOC) or when necessary, at any other location on the university campus that requires his or her assistance. **Note: The Chancellor serves as the Chief Command Officer, with all decisions and options being presented for vetting prior to execution.**

The Contact List for the Command Team can be found in **Appendix B**.

## INCIDENT COMMAND SYSTEM STRUCTURE

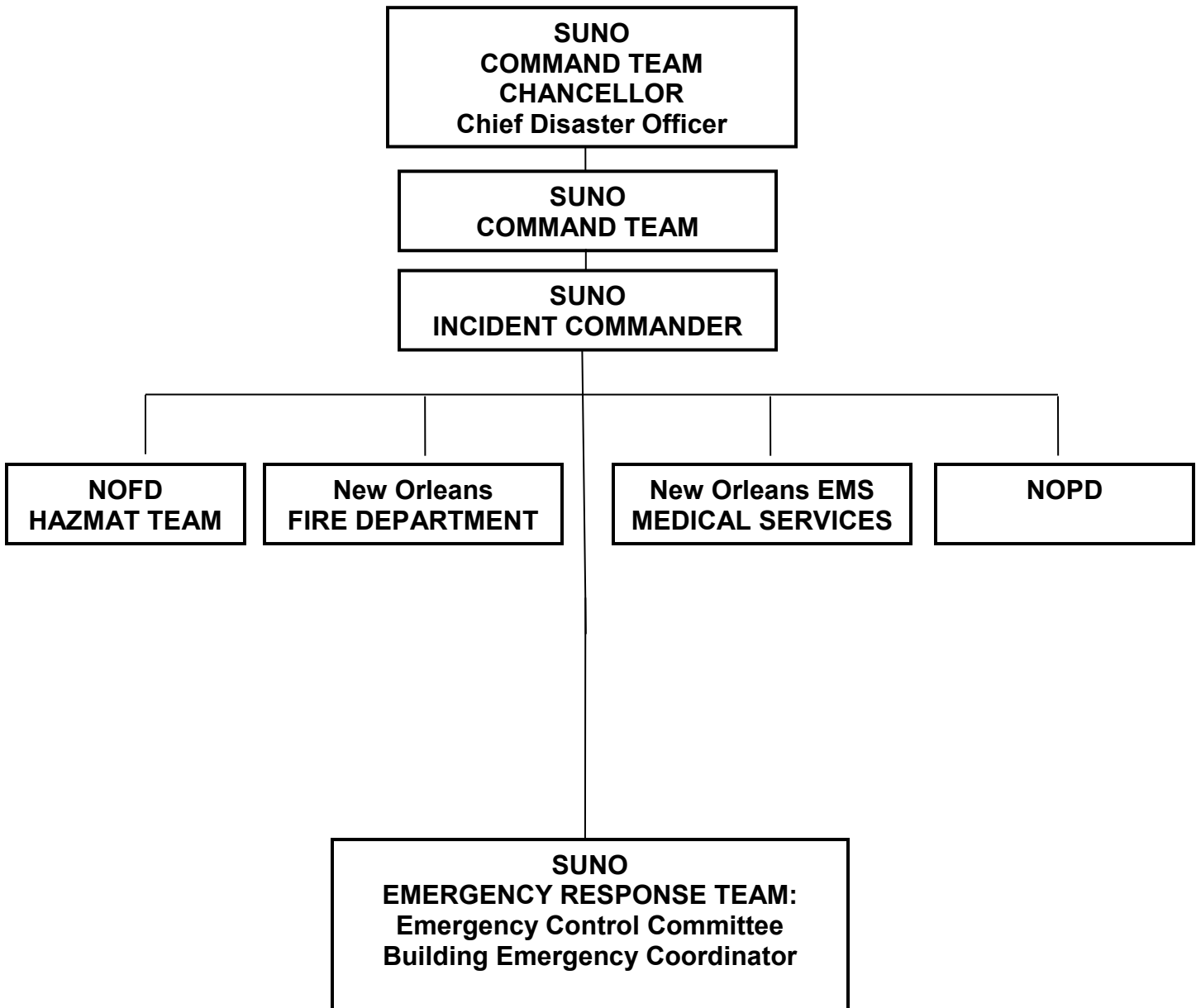
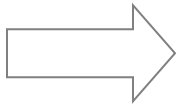


Figure 2 – 1 a

## SUNO INCIDENT COMMAND SYSTEM

### FUNCTIONS

**SUNO  
COMMAND TEAM  
Incident Commander**



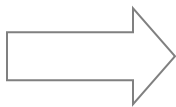
- Provide leadership and guidance to subordinate teams
- Authorize emergency actions, closures, communications, etc.
- Major policy making body
- Strategic planning
- Coordinate with external state and federal agencies

**SUNO  
EMERGENCY CONTROL  
COMMITTEE (ECC)  
Campus Emergency  
Coordinator**



- Lead team in the management of emergency response activities
- Implement strategy and planning of emergency response activities
- Coordinates logistical, finance, and personnel resources
- Communicate with field personnel / ERT
- Monitor progress of activities

**SUNO  
EMERGENCY RESPONSE  
TEAM (ERT)  
Building Emergency  
Coordinator**



- Immediate on-site response group
- Provide medical assistance
- Provide security
- Provide materials and manpower for repairs
- Provide other logistical support
- Assist external agencies in emergency procedures
- Provides feedback and communicates with ECC

Figure 2 – 1 b

### **C. Emergency Control Committee (ECC)**

The Emergency Control Committee (ECC) will serve as the lead team for the University in the management of emergency response activities, in consultation with, and under the direction of the System President or Chief Disaster Officer. The ECC is responsible for coordinating the University's Emergency Response Plan. The ECC members' duties and responsibilities relate closely to their normal authority and functions. In the event of an emergency, however, coordination and organization of all operations at the University shall be directed by the ECC. The ECC members implement the strategy and planning of the response. They communicate with field personnel, issue instructions, and monitor progress in carrying out the instructions.

The Campus Emergency Coordinator shall serve as the facilitator of the ECC. In his/her absence, the Vice Chancellor for Academic Affairs shall serve as the ECC. In the event the Vice Chancellor for Academic Affairs is not available; the Vice Chancellor for Finance shall perform the duties of the ECC. The ECC is the supervising team and when all teams meet, the Campus Emergency Coordinator of the ECC leads the joint meeting. In addition to other response actions, the ECC will determine whether the Emergency Response Team(s) needs to convene for further response action. The ECC in its initial response to an emergency may elect to call other staff and faculty to join the team if it is deemed appropriate and useful to respond to the specific emergency. It is anticipated, but not required, that these additionally called individuals will most likely come from the Emergency Response Team as described below. Likewise, members of the ECC can serve on the Emergency Response Team if their expertise or skills are required.

Members of the ERT are responsible for ensuring that the University is prepared and in the best possible position to respond to an emergency when it occurs. The responsibilities of the ECC include, but are not limited to:

1. Develops plans for emergency situations.
2. Control of emergencies such as fire, explosions, or toxic chemical releases requiring the coordination of the following:
  - a. Disaster communication
  - b. Facility layout
  - c. Employee evacuation or shelter in place
  - d. Utility Control
  - e. First aid and rescue
  - f. Damage control
  - g. Notification of police and fire departments and hospitals

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- Assessing the severity and level of the emergency and communicate immediately with the Chancellor's Office and others as appropriate.
3. Identifying the emergency and determining its impact. Decide the necessary level of response required to manage the emergency.
  4. Coordinating the actions of the Emergency Response Team as needed.
  5. Activating the Emergency Operations Center, as required.
  6. The departments for which they are responsible have developed departmental plans to respond to various emergencies. Department plans will be general in nature and include the assignment of general duties and responsibilities to employees, perceived to be required for each type of emergency.
  7. Ensuring that staff are familiar with the overall Emergency Response Plan and the specific requirements of departmental plans.
  8. Maintaining adequate emergency resources and equipment to departmental plan requirements.
  9. Maintaining a call list of departmental employees designated as "essential personnel." This Call list will be updated as needed and a copy (including updates) forwarded to the Campus Emergency Coordinator (CEC).
  10. Key personnel will ensure the preservation of essential records, or other materials deemed essential. ie., Nurse, Registrar, Comptroller, etc.
  11. Campus Police will request emergency response support from outside agencies or any other University department as necessary.

The ERT will meet at least annually to review the Emergency Response Plan and provide recommendations for improvements. Members of the ERT also have an ongoing responsibility to assist with emergency preparedness activities related to their areas of administrative responsibility, expertise, and related training.

## **D. Emergency Response Team (ERT)**

The Emergency Response Team (ERT) is the immediate response group for all on-site crises or emergencies. In the event of an emergency, the ERT will provide information and recommendations to the EOT as needed and deemed necessary and appropriate to the situation. The Emergency Response Team is under the direction of the Building Emergency Coordinator for the affected building or area. See the paragraph below for the role and function of the Building Emergency Coordinator. The ERT may elect, in consult with the EOT and the Command Team, to call other staff and faculty to join the team if it is deemed appropriate and useful in response to the specific emergency.

Members of the Emergency Response Team (ERT) **MAY** include:

### **1. Director (ERT) Building Emergency Coordinators**

#### **Role/Responsibilities:**

- Decide what level of response is initially required.
- Direct the overall emergency response operations and coordinate mutual aid requests.
- Advise building occupants of the nature and location of the emergency, and what action is required.
- Direct and control personnel in Assembly Areas and obtain a head count.
- Coordinate with the EOT by providing situational reports.
- Assess building damages and complete the Damage Assessment Form (Appendix E)

### **2. University Police Chief of University Police**

#### **Role/Responsibilities:**

- Provide a vehicle and officer to support the actions of the Building Emergency Coordinator. The officer's vehicle will serve as a Field Command Post. The Officer will serve as the Field Communications Officer.
- Direct access and security control and coordinate for fire/rescue/EMS with external supporting agencies.
- Provide traffic control points and direct flow of traffic.

### **3. Site Communications University Police Dispatcher**

#### **Role/Responsibilities:**

- Receive all incoming calls related to the emergency. Forward inquiries and messages to appropriate emergency response personnel.

- At the direction of the Campus Emergency Preparedness Coordinator or Building Emergency Coordinator, notify external law enforcement and regulatory agencies for assistance.
- Maintain a log of all incoming and outgoing calls.

**4. Site Safety    Chemical and Hazardous Material Safety Officer**

**Role/Responsibilities:**

- Administer first aid if necessary.
- Assess and direct efforts to contain and control hazardous materials.
- Serve as the Decontamination Officer and oversee procedures for decontaminating personnel and equipment in the event of exposure to hazardous material.
- In a major emergency, coordinate with New Orleans Fire Department HAZMAT unit for assistance.
- Coordinate with University Health Services and EMS for medical assistance.

**5. Facilities    Director of Facilities**

**Role/Responsibilities:**

- Assess building safety with Building Emergency Coordinator.
- Shut down utilities if unsafe conditions exist and restore services when appropriate.
- Procure materials and/or equipment needed to support emergency response operations.
- Collect Damage Assessment Forms
- Forward the damage report to the Emergency Operations Team.

**6. Custodial Services                                  Director of Landscape and Custodial Services**

**Role/Responsibilities:**

- Provide equipment and staff as necessary to support emergency response efforts.

**7. Human Resources                                  Director of Human Resources**

**Role/Responsibilities:**

- Arrange for expedited services of temporary employees if required.
- Coordinate with other departments for cost recording.



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- Notification of affected employees and families.

**8. Financial Services                      Comptroller**

**Role/Responsibilities:**

- Initiate a record-keeping system for all expenditures associated with emergency operations.
- Coordinate with Purchasing on procedures for handling emergency expenditures.
- Coordinate with Human Resources on procedures for handling payroll during an emergency.

**9. Purchasing                                      Director of Purchasing**

**Role/Responsibilities:**

- Initiate/process emergency purchases.
- In coordination with the Director of Property Management, coordinate the distribution of supplies.
- Initiate a record-keeping system and coordinate with Financial Services regarding cost recording.

**10. Finance and                                      Comptroller  
Disbursement**

**Role /Responsibilities:**

- Issuance of LaCarte purchasing card along with policies and procedures to appropriate personnel.

**11. Media Relations                              Director of Communications**

**Role/Responsibilities:**

- Coordinate information to be disseminated during and after the emergency.
- Maintain communications with media and others affected by the incident.
- Organize press conferences and releases.
- In collaboration with the Chancellor, serve as the official University spokesperson to the media.

**12. Technology and                                      Director of Information Technology  
Network Services**

**Role/Responsibilities:**

- Provide phone service and computers for Emergency Operations Center.
- Repair and restore network services and re-establish affected networks.

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- Implement technology network emergency procedures and recovery plans as needed.
- Secure critical data and information resources.
- Maintain and update the University website.

**13. Food Services                      Coordinator Food Services**

**Role/Responsibilities:**

- Direct/arrange emergency meals.
- Request necessary emergency food supplies.
- Coordinate with Vice Chancellor for Student Affairs regarding meal procedures.

**14. Housing                              Director of Residential Housing**

**Role/Responsibilities:**

- Operating and maintaining University housing facilities and emergency shelters.
- Coordinate with the Red Cross if necessary.

**15. Medical Services                  Director of Health Services**

**Role/Responsibilities:**

- Provide medical assistance in collaboration and coordination with Ochsner Urgent Care, local and regional health providers and public health officials.
- Advise residents on water and food safety precautions.
- Maintain records on assistance provided.

**16. Mental Health/Well-Being      Director, University Counseling Center**

**Role/Responsibilities:**

- Organize and implement appropriate mental health interventions in crises.
- Facilitate mental health debriefing with Command Team and EOT after the emergency.
- Advise university officials regarding the mental health referral list to secure appropriate community support in crisis or emergency situations.

**17. Academic Planning              Vice Chancellor for Academic Affairs**

**Role/Responsibilities:**

- Responsible for all academic issues that surface during an emergency.
- Arrange for temporary classrooms or workspace if the need arises.

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- Move classes to online learning until granted clearance to return to campus.

**18. Administrative Services                      Records Retention Officer**

**Role/Responsibilities:**

- Ensure the preservation and safekeeping of all records.
- Arrange for temporary workspace and relocate essential services.

**E. Role of Building Emergency Coordinators**

In the event of emergencies, the Building Emergency Coordinators will play a key role in the implementation of emergency procedures. They will serve as essential contacts for each building or area in the event that emergency information must be distributed quickly. They may be called upon to take emergency actions within their buildings. A list of Building Emergency Coordinators will be maintained by the Campus Emergency Coordinator at the Emergency

Operations Center. Building Emergency Coordinators may also function as a calling tree in the event that it is necessary to quickly disseminate emergency information. It is preferable that individuals assigned the role of Building Emergency Coordinators have completed Community Emergency Response Team (CERT) training.

In the event of building evacuations Building Emergency Coordinators will organize assembly and accountability of evacuees at the designated evacuation locations described by this plan. After initially accounting for evacuees, Building Emergency Coordinators will report to the EOC. Due to the unpredictability of telephone services in emergencies, it may be necessary to communicate this information by messenger, portable radio, or other available means. Each BEC will be equipped with a kit containing the Emergency Response Plan, along with relevant forms, signs, and special procedures needed to complete their responsibility. The Campus Emergency Coordinator shall update and maintain a list of the designated Building Emergency Coordinators.

**SECTION III: RESPONSIBILITIES OF FACULTY, STAFF, AND STUDENTS**

**A. Responsibilities of Faculty Members**

Faculty members have a special responsibility for their students during emergencies that take place while classes are in session. Each faculty member

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should print and review a copy of the Emergency Response Plan which is made available on the University website. Faculty members are responsible for either providing classroom evacuating instructions to students once during each academic term (e.g., semester) either as a separate handout or as part of the course syllabi. Deans and Department Chairs and Building Emergency Coordinators should also routinely provide reminders to faculty of their responsibilities during an emergency.

The following is a list of specific procedures for faculty involvement during an emergency:

1. Direct students to a prearranged assembly area in accordance with warning signals, written notification, and/or verbal orders.
2. Conduct a roll call at the assembly area to determine if there are students who are unaccounted for.
3. Report any missing students to the Emergency Operations Center via the Building Emergency Coordinator, telephone, or messenger. The EOC will collect roll call information, and attempt to locate any missing student.
4. Remain with your assigned students until relieved by authority of the Chief Disaster Officer or a representative from the Emergency Operations Center.
5. Send ambulatory students in need of first aid to the designated First Aid Station. Injured personnel who are not ambulatory should not be moved until cleared by authorized personnel unless required to protect them from further injury.
6. Faculty members with specialized training, such as nursing and physical education instructors, may be requested to assist in providing first aid and identifying students with specialized training for a given area.
7. Faculty members are expected to provide and/or delegate assistance to students with disabilities in the event of an emergency.
8. If class is not in session at the time of an emergency, the faculty member should report at once to the designated assembly area for the building in which their office is located.
9. Contact the Emergency Operations Center to determine if your help is needed on Emergency Response Teams. Keep the Emergency

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**EMERGENCY RESPONSE PLAN**

Operations Center informed of your whereabouts during any emergency.

**B. Responsibilities of Staff Members**

Many staff members will be expected to assist with emergency responses related to their departmental responsibilities, as determined in advance by their supervisors. Support staff may be asked to participate in various emergency response operations, including search and rescue activities, record keeping, and building monitoring. Although not every staff member will be actively involved with emergency response activities, all staff have the responsibility for emergency preparedness for their work area by inspecting for potential hazards and becoming familiar with the procedures to be followed during an emergency. Every staff member should review the Emergency Response Plan and contact their supervisor if there are any questions regarding the Plan and their role in emergency preparedness and response activities. Staff members who have not been contacted for an assignment, but are willing and able to assist with emergency response activities should make their availability and whereabouts known to the Emergency Operations Center, either directly or through their supervisors.

**C. Responsibilities of Students**

Students have a responsibility to clearly follow the directions of the faculty and staff in charge during an emergency, including the procedures for the orderly evacuation of buildings and assembly at the emergency assembly areas. No students should leave the assembly areas until permission has been granted. Buildings, including residence halls, should not be reentered until official notification has been provided that it is safe to do so.

Students should render assistance to disabled students in their class or elsewhere during building evacuations. Those students with specific skills that might be useful during an emergency response should identify themselves to a faculty or response team member immediately following the roll calls at the assembly areas.

**SECTION IV: EMERGENCY NOTIFICATION PROCEDURES**

**A. Notification of Campus Leadership**

In the event of a major crisis or emergency, the Emergency Response Plan will be implemented in the following ways:

1. If telephone services are operational...

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**EMERGENCY RESPONSE PLAN**

- a. Upon obtaining information that constitutes an emergency, the Chancellor in collaboration with the Campus Emergency Coordinator will activate the Emergency Response Plan. The Chancellor will define the initial meeting location for the Emergency Operations Team. The Chancellor will immediately notify the System President of the emergency.
  - b. The Campus Emergency Coordinator will immediately begin calling the members of the Emergency Operations Team, and advising them of the initial meeting location or to proceed to the Emergency Operations Center, if required.
  - c. Depending on the level and type of response required, the Campus Emergency Coordinator, with the assistance of members of the EOT, will immediately contact the Emergency Response Team(s).
  - d. The Emergency Response Teams will proceed to the affected site and commence emergency response activities. The Emergency Response Team Leader shall provide situational updates to the EOC to determine if follow-on or additional actions are necessary.
2. If telephone services are **NOT** operational...
- a. Designated members of the Command Team, to include the Chancellor and the Emergency Operations Team will activate the Emergency Response Plan as soon as they are aware that a major crisis or emergency affecting the University campus may have occurred.
  - b. If the designated members of the Emergency Operations Team or the Emergency Response Team(s) do not respond in a reasonable amount of time, messengers may be dispatched.

**B. Non-Working Hours**

There is the likelihood that an emergency or disaster, such as one envisioned by this plan, may occur before or after regular office hours, on a holiday or a weekend when the organizational set-up of many departments is somehow out of the ordinary. While the structure of this plan remains precisely the same, its implementation may vary necessarily depending on, e.g. available resources and personnel until proper officials can be notified. Until that time, however, the individuals assuming the most responsibility will necessarily be those officials/individuals of highest rank who are available at the time. These individuals should seek to follow as nearly as possible the guidelines discussed

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**EMERGENCY RESPONSE PLAN**

in this plan, while simultaneously making an effort to notify superior officials of the situation so as to obtain verification or advice on their actions.

**C. Notification of Campus Community**

In case of an emergency, initial notification and widespread dissemination of information may be communicated to the campus community in the following ways:

- 1. The SUNO Alert System,** powered by Regroup, will send critical information via text, e-mail or phone to students, faculty and staff in case of an emergency. Please take the time to sign up or update your contact information by sending an e-mail from your SUNO account to [service@suno.edu](mailto:service@suno.edu). In your e-mail, please include your personal e-mail address and cell phone numbers.
- 2. Emergency E-Mail and Internet Notification System:** If electric power and communications systems are operable during an emergency, faculty, staff and students should check their SUNO e-mail accounts and/or visit the SUNO homepage for information.
- 3. Public Address Systems:** All University patrol vehicles have loudspeaker capability. Patrol vehicles can be used to announce messages on campus at various locations to alert the campus to the emergency and what steps should be taken.
- 4. Broadcast Communications:** Emergency communications to the campus community will be made via broadcast communications by Campus Police.

**SECTION V: EMERGENCY OPERATIONS CENTER (EOC)**

In the case of a general widespread emergency (Level II or III), the Emergency Operations Team under the direction of the Campus Emergency Coordinator will activate an Emergency Operations Center (EOC). The Emergency Operations Center will serve as the command-and-control center during an emergency. It may operate from a few hours to a few days, weeks or months, depending upon the severity of the emergency. Each member of the Command Team should have identified at least one support staff member who is aware that he or she should report to the EOC immediately during an emergency. Their primary duties shall include assisting in setting up the EOC, acting as messengers, and collecting roll call information from each of the emergency assembly areas.

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**EMERGENCY RESPONSE PLAN**

The designated primary Emergency Operations Center is Room 306 in the Emmett W. Bashful building.

See Appendix B for Emergency Operations Center Resources

**SECTION VI: EMERGENCY COMMUNICATIONS**

Timely and accurate communication with the campus population during an emergency is very important. During a level III emergency, or when the nature of the emergency suggests there will be an influx of telephone inquiries concerning the well-being of faculty, staff, and students, a special incoming number will be established and distributed through the SUNO Website. To minimize calls made to the University checking on the status of specific individuals, faculty, staff and students are encouraged to individually e-mail or phone family members to provide them with information about their whereabouts and condition during an emergency.

There are “blue light” terminals located at strategic points across campus. These terminals can summon SUNO Police immediately. The “blue light” locations are displayed on the campus map inside “SUNO Mobile,” the new mobile app is available in the App Store.

In the event phone (including cell phone) communication is not possible, handheld radios will be used to communicate between the Emergency Operations Center and personnel in the field. All radios will be signed out through the Campus Police. In some cases, it may be necessary to use messengers to deliver information.

**Note:** recent major events have demonstrated that the failure of cellular service is possible, the use of text messaging has proven to be an alternative form of communication.

**SECTION VII: COMMUNICATIONS/MEDIA RELATIONS PRINCIPLES**

In a crisis or emergency, the University must respond immediately and be open and candid in disseminating accurate and complete information to the public. The communications portion of the Emergency Response Plan presumes that it is in the University’s best interest to take a pre-emptive approach to public relations in an emergency and our preferred strategy will be one of forthcoming disclosure of as much confirmed information as possible. The goal is to minimize speculation, inaccurate reporting, and negative publicity. By acting in this manner, the institution has more influence on what the media reports.



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**EMERGENCY RESPONSE PLAN**

the Vice Chancellor of Advancement will serve by default as the University's official spokesperson to whom media questions will

be referred. The Office of Media Relations will assist in developing strategy and appropriate messages, in preparing "*talking points*" and fact sheets, and in providing text for fliers/posters, e-mail distributions, and postings to the University website. It shall also prepare and distribute all news releases to on-campus and off-campus media. All releases shall be vetted by the Chancellor prior to release.

Where major incidents are concerned, or where especially sensitive issues are involved, an appropriate informed high-level administrator (Vice Chancellor, Associate, Dean, e.g.) will be designated as official spokesperson throughout the emergency-reporting period. This individual must be always available and accessible to the media relations office and/or news media during the emergency. Responsibilities to media may include participating in press conferences and being interviewed in person or by telephone.

**SECTION VIII: HEALTH SERVICES AND COUNSELING**

**A. Medical / First Aid**

A primary First Aid Station to be identified and utilized at each college in the System. The primary First Aid Station for SUNO is located in the University Center. If, for some reason, this station is not available, or if additional space should be required to treat injuries, a temporary station will be established as determined by the Emergency Operations Team.

The names and phone numbers of all University faculty and staff who could assist with first aid and patient care during an emergency should be kept on a roster at the primary First Aid Station. Those individuals should be made aware by the Campus Emergency Coordinator and the Health Center Nurse that they would be expected to report to the designated First Aid Station during an emergency to determine if they are needed to assist with the treatment of injuries. It is the joint responsibility of the Campus Emergency Coordinator and Health Center Nurse to keep the list of individuals current and to identify other University personnel who might assist with first aid during an emergency. During an emergency, the Health Center Nurse or her designee will determine how everyone should assist in the administration of first aid.

Students should be aware that Health Center appointments for routine health care that is not of a life-threatening nature might have to be canceled and rescheduled during an emergency.

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**EMERGENCY RESPONSE PLAN**

The Nurse of the University Health Center and her staff will assist in the triage of the injured and other health-related activities as needed. In the absence of a physician, the Nurse will direct all personnel assisting in providing emergency first aid.

The responsibilities of the Nurse Manager and staff during an emergency include:

- Coordinating all emergency first-aid activities.
- Establishing first aid station(s).
- Establishing a triage area(s) to administer first aid as needed.
- Assisting in the evacuation of injured or disabled faculty, staff, students, and visitors.
- Supervising continuing first aid treatment until outside medical assistance arrives.
- Report to EOC the number of injuries and their condition.

Medical activities to be performed by the Nurse Manager and her staff at the time of a disaster include:

- Setting up first aid station(s) and gathering appropriate supplies.
- Posting large sign(s) designating the site as a first aid station.
- Identifying persons who require skilled medical care. Administer first aid to the injured, helping the critically injured first.
- Verifying, if possible, the conditions and needs of those with serious medical needs.
- Assessing physical and psychological needs of those arriving and provide appropriate treatment.

## **B. Counseling**

The Student Counseling Center will provide counseling services during and after emergencies. Counselors should be prepared to work with both large and small groups, as well as, individuals. However, prior to an emergency, it is important that those who will be involved with counseling give some thought to their roles and responsibilities.

## **SECTION IX: FOOD SERVICES**

***EMERGENCY RESPONSE PLAN***

The College's Food Service Provider will be responsible for providing food services during an emergency, including food for University commuters who might be unable to leave campus. In the event of a power outage, the Food Service Provider has indicated that it typically has enough food to feed faculty, staff and resident students for 48 hours. However, full meals will not be available. The Coordinator for Food Service, in conjunction with the Vice Chancellor for Student Affairs, will arrange a meal feeding schedule and for procurement and distribution of drinking water in event the normal water supply becomes contaminated.

**SECTION X: HOUSING AND SHELTER**

Following most types of emergencies, it is likely that the majority of university housing will be usable after initial safety checks by the Facilities Services and residential housing maintenance staff to determine if they can be opened.

However, it is possible that some housing may not be habitable, especially in the case of severe weather or a serious fire in an individual residence hall. Therefore, plans must be in place for emergency shelter. The first priority for emergency shelter will be to utilize vacant rooms in residence halls that are deemed suitable for occupancy.

Decisions regarding which building areas are suitable for emergency shelters and temporary housing will be made jointly by the Director of Residential Housing, Director for Facilities Services, Vice Chancellor for Student Affairs and Enrollment Management and the Chancellor.

**SECTION XI: MAINTAINING COMPUTER INFORMATION SYSTEMS**

Prior to an emergency, it is important that essential University records be safeguarded. Since most records are now computerized, this will require the Director of Information Technology, to work in collaboration with the Vice Chancellor for Administration and Finance and Director of Information Technology. A detailed Computer and Information Systems Contingency Plan will be developed by each office maintaining vital computer databases and included in their department's emergency response plans. The plan shall include the following provisions:

- Incorporate procedures for the regular back up of all computerized University records.
- The data will be removed from the University and stored in a secure location in case of an event that would prohibit the recovery of records and computer data.

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**EMERGENCY RESPONSE PLAN**

- Duplicate and retain off-site all critical business records and other documents, as determined by the Command Team. A listing of these documents will be maintained by respective offices and reviewed with the Vice Chancellor for Administration and Finance and Director of Information Technology.
- With approval of the Vice Chancellor for Administration and Finance, obtain a back-up computer system, compatible with the University's computers to establish an off-premises "hot site" as an alternate operating location in the event of a catastrophe that renders the University's computer systems inoperable.
- Advise all appropriate University administrators of the location of an alternate operations site.

**SECTION XII: EMERGENCY TOOLS, EQUIPMENT AND SUPPLIES**

Fire Suppression Equipment:

Fire protection shall be incorporated into the building design to achieve maximum effectiveness. Special processes presenting unique fire protection problems should be handled individually by fire protection engineers and the Office of Risk Management.

Water Supply:

Water is the most effective extinguishing agent for most fires. A reliable water supply is essential and should be sufficient to fulfill the demand of the automatic protection system for at least four hours. Water for firefighting should be stored separately from process and domestic water.

Distribution Systems:

Pumping equipment may be required to produce the water pressure demanded by the firefighting operations.

Monthly Fire Extinguisher Equipment Inspection and Maintenance:

The Agency's maintenance Department representative shall be responsible for inspecting, testing, and maintaining all fire protection equipment such as pumps, hydrants, hose lines, automatic equipment, and portable extinguishers. Equipment testing also provides training opportunities for employees. Extinguishers shall also be inspected and certified by an outside contractor once a year.

Tools and other equipment that might be required during an emergency may be found at the maintenance building.

Police vehicles are equipped with first aid supplies. Each University vehicle should be equipped with a small first aid kit.

Designated personnel will be issued a LaCarte Purchasing Card which can be used for emergency purchases. Refer to the University Policies and Procedures for restrictions on purchases.

### **SECTION XIII: EVACUATION PROCEDURES**

Notice to evacuate any building will be received via an audible or visual alarm or telephonic message. In an emergency, the public-address system may also be activated to provide oral instructions. If the alarm systems and public address system are disabled, University Police officials will provide the notice to evacuate by verbal commands.

When an evacuation notice is given, occupants of the building **must evacuate** observing the procedures listed below.

#### **A. Emergency Evacuation Plan of a Campus Building**

1. Evacuate whenever a fire alarm sounds, the Building Emergency Coordinator or senior staff member on site will inform you to evacuate. Personnel should ensure other building occupants are aware of the evacuation request and help all building occupants to leave.
2. Stop what you are doing and walk, **DO NOT RUN**, to the nearest stairwell and proceed down the stairwell to the first floor, and from the first floor to the designated safe area for your group. If you are working in an area away from your regular workstation, follow the instructions of the coordinator for the area in which you are working when you learn of the emergency. **Do not attempt to return to your regular work area if an emergency is announced.**
3. **Do not use elevators** in any emergency.
4. Take personal belongings, such as purses, coats, and car keys if they are within easy reach and can be collected quickly.
5. Office doors should be closed but not locked when personnel exit.
6. Listen to instructions from work area leaders and area coordinators or those provided via the public address system. Follow these instructions.
7. Regroup with your co-workers or classmates in the designated safe area for accountability. Because of the possibility of flammables, do not smoke in designated safe areas until the "All Clear" notice is received.
8. Do not re-enter the building until the "All Clear" signal is announced by University Police officials.
9. Return to your work area via stairwells.

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**EMERGENCY RESPONSE PLAN**

**B. Campus Wide Evacuation Plan**

1. Evacuate your building through the nearest fire exit and go to the Campus Emergency Evacuation Assembly Areas.
2. Bring any available first aid kit, keys, needed personal items, medication, eyeglasses, etc. with you to the Evacuation Assembly Areas.
3. Once at the Evacuation Assembly Areas the Building Emergency Coordinator with assistance of faculty members will account for all personnel.
4. Do not attempt to leave the campus immediately until directed to do so. Trying to drive and/or walk long distances after a major disaster may prove to be dangerous given debris and other hazards.

**C. Evacuation of Persons with Disabilities**

If a disabled occupant is unable to exit a building unassisted, building personnel should assist the individual(s) to the nearest fire exit landing. Transporting of disabled individuals should be avoided until emergency personnel arrive unless imminent life-threatening conditions exist in close proximity.

Faculty members are expected to provide and/or delegate assistance to students and others on campus with disabilities in the event of an emergency in accordance with the following procedures.

**D. Procedures for Non-Ambulatory Persons (in wheelchairs)**

Most ambulatory persons will be able to exit from the ground floor safely without assistance. However, assistance may be necessary in the event that elevators have stopped working from the upper and lower floors or in the case of fires when elevators should never be used.

If assistance is needed and not life-threatening to the carriers, allow the person to instruct the carrier(s) as to the safest method of lifting and/or carrying the person. This may include removing the person from the chair or carrying the person in the chair. (Battery-operated chairs are extremely heavy.)

As conditions allow, ask about the person's preference about:

- Method(s) of being removed from the chair.
- The number of persons necessary for assistance (in the event the person must be carried more than three flights of stairs; a relay team concept may be necessary).

**EMERGENCY RESPONSE PLAN**

- Whether it is necessary to bring along a seat cushion or pad for the person to rest upon.
- Whether the person should be carried forward or backward.
- Whether after care is necessary if the person is removed from the chair, and whether a stretcher, chair with cushion or pad, car seat, or medical/ambulance assistance is necessary.
- Some persons have no upper body strength. If a seat belt is available on the wheelchair, secure the person in the chair.

**E. Evacuation Routes**

Maps showing evacuation routes have been posted in all University buildings, classrooms and laboratories. Faculty members will provide specific directions to students regarding evacuation routes and assembly areas and will lead the students to the designated assembly areas.

The University Police will determine the evacuation route for all individuals using personally owned vehicles. Instructions will be given over public address systems relative to the emergency.

Individuals without personal vehicles will be provided for through organized transportation. Instructions will be given to gather at a particular location for an immediate and orderly pickup and evacuation from the campus.

Evacuation routes for departing the campus will most likely be as follows:

**Primary Route** is from Press Drive. Press Drive to Old Gentilly Road provides access to Hwy 90 East and Hwy 90 West. These routes provide access to I-10 and I-610.

**Secondary Route.** Press Drive also provides access to Leon C. Simon Drive, which provides alternative routes to Hwy 90, I-10, and I-610.

## **F. Emergency Assembly Areas**

Emergency assembly areas have been established for all University buildings, as identified in **Appendix D**. Faculty will conduct roll calls at each of these assembly areas. It will be the responsibility of individual faculty members to assemble their students in a specific portion of the designated assembly area. All students must stay within these designated areas until roll calls have been completed. Roll call information plays an essential role in resolving the chaos during and after an emergency. Information collected will be used to determine those who need assistance and reassure families that community members are safe and accounted for.

Staff and faculty who are not in class during the time of an emergency should also assemble in specific areas, in accordance with their departmental affiliation. Through discussions with each other, it should be determined if anyone is unaccounted for and may need assistance. Roll calls and other evacuation results or questions should be presented to the Building Emergency Coordinator for each building or department. Building Emergency Coordinators will provide status reports and updates from their assembly area to the Campus Emergency Coordinator.

Separate assembly areas have been established for each residence hall. Residential Life Coordinators should play lead roles in determining if all students who were known to be in the buildings have been accounted for. Missing and accounted-for students should be reported to the Building Emergency Coordinator or the Campus Emergency Coordinator.

## **Section XIV: PROCEDURES FOR SPECIFIC TYPES OF EMERGENCIES**

This section provides more specific information regarding what to do in case of diverse types of emergencies. The evacuation and assembly procedures described previously should be used for all types of emergencies when the evacuation of buildings is necessary. Faculty and members of the Emergency Operations Team and Emergency Response Team should also consult Section II and III for descriptions of their specific responsibilities.

### **A. Fire or Explosion**

#### Fire Prevention and Control:

Almost all fires are preventable, and control measures can limit the losses if a fire does occur. Fire prevention and control principles include the following:



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**EMERGENCY RESPONSE PLAN**

1. Prevention of fire from starting by using fireproof construction materials, designing facilities to isolate hazardous areas, controlling operations, using preventive maintenance, and eliminating unsafe practices.
2. Limit the spread of fire. Provide suitable fire barriers and keep the amount of combustibles stored to a minimum, and housed in approved cabinets when appropriate.
3. Maintain exits in facilities.

Deans, Chairs, Department Heads and/or Fire Safety Coordinators will conduct an annual review of fire emergency plans. An evacuation diagram, including a pre-designated outside assembly area, should be prepared, posted, and reviewed with staff. The location of fire alarm pull stations should also be reviewed.

In preparation for such a disaster as a fire, the following measures should be taken:

- Maintain all fire extinguishers in a fully charged condition and have them inspected annually.
- Update evacuation diagram and post it; include an outside assembly area for faculty and staff.
- Maintain back-up computer data and copies of difficult-to-replace information in a fireproof safe or other secure location.
- Maintain employee phone and address list.
- Conduct a supervised fire drill as appropriate.
- Discuss any special arrangements for disabled individuals' evacuation.

Prompt discovery of a fire is vital. Fire sensing and alarm systems should be reliable and should be designed for rapid discovery of a fire. An effective alarm system must:

1. Be reliable and distinctive;
2. Reach those trained to respond;
3. Require immediate attention;
4. Indicate the fire location;
5. Warn building occupants and area residents.

**\*\*Agencies shall conduct at least one documented fire drill annually at each location.**

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**EMERGENCY RESPONSE PLAN**

**1. Fire Emergency Activities**

- Protect the safety of students, faculty and staff. Make sure disabled individuals are assisted out of the building.
- Notify Fire Department with pertinent information or activate fire alarm pull station.
- Notify immediate supervisor.
- Attempt to contain or extinguish fire if fire is small.
- Evacuate building if fire is not immediately extinguished.
- **DO NOT USE ELEVATOR DURING A FIRE EMERGENCY.**
- Do not allow reentry into the building until cleared by authorities at the scene.
- If possible, safely secure all valuable records.
- Keep all doors and windows surrounding the fire area closed in order to contain the fire.
- If conditions permit, move equipment or furnishings out of fire vicinity to minimize damage.
- Execute notification plan after emergency is under control or as time permits.

**2. Salvage and Restoration**

- Secure building and/or property from further damage or loss. Arrange for temporary protection such as boarding windows, rigging tarpaulin, and so forth.
- Arrange security if needed to prevent looting or vandalism.
- Risk Management must be notified of every fire, regardless of size, even if it is already extinguished.
- Do not throw away any damaged material until you are authorized to do so by Risk Management or until they have seen it. This does not prohibit you from removing burned or damaged material to the exterior

of the building. Place this material in a "hold area" until seen by an adjuster.

**B. Severe Weather / Storms**

Although tornadoes are not frequent in the New Orleans area, severe thunderstorms which can create conditions susceptible for the formation of tornadoes are common. The following precautions should be taken in such an event. Generally, there will be a brief warning period, which is insufficient to take major emergency protection measures for the facility, but hopefully sufficient time for last minute survival efforts.

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**EMERGENCY RESPONSE PLAN**

**1. Thunderstorms / Tornadoes**

Severe Thunderstorm Warning means a thunderstorm producing lightning and damaging winds may be moving toward the immediate vicinity.

- If you receive notification of a Severe Thunderstorm Warning stay away from windows and areas with a large expanse of glass.
- Notification may be received via local media, public address system, or weather alert radio.

**TORNADO WATCH** means atmospheric conditions favor the development of a storm in which a tornado may develop. Keep your radio, TV or NOAA weather radio tuned to a local station for information and advice from Weather Service.

Be prepared to take emergency action if situation changes to a **TORNADO WARNING**. Tornado Warning means a tornado has been spotted in Orleans parish or the immediate area.

- If you receive notification of a tornado warning or sight a tornado, move to the lowest level in the interior hallway of the building as quickly as possible. Notification may be received via New Orleans Warning Siren, public address system, or weather alert radio.
- Stay away from windows and areas with a large expanse of glass.
- Avoid auditoriums, gymnasiums, and other large rooms with free-span roofs.
- **DO NOT USE ELEVATORS. DO NOT PANIC.**
- If disabled individuals cannot safely move to the lowest level, direct or assist them to an interior hallway away from windows and areas with a large expanse of glass.
- Protect your head and face. If possible, get under a sturdy table or other structure.
  
- After the tornado, stay alert! Take extreme care when moving about in an area damaged by a tornado. Watch for downed power lines, shattered glass, splintered wood, or other sharp protruding objects.

**2. Tropical Storms and Hurricanes**

Hurricane season is from June 1 through November 30. The Campus Emergency Coordinator will track tropical storm development by monitoring the local radio station, NOAA website and other external information sources. The Command Team and Emergency Operations Team shall be immediately notified if there is any indication of a storm tracking toward the New Orleans area. As a Level III (major emergency) under this Plan, all personnel will be

instructed to evacuate the campus except those assigned duties in this plan and resident students who intend to remain in the dormitories during the emergency. The activation of the Emergency Operations Center and those assigned responsibilities will be carried out in accordance with this Plan for major emergencies. Contained at **Appendix E** are the action steps that should occur based on the status of the tropical storm or category of the hurricane.

When a hurricane or other disaster occurs, time for preparation may not be available. Therefore, each unit of the University should do advance preparation, with periodic backup of data and contingencies for destruction by fire, flood or other cause.

### **3. Pre-Hurricane / Storm**

Deans and Department Heads are required to take appropriate measures to ensure the preservation of University property and safety of personnel. Below is a list of those actions, which include but are not limited to the following:

1. Review Department Emergency Response Plans, updating as necessary any of the following: Names, addresses, and telephone numbers of all personnel.
2. Distribute Department Emergency Response Plans to all personnel (especially new hires) and review it to ensure that the staff is familiar with its contents.
3. Plan for appropriate remote storage of critical computer disks, backup files, and archival records.
4. Identify and inspect all areas and equipment which may cause or be subject to a disaster. e.g. wiring systems, electrical appliances, lab equipment, etc.
5. Designate essential personnel who shall remain on campus during a disaster and/or to report back as soon as possible after a disaster.
6. Ensure that the "Emergency Contact Telephone Number(s) for the University" are known by all employees and who to contact once a disaster is over so their status can be communicated to University administration and any special needs of employees can be determined.

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**EMERGENCY RESPONSE PLAN**

**PRIOR TO A HURRICANCE STRIKING and EVACUATION**

7. Turn off (preferably disconnect) all electrical equipment including typewriters, computers, lights, window air conditioners, microwaves, etc. Refrigerators should be left on at the coldest setting and covered with a blanket, if available.
8. If practical, move desks, file cabinets and equipment away from windows and off the floor; store as much equipment as possible in closets or windowless rooms away from external walls.
9. Clear desktops completely of paper and other articles. Protect books and equipment by covering them with plastic sheeting and using masking tape to secure.
10. Remove any food and perishable supplies from the office area.
11. In locations where flooding is a possibility, to the extent practical, relocate critical equipment from the ground floor to a higher floor or a higher off-site location.
12. Lock all file cabinets and desk drawers. Lock and secure all doors and windows.
13. Remove all loose items (garbage receptacles, chairs, tables, plants, etc.) from outside of buildings. Remove all items from window ledges.
14. **EVACUATE!**

**NO UNIVERSITY BUILDING IS DESIGNATED AS AN OFFICIAL HURRICANE SHELTER.** Non-essential employees are discouraged from seeking shelter in University facilities. They should remain at home, stay with friends, or go to a public shelter. Essential employees are likely to be expected to stay in a University facility.

#### **4. During Hurricane / Tropical Storm**

The Emergency Operations Center will be in operation and will remain in communication with the Orleans Parish EOC and other critically staffed areas on campus and will coordinate appropriate support as feasible. Priority will be placed on the protection of students in the dormitories and other people on campus and the safeguarding of property.

The Campus Emergency Coordinator will fully activate the Emergency Operations Center and will immediately implement the following:

- Continue communication with the New Orleans Emergency Operations Center.
- Establish an emergency communications network.
- Maintain contact with the Chancellor, members of the Emergency Operations Team and other personnel assigned duties in this plan.
- Notify all deans and directors of the closing of the University and the release of employees.
- Instruct Building Emergency Coordinators to evacuate and lock each building, except for those dormitories occupied by resident students who are remaining on campus during the hurricane, buildings with critical operations, and other exceptions designated by the Command Team. Building Emergency Coordinators are advised to check each room within evacuated buildings to verify that there is no one remaining before locking the building.

The Director of Facilities will be responsible for coordination of pre-season preparations. This includes procuring emergency supplies, boards, tools, batteries and other provisions needed, before, during, and after a hurricane disaster. The Director of Facilities shall coordinate appropriate personnel to implement the following:

- Ensure functioning of emergency generator power source to the Emergency Operations Center and other areas based upon pre-established priority list.
- Provide appropriate stand-by personnel for emergency work in each department.
- Provide personnel and equipment necessary to keep access to the University roads and driveways clear by removing limbs, fallen trees, and debris.
- Secure all Division material and equipment subject to damage or potential hazard.
- Maintain contact with Emergency Operations Center.
- Secure refuse containers and other objects on campus grounds that would be potential hazards.
- Every effort will be made by the Director of Facilities to maintain campus utilities and respond to the need for emergency repairs as they occur.

## **5. Post Hurricane / Tropical Storm**

As soon as it is safe to do so, the Building Emergency Coordinators should return to their assigned buildings, make a damage survey and report the conditions of their buildings to the Emergency Operations Center or appropriate work management center as directed.

The Director of Facilities will be responsible for post-hurricane clean-up operations and will provide maximum support with available resources. The Director of Facilities will provide interim repairs to facilities, boarding of damaged doors and windows to reduce subsequent damage and erecting barricades to protect from hazards.

The Office of Media Relations will continue providing coordination and dissemination of information regarding the event and recovery through appropriate means.

The University will coordinate, as appropriate, with representatives of FEMA, state and local authorities.

Classes and other normal operations will resume as the situation permits.

## **6. Damage Assessment Forms**

The timely collection of storm related damage is critical to the ability to recover eligible funds from insurances and where insurance coverage does not exist, under FEMA. A photographic record of the damage is an important part of the process. One should always place a location indicator within the field of the photograph such as building and room number written on a pad placed in the photo. The following forms provide a vehicle for collecting the required information. **NO CLEANUP WILL OCCUR UNTIL CLEARANCE IS PROVIDED BY FACILITIES.**

See **Appendix F** for Damage Assessment Forms.

## **C. Flooding**

Flooding in the University area will typically be the result of torrential rains or mechanical problems. Water damage will probably be confined to ground floor areas and for short periods. Accomplishment of shutdown procedures of the areas that may be affected by flooding is of primary consideration to prevent fire, explosion and electrical hazards. Concurrently, pumping will begin as soon as water levels threaten. Any area flooded or evacuated will be sealed off by barricades to prevent injury to employees, pilferage and interference with emergency operations.

Once the dangerous conditions to employees have been reduced, immediate attention will be turned to minimizing the damage or loss to property and equipment by water. Sand bags will be used where feasible to protect against flood waters. Teams will be organized to remove material and equipment to

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safety. Damage assessment will be continually reported to the Campus Emergency Coordinator or the EOC.

**1. Flooding caused by pipe break, sink overflow, or other plumbing problem:**

- Try to identify the source of the water and turn it off if this can be done safely.
- If flooding is caused by pipe break, sink overflow, or other plumbing problem notify Facilities Operations. Do not leave a voice mail message, make sure you talk with Facilities Operations staff. After hours notify University Police.
- Provide sufficient information (building, floor, room, degree of flooding, or potential damage due to the flooding).

**2. Flooding caused by heavy rain:**

- If the flooding is caused by heavy rains, notify Facilities Operations. Do not leave a voice mail message, make sure you talk with Facilities Operations staff. After business hours notify University Police.
- Attempt to close doors and windows to prevent water from entering, if possible and safe to do so.
- Focus resources on minimizing the spread of water into other areas of the building.
- Do not enter a flooded area until staff electricians have deactivated all electrical circuits.

**3. Protect property and equipment:**

- Protect property and records by removing items from floors and / or covering with water resistant coverings.
- Unplug electrical equipment such as computers and printers, etc.
- After business hours, the department head or responsible individual(s) for the area affected should be notified.
- The department head or other responsible party should make necessary arrangements to salvage damaged movable equipment, supplies and other materials.

**4. Evacuate personnel and report additional problems:**

- Evacuate personnel as needed. Notify University Police or utilize the fire alarm system if an immediate evacuation is required.
- Post a staff member at the entrance to the flooded area to keep out unauthorized personnel.
- Complete Damage Assessment Forms as required.



The following are some additional suggested procedures for handling the abovementioned natural disasters such as hurricanes, floods, or tornadoes:

1. Formulate plans to isolate people from potential hazards.
2. Only enter disaster areas if it is essential.
3. Do not bring lanterns, torches, or lighted cigarettes into buildings that have been flooded or damaged because of the possibility of leaking gas lines or flammable materials.
4. Do not touch fallen or damaged electric wires.
5. Immediately leave the area upon discovering a leaking gas line.
6. When a tornado warning is issued, take shelter immediately. The warning indicates that a tornado has been sighted in the area. Protect yourself from falling objects and flying debris. The best protection is an underground shelter, ditch, or a steel-framed or reinforced concrete building. If no shelter is available, go to the basement or inner hallway of the lowest floor of the building.

#### **D. Bomb Threats**

Most bomb threats are hoaxes and are primarily made to disrupt business operations. However, the possibility that a threat may be authentic requires action on the part of the University for the safety of personnel and property.

In the event a threat is received during normal business hours, **NOTIFY UNIVERSITY POLICE IMMEDIATELY** and evacuate immediately. If a threat is received during non-business hours **NOTIFY UNIVERSITY POLICE IMMEDIATELY**, but it will be the responsibility of the dean, department head or senior supervisor to notify employees that evacuation is necessary.

- a. **General Threat:** This type of caller will generally only indicate there is a bomb, but will not give any other information.
- b. **Specific Threats:** This caller will generally indicate a specific location, time and often the reason for making the call.
- c. **What to do:** Collect as much information as possible and report.

#### **1. Individual Actions**

Get as much information as you can, asking them to repeat what they have said and remembering all details of the conversation. Record this information on the Bomb Threat Checklist / Telephone Procedures located at **Appendix G**. Listen for background noises, foreign accents, speech

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impediments, gender, etc., that may help identify the caller. Immediately report the incident to your supervisor.

If a bomb is discovered prior to local authorities arriving, evacuate all remaining individuals immediately. Do not touch, move or cover the object. Make note of its description and exact location. Do not use walkie-talkie devices or cell phones in the area. Restrict all access to the building(s) to authorized personnel only. Following an evacuation, do not let anyone re-enter building(s) until authorized.

The Director of Facilities or his designee will determine if gas or fuel lines should be shut off.

**2. Supervisor Actions**

Immediately report the incident to University Police. They will contact other units (i.e., bomb squad, emergency services, etc.). Start building evacuation, and be sure each person is out of the building. Arrange to have members of staff or qualified personnel available to accompany emergency services on inspection.

**3. Conducting the Search**

The search for and dismantling of a bomb or explosive device should be conducted by a trained professional. However, university personnel may

be required to assist in the search. If a suspicious object is found, DO NOT TOUCH IT. Report it to emergency services and clear the area.

**E. ACTIVE SHOOTER RESPONSE:**

**A. PURPOSE:**

Southern University at New Orleans intent is to provide students, faculty, staff, administrators and visitors to its campus, a safe educational environment and reduce risk of harm should the University experience an assault by an armed assailant, commonly referred to as an Active Shooter.

**B. DEFINITION:**

“Active Shooter” *means:*

A person armed with one or more weapons, with the intent of causing great bodily harm or death to individuals in their reach

“Mass Murder” *means:*

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A person with specific intent to kill, that cause great bodily harm or death to a number of victims.

“Attacker” *means:*

Word used to describe the active shooter or mass murder.

“Deadly Weapon” *means:*

Any weapon that can kill, for this policy, deadly weapon will refer to handguns, long rifles or assault rifles. Statistics show that most mass murders have been armed with multiple weapons and carrying multiple rounds of ammunition with multiple magazines.

“Cover” *means:*

An object where a potential victim can hide that will provide both concealment from view and protect victim from a fired round

“Concealment” *means:*

An object where a potential victim can hide that will not allow the potential victim to be seen by the attacker.

“Survival Options” *means:*

In an active shooting event, potential victims have 3 survival options, Run, Hide and Fight.

“All Clear” *means:*

The situation is under controlled, the all clear should be given by law enforcement and communicated via the administration.

“Round/Bullet” *means:*

The projectile that leaves the weapon when fired, the average muzzle velocity of round fired from an assault rifle is between 2100 to 2800 feet per second.

### **C. PROCEDURE:**

#### Prevention:

The first option in surviving an active shooting is by preventing the active shooting. **“IF YOU SEE SOMETHING SAY SOMETHING”**. Establish lines of communication with Campus Members Institute communication methods that allows for instant two-way communication with law enforcement to report information related to a possible attack. Planning, educating and drilling will prepare the University to recognize and report information related to a potential attack.

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Monitor social media for information related to potential attacks  
Take all information received as creditable until deemed otherwise through an exhaustive law enforcement investigation.

Survival Options:

In an active shooting event, the potential victim has 3 options, Run, Hide and Fight.

- Run: run away from the attacker if he can be seen, even if the attacker is not shooting but brandishing a weapon run away.
- Run to cover or concealment and dial 911.
- Hide: if running is not an option and you cannot make it out of harm's way, hide. Hide any place you can fit. If possible hide in an area that provides cover or protects you from the round. If no other options are available, attempt to "hide in place" or play dead. This technique has been successfully deployed in both the Charlestown, S.C. and Lafayette, La. mass killings.
- Fight: if there is **no other option**, you may have to fight. Remember there is strength in numbers. Deploying a swamp technique or having multiple people charge the attacker may be successful. Throw objects like books at the attacker. This will serve as a distraction, allowing an opportunity to close the distance and control the attacker.
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**D. RESPONSE:**

Outside Event:

- There are "blue light" terminals located at strategic points across campus. These terminals can summon SUNO Police immediately. The "blue light" locations are displayed on the campus map inside "SUNO Mobile," the new mobile app is available in the App Store.
- The SUNO Alert System, powered by Regroup, will send critical information via text, e-mail or phone to students, faculty and staff in case of an emergency. This activity is done by the Office of Advancement Please take the time to sign up or update your contact information by sending an e-mail from your SUNO account to [service@suno.edu](mailto:service@suno.edu). In your e-mail, please include your personal e-mail address and cell phone numbers.
- Run in a direction that can provide cover and concealment. Trees, scrubs and buildings can protect you from being seen and may stop the round.

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- Run fast but run low, most mass murders have been untrained shooters. Untrained shooters tend to shoot high.
- Instruct others who may be heading into harm's way to turn and run away from danger.
- Once out of sight, hide. Enter a building or room, lock the door, stay away from windows, get as low as possible.
- Silence your cell. A ringing phone could give away your location.
- If you were in the immediate area of the active shooting and were able to see the attacker, try to remember as much as possible about what you observed.
- Run or hide, do not attempt to collect personal objects, leave them and attempt to collect once the situation is given an all clear.
- Once approached by law enforcement, stay calm. Remember this is a tense situation for all. Cooperate with law enforcement and follow all instructions. You may be asked to raise your hands or lie on the ground. Once you are identified and interviewed you will be released.

Inside Event:

- If you see the event or hear the event, dial 911.
- If you are outside and receive information of an active shooting on the campus, stay clear of the area where the event is occurring
- In a building but is not directly involved, exit the building
  - Do not use the elevators.
  - Do not run straight out of the building, turn right or left and run parallel to the building, this will provide cover.
  - Run lower than the window level.
  - Once you have reached a safe location, dial 911 and report what you have seen and heard.
- In a hallway and the active shooting is occurring in a room
  - Exit the hallway.
  - Run away from the sound of gun fire.
  - Do not run down the middle of the hall, stay to one side.
  - Run at least 10" away from the wall, if a round strikes the wall, the round will ricochet and follow the wall approximately 4-6" from the wall.
  - Attempt to gain access to the fire escape and exit the building

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- If you cannot exit the building, enter a room and lock the door, stay away from windows and get as low as possible.
- Active Shooting direct involvement
  - Run away from the shooter
  - Run low and to your left, evidence show that most active shootings involve right-handed, untrained shooters. Untrained shooters tend to shoot high and snatch the trigger causing the round to move from right to left.
  - **Do Not Congregate** in the corner of the room, you will have no place to run. The attacker can harm multiple victims with one shot.
  - A backpack with books within may serve as protection from some rounds.
  - If a fire alarm is present and accessible, pull the alarm. This may cause the attacker to flee the area.
- Faculty/Staff Responsibility
  - Take care of the students.
  - Stay calm.
  - Advise students to stay calm and quiet
  - Take charge, give directions.
  - Call for an evacuation of the area if possible, if it is not safe to evacuate, call for a lockdown.
  - Lock the doors.
  - Advise students to stay away from windows and doors.
  - Identify what can be used for cover and concealment.
  - Attempt to monitor the situation using Social Media

**E. LAW ENFORCEMENT CONTACT:**

An active shooting is a very emotional and frightening event for all involved, no matter the involvement, including law enforcement. Most law enforcement officers will work for 30 years and never experience a deadly force encounter. To be involved in an active shooting or mass killing is not the norm, it is the exception. As a victim of an active shooting event, you will experience a Parasympathetic Nervous Response or be in shock. You will hope to contact an authority figure. For the victim(s), once law enforcement arrives, that arrival marks the end of the event, however, for the officer(s) the event is still active. The following recommendations should be followed by victims of an active shooting when first contact is made with law enforcement:

- Wait for law enforcement to issue directions before moving.
- If possible, place hands where the officer can see them.

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- Officer may ask you to stand and place your hands on your head. **Comply.**
- Do not attempt to leave the area without permission from the officer.
- Remember, treatment will be given in the order of most severely injured to least severely injured.
- Remember, victims are also surviving witnesses. Be patient!! You will be interviewed before you are released.

**LAW ENFORCEMENT PROCEDURES**

**A. PURPOSE:**

To intervene in active shooting events in a manner that reduces the risk of great bodily harm or death to the innocent by neutralizing the threat. This goal can be achieved by various means, including the use of deadly force.

**B. PROCEDURE:**

Incidents involving an active shooter will require immediate action by all on duty members of Southern University System law enforcement community. In active shooting cases, delayed deployment could have catastrophic consequences.

- Incidents involving active shooters on campus will require immediate action and rapid deployment of law enforcement officers prior to the arrival of the closest Tactical Team.
  
- Law enforcement officers arriving on the scene are expected to and are trained to take immediate action without waiting for command staff, backup or Tactical Teams.

Response Guidelines:

The following seven principles set general response guidelines for active shooting incidents. Active Shooting events are unique and it must be stated the effective handling of such events cannot be totally reduced to written procedures. Procedures are not intended to limit conventional police tactics, which are appropriate to a crisis situation. The significant factors regarding these tactics are that they represent a means of intervention available to law enforcement and there is a potential of elevated risk to bystanders and police officers. The risk is acceptable in light of the potential these tactics have for saving life. Another important aspect of the active shooter tactical doctrine is

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that an officer is authorized to act prior to the arrival of command staff and special units.

- Goal: To save lives and prevent injuries. The purpose of law enforcement intervention is to neutralize the threat by denying access to potential victims, rescuing the injured and rescuing surviving victims.
- Assume Tactical Responsibility: First arriving officer assumes command of the event. Command will not be based on rank but rather arrival, when command can be transferred to the ranking officer, first arriving officer will relinquish his command and assume assigned duty.
- Situational Analysis: The first arriving officer, based on information received, conducts a situational analysis. The analysis will be continuous, considering all new information received. Based on the officer's situational analysis, the officer must determine if the situation is an active shooting event and whether immediate intervention is required. The first responding officer must also determine how responding units will be best deployed.
- Incident Command: No action will be taken that is unplanned or without controls. The first officer will initiate incident command. Upon arrival, command personnel responding to the event will monitor the situation but will not obstruct ongoing intervention activities. Command staff must arrive on scene and be fully briefed prior to assuming command of the event.
  
- First Responder Tactical Intervention: When responding to an active shooter incident, SUNO endorses the concept of first responder tactical intervention. It is critical that all law enforcement officers, supervisors and command personnel are familiar with the definition of an active shooter, as well as the tactics deemed appropriate for active shooter response. The traditional law enforcement response of waiting and formulating a plan may not be adequate for an active shooting event. The first officer on scene will need to consider the following:
  - Rescue / Contact Team: First responder intervention will be based on opportunity. Rescue teams will be formed with an identified element leader. Team movement and tactics will be determined by the element leader.



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- Containment: Dedicated security element should always be a component of the intervention team. Individual intervention is discouraged, as it is usually counterproductive. to a coordinated response to an active shooter event. Containment will be a decision based on the totality of the circumstances. Should containment occur it will be in the form of observation and report.
  
- Active Shooter Site Security: No location associated with an active shooter will be considered secure until Special Response Team (SRT) Commander declares it so. Officers assigned to security functions will maintain positions until properly relieved.
- Special Response Team (SRT): Once on scene, the authorized SRT from the region shall assume command of the event and will determine when the all clear is given.

Development of Intervention Tactics:

SUNO Police Department administration will develop tactics to deal with active shooter incidents and will provide appropriate training to personnel of all ranks. These tactics will be developed under the following guidelines:

- Personnel will be trained to conduct immediate assessments
- Tactics will conform to and capitalize on officer existing skills
- Tactics and training will be basic and flexible

All sworn personnel will attend active shooter training. Active shooting training will be instructed in three phases:

- Phase 1: Knowledge / Conceptual
- Phase 2: Skill Development
- Phase 3: Mandatory Yearly Refresher Training

**F. Hazardous Material Incident**

If you are involved with or observe a hazardous material (biological, chemical, radiological, fuel or oil) spill, incident or release for which assistance is needed:

Immediately call 911 or SUNOPD at (504) 286-3355.

Be prepared to provide the following information:

- Building name and street address
- Location of the incident
- Type of material/chemical involved
- Estimated quantity of material/chemical involved
- If anyone is injured or exposed
- Your name, phone number, and location

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Follow instructions provided by emergency responders.

Turn off all ignitions and heat sources.

Try not to inhale gases, fumes, or smoke

Cover your mouth with a clean cloth while leaving the area

If you come in contact with spilled material, immediately remove clothing and flush area with large amounts of water for at least 15 minutes. Use a safety shower if possible.

Do not attempt to clean up a spill or release unless you are trained to do so and have the proper equipment.

### **If you are notified of a hazardous materials release:**

If an evacuation is ordered:

- Leave the area immediately and move approximately 1/2 mile away (8 to 10 blocks).
- Keep others away from the affected areas and help any special needs individuals.
- Stay upstream, uphill, and upwind of the incident location.
- If a "shelter in place" is ordered:
- Close all outside windows and doors.
- Turn off the heating/cooling system (HVAC), if possible.
- If possible, fill gaps under doors and/or windows with wet towels.

## **3. Radioactive Spill Response**

If a spill of radioactive material cannot be controlled or cleaned up with available resources, results in a person being injured and/or there is a fire or explosion, the Emergency Response Plan should be activated:

### **Immediate Actions**

- Close off the area
- Pull fire alarm and evacuate building
- Call University Police or 9-911 (from a Campus phone) or 911

## **4. Response to Minor Radioactive Spills**

Minor spills are those spills of a few micro curies of activity where the radionuclide does not become airborne and emergencies where there is no personal injury. Lab personnel can utilize a spill response kit to handle most minor spills.

### **a. Prevent Spread of Contamination**

- Immediately notify all persons in room or area about the spill.

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- Limit access to the area of the spill to those persons needed for cleanup purposes. Do not let other people into the area until spill is decontaminated.
- Confine spill and prevent spread of contamination, (i.e., cover the spill with absorbent materials). If a liquid spilled from an intact container, return the container to the upright using gloves or a lever.
- If volatile (dust, fumes, gases) materials are involved, turn off all fans and shut off the room ventilation system, but keep the fume hood on to keep the room under negative pressure.
- Limit the movement of persons involved who may be contaminated, and do not let them leave the area until they are surveyed for contamination.
- Survey potentially contaminated personnel. If the spill is on clothing, remove/cut contaminated clothing and package it separately as radioactive. If the skin is contaminated, immediately wash it with water and soap.
- Survey the entire area and mark contaminated areas using magic markers.

**b. Pre-Decontamination Procedures**

- Wear protective attire (heavy-duty rubber gloves, lab coat, safety glasses, footwear).
- Re-evaluate (i.e., monitor) the extent of the contamination, survey the entire lab/area. Make sure all contaminated areas are identified and marked.
- Make a decontamination plan. What to clean first, how many people need to be involved, who should remain in clean area to bring supplies... etc.

**c. Decontamination**

- Clean wet spills or wet contamination using absorbent paper/towels by wiping it. Start at the outside edge of the spill and work inward.
- After the liquid is cleaned, treat the residue as dry contamination (see next item).
- For dry contamination, dampen absorbent paper towel and/or the contaminated surface. (Generally, water may be used, except were a chemical reaction with the water could generate an air contaminant or a chemical or physical hazard. Mineral oil or another predetermined organic solvent should then be used.)
- Wipe down area starting at the outside edge of the contaminated area and working inward.

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- Powder or resin bead spills, do not dry mop it. If dust is possible, wear appropriate respiratory protection, and decontaminate using a high efficiency HEPA filter vacuum. If HEPA-filtered vacuum is not available, carefully dampen the contaminated area making sure the solution used (e.g., water, vinegar, etc.) does not react with the spill.
- Once moistened, clean using the procedures for a wet spill.
- Dispose of the absorbent paper into yellow plastic radioactive waste bags after each use, mark the waste with "Caution Radioactive Material" tape. Decontamination solutions must not be allowed to drip onto other surfaces.

**d. Decontamination Supplies**

- Yellow plastic bags, "Caution Radioactive Material" tape, absorbent materials (e.g., absorbent paper, "floor dry"), decontamination detergents (e.g., mild soap, lava, vinegar), and rope or tape, bucket of water, decontamination solutions, scrubbers, brushes, mops.... etc.
- Protective clothing, heavy duty plastic gloves or a box of disposable gloves, lab coat, footwear, and safety glasses.
- Portable radiation survey meter, wipes and alcohol (to moisten wipes).

**G. Terrorist Attacks**

Terrorism is "the unlawful act of force or violence against persons or property to intimidate or coerce a government, the civilian population, or any segment thereof, in furtherance of political or social objectives" [28CFR0.85(I)]. What makes terrorist acts so dangerous is that they are systematic, unpredictable and indiscriminate criminal acts intended to cause damage, to inflict harm, and to kill. The purpose is to achieve maximum disruption of normal activity and to create extreme anxiety and paralyze the target population. Its success depends upon the fear it creates.

The nature of hazards resulting from terrorist attacks or other off-campus disasters range from chemical, biological, nuclear / radiological and/or explosive. See **Appendix H** for several types of terrorist incidents. The initial detection of a terrorist attack will likely occur through responses to 911 calls where unusual multiple injuries and deaths have occurred or unusual symptoms have been noticed. In the case of chemical attacks, general indicators of a terrorist attack include unexplained casualties and an unusual

liquid, spray or vapor. In the case of a biological attack, hospitals and health centers may notice an unusual illness and a definite pattern inconsistent with natural disease. If the Student Health Center notices any such illnesses and

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inconsistent patterns, they will report them immediately to local health authorities.

It is important to recognize that terrorism is a criminal act and effort should be made to coordinate with law enforcement agencies to preserve physical evidence where feasible without compromising medical care to the victims.

## **1. Preparation**

Given the open environment of academic institutions it would be easy for a terrorist to access most of these facilities. Obvious targets include public gathering points (stadium, auditorium, etc.), laboratories, and food service. Although the probability of a terrorist event is very low, the consequences are high. It is not possible to plan for every contingency; however, the following are considered reasonable steps to reduce the opportunities for a terrorist.

- Enhance awareness of daily environments, i.e., normal activities, mail, packages, persons, vehicles, etc. Anything unusual or “out of the ordinary” should be considered in the context of a potential terrorist event and promptly reported to the University Police.
- Monitor activities and groups that might indicate a potential terrorist event. Examples include:
  - Groups fostering anti-University, anti-government, or anti-U.S. agitation, intimidation, etc.
  - Meetings, rallies, and demonstrations being organized; inflammatory speeches and charges; provocation of authorities to intervene or overreact.
  - Dissent for political, social, or ethnic reasons.
  - New spokespersons for animal, or environmental causes emerging or out-of-town organizers arriving.
- Control access to laboratories and other areas that could pose likely targets. Lock doors when laboratory personnel are not present.
- Perform background checks of employees and students working with materials or in areas that might pose targets.
- Monitor and report any unusual cases of upper respiratory disease, rash, or other unusual symptoms.
- Design new facilities and workspaces with focus on safety and security.

## **2. Response Activities**

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If a terrorist event or other off-campus disaster that would have direct or significant indirect impacts on the campus should occur, the Emergency Operations Team will assemble immediately at the Emergency Operations Center to determine what role the University should play in the response activities. It is likely that major assistance from Federal, State and City agencies will be necessary to respond to a major event. However, using the same basic procedures and leadership structure that has been identified for responding to other types of emergencies will help to assure that the safety and health of the University community is given a high priority. The EOT will play an important role in making certain that the University's needs are well understood by those agencies and organizations involved with emergency response activities. In the case of a major event that does not directly impact the University, the Chancellor will decide if the EOT should be assembled to help to determine if any special University actions are necessary.

In some types of terrorist attacks there could be a significant number of casualties and/or damage to university buildings or infrastructure. This could lead to the need to consider the temporary closure of the University or major changes in University operations. If such circumstances should occur, the Chancellor will convene an emergency meeting with the System President and the Board of Supervisors to receive their advice and direction regarding University operations and facilities.

What individuals should do in case of a known or potential terrorist attack:

- Notify the University Police if you notice any suspicious activities that might indicate a potential terrorist attack. These could include a rental truck parked in an unusual location where many students congregate, an unusual object or package that you suspect could be a bomb, unusual odors or powders, or even sticky substances that appear to have been applied to doorknobs or computer keyboards.
- Notify the Health Center if you are ill, especially if you notice that others have similar symptoms. Remember that illness such as smallpox and anthrax initially result in flu-like symptoms that you might typically ignore. Cures are likely if treated early, but many deaths could occur if symptoms are ignored. Don't try to self-medicate with antibiotics that you or your friends might have available. The National Center for Disease Control can provide vaccines and antibiotics for most types of biological agents within only a few hours, once they are notified of a problem by local health and disease control agencies.
- Keep yourself informed of opportunities to receive inoculations to protect yourself from bacteria and viruses that could be spread by terrorists. If in doubt, contact the Health Center or your family physician.

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- Obey all instructions if quarantine is determined by University or local health officials to be necessary. You may feel fine, but if you leave the campus while infected, your disease can easily be spread to others who have not previously been exposed, including members of your family.
- Be wary of mail sent to you by an unknown person, especially if the envelope or package appears to contain any sort of powder, stain or unusual odor. If you do open mail that contains an unusual substance, leave your room immediately, tell others in or near your room to evacuate the building, and contact the University Police. Do not return to your room until you have been notified that it is safe to do so. Seek medical help immediately for evaluation to determine if you have been exposed to an infectious disease or chemical agent.
- Check your e-mails and the University webpage for accurate information regarding the nature of any known or potential terrorist attack. Unless the University computer information system is affected, accurate information and advice regarding emergency procedures will be provided via emails and the University webpage.

### **3. Suspicious Packages/Envelopes**

Although a package could contain a biological, chemical or explosive agent, the likelihood is remote. Experience demonstrates that most are a hoax. We must use common sense. The fact that you receive a package without a return address is no reason in itself to be alarmed, particularly if you are accustomed to getting those types of packages from a known sender. However, it is our responsibility to remain vigilant and treat packages that you find suspicious as if there is a real threat.

Staff responsible for incoming mail should be especially vigilant.

### **4. What is a suspicious package?**

A good rule of thumb to use when evaluating a package would be "Is it unusual, considering normal incoming mail and packages?" The following are some indicators that may help you in this evaluation:

- Grease stains or discoloration on paper
- Strange odors
- Lopsided or uneven envelope
- Protruding wires or tinfoil
- Excessive securing material, such as masking tape, string, etc.
- Excessive weight
- Wrapped in brown paper with twine
- No return addresses
- Insufficient or excessive postage

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- Return address and postmark are not from the same area
- Foreign mail
- Restrictive markings such as Confidential, Personal or Hand Deliver
- Hand-written or poorly typed addresses
- Incorrect titles
- Titles but no names
- Misspellings of common words
- Is the addressee familiar with the name and address of the sender?
- Is the addressee expecting package/letter?

**5. Opened Package**

If you have opened a package containing a threat, powder or unknown substance or have handled an unopened package with a substance spilling out of or bleeding through:

- Place it down gently at the location where you opened or touched it. Try to keep the substance from becoming airborne. Do not shake or empty the contents of the package.
- You may place the package and contents in a zip-lock style plastic bag if available.
- Do not move the package from its current location.
- Leave the room and close the windows and doors behind you. Move to an area that will minimize you exposing others.
- If possible, wash your hands with soap and water to prevent spreading any powder to your face.
- Immediately contact University Police.
- Do not allow others to enter the area.
- University Police will notify the appropriate agencies and University departments, depending on the situation.
- List the names and telephone numbers of all the people present in the room or area when this suspicious letter or package was opened. Give this list to the law enforcement officers when they arrive.
- Remain calm. Exposure does not mean that you will become sick.
- Depending on your situation, responding emergency personnel may ask you to shower and change clothes. It is important to place contaminated clothing in a sealable plastic bag for analysis and evidence.
- Testing of individual exposed to an unknown substance for an infectious agent by use of nasal swabs or blood tests is usually not appropriate until Health Department test results are available.



## **6. Unopened Package**

If the suspicious package is unopened with no leakage, spillage or bleeding:

- You may place the package and contents in a zip-lock style sealable plastic bag if one is available.
- Immediately contact University Police.
- University Police will notify the appropriate agencies and University departments, depending on the situation.
- Individuals that may have been exposed will be contacted as soon as any test results are known.
- 

## **H. Communicable Diseases**

A communicable disease is an infectious disease that is spread from person-to-person through casual contact or respiratory droplet, including, but not exclusively, the following: Tuberculosis (TB), measles (Rubella), German measles (Rubella), hepatitis, and meningitis. Additionally, the University community and the Student Health Center should pay particular attention to the many different subtypes of type A influenza viruses. Included in this category is avian influenza or bird flu which continues to spread worldwide. This type of disease can have a devastating impact on the health and welfare of students, employees, and the surrounding community.

**Communicable diseases** which can potentially threaten the health of the campus community as an epidemic include:

- measles (Rubella)
- German measles (Rubella)
- Tuberculosis (TB)
- hepatitis
- meningitis

University Health Services personnel shall be notified about all known acute and suspected cases of any of the above diseases involving any member of the University community (students, faculty, or staff).

### **1. Procedures**

After receiving this information, University Health Services will convey only the necessary information to the Campus Emergency Coordinator and/or the Chancellor.

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**EMERGENCY RESPONSE PLAN**

University Health Services will also contact the Public Health Department to obtain the latest recommendations about the management and prevention of the spread of the specific strain of communicable microbe, requesting appropriate vaccines and/or medications, as well as requesting additional professional and clerical assistance, if deemed necessary. The Public Health professionals will be asked to assist the staff with surveillance and outbreak containment measures, including the administration of appropriate vaccines and medications.

All available health professionals will monitor the index cases, look for linked cases, and provide appropriate diagnostic, prophylactic and therapeutic measures to the affected individual(s). Although the route of transmission and degree of infection varies depending on the specific infectious disease, individuals with the following relationships to the index case will be educated about the disease in question to the extent possible respecting confidentiality.

Students, faculty, and staff will be told to report any signs and symptoms of the illness to their private physician or to the professionals at the University Health Center, where they can be seen, to receive a confidential medical consultation, appropriate treatment, and/or referral to community health organizations, as medically indicated.

## **2. Media Relations**

University Health Services will work with the Office of Media Relations to provide medical information concerning the communicable disease to the media, students, staff, and family members. When appropriate, such as in cases involving meningococcal meningitis, the Director will prepare a letter to the University community and parents of students to inform them of the following: signs and symptoms, clues to early recognition, who is at risk, preventive measures including vaccination when appropriate, treatment procedures, and local sources for referral (Student Health Center, public health clinics, hospital emergency rooms, private offices, etc.).

## **3. General Infection Control Measures**

### **a. Visual Alerts**

- When warranted and as instructed by University Health Services, post visual alerts (in appropriate languages) prominently at the entrances to all locations where individuals congregate.
- Place informational literature in easily visible and accessible locations.

### **b. Respiratory hygiene/cough etiquette**

To contain respiratory secretions, all persons with signs and

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**EMERGENCY RESPONSE PLAN**

symptoms of a respiratory infection, regardless of presumed cause, should:

- Cover the nose/mouth when coughing or sneezing.
- Use tissues to contain respiratory secretions.
- Dispose of tissues in the nearest waste receptacle after use.
- Perform hand hygiene after contact with respiratory secretions and contaminated objects/materials.

**c. Masking and separation of persons with symptoms of respiratory infection**

- During periods of increased respiratory infection in the community, offer masks to persons who are coughing. (Respirator masks are not necessary.)
- Encourage coughing people, however, to sit at least 3 feet away from others in common areas.

**d. Physical safeguards**

- Ensure the availability of waste receptacles.
- Ensure the availability of soap and disposable towels for hand washing where sinks are available.

**e. General hand washing**

In addition to respiratory hygiene, always wash your hands after:

- Going to the bathroom.
- Before and after eating.
- After contact with or being near someone who is ill.
- Before and after handling and preparing food.
- After touching animals.

**IMPORTANT:** Become informed about the signs and symptoms of acute respiratory illnesses that might pose a public health threat. Visit the website of the Centers for Disease Control and Prevention at [www.cdc.gov](http://www.cdc.gov) for detailed information on many illnesses. If you are ill, stay home to avoid infecting others. See a healthcare professional for evaluation if you are concerned.

**I. PROXIMITY THREATS:**

These occur near locations and can cause damage to life and property. May require the need for evacuation. Examples include:

Railroad, interstate, and water vessel disasters

1. Obtain emergency response procedures from the local municipality.
2. Once notified, determine if a voluntary or mandatory evacuation is required.

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3. Use applicable emergency response procedures as per the local municipality.

Local chemical or nuclear plant disasters – by law, all plants must report what is produced and include all of the following emergency procedures:

1. Contact local/municipal government.
2. Once notified, determine if a voluntary or mandatory evacuation is required.
3. Vertical, upwind, or downwind evacuation is determined by the type of incident.
4. Shut down the heating, ventilation, and air conditioning (HVAC) system if sheltering in place and the situation allows.

Aircraft Disasters

1. Federal, state, and local authorities will assist once notification is received.
2. Follow the Agency emergency action plan.

**J. CIVIL DISTURBANCES:**

Civil disturbances are generally rioting and demonstrations, marches, and groups that have become riotous or threatening individuals.

1. Restrict both employee and visitor movement in your area
2. Prepare for evacuation or relocation
3. Secure your area (lock doors, safes, files, vital records, etc.)
4. Notify your local law enforcement immediately and then your Agency Head, Safety Coordinator, or Supervisor.

**K. LOCKDOWN RESPONSE:**

**Definition:**

Lockdown procedures are defined as, people in a building taking refuge in a secured location, e.g. in an office, classroom, or dorm room. Lockdown Procedures are usually initiated when it is unsafe to evacuate the building.

Certain risk factors should be identified when assessing the need to **lock down** a building. Such risk factors include, but are not limited to:

- Past occurrences on other campuses or similar facilities

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**EMERGENCY RESPONSE PLAN**

- Proximity of the campus to potential risk
- Upon advice from Law Enforcement

What to consider when developing a lockdown procedure:

- Whether the type of emergency situation can be reasonably foreseen
- If the emergency procedures being considered will be useful and practical

It should be considered that lockdown actions alone will rarely be the only action that is required in response to a violent situation such as an active shooter. In other words, Administrators, Faculty, Staff and Students must be made aware of the signs and warnings that indicate the potential for violence is present. In cases of active shooters, most attackers were victims of bullying or harassment. If this type of activity is discovered, it is important that is brought to the proper level in order to have the proper intervention occur. It is also important for the University to practice proper basic safety procedures such as, clearly defining employee areas from public areas, notifying law enforcement of suspicious activity, persons or items, locking doors when applicable and reporting all incidents of misconduct and breaches.

Lockdown procedures are often developed to reduce the number of casualties that could occur if there is an active shooting on the campus or in one of the campus's buildings. This may not always be the case; physical threats can come in other forms, such as workplace violence, domestic

violence, demonstrations, or criminal activity occurring near the campus. Having a good lockdown procedure can assist in addressing physical threats from any of these cases.

**Types of Lockdowns** There are generally three types of lockdowns

- Shelter in place
- Hold and Secure
- Full Lockdown

Shelter in place: This type of lockdown usually involves reacting to environmental threats. Normally when a threat of air contaminates have been received, shelter in place will

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**EMERGENCY RESPONSE PLAN**

be given, this will keep individuals from putting themselves in harm's way by being in the environment

**Hold and Secure:** This is a partial lockdown due to a physical or environmental threat on or near the campus but not in a particular building. This type of lockdown is intended to:

- Protect Individuals from leaving the building and entering a potentially dangerous area
- Prevent the threat from entering a building

**Full Lockdown:** This type of lockdown is done to protect individuals from a known physical threat or attack. A known physical threat is identified on the campus or in a building and measures need to be initiated to:

- Prevent the threat from accessing areas / Individuals being threatened
- To protect individuals and areas where the threat can be carried out
- To protect individuals from remaining in areas where the threat can be carried out

These guidelines are not intended to be all-inclusive or to be used **in all areas** of the campus as written, as it is recognized that each building **is unique and may** require deviation from the plan in order to prevent **injury**.

One of the most important actions that must take place during the activation of a lockdown procedure is to notify the **CAMPUS POLICE at 504-286-3355, then dial 911**. This call, as well as relaying any information regarding ongoing activities is the first action in the lockdown process.

- Shelter in place: In the case of an environmental threat, via someone in authority, the alert will be given. The following procedures are recommended:
  - All individuals should be advised to move upwards in the building to an interior room on a higher floor since chemicals are heavier than air
  - All windows and doors should be closed
  - Building Staff:
    - Should lock all doors

**EMERGENCY RESPONSE PLAN**

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- Turn off heating, air conditioning and ventilation systems
  - Check all openings to ensure that none have been left open
  - Law Enforcement should monitor the situation and relay any new information. All individuals should remain sheltered in place until the all clear is given
- Hold and Secure: In the case of a partial lockdown due to a physical or environmental threat on the campus or near the campus:
  - A person in authority or through word of mouth, the alert will be given to Hold and Secure
  - The communication should alert people in buildings not to leave the building, to limit their movements and to stand by for updates
  - Staff members should be designated to close and secure all entrance doors
  - All blinds should be closed
  - Turn off lights
  - Keep all persons away from window
  
  - All individuals should be preparing to move to full lockdown if the situation requires
- Full Lockdown: In the case of danger due to a physical threat in building or on the campus
  - A person in authority or through word of mouth, the alert will be given for a full lockdown
  - Should the threat occur in a building, individuals outside should not attempt to enter the building, instead they should run from the building and seek safety in another facility
  - Should the threat occur outside on the campus grounds, individuals should leave the area of the threat immediately, seek safety in another facility and follow procedures for a full lockdown when they are safely inside

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**EMERGENCY RESPONSE PLAN**

- Should the threat occur in a building and you are present, quickly check the hall to see if any other non-threatening persons are seeking safety
- All individuals should move from chairs and take a position on the floor in the fetal position
- Individuals should not congregate in corners of the room
- Individuals should make as little noise as possible
- Individuals should silence all electronic devices, e. g. cell phones, iPads and blackberry's
- Close all windows and blinds
- Turn off lights
- Keep all individuals away from windows and doors with glass
- Stay in place, following the lockdown procedure until a person of authority asks you to move
- When you are asked to move, follow all directions given. The situation will be tense and you will have to be cleared before you are released.

**Key Factors** The following considerations should be considered during the development of lockdown procedures

- Lockdown procedures should be developed in response to known risks or risks that can be predicted based on information learned or past history
- Lockdown procedures should be site specific
- Lockdown procedures must consider the type of access control in its facilities, if certain steps have to be taken in order to lock a door, staff must be informed
- Lockdown procedure must never interfere with a person's ability to escape quickly should the situation warrant it
- Lockdown procedures must be developed, disseminated and practiced in order to be effective
- Lockdown procedures must be shared with individuals of authority



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**EMERGENCY RESPONSE PLAN**

- A good lockdown plan should identify all individuals who are responsible for its development, dissemination and practice schedule
- Lockdown procedures must be flexible, as new threats are identified, the procedures must be adjusted.

**SECTION XV: POST-DISASTER / RECOVERY OPERATIONS**

Following a disaster, the Chancellor, based on recommendations from the Command Team and Emergency Operations Team, will decide when employees will report to work. This information will be conveyed to deans and

department heads, who in turn will ensure the information is passed on to faculty and staff reporting to them.

Deans and department heads are responsible for verifying the status of each employee in their unit after a disaster in the New Orleans area. For this purpose, each unit will maintain a current list of all employee addresses and phone numbers. Each employee should be instructed to call their supervisor or other designated contact after a disaster.

Deans and department heads are responsible for assessing the extent of damage, if any, to the work spaces of their unit. A Damage Assessment form should be completed and submitted to the Building Emergency Coordinator as soon as practical after the disaster to pre-identify damages in their area of responsibility. The purpose of this form is to provide Facilities Operations with a starting point for repairs.

The following represents the basic information needed to establish a claim for damaged or destroyed equipment:

- Separate damaged equipment from undamaged equipment.
- If water damage to electrical equipment is suspected, do not attempt to start. Tag this equipment indicating possible water damage and contact Risk Management to set up an inspection of all water-damaged equipment.
- Secure all equipment against further damage or theft.
- Call Risk Management to set up an inspection of all damaged equipment, giving the name and phone number of the contact person and the location where the damaged equipment may be seen.
- Make no attempt to replace equipment until approval has been given by the University's insurance carrier and Risk Management.

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**EMERGENCY RESPONSE PLAN**

- Failure to provide information in a timely manner could result in claims being denied.

For further information and claim forms, contact Risk Management.

**SECTION XVI: DOCUMENT PREPARATION FOR FEMA CLAIMS**

These procedures will serve as a documentation guideline for University departments in order for the University to receive financial reimbursement from the Federal Emergency Management Agency (FEMA).

**1. Primary Responsibility**

The Office of Finance and Administration is responsible for the actual completion of FEMA claim forms, the coordinating of data collection from all departments, and is the primary auditor of all documentation received. It is the University's intention that all claims made to FEMA will be eligible and fully documented.

**2. General Record Keeping**

The importance of proper and accurate documentation cannot be overemphasized. It is extremely important that proper record-keeping is initiated when hurricane preparation begins. This allows for information to be collected as it occurs and also allows for rapid reimbursement after the storm. After the work is done, it is virtually impossible to accurately and properly complete the necessary documentation. The University could lose considerable FEMA funding if claims cannot be fully justified.

**3. Background**

When a hurricane (or other disaster) hits, a community may be eligible for federal assistance. The sequences of events, leading up to the awarding of funds, are as follows:

- a. Local declaration of an emergency and request for State Assistance.
- b. Initial Damage Assessment.
- c. State emergency declaration.
- d. Preliminary joint State / Federal damage assessment.
- e. Request for Presidential declaration.

- f. Declaration approved or denied.
- g. Approved declaration requires FEMA / State agreement.
- h. Federal disaster funds made available.
- i. Disaster recovery centers established.
- j. Applicant briefings for public assistance held.
- k. Applicant briefings for hazard mitigation held.
- l. Applicant files a NOI (Notice of Interest).
- m. Once the NOI is approved, the process of inspections and Damage Survey Report (DSR) writing begins. DSRs are completed by federal/state inspection teams and become the scope of work for an eligible project. After being reviewed, the funds are allocated, suspended, or denied.

#### **4. Public Assistance Categories**

Public assistance is available for the following categories:

- a. Debris Clearance
- b. Emergency Protective Measures
- c. Road Systems
- d. Water Control Facilities
- e. Buildings and Equipment
- f. Public Utility Systems
- g. Other

#### **5. Announcement to Departments**

If a disaster is declared, the Office of Finance and Administration will notify all those departments directly involved in the disaster recovery effort: Medical Facilities, Facilities Operations, University Police, Technology and Network Services, etc. These departments will then be instructed at that time what types of costs have been declared eligible and what the schedule will be for the collection of the documentation. The Office of Finance and Administration will then compile the information for the claim, submit the claim to FEMA, and distribute the reimbursement when received. This process will take several months depending upon the size of the disaster.

**APPENDIX XVII**

**INCIDENT COMMAND STRUCTURE BY POSITION**

**CHIEF COMMAND OFFICER:**

CHANCELLOR

**DESIGNEES**

VC ACADEMIC AFFAIRS  
VC BUSINESS AND FINANCE  
VC STUDENT AFFAIRS  
CHIEF OF POLICE  
VC ADVANCEMENT

***Note:** The SUNO Administrators listed above, based on their experience and institutional knowledge, will have the flexibility of serving as CCO or the IC based on the availability of the Chancellor and the expertise required to successfully conclude the critical incident that initiated the Incident Command System.*

**INCIDENT COMMANDER:**

**EMERGENCY RESPONSE TEAM:**

**CHIEF OF POLICE**

**DEPUTY ADMINISTRATOR**

**DIRECTOR OF HOUSING**

**INFORMATION TECHNOLOGY**

**NOTE:** *Review page 15 and 20 of SUNO Emergency Response Plan for Duties and Responsibilities*

**EMERGENCY RESPONSE TEAM**

**PHYSICAL PLANT**

Director of Facilities

**HUMAN RESOURCES**

Director of Human Resources

***EMERGENCY RESPONSE PLAN***

**MEDIA RELATIONS**

VC of Advancement (or designee)

**PURCHASING**

Director of Purchasing

**SAFETY DIRECTOR**

Chief of Police (or designee)

**FOOD SERVICES**

Director of Food Service

**BUILDING COORDINATORS**

College Deans

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## APPENDICES

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- A. Emergency Response Plan Acronyms**
- B. Command Team**
- C. Emergency Operations Center Resources**
- D. Evacuation Assembly Areas**
- E. Action Steps for Tropical Storm and Hurricanes**
- F. Damage Assessment Forms**
- G. Bomb Threat Checklist / Telephone Procedures**
- H. Categories of Terrorist Incidents**
- I. After Action Response Review**

**APPENDIX A**  
**Emergency Response Plan Acronyms**

<b>Incident Command System</b>	<b>ICS</b>
<b>Emergency Operations Center</b>	<b>EOC</b>
<b>Chief Command Officer</b>	<b>CCO</b>
<b>Emergency Operations Team</b>	<b>EOT</b>
<b>Emergency Control Committee</b>	<b>ECC</b>
<b>Emergency Response Team</b>	<b>ERT</b>
<b>Community Emergency Response Team</b>	<b>CERT</b>
<b>Special Response Team</b>	<b>SRT</b>
<b>Damage Survey Report</b>	<b>DSR</b>
<b>New Orleans Fire Department</b>	<b>NOFD</b>
<b>New Orleans Police Department</b>	<b>NOPD</b>
<b>Federal Emergency Management Agency</b>	<b>FEMA</b>
<b>heating, ventilation, and air conditioning</b>	<b>HVAC</b>

**APPENDIX B****COMMAND TEAM**

<b>NAME</b>	<b>TITLE</b>	<b>OFFICE PHONE</b>
James Ammons, Ph.D.	Chancellor	5119
Camacia Smith-Ross, Ed.D.	Chief of Staff	5311
Eurmon Hervey, Ed.D.	Interim Vice Chancellor for Academic Affairs	5327
Zackeus Johnson, Ph.D.	Vice Chancellor for Student Affairs & Enrollment Management	5040
Kim Rugon, Ph.D.	Vice Chancellor for Institutional Advancement	5342
Brenda Jackson, Ph.D.	Vice Chancellor for Research & Strategic Initiatives	5274
Arlean Wehle	Vice Chancellor for Administration and Finance	5474
Willie Jones, III, Ed.D.	Associate Vice Chancellor Graduate Studies	5484
Bruce Adams	Chief of Police	5432
Marvin Williams	Interim Director for Facilities Management	
Niara Woods	Director of Marketing and Communications	3599
Carl Johnson, Ph.D.	Interim Dean, College of Art and Humanities	5461
Rebecca Chaisson, Ph.D.	Dean of the School of Social Work	5050
Igwe Udeh, Ph.D.	Dean of College of Business and Public Administration	5330
Tonya Rose, Ed.D.	Dean of Education and Human Development	5520
Sheryl Crosby, RN	Health Services	5374
Peter Bonee	Director of Information Technology	5038
Meredith Reed	Registrar	5176
Jamal Williams	Director of Student Activities	5015
T. Bernette Taylor	Director of Human Resources	5373
Ms. Jada Boudin	Director of Admissions	5205
Jason Callico	Director of Financial Aid	5435
Mickey Cornin	Director of Food Services	5317



## **APPENDIX C**

### **Emergency Operations Center Resources**

The Emergency Operations Center will contain the following:

- An Emergency Response Plan
- 1 Telephone (team members will bring their own cell phones)
- 1 computer and connected smartboard (team members will bring their laptops)
- Large campus map
- Building plans
- 3 mobile radio units
- List of evacuation assembly locations
- List of media contacts
- Emergency food and water rations, if required.
- First aid kits
- Access to male and female restrooms

**APPENDIX D****EVACUATION ASSEMBLY AREAS**

<b>DESIGNATED ASSEMBLY AREAS</b>	
<b>BUILDING</b>	<b>LOCATION</b>
Natural Science Building	Natural Science Bldg. Parking Lot
Bashful Administration Building	Across the street adjacent to the golf course
Library	Across the street adjacent to the golf course
Gymnasium	Across the street adjacent to the golf course
Arts and Humanities Building	Across the street adjacent to the golf course
Business Building	Soccer field behind the building
Education Building	Soccer field behind the building
Social Work Building	Soccer field behind the building
ITC Building	Soccer field behind the building
Physical Plant	Across the street adjacent to the golf course
Cafeteria	Across the street adjacent to the golf course
University Center	Across the street adjacent to the golf course
Housing Office	Soccer field in front of the buildings
Housing Buildings	Soccer field in front of the buildings

**APPENDIX E**

**ACTION STEPS FOR TROPICAL STORMS AND HURRICANES**

<b>ACTION STEPS – TROPICAL STORM</b>	
<b>Alert (Storm Strike 72 – 36 hours away)</b>	
1.	Command Team meets as needed and monitors the situation (meetings may be conducted by telephone and/or zoom).
<b>Watch (Storm Strike 36 – 24 hours away)</b>	
1.	The Command Team and/or Emergency Operations Team meets as needed and monitors the situation (meetings may be conducted by telephone and/or zoom).
2.	University Information Hotline and the EOC may be activated.
3.	Campus Police secures the campus.
<b>Warning (Storm Strike 24 – 0 hours away)</b>	
1.	Command Team and/or Emergency Operations Team meets as needed and monitors the situation continually.
2.	Individual departments are informed of the situation by meeting, e-mail, voice and the Regroup Platform.
3.	Regroup is activated by the Office of Communications.
4.	EOC is activated.
5.	Campus Police continues to secure the campus.
6.	If travel or campus conditions become (or are about to become) dangerous: <ol style="list-style-type: none"> <li>a. classes are cancelled.</li> <li>b. non-essential personnel may be released.</li> </ol>

**EMERGENCY RESPONSE PLAN**

<b>ACTION STEPS – CATEGORY #1 and 2 HURRICANES</b>	
<b>Alert (Hurricane Strike 72 – 36 hours away)</b>	
1.	Command Team meets as needed and monitors the situation (meetings may be conducted by telephone and/or zoom).
2.	University Information Hotline is activated.
3.	Web announcement is activated.
4.	Campus Police secures the campus.
<b>Watch (Hurricane Strike 36 – 24 hours away)</b>	
1.	The Command Team and/or Emergency Operations Team meets as needed and monitors the situation continually.
2.	Individual departments kept informed of the situation by meeting, e-mail, voice, and the Regroup Platform. <ul style="list-style-type: none"> <li>a. Individual departments are instructed to execute pre-disaster preparations.</li> <li>b. Individual Units may be instructed to secure building and office contents.</li> </ul>
3.	Campus Police continues to secure the campus.
<b>Warning (Hurricane Strike 24 – 0 hours away) *</b>	
1.	Command Team and/or Emergency Operations Team meets as needed and monitors the situation continually (meetings may be conducted by telephone or zoom).
2.	The EOC is activated.
3.	University Information Hotline is manned.
4.	Classes are cancelled.
5.	Individual Units kept informed of the situation by meeting, e-mail, or zoom <ul style="list-style-type: none"> <li>a. Individual Units are instructed to execute pre-disaster preparations.</li> <li>b. Individual Units may be instructed to secure building &amp; office contents.</li> </ul>
6.	Campus Police continues to secure the campus.

**EMERGENCY RESPONSE PLAN**

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7.	Once work areas are secured, all non-essential personnel are released.
<b>*These steps should commence at the beginning of the Warning Period.</b>	

**EMERGENCY RESPONSE PLAN**

<b>ACTION STEPS – CATEGORY #3, 4, and 5 HURRICANES</b>	
<b>Alert (Hurricane Strike 72 – 36 hours away)</b>	
1.	Command Team meets as needed and monitors the situation (meetings may be conducted by telephone).
2.	University Information Hotline is activated.
3.	Web announcement is activated.
4.	Campus Police secures the campus.
5.	Watch Period Action Steps should commence during the Alert Period, no later than the 48-hour mark.
<b>Watch (Hurricane Strike 36 – 24 hours away)</b>	
1.	Command Team and/or Emergency Operations Team meets as needed and monitors the situation continually.
2.	The EOC is activated.
3.	University Information Hotline is manned.
4.	Individual departments kept informed of the situation by meeting, e-mail, zoom, and Regroup Platform. <ul style="list-style-type: none"> <li>a. Individual departments are instructed to execute pre-disaster preparations.</li> <li>b. Individual Units may be instructed to secure building and office contents.</li> <li>c. Students are instructed to prepare their rooms.</li> </ul>
5.	Campus Police continues to secure the campus.
6.	Warning Period Action Steps should commence during the Watch Period.
<b>Warning (Hurricane Strike 24 – 0 hours away) *</b>	
1.	Command Team and/or Emergency Operations Team meets as needed and monitors the situation continually (meetings may be conducted by telephone and/or zoom).
2.	Classes are cancelled.
3.	Individual Units kept informed of the situation by meeting, e-mail, zoom and Regroup platform. <ul style="list-style-type: none"> <li>a. Individual Units are instructed to execute pre-disaster preparations.</li> <li>b. Individual Units may be instructed to secure building &amp; office contents.</li> </ul>
6.	Campus Police continues to secure the campus.

**EMERGENCY RESPONSE PLAN**

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7.	Once work areas are secured, all non-essential personnel are released.
*These steps should be completed <b>by the beginning of the Warning Period.</b>	

**APPENDIX F**

**DAMAGE ASSESSMENT FORMS**

<b>ROOM ASSESSMENT FORM</b>		
Storm/Event:	Assessment Date:	Room Number:
Building Name:	Building Number:	Mark if update to previous form:
Name of Assessor:	Control Number:	
<b>CAUSE OF DAMAGE: (Check One)</b>		
IMPACT (Wind or Debris)	WIND (hit by tree or limb)	
Water Damage (Rain or Leak)	Power Surge or Lightning	
Water Damage (Flooding)	Other (describe)	
<b>DAMAGE DETAIL:</b>		
Contents/Items	Description of Damages	
Carpet/Flooring		
Walls		
Ceiling Tile		
Windows		
Furniture		
Built-in Furniture		
Lighting		
HVAC		
(Additional Items)		
<b>Emergency Repairs or Preventive Actions (leave blank if no actions taken)</b>		
Action Taken:		
Name of Person:	Date of Repair:	Labor Time (hrs.):



**EMERGENCY RESPONSE PLAN**

<b>Photograph: (Please attach)</b>	
Take digital photograph(s) of damages. Include building name and room number on a piece of paper or dry erase board that is visible in photograph.	
Name of Person Submitting:	Date:
Contact Information:	

<b>BUILDING ASSESSMENT FORM</b>		
Storm/Event:	Assessment Date:	Room Number:
Building Name:	Building Number:	Mark if update to previous form:
Name of Assessor:	Control Number:	
<b>CAUSE OF DAMAGE: (Check One)</b>		
IMPACT (Wind or Debris)	WIND (hit by tree or limb)	
Water Damage (Rain or Leak)	Power Surge or Lightning	
Water Damage (Flooding)	Other (describe)	
<b>DAMAGE DETAIL:</b>		
Contents/Items	Description of Damages	
Roof		
Gutters		
Entry		
Stairs		
Landscaping		
Walls		
Power		
Elevators		
Windows		
(Additional Items)		
<b>Emergency Repairs or Preventive Actions (leave blank if no actions taken)</b>		
Action Taken:		

**EMERGENCY RESPONSE PLAN**

Name of Person:	Date of Repair:	Labor Time (hrs.):
<b>Photograph: (Please attach)</b> Take digital photograph(s) of damages. Include building name and room number on a piece of paper or dry erase board that is visible in photograph.		
Name of Person Submitting:	Date:	
Contact Information:		

**APPENDIX G**

**BOMB THREAT  
TELEPHONE PROCEDURES**

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Upon receipt of a bomb threat remember to:

1. **Remain Calm**
2. **Listen – do not interrupt the caller**
3. **Gather as much information as possible**
4. **Notify supervision by prearranged signal when caller is on the line to contact the police.**
5. **Inform the caller that detonation could cause injury or death**

NAME OF PERSON RECEIVING THE CALL: \_\_\_\_\_

DEPARTMENT: \_\_\_\_\_ TIME: \_\_\_\_\_

PHONE: \_\_\_\_\_ DATE: \_\_\_\_\_

CALLER'S IDENTITY:

SEX: Male \_\_\_\_\_ Female \_\_\_\_\_ Juvenile \_\_\_\_\_ Approximate Age \_\_\_\_\_

ORIGIN OF CALL:

Local \_\_\_\_\_ Long Distance \_\_\_\_\_ Booth \_\_\_\_\_ Internal (From within campus?)

\_\_\_\_\_ Internal note the extension \_\_\_\_\_

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**BOMB FACTS**

***PRETEND DIFFICULTY WITH HEARING – KEEP CALLER TALKING IF CALLER SEEMS AGREEABLE TO FURTHER CONVERSATION, ASK QUESTIONS LIKE:***

When is the bomb going to explode? \_\_\_\_\_

Time Remaining? \_\_\_\_\_

What does it look like? \_\_\_\_\_

Where is it located? \_\_\_\_\_

Did you place the bomb? \_\_\_\_\_

**EMERGENCY RESPONSE PLAN**

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What kind of bomb? \_\_\_\_\_

Where are you now? \_\_\_\_\_

What will cause it to explode? \_\_\_\_\_

How do you know so much about the bomb? \_\_\_\_\_

What is your name and address? \_\_\_\_\_

If the voice is familiar, who did it sound like? \_\_\_\_\_

Sex of Caller: \_\_\_\_\_

Race: \_\_\_\_\_

Age: \_\_\_\_\_

Length of the Call: \_\_\_\_\_

Number at which call was received: \_\_\_\_\_

**If building is occupied, inform caller that detonation could cause injury or death.**

**BOMB THREAT  
ACTION TO TAKE IMMEDIATELY AFTER CALL**

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Did Caller appear familiar with campus or building by his description of the bomb location? Explain

\_\_\_\_\_

\_\_\_\_\_

Notify supervision as instructed. Talk to no one other than instructed by supervision.

Write out the message in its entirety and any other comments on a separate sheet of paper and attach it to this checklist.

**EMERGENCY RESPONSE PLAN**

**PLEASE DO NOT HANG UP THE PHONE WHEN THE CALL ENDS. THE POLICE MAY BE ABLE TO REVERSE TRACE THE CALL!!!**

VOICE CHARACTERISTICS

- Loud
- High Pitch
- Raspy
- Intoxicated
- Soft
- Deep
- Pleasant
- Incoherent
- Irrational
- Other

LANGUAGE

- Excellent
- Fair
- Foul
- Good
- Poor
- Other

BACKGROUND NOISES

- Factory Machines
- Bedlam
- Music
- Office Machines
- Mixed
- Street Traffic
- Trains
- Static
- Motor
- House noises
- Animals
- Quiet
- Voices
- Airplanes
- Party Atmosphere
- PA System

SPEECH

- Fast
- Distinct
- Stutter
- Slurred
- Slow
- Distorted
- Nasal
- Lisp
- Other
- Clearing throat
- Distinct Accent
- Familiar
- Ragged
- Cracked voice
- Normal

MANNER

- Calm
- Rational
- Coherent
- Deliberate
- Righteous
- Angry
- Irrational
- Incoherent
- Emotional
- Excited
- Rapid
- Disguised
- Laughing
- Deep breathing

## **APPENDIX H**

### **CATEGORIES OF TERRORISTS INCIDENTS**

There are five categories of terrorist incidents: biological, nuclear, incendiary, chemical, and explosive.

1. Biological agents pose serious threats considering their accessible nature and the potential for their rapid spread. These agents can be disseminated in the following ways: aerosols, oral (contaminating food or water), dermal (direct skin contact), or injection. Inhalation or ingestion is the most likely.

The Centers for Disease Control list approximately 20 biological agents (bacterial agents, viral agents and biological toxins) which are considered as possibilities for terrorist use. The following is a list of those considered most likely to be used.

- **Anthrax** (*Bacillus anthracis*) infection is a disease acquired following contact with infected animals or contaminated animal products or following the intentional release of anthrax spores as a biological weapon. Exposure to an aerosol of anthrax spores could cause symptoms as soon as 2 days or as late as 6-8 weeks after exposure. Further, the early presentation of anthrax disease would resemble a fever or cough and would therefore be exceedingly difficult to diagnose without a high degree of suspicion. Once symptoms begin, death follows 1-3 days later for most people. If appropriate antibiotics are not started before development of symptoms, the mortality rate is estimated to be 90%.
- **Botulinum toxin** (produced by *Clostridia botulinum*) is the single most poisonous substance known and poses a major bio-weapons threat because of its extreme potency and lethality; its ease of production, transport and misuse; and the potential need for prolonged intensive care in affected persons. Natural cases of botulism typically result from food contamination (food not or incompletely heated) with absorption of the toxin from the gut or a wound. The incubation period for food-borne botulism can be from 2 hours to 8 days after ingestion. Patients with botulism typically present with difficulty speaking, seeing and/or swallowing and may initially present with gastrointestinal distress, nausea, and vomiting preceding neurological symptoms.
- **Plague** (*Yersinia pestis*) is an infectious disease of animals and humans found in rodents and their fleas. Pneumonic plague occurs with infection

of the lungs. The incubation period is 1 to 6 days and the first signs of illness are fever, headache, weakness, and cough productive of bloody or watery sputum. The pneumonia progresses over 2 to 4 days and may cause septic shock and, without early treatment, death. Person-to-person transmission of pneumonic plague occurs through respiratory droplets, which can only infect those who have face-to-face contact with the ill patient. Early treatment of pneumonic plague with antibiotics is essential.

- **Smallpox** (variola major) has an incubation period of 7 to 17 days following exposure. Initial symptoms include high fever, fatigue, and head and back aches. A characteristic rash, most prominent on the face, arms, and legs, follows in 2-3 days. Smallpox is spread from one person to another by infected saliva droplets that expose a susceptible person having face-to-face contact with the ill person.
- **Tularemia** (Francisella tularensis) is one of the most infectious pathogenic bacteria known, requiring inoculation or inhalation of as few as 10 organisms to cause disease. It is a zoonosis, with natural reservoirs in small mammals such as voles, mice, water rats, squirrels, rabbits and hares. Naturally acquired human infection occurs through a variety of mechanisms such as: bites of infected arthropods; handling infectious animal tissues or fluids; direct contact or ingestion of contaminated water, food, or soil; and inhalation of infective aerosols. Human to human transmission has not been documented. Aerosol dissemination by a terrorist would be expected to result in the abrupt onset of acute, non-specific febrile illness beginning 3 to 5 days later (incubation range, 1-14 days). Treatment is with antibiotics.

2. Nuclear incidents are expected to take one of two forms: threatened or actual detonation of a nuclear bomb or threatened or actual detonation of a conventional explosive incorporating nuclear materials. It is unlikely that a terrorist could acquire or build a functional nuclear weapon. Dispersal of nuclear materials with a conventional explosive would contaminate the bombsite and raise environmental decontamination and long-term health issues.

Nuclear indicators, short of actual detonation or obvious involvement of radiological materials, include observation for a Department of Transportation placard or decal, and radiation detection devices.

3. Incendiary incidents could be any mechanical, electrical, or chemical device used to cause a fire. Indicators of incendiary devices include multiple

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**EMERGENCY RESPONSE PLAN**

fires, remains of incendiary device components, odors of accelerants (e.g., gasoline), and unusually heavy burning or fire volume.

4. Chemical agents fall into five classes: nerve (disrupt nerve impulse transmission), blister (severe burns to eyes, skin, respiratory tract), blood (interfere with oxygen transport), choking, and irritating (designed to incapacitate).

- Nerve agents are similar to organophosphate pesticides, but with higher toxicity. Early symptoms include uncontrolled salivation, lacrimation, urination, and defecation. These agents may resemble water or light oil and possess no odor, and are best dispersed as an aerosol. Many dead animals at the scene may indicate a nerve agent.
- Blister agents are also referred to as mustard agents due to their characteristic smell. They can be absorbed through the skin, and clinical symptoms may not appear for hours or days. These agents are heavy, oily liquids, dispersed by aerosol or vaporization.
- Blood agents interfere with oxygen transport by the blood, resulting in asphyxiation. Clinical symptoms include respiratory distress, vomiting and diarrhea, and vertigo and headaches. These agents are gasses, although precursor chemicals are typically cyanide salts and acids. All have the aroma of bitter almonds or peach blossoms.
- Choking agents stress the respiratory tract by causing edema (fluid in the lungs) which can result in asphyxiation. Clinical symptoms include severe eye irritation and respiratory distress. Most people recognize the odor of chlorine; phosgene has the odor of newly cut hay. Both are gases and must be stored and transported in cylinders.
- Irritating agents, also known as riot control agents or tear gas are designed to incapacitate. Generally, they are nonlethal; however, they can result in asphyxiation. Clinical symptoms include eye and throat irritation, respiratory distress, and nausea and vomiting.

5. Explosive agents, i.e., bombs, can be:

- 1) readily made from commonly available materials (e.g., ammonium nitrate fertilizer and diesel fuel),
- 2) obtained from commercial sources (e.g., blasting agents and explosives), or
- 3) obtained from the military. These devices account for 70 percent of terrorist attacks.



**APPENDIX I**

**AFTER ACTION RESPONSE REPORT**

**EVENT:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

**What did we do well during the emergency?**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**What do we need to address to improve emergency operations?**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Were there supplies needed that were not available during the emergency?**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Any additional feedback:**