

EMERGENCY MANAGEMENT WEATHER PLAN

DILLARD UNIVERSITY

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Crisis and Emergency Management Plan (CEMP)

Purpose

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

Scope

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

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

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

Authority

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

Overarching Mission

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

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

Crisis and Emergency Management Planning

In the process of planning the University will:

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

The emergency management plan addresses two types of crises – smoldering and sudden; both of which may go through stages immediate and long-term. The University will strive to anticipate crises which may impact campus.

Command Posts

On Campus: The on-campus command post is the President's Conference Room in Rosenwald Hall. If not operational, the command post shall be in the Student Union Multipurpose Room. The command post will be staffed by the EMT and EMT Coordinator and will serve as the contact point for teams, resources, and radio communications with the EMT. Coordination of resources for medical care and shelter will be handled at this site.

- In New Orleans (weather event restricted to campus): The Hilton New Orleans Riverside Hotel shall serve as the local command post if the campus is shut down. If the Hilton is not operational, the J.W. Marriott will serve as backup.
- Outside of New Orleans (evacuation location): The western evacuation site will be Centenary College in Shreveport, LA; the easter evacuation site will be Alabama State University in Montgomery, AL.
- EMT Members and Cabinet will be required to execute their evacuation plans and be prepared to meet virtually via Google Meet within 24 hours after the storm.

Planning Assumptions

This plan will be updated by May 15th of each academic year and presented to the President and Executive Cabinet for review. The plan will be housed in the Office of the Vice President for Students Success who will coordinate the update each year. The plan will be posted on the university website and on the myDU platform.

Acronyms & Definitions

AEPP	Academic Emergency Preparedness Plan
BSM	Building System Monitors
CEMP	Crisis and Emergency Management Plan
DAT	Division Action/Activation Team
DOC	Division Operation Centers
EAA	Emergency Assembly Area
EAWS	Emergency Alert and Warning System
EMS	Emergency Medical Services
EOP	Emergency Operation Plan
EMT	Emergency Management Team
TAMS	Threat Assessment Management System

Emergency Management Team

The Emergency Management Team (EMT) is charged by the president with the planning, response, and facilitation of campus emergencies. The team consists of two groups: the EMT Core members and the EMT Auxiliary members. The members of the Emergency Management Team are as follows:

Incident Commander – Chief of Police
Sets the incident objectives, strategies, and priorities and has overall responsibility for the incident.

Operations Section Chief – DUPD
Conducts operations to reach the incident objectives. Establishes the tactics and directs all operational resources.

Planning Section Chief – General Counsel/Risk Manager
Supports the incident action planning progress by tracking resources, collecting/analyzing information, and maintaining documentation.

Logistics Section Chief – Vice President of Student Success
Provides resources and needed services to support the achievement of the incident objectives.

Finance & Administration Section Chief – Vice President of Business and Finance / CFO
Monitors costs related to the incident. Provides accounting, procurement, time recording, and cost analyses.

Core Members:

- Vice President of Student Success (Coordinator)
- Chief of Police (Commander)
- Chief Medical Officer
- Director of Communication and Marketing
- Director of Human Resources
- Director of Information Technology
- Director of Residential Life
- General Counsel / Risk Manager
- Provost and Senior Vice President of Academic Affairs
- Vice President of Business and Finance / Chief Financial Officer
- Vice President of Facilities and Real Estate Planning

Auxiliary Members:

- Assistant Dean for Campus Life
- Assistant Dean for Student Advocacy and Support
- Auxiliary Services Manager
- Dean of Faculty and Student Academic Services
- Director of Disability Services
- Director of Distance Education for Authentic Learning
- Director of Will Alexander Library
- General Manager Sodexo Dining Services
- Student Government Association EMT Representative
- University Counselor

Roles and Responsibilities

The **University President** is ultimately responsible for:

- Declaring state of emergency
- Authorizing cancellation of classes and/or operations
- Ordering evacuation of nonessential faculty and staff
- Authorizing resumption of classes and/or operations

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

- If a threat to the University community exists, EMT Core members are notified and immediately gather in the President's Conference Room (Rosenwald Hall - 2nd Floor) to assess the situation and receive further instructions. If the Rosenwald facility is not accessible, the Student Union Multipurpose Room (Room 201) will be used.
- If a state of emergency is declared, the Emergency Management Team (EMT) will begin implementing the Dillard University Crisis and Emergency Management Plan.

EMT Core Member Responsibilities

Chief of Police / Campus Police Department (Incident Commander)

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

Vice President Business & Finance (Administration and Finance Chief)

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

Director of Communications and Marketing

- Services as Public Information Officer
- Provides frequent updates to the President, Chief of Staff, Vice President for Institutional Advancement, and Emergency Response Team
- Creates and distributes media releases regarding emergency or crisis, including appropriate details and procedures
- Communicates status of emergency or crisis to internal community via voicemail and email

- Serves as spokesperson for university with the media

Provost and Senior Vice President of Academic Affairs

- Serves as Academic Liaison
- Disseminates and reviews the CEMP with faculty and staff in Academic Affairs
- Initiates preparation activities with academic departments
- Oversees clearing of academic offices in coordination with facilities and DUPD
- Prepares summary of impact reports from academic staff
- Upon declaration of an emergency, notifies faculty members of EMT decisions (e.g., to evacuate a building, to leave the university for home or a shelter, to stay away from the campus, etc.)
- As time permits, moves, or otherwise safeguards vital records
- Coordinate with IT for records to be stored in the cloud and back up happens regularly. In an emergency what is the cloud update.
- Asks the appointed Building Safety Monitors to check that no one has remained or been left in a building, that everyone has heard the announcement of the emergency and knows what to do, and that the doors to classrooms, offices, laboratories, and studios are locked.
- After the emergency has passed, contacts faculty with instructions (e.g., where and when classes will resume, when a building may be re-entered, etc.)

Vice President for Student Success (Planning Section Chief)

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

General Counsel/Risk Manager

- Coordinate tabletop exercises.
- Ensure all contracts for evacuation locations are current and cover issues related to IT, Meals, safety, and that all communications with students and partners set appropriate expectations.

- Collaborates with Auxiliary Service to ensure contracts with evacuation host housing site, transportation provider and food service provide are all executed and in place prior to departure as ordered by the President and/or Vice President for Student Success
- After the emergency has passed, assess campus properties for damages/loss claims and reports to campus insurance broker and prepares campus wide summary of impact reports
- Works in conjunction with the University Insurance Broker, Chief of Police, and the Director of Facilities
- After the emergency has passed, assess building, and ensure readiness for operations alongside Director of Facilities Management to advise when a building may be re-entered
- Provides frequent updates to the President, Vice Presidents for Business & Finance & Student Success, and the Emergency Response Team

Director of Residential Life

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

Vice President Facilities Management and Real Estate Planning

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

Director of Human Resources

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

Director of Information Technology (IT)

- Focus on continuity of services by providing pre-event design of all IT related components, to include establishment of local and off-campus support operations centers.
- Activates Technology Disaster Management Team to invoke orderly computer emergency security and recovery procedures
- Activates the computing recovery organization teams and assists end-users in invoking their alternate computer assisted procedures. (End-users invoke alternate manual procedures within their departmental resources.)
- Implements alternate computer resources for processing critical applications if outage is extended
- Provides telecommunication equipment and resources as required for first responders
- Provides pre-determined telecommunications equipment and resources as required for in-place and evacuate-based requirements
- Arranges for telecommunications equipment, services, and resources at evacuation site(s)
- Activates emergency 800 number
- Secures and backs up files and records as appropriate
- Confirms operational viability of Cloud Based services to include website(s)
- Conduct shut down procedures on all relative equipment
- Provide post-event reactivation, testing, and procedural guidance as required
- Coordinate academic support services with D.E.A.L. Director

Auxiliary Member Activation

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

Auxiliary Member Responsibilities

General Manager, Sodexo Dining Services

- Coordinates preparation with Planning Section Chief and distribution of food for all students, staff, faculty, and workers
- Communicates with EMT regarding remote feeding locations
- Arranges for emergency food, beverage, supplies and storage

Director of Will Alexander Library

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

Student Government Association EMT Representative

- Provides support to Office of Marketing and Communications to support preventative / proactive summer and early fall communication especially peer to peer engagement
- Provides feedback on student concerns
- Supports the dissemination of EMT information
- Offer suggestion for student support
- Helps to direct student media concerns to official communication

University Nurse

- Provides first aid to injured persons
- Prepares a report of injured persons
- Interacts with and gives directions to EMS
- Disseminates health information and health status to family members as needed and in keeping with the HIPAA regulations
- Dispenses non-prescription medication based on medical evaluation University Counselor
- Provide appropriate counseling
- Prepare reports of individuals who may need behavioral health support
- Develop community group programs

University Chaplain

- Provides spiritual guidance for the campus community.
- Serves as a member of the students support team
- Monitors and facilitates food pantry
- Serves as a liaison to local church and community resources.

Director of Distance Education for Authentic Learning

- Provides supports to students through academic technology

Declaration of Weather-Related Emergency

Once a tropical storm/hurricane reaches the Gulf of Mexico as a Category 1 Hurricane and the directional vector points north the President is advised by the Emergency Response Team (EMT) to declare an emergency and will immediately activate preparation procedures.

Nine Step Emergency Plan Summary

1. The President is advised of a potential weather emergency.
2. A decision is made to assemble the Emergency Response Team.
3. The President is advised to declare an emergency and immediately begin evacuation procedures once a tropical storm/hurricane reaches the Gulf of Mexico as a Category 1 Hurricane and the directional vector points north.

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

4. The President (or designee) declares emergency/crisis status and gives instructions to ensure maximum coordination of the Risk Manager and Emergency Management Team.
5. Emergency Management Team begins implementation of plan based on the nature of the situation.
6. Emergency Manager Team assembles as frequently as needed to provide status updates.
7. During the emergency, members of the committee handle their tasks as assigned.
8. Recovery procedures will be implemented after the President declares "all clear" and return to business as usual.
9. The President, advised by the General Counsel / Risk Manager and the Chief of Police will deactivate the EMT and transition to normal university operations. There may be levels of transition prior to eventual resumption of normal operations.

Communication Updates

Communication updates will be provided via the University website or the University information line at 504.816.4411.

Activation of the Emergency Management Team

The decision to activate the EMT will be made by the President in consultation with the EMT Lead, the Risk Manager, or the Chief of Police. Any of these positions may convene an ad-hoc advisory group (pre-activation team) to assist in this decision.

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

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

The Chief of Police and the EMT Lead, or designee will work with the Director of University Communications to send media announcements to notify selected groups of employees whether they should report to work.

Crisis and Emergency Level Codes

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

YELLOW – LEVEL 1 (Standby Alert): The emergency includes an event or incident that can be managed using normal response operations. The EMT is not activated, but leadership is informed and placed on alert status. ORANGE –LEVEL 2 (Partial Activation): The emergency can no longer be managed using normal procedures. The EMT is partially activated, i.e., some, but not all, CEMP leadership are activated to coordinate and support the response to the event. One or more Division Action Team (DAT) member may be activated depending on the nature of the incident. Staffing decisions are made by EMT leadership.

RED – LEVEL 3 (Full Activation): This is a major emergency, such as, a hurricane, tornado, major flooding, or terrorist event. The CEMP is fully activated in each campus location, primary or secondary. All CEMP and DAT positions are activated. All emergency personnel report for duty. A campus proclamation of emergency is declared during Code Red.

Incident Response Guide

Activation Code	Event / Incident	EMT Staffing	Division Activation (DAT) Division Operation Center (DOC)
Level 1: Yellow EMT Standby	• Severe weather advisory • Hurricane advisory • Local power failures • Information / Report campus incident(small)	• Chief of Police • Senior Vice President • Director of Communications and Marketing	• Standby
Level 2: Orange EMT Partial Activation	• Hurricane Warning (4 – 5 days out) – not yet in Gulf but trajectory includes NOLA • Tornado Warning • Major wind or rainstorm • Extended power outages • Large campus incident	• EMT Command Coordinators (as appropriate)	• Some DOCs • Activation All • DATs Activation
Level 3: Red Full EMT and Activation	• Hurricane Evacuation • Severe Flooding • Hurricane Forecast (3 days out) – in Gulf – headed north to NOLA • Health Crisis • Terrorist Act • Active Shooter • Environmental Disaster (i.e., chemical spill, gas leak)	• Full EMT Activation	• All DOCs • Activation All • DATs Activation

Types of Weather Emergencies

Major Weather Emergencies

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

Hurricanes

- **Hurricane Watch**: If a hurricane continues its advance and threatens coastal and inland regions within 36 hours, a hurricane watch is issued. As a result, everyone in the area covered by the watch should listen for further advisories and be prepared to act quickly if a hurricane warning is issued.
- **Hurricane Warning**: When hurricane conditions are expected within 24 hours, a hurricane warning is issued. At this point, all precautions should be taken immediately. If the hurricane's path is unusual or erratic, the warnings may be issued only a few hours before the beginning of hurricane conditions.
- **Hurricane Season**: Hurricane season runs primarily from June 1 to November 30, with the frequency of storms being in September.

Tracking Procedure: Hurricane tracking charts are provided which give longitude and latitude coordinates. Coordinates are frequently issued by weather authorities allowing the tracking of storms.

Hurricane Categories

- Category I - 74-95 mph winds, with a tidal surge of 4-5 feet
- Category II - 96-110 mph winds, with a tidal surge of 6-8 feet
- Category III - 110-130 mph winds, with a tidal surge of 9-12 feet
- Category IV - 131-155 mph winds, with a tidal surge of 13-18 feet
- Category V - 155+ mph winds, with a tidal surge greater than 18 feet

Tornadoes

Unpredictable weather systems that can occur quickly with little notice.

Floods

In the case of heavy flooding on campus, the President or executive officer in charge will make a decision regarding the closing and evacuation of campus in a time frame

Command Posts

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

- In New Orleans (weather event restricted to campus): The Hilton New Orleans Riverside Hotel shall serve as the local command post if the campus is shut down. If the Hilton is not operational, the J.W. Marriott will serve as backup.
- Outside of New Orleans (evacuation location:) To the West -Shreveport, LA at Centenary College, if student evacuation is involved. To the East, Alabama State University – Montgomery, AL
- EMT Members and Cabinet will be required to execute their evacuation plans and be prepared to meet virtually via Google Meet within 24 after the storm.

Division Operations Center (DOC)

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

Operations Center	Location
Campus Police (Student Success)	Police Station – Gentilly Gardens
Facilities Management (Facilities and Real Estate Planning)	Central Plant 206
Environmental Health and Safety (Legal Affairs / Risk Management)	Rosenwald 235
Residential Life and Student Services Programs (Student Success)	Student Union 270
Information Technology (Business and Finance)	Howard House 106
Media Relations (Office of the President)	Rosenwald 230
Human Resources (Business and Finance)	Rosenwald 222
Research and Instruction (Academic Affairs)	Rosenwald 203

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

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

Building Coordinators

Each Division Operation Center (DOC) will assign Building Coordinators to act as "eyes and ears" of the EMT, providing accurate up-to-date information about emergency incidents.

Building	DOC	Building Coordinator
Rosenwald Hall	VP of Business and Finance	VP of Business and Finance
Lawless Chapel	Residential Life and Student Services Programs (Student Success)	University Chaplain
William Alexander Library	Research and Instruction (Academic Affairs)	Director of Will Alexander Library
DUPD Headquarters	Campus Police	Chief of Police

Camphor / Hartzell Hall	Residential Life and Student Services Programs (Student Success)	Director of Residential Life
Williams Hall	Residential Life and Student Services Programs (Student Success)	Director of Residential Life
Gentilly Gardens	Residential Life and Student Services Programs (Student Success)	Director of Residential Life
Straight Hall	Residential Life and Student Services Programs (Student Success)	Director of Residential Life
Dent Hall	Residential Life and Student Services Programs (Student Success)	Athletic Director
Stern Hall	Research and Instruction (Academic Affairs)	Dean of Nursing
Professional Schools Building	Research and Instruction (Academic Affairs)	Dean of University College
Jones Hall	Research and Instruction (Academic Affairs)	Administrative Assistant for Academic Affairs
Howard House	Information Technology (Business and Finance)	Director of Information Technology
Alumni House	Facilities Management (Facilities and Real Estate Planning)	Director of Alumni Relations
Central Plant	Facilities Management (Facilities and Real Estate Planning)	Director of Facilities Management
Kearny Hall	Residential Life and Student Services Programs (Student Success)	General Manager of Sodexo Dining Services
Henson Hall	Residential Life and Student Services Programs (Student Success)	Assistant Dean of Campus Life
Student Union	Residential Life and Student Services Programs (Student Success)	Assistant Dean of Campus Life
Young House	Facilities Management (Facilities and Real Estate Planning)	Assistant Dean of Student Advocacy
Collier House	Facilities Management (Facilities and Real Estate Planning)	Assistant Dean of Student Advocacy
President's House (off campus residence)	Facilities Management (Facilities and Real Estate Planning)	Director of Facilities Management

The information is relayed from the Building Coordinators to the Campus Police command center coordinator regarding the status of information and requests for assistance. The Campus Police Command Center Coordinator is equipped with a radio and computer. Information may also be relayed to other emergency personnel in the field or chain of command. Together, such information will serve as the basis for initiating emergency response.

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

Building Emergency Plans

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

Securing of Buildings

Buildings shall be secured in the following manners:

Building	Security
Rosenwald Hall	Boarded
Lawless Chapel	Boarded
William Alexander Library	Secured
DUPD Headquarters	Secured
Camphor / Hartzell Hall	Secured
Williams Hall	Secured
Gentilly Gardens	Secured
Straight Hall	Secured
Dent Hall	Boarded
Stern Hall	Secured
Professional Schools Building	Secured
Jones Hall	Secured
Howard House	Secured
Alumni House	Secured
Central Plant	Secured
Kearny Hall	Secured
Henson Hall	Secured
Student Union	Secured
Young House	Secured
Collier House	Secured
President's House (off campus residence)	Secured

Sheltering in Place

During a weather emergency and in the event that students must shelter in place, the Professional Sciences Building and the Student Union will serve as the on-campus location of refuge for hurricanes and extreme weather events. (The Student Union and PSB have ample parking, ease of access and is a high point on campus.) Students who are unable to activate their plans will be supported by campus staff including but not limited to Student Success staff who are determined as essential employees. The Chief of Police in collaboration with the Director of Residence Life and the Director of Facilities will serve as the Incident Commander for this event. The decision to shelter in place will be made no later than 48 hours prior to landfall. Following the event, Student Success will work with students to determine next steps dependent on the severity of the aftermath.

Key Roles

Campus Incident Commander (DUPD) – will stay and secure campus

- Coordinate team briefings
- Provide general communication w/ on-site / on-campus team (food, facilities, Res Life, DUPD, off-site EMT members)
- Establish and enforce security protocols
- Patrol campus regularly
- Monitor weather
- Issue E2 alerts as necessary

Student Support (Student Engagement [team lead], Residential Life, Student Advocacy, Counseling, Disability Service, Student Health)

- Provide entertainment for students
- Ensure Union showers are clean and tidy (work with Facilities)
- Mental Health Support
- Disability Services

Auxiliary Services (Business and Finance)

- Coordinate food with Sodexo Dining Services
- Provide transportation for students and essential staff as needed
- Gather and distribute necessary supplies (i.e. water)

Communication (Communications and Marketing)

- Coordinate communication to parents as needed
- Serve as contact to external media

Campus Departments

Student Success

- Ensure supplies are in place at the Student Union and Professional Schools Building
    - Food
    - Cots
    - Games
    - Flashlights
    - Charging Stations
    - Generators
    - Cleaning Supplies

Information Technology

- Ensure generators are available with specific application designed limitations
- Ensure generators are available for Rosenwald IT space

Student Advocacy

- Coordinate staff to contact students to ensure they are safe in the aftermath of the storm
- Maintain a database of student whereabouts
- Assist students with connecting with local / at-home community partners to request assistance as needed

Residential Life

- Ensure students receive messaging about what to do and expect before, after, and during the storm (i.e. power outages)
- Work with Student Advocacy to maintain an accurate count and roster of students

Student Engagement and Leadership

- Prepare campus supplies (hurricane kits, etc.)
- Collaborate with Facilities Management on charging / technology needs
- Ensure regular cleaning and maintenance of the Student Union

Legal Affairs / Risk Management

- Walk campus to ensure all campus facilities have enacted risk mitigation protocols
- Alert evacuation locations to be on standby in the event of an extended power outage

Disability Services

- Maintain a list of student medications (as needed)
- Remind students with disabilities (i.e. students taking prescription medication, students using electronic monitoring devices, students using devices that require electricity, or students that may have difficult because of their disability/diagnosis) of the importance of keeping medical devices charged before travel, especially because of prolonged travel conditions due to evacuation.
    - Encourage students to get ice / small cooler if medication needs to be refrigerated during transportation
- Communicate specific needs with campus partners and students with disabilities prior to evacuation

University Police

- Work with Communications and Marketing on safety communication
- Follow safety and security protocols for sheltering in place

Student Health

- Define a clear communication plan for students about medication storage

Facilities Management

- Prepare campus buildings and service generators before the storm
- Place generators in key campus locations to foster a comfortable shelter in place and ensure quick recovery after the storm
- Move cots to Student Union and/or PSB
- Follow protocols for storm preparedness
- Purchase fuel for generators and contract a location to secure fuel following the storm

Evacuation Plan

The decision to evacuate for an anticipated weather emergency will be determined no later than 60 hours prior to landfall. The notice to evacuate may occur via the use of fire alarms, police order or other recognized authority or signals. When such an order is given, all occupants of the area must comply immediately in an orderly manner. No one will be allowed to re-enter an evacuated area until the all-clear signal is given or when permitted by the proper authorities (e.g., Police, Fire, or Emergency Workers).

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

When notified to evacuate, immediately leave the area.

Key Roles

Campus Incident Commander (DUPD) – will stay and secure campus

- Coordinate team briefings
- Provide general communication w/ on-site / on-campus team (food, facilities, res life, DUPD, off-site EMT members)
- Oversee general operations
- Establish and enforce security protocols
- Patrol campus regularly
- Monitor weather
- Issue E2 alerts as necessary

Evacuation Site Commander (Student Success Rep.)

- Student Success Team Member as determined by VPSS, assigned DUPD Officer travels with the evacuees
- Team briefings
- General communication w/ on-site / on-campus team
- (food, facilities, res life, DUPD, off-site EMT members)
- General operations
- Security protocols (DUPD will send an officer)
- Patrols
- Monitoring weather
- Provide communication to students impacted by evacuation

Business Operations (Business and Finance)

- Ensure payroll operations continue without interruption
- Ensure any payments to vendors are processed without interruptions
- Ensure any contractual or monetary obligations are handled at evacuation site

Communication (Communications and Marketing)

- Ensure campus community is receiving updates from the city and vice versa
- Provide communication to alumni and external constituents
- Keep community abreast of updates via social media

Emergency Evacuation Preparation

Students

When the President and/or local authorities declare a mandatory evacuation, staying on campus is NOT an option. The university has made plans to evacuate students who are unable to activate their evacuation plan in the case of a weather emergency. Two locations have been selected; one to the west of campus (Shreveport) and one east of campus in (Montgomery.) Bus service will be provided for students who cannot activate their evacuation plan; however, space is limited. For this reason, it is important that all students have an emergency evacuation plan that includes contingencies. The decision will be made to evacuate (and to which location) no later than **60 hours before the storm**. Current COVID protocols will be followed for transportation usage. Additionally, students and employees will be required to adhere to COVID protocols at evacuation locations.

All students are required to submit a Primary Evacuation Plan to the Office of Residential Life prior to taking occupancy within the housing unit. Residential Life keeps all Primary Evacuation Plans on file. When a state of emergency has been declared that requires residential students to evacuate from campus, residential students are required to activate their Primary Evacuation Plan and begin checking out of the residence halls. The university recognizes that not all residential students may not be able to evacuate on their own. The university will provide limited transportation to a limited number of residential students. Students who are unable to evacuate on their own are required to alert the Office of Residential Life.

Non-Residential

- Activate your Evacuation Plan. Students are required to complete their plans prior to start of the fall semester. Notify residential life staff if your plan changes immediately.
- Check with local media regarding closure and evacuation
- You will be informed of make-up days if necessary – Academic Planning Group (visit University website for appropriate action)

Residential

- Activate your Evacuation Plan. Students are required to complete their plans prior to the start of the fall semester. Notify residential life staff if your plan changes immediately.
- If you require evacuation assistance, contact Residential Life for information
- Pack medicines, valuable, toiletry items and pillow
- Unplug all electronic devices. Move items away from windows and off the floor
- If instructed, you must evacuate. Failure to do so will result in disciplinary action up to and including expulsion.
- Check with local media for further instructions
- Check in with residential staff upon your return to receive further instructions
- Take photos and important paper if possible before you leave
- Some students will evacuate to a pre-determined site, follow the instruction of university officials for preparations and packing.

Student Emergency Kit

1. Keep the following items on hand:
    a. Fresh batteries
    b. A portable radio
    c. LED Flashlights (key chain flashlights and handheld flashlights are recommended)
    d. A manual can opener
    e. A battery-operated or wind-up clock
    f. Non-perishable food (canned and dried food)

g. Personal necessary toiletries or hygienic products
h. Cell phone backup battery or charger
i. Keep a first-aid kit in your room/apartment and one in your car.
j. Keep one gallon of bottled water available for each person in the room/apartment for each day without electric service.
k. Keep cash on hand and store it in a secure place.

2. Protect Your Appliances and Electronic Equipment
    a. Purchase equipment with built-in surge protection or a battery-powered back-up system.
    b. Use electrical surge suppressors or arresters on your electronic equipment on properly grounded circuits. Most are designed to be plugged into a wall outlet.
    c. Plug your computers and other sensitive equipment into a separate, grounded circuit to isolate them from fluctuations caused by major appliance restarts.

3. Clear your floor of items, especially if you live on the first floor

Renters Insurance

The University assumes no responsibility for lost, damaged or stolen property. The University does not provide insurance or financial protection, assume any responsibility for any loss or damage or destruction to the resident student's private property or articles left after vacating the premises.
One of the most important things to do when you step into living on your own is to protect your valuables. While we hope you never have to use it, insurance is important to have should an incident occur, and your property is damaged. All residents are required to declare their Renters Insurance decision on their Housing Application or Contract prior to moving in. Your selection options at the time of application are as follows:

- My personal items will be insured by my family's homeowner's/renter's insurance.
- I'm interested in purchasing Renter's Insurance through GradGuard
- I will not insure my personal items at this time.

Residents are responsible for planning to insure their personal items while residing in university housing. Resident students are strongly encouraged to secure insurance for personal property. This is particularly important in emergency related events such as power outages. Any items needing refrigeration (i.e., groceries or medicine) can become an expense within an extended time period. After determining what it would cost to replace your more expensive belongings, check to see if your family homeowner's insurance would cover the loss. If not, we recommend that you purchase additional personal property insurance or renter's insurance. The university has a partnership with GradGuard Insurance and Protection program that offers affordable rates for students.

Faculty

- Once notified of closure, dismiss classes if necessary.
- Move items from the floor of your office.
- Turn off/unplug all electronic devices.
- Secure valuables and lock all doors.
- Share your cell phone number and other contact information with your program coordinator (Note: Program coordinators should share their cell phone number and other contact information with the school chair; the school chair coordinators should share their cell phone number and other contact information with the college dean).
- Check with local media for further instructions.

Staff

- Once notified of closure, turn off and unplug all electrical equipment.
- Remove anything from the floor.
- Dispose of trash and food items.
- Clear items from desk and near windows.
- Secure valuables and lock all doors.
- Share your cell phone number and other contact information with your supervisor.
- Watch local media for further instructions.

Emergency Management Team

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

Campus Departments

Academic Affairs

- Message faculty to quickly pivot quickly and suspend assignment as needed

Communications and Marketing

- Ensure campus community is receiving updates from the city and vice versa
- Provide communication to alumni and external constituents
- Keep community abreast of updates via social media

Auxiliary Services

- Make considerations for sending University shuttle to provide transportation during evacuation
- Facilitate food support for essential personnel
- Implement established protocols for Post Office

Human Resources

- Ensure employees receive messaging for teleworking or working from evacuated location
- Remind essential personnel of their required duties; communicate any absences with EMT
- Share *phone tree* and updated emergency contract information so that all employees are accounted for before and after the storm.

Business and Finance

- Ensure payroll operations continue without interruption
- Ensure any payments to vendors are processed without interruptions
- Ensure any contractual or monetary obligations are handled at evacuation site

Student Advocacy

- Secure petty cash ($5 – 7K) and university credit card for travel
- Coordinate staff to contact students to ensure they are safe in the aftermath of the storm
- Maintain a database of student whereabouts
- Assist students with connecting with local / at-home community partners to request assistance as needed

Residential Life

- Ensure students receive messaging about what to do and expect before, after, and during the storm (i.e. power outages)
- Encourage students to active their evacuation plan and go to their evacuation location
- Work with Student Advocacy to maintain an accurate count and roster of students

Student Engagement and Leadership

- Prepare and pack evacuation supplies for engagement (i.e. games)
- Ensure essential items are prepared and packed for travel (i.e. masks)

Legal Affairs / Risk Management

- Alert evacuation locations of our ETA and confirm accommodations and needed supplies
- Alert transportation company to ensure smooth travel of / from campus

Disability Services

- Maintain a list of student medications (as needed)
- Remind students with disabilities (i.e. students taking prescription medication, students using electronic monitoring devices, students using devices that require electricity, or students that may have difficult because of their disability/diagnosis) of the importance of keeping medical devices charged before travel, especially because of prolonged travel conditions due to evacuation.
    - Encourage students to get ice / small cooler if medication needs to be refrigerated during transportation
- Communicate specific needs with campus partners and students with disabilities prior to evacuation

University Police

- Work with Communications and Marketing on communication
- Follow protocols to secure campus

Facilities Management

- Ensure generators are prepared for University Police and Command Centers
- Provided support for essential employees as needed
- Enact protocols for storm preparedness

Emergency Preparedness Messaging for Students

Emergency Evacuation Preparation Checklist

1. Activate your Evacuation Plan. Go where you will be safe and notify your families and the university if plans change.
2. If you require evacuation assistance, contact the Office of Residential Life for information.
3. Pack Medicines, valuables, toiletry items, pillow and blanket or throw cover.
4. Discard all contents from your refrigerator.
5. Unplug all electronic devices. Move items away from windows and off the floor.
6. Take photos of your possessions if possible before you leave.

7. Take important papers and research documents.
8. Check with local media for further instructions.
9. If instructed you must evacuate. Failure to do so will result in disciplinary action up to and including expulsion.
10. Leave on time.

Flood & Flood Procedures

Flooding generally evokes an image of raging streams and rivers. Flooding can also result from a large amount of rainfall during a short period of time, overloaded storm sewers, or improperly designed run-off areas. In the event of a flood you should adhere to the following guidelines:

1. Keep a battery-powered radio tuned in to a local station.
2. Follow all emergency instructions.
3. If you are trapped in your building due to rapidly rising water, call 911 for help.
4. Move to a higher floor, or to the roof.
5. Take warm, weatherproof clothing, a flashlight, cellular phone, and portable radio.
6. Do not walk or wade in flooded areas. Waters may be deeper than it appears.
7. Be prepared to evacuate. If advised to evacuate, do so immediately. Evacuation is much easier and safer before waters become too deep for standard vehicles to drive through.
8. If evacuating by car, do not drive where water is over the road or past barricaded road signs.
9. If your car stalls in a flooded area, abandon it as soon as possible and walk to safety in the direction you came from.
10. If evacuating by car, follow recommended evacuation routes, as shortcuts may be blocked.

Power Outages

In the event of a power outage that affects Dillard University's campus, we encourage all residents to prepare in advance. You should prepare your "Emergency Kit" prior to moving in and have it on hand. Please be advised that our campus staff will work with the Entergy company to investigate and rectify the issue. Check your emails for correspondences from the Auxiliary Services Office regarding dining hall operation hours and shuttle schedules.

Safety Precautions & Other Info

1. Please exercise caution when walking and driving around the area.
2. If you have to drive, be careful; traffic lights may not be operating and there may be downed trees and utility lines in the affected areas.
3. In the event of a power outage, students should remain in their rooms. Do not play outdoors during extreme weather events.
4. Make sure your doors and windows are locked.
5. If you don't have a flashlight, you can download the free flashlight app to your phone using most android and iPhone app stores.
6. NOTE: Candles (torches, and all other exposed flames) are still against University policy during a power outage. The risk of causing a fire is even greater during this time.
7. Keep your refrigerator and freezer closed. This will help your perishable food last longer.
8. Take care of your medications requiring cold storage.
9. Check in with your parents or loved ones as necessary.

Affected Areas

Designated University officials remain in close contact with the power company until power is restored. If a prolonged outage is anticipated, an announcement will be made. View the Entergy Power Outage Map for additional information.

Staying Up-to-Date

- Please check our university website and your email for updates regarding this notice. Also remember to sign up for E2 (text and email) Alerts (http://www.dillard.edu/_administration/emergency-alerts/e2campus.php) to learn the latest when emergencies happen.
- Contact DUPD at their alternate contact number for emergency related matters. This number will be sent via email and text through the e2 Campus Emergency Alert System.
- Cooperation from all residents is necessary during this time.

Hurricane Preparedness Guidelines for Departments

Condition 1

Seventy-two (72) or when the storm reached the Gulf of Mexico as a Category 1 (whichever is first) hours prior to a hurricane arriving and an Alert being issued by the National Weather Bureau or other government agency:

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

Condition II

Forty-Eight (48) hours prior to hurricane possibly occurring and a watch has been given by the National Weather Bureau or other government agency:

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

Condition III

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

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

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

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

Condition IV

After the disaster

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

Recovery Activities

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

Pre-emergency Recovery Preparation

- The University will maintain business interruption insurance coverage to assist in reinstating normal business operations as quickly as possible.
- All facilities will be prepared in the manner necessary based on the pending emergency or crisis. This includes, but is not limited to, securing buildings, storing electronic and paper files, storing adequate materials and supplies to accommodate a reasonable number of associates, etc.

Post-emergency Recovery Preparation

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

Contingency Plans

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

Key Roles

Recovery Coordinators – Facilities Management and Risk Management

- Assessment and reflection
- Damage reporting
- Assess risks
- Report claims to EIIA
- Provide daily updates to EMT to the campus community

Return to Campus Coordinators – Student Success

- Schedule and conduct webinars (Student Engagement)
- Implement virtual programming (Student Engagement)
- Coordinate community engagement activities (Student Engagement)
- Coordinate virtual meetings for staff (VPs Office)
- Update and disseminate Return to Campus Plan (Residential Life)
- Provide student support and outreach (Student Advocacy)
    - Off-site / evacuated students
    - Local students
    - General support
- Return to campus communication to students

Emergency Management Team

- Daily meetings to receive updates from university stakeholders
- Decide when the return to campus should occur

Safety and Security (University Police)

- Send out E2 Alerts as necessary
- Maintain campus safety and security protocols
- Maintain command center while campus clean-up takes place
- Maintain daily list of campus visitors
- Daily meetings with campus partners (Risk Management, Facilities, Auxiliary Services, etc.)

Business Operations (Business and Finance)

- Ensure payroll operations continue without interruption
- Ensure any payments to vendors are processed without interruptions
- Ensure any contractual or monetary obligations are handled at evacuation site

Communication (Communications and Marketing)

- Ensure campus community is receiving updates
- Provide communication to alumni and external constituents
- Keep community abreast of updates via social media

Academic Instruction (Academic Affairs)

- Maintain communication with faculty regarding return to campus and adjustments to in-person or virtual instruction
- Notify faculty provide direction on assignments and timeline for classes to resume. Work with OCM on communications for faculty and students.
- DEAL should ensure that students have access to their assignments

Campus Departments

Auxiliary Services

- Make considerations for sending University shuttle to provide transportation back to campus for students returning via plane, train, or bus
- Facilitate food support for essential personnel
- Implement established protocols for Post Office

Human Resources

- Ensure employees receive messaging for teleworking and returning to work

Student Advocacy

- Coordinate staff to check-in with students and communicate return to campus plans
- Maintain and update a database of student whereabouts
- Assist students with connecting with local / at-home community partners to request assistance as needed

Residential Life

- Work with Communications and Marketing and Facilities Management on timeline for students to return to campus and residence halls
- Work closely with site recovery coordinators
- Work with Student Advocacy to maintain an accurate count and roster of students

Student Engagement and Leadership

- Prepare activities for students as they return to campus
- Ensure regular cleaning and maintenance of the Union

Disability Services

- Ensure campus is prepared to receive students with special needs or accommodations; communicate with campus partners as needed
- Provide messaging to students regarding any changes to accommodations

Facilities Management

- Work with key campus partners to provide access to the campus as recovery is completed

Communication Action Plan

Introduction

When there is a crisis, it is of the utmost importance that the communication process is organized, efficient and clear. The Dillard University Crisis Communication Plan provides guidelines for internal and external communication so that our publics understand what actions the University has taken and must take in times of crises. For overall policies and procedures concerning campus emergencies, please view the Crisis and Emergency Management Plan (CEMP).

The publics (audiences) for this plan include:

- Current and prospective students as well as their families
- Faculty, staff and administrators
- Alumni
- Trustees
- Media outlets
- Visitors
- Our Gentilly neighbors plus the Greater New Orleans community
- City and state government
- Other parties that could be adversely affected

The Office of Communications and Marketing (OCM) works in conjunction with the Emergency Management Team (EMT) or key University officials to disseminate messages to the University community, other stakeholders, and the public.

Objectives

Our goal is to communicate facts accurately and quickly while providing updates as situations change. To ensure that we reach this goal, we want to:

- Identify personnel who will assess and support the crisis communication process.
- Accurately assess situations to determine whether or not there is a need for emergency notification(s).
- Implement the following actions:
- Define the immediate actions needed to inform the campus community about the crisis.
- Identify the key publics that should be informed of the crisis.
- Communicate accurately and in a timely manner about the crisis.
- Monitor all media coverage and social media plus manage rumors.
- Create a sense of confidence among our publics that the University is responding to the crisis in a sensible way.

EMT will meet to review the communication process in response to the crisis in addition to other matters related to the crisis.

What Defines a Crisis?

A crisis is any incident or event that disrupts or has the potential to disrupt normal University operations due to an emergency, a controversy or an incident that threatens the safety or integrity of the Dillard community.

Examples include, but are not limited to:

- Active shooters.
- Severe weather.
- Fires.
- Public health crises.
- Bomb threats.
- Alleged criminal activity i.e., robberies or deviant crimes.
- Major or violent protests; or
- Major disturbances caused by students, alumni or representatives of Dillard outside of campus, including on social media.

The University utilizes Crisis and Emergency and Level codes to determine the severity of crises:

YELLOW
LEVEL 1 (Standby Alert): The emergency includes an event or incident that can be managed using normal response operations. The EMT is not activated, but leadership is informed and placed on alert status.

ORANGE
LEVEL 2 (Partial Activation): The emergency can no longer be managed using normal procedures. The EMT is partially activated i.e., some but not all, CEMP leadership are activated to coordinate and support the response to the event. One or more Division Action Team (DAT) members may be activated depending on the nature of the incident. Staffing decisions are made by EMT leadership.

RED
LEVEL 3 (Full Activation): This is a major emergency. The CEMP is fully activated in each campus location, primary or secondary. All CEMP and DAT positions are activated. All emergency personnel report for duty. A campus proclamation of emergency is declared during Code Red.

Crisis Communication Tools

- e2Campus emergency alert system
- Emails to all students, faculty or staff
- E-Newsletter for the University community and parents
- Dillard.edu, the University website
- University social media accounts used for crises (but not limited to):
- Twitter (@du1869)
- Facebook (@dillarduniversity)
- Instagram (@dillarduniversity)
- NOLA Ready for communications from Greater New Orleans
- EMT contact list

Crisis Response

I. Notification of Situation
   a. In the event of a crisis, anyone who becomes aware of the crisis, or anything that could potentially impact University operations is responsible for notifying a member of the EMT, the president, a university cabinet member, a DUPD official and/or an OCM team member.
   b. DUPD will serve as the contact for emergency responders--the New Orleans Police Department, the New Orleans Fire Department, the Louisiana State Police, etc.
   c. If time permits, the EMT will assemble to gather information on the crisis and advise the director of OCM who will serve as the University's public information officer (PIO). If the EMT cannot assemble, key personnel as identified by the president or members of the cabinet will assemble.
      i. The PIO provides updates to the president and the EMT.
      ii. OCM drafts and distributes communications regarding the crisis, including appropriate details and procedures.
      iii. OCM communicates the status of the emergency or crisis to the internal community.
      iv. The PIO serves as the University's spokesperson to media outlets.
   d. If applicable, runners will be assigned to notify building occupants of the crisis.
   e. In the event of a hurricane, the PIO and/or members of OCM should evacuate to an area outside of the cone of probability to maintain University operations.
   f. If time does not permit, such as in the event of an active shooter, a sudden disturbance caused by members of the public or sudden severe weather event, DUPD should be notified immediately.

II. Communication Process
   a. OCM or DUPD will utilize the emergency alert system to notify the campus community of the situation. OCM will support the message(s) with available communication tools.
   b. In the event of media inquiries:
      i. The PIO serves as the University spokesperson and is responsible for communicating accurate information on behalf of the divisions and offices.
      ii. If the PIO is unavailable, their designee will serve as the spokesperson. The designee is responsible for gathering the facts and learning the message as determined by the EMT.
      iii. Dillard University is private property; therefore, media outlets are not entitled to access to campus. If media outlets gain access to campus, a media containment area should be created.
      iv. Media inquiries are highly time sensitive. If key University personnel are unable to review responses to media inquiries in a timely fashion, the PIO or their designee will respond to media inquiries based on the responses of the EMT or the president.
      v. Post-incident, OCM may prepare communication to inform the University's publics of steps that were taken or will be taken to address the crisis. That communication should also be used if media outlets continue inquiries.
   c. Social media management:
      i. OCM will communicate University messaging on social media while monitoring platforms to manage rumors or inaccuracies.
      ii. Due to the delivery of information in real time, social media responses are critical.
         1. OCM will issue responses based on the response of the EMT and/or the development of the crisis.
         2. Should the situation or incident call for extensive investigation, OCM will communicate to the public that the investigation is in progress.

III. Notifying Campus Community and Public
   a. When an impending disaster threatens the campus, University Communications will post announcements on the Dillard University Information Line (504- 816-4411) providing updates as they become available from the EMT. A designated weather information line also will be available (to be assigned) that is designed to remain functional during natural disasters that may

interrupt regular phone service. The operator will transfer off-campus callers to the appropriate information line.

b. OCM will notify the department designee in each of the following offices of EMT directives:
    i. Academic Affairs
    ii. Business and Finance
    iii. Facilities Management and Real Estate Planning
    iv. Student Success
    v. Auxiliary Services
    vi. Sodexo Dining Services
c. Each department must name its designee and submit that individual's name, phone number, email address and mobile phone number (if available) to the Director of Communications and Marketing at 504.816.4024 or ducommunications@dillard.edu.

IV. Local Media

a. WWL-TV (CBS Affiliate) | 1024 N. Rampart St.
b. WDSU-TV (NBC Affiliate) | 846 Howard Ave.
c. WVUE-TV (Fox Affiliate) | 1025 S. Jeff Davis Pkwy.
d. New Orleans Associated Press | 1515 Poydras St. Ste. 2500
e. NOLA.com (The Times Picayune / The New Orleans Advocate) | 840 St. Charles Ave.

V. Preparing for Media Interests

a. Only spokespersons designated by the university should talk to media regarding issues related to any emergency or disaster, including the welfare of students, employees, or campus property. All media requests should be forwarded to University Communications at (504) 816-4024.

VI. Public and Campus Announcements

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

VII. Redundant Communication Systems

a. Dillard University has established a number of redundant methods of communicating with the university community, parents, alumni, and the public after a disaster. The university's E-Campus Alert is implemented by Campus Police and University Communications simultaneously. Announcements may be made using the university's public announcement system with a color code message signaling the level of alert. These and other announcements will also be recorded on the campus emergency telephone line (504) 816-4411 posted at the University's emergency website. Depending on the nature and scope of the emergency and the type of information to be disseminated, the EMT may also use one or a combination of the following: email, text messaging, websites, electronic bulletin boards, voice mail, and telephone calling trees.

VIII. Communication Review

a. The EMT will determine that the University is free and clear of crisis at which time the team will review the communication response. The team will discuss this response to determine the effectiveness of messaging and steps for future messaging.

IX. Communication Plan Updates

a. The Dillard University Crisis Communication Plan should be updated annually to include process changes, crisis communication team changes, and/or changes in communication technology. It should be kept in mind that the nature of crises tends to change, as well.

Campus Evacuation Guidelines

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

Campus-Wide Evacuations

In a campus-wide emergency, the decision to implement evacuation procedures rests with the President in consultation with Campus Police then the EMT is activated. In situations requiring immediate action, Campus Police responders, police, fire, the governor, mayor, public health director, or the Environmental Protection Agency can also order a local area evacuation. When evaluating the need for evacuation, consideration will be given to the specific threat (bomb, fire, storm, hurricane, tornado, explosion, hazardous materials incident, etc.), its context (time of day, likelihood, etc.), and the recommendation of Campus Police officials. In the event of a major hurricane, the Professional Schools Building and the Student Union will serve as the Emergency Assembly Areas (EAAs).

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

Building Evacuations

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

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

Functional Roles

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

Incident Commander – DUPD
Sets the incident objectives, strategies, and priorities and has overall responsibility for the incident.

Operations Section Chief – Chief of Police
Conducts operations to reach the incident objectives. Establishes the tactics and directs all operational resources.

Planning Section Chief – General Counsel/Risk Manager
Supports the incident action planning progress by tracking resources, collecting/analyzing information, and maintaining documentation.

Logistics Section Chief – Vice President of Student Success
Provides resources and needed services to support the achievement of the incident objectives.

Finance & Administration Section Chief – Vice President of Business and Finance / CFO
Monitors costs related to the incident. Provides accounting, procurement, time recording, and cost analyses.

Roles of Students

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

Role of Faculty and Staff

Every member of the faculty and staff should read and understand the university's CEMP and specific building evacuation routes. Employees are also required to submit their emergency plan and contact information to Human Resources. They should follow emergency response procedures to report fire or other emergencies that require immediate attention, establish contact with their Division Safety Coordinator, and evacuate the building to pre-designated areas in an orderly manner. Faculty members are seen as leaders by students and should be prepared to direct their students to assembly areas in the event of an emergency. All employees' cell phone numbers will be submitted to the E2 campus alert system.

University Guest and Visitors

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

Summer resident guests of the university must familiarize themselves with campus emergency and evacuation plans and procedures once they register for campus accommodations. Students will complete their plans when completing the housing contracts.

Essential Personnel

The following personnel are considered essential to the operation of the university in the case of an emergency. However, the University President or cabinet members may require certain faculty or staff to serve in an essential capacity in the case of a significant emergency event.

Essential Personnel		
Campus Police		
Number of Persons	**Job Title**	**Responsibilities**
All	Chief of Police	Point of contact for Command Post
	Deputy Chief of Police	Oversees all police activities in regard to emergencies
	Police Lieutenant	Liaison to NOHSEP – based at City Hall
	Watch Commanders	Field supervisors of police activities
	Police Officers	Assist with evacuations of all residence halls. Patrol campus interior and exterior and prevent unauthorized access. Posts in Command Center to serve as messenger in case of communications fail. Assist with maintaining order.
Academic Affairs		
Number of Persons	**Job Title**	**Responsibilities**
1	Provost and Senior Vice President for Academic Affairs	Consults with the President and senior staff to coordinate EOP.
1	Dean of Faculty and Student Academic Services	Consults with faculty and students regarding class schedules; secures all critical information
4	College Deans	Assist the Dean of Provost in the implementation of the EOP
1	Administrative Assistant	Take all calls regarding emergency needs of campus and messages from family members of essential personnel
Student Success		
Number of Persons	**Job Title**	**Responsibilities**
1	Vice President of Student Success	Consults with President and senior staff to coordinate EOP
1	Assistant Dean of Campus Life	Provides logistical support; manages Student Union evacuation site
1	Assistant Dean of Student Advocacy	Provides logistical support to students in mental health crisis or needing physical support. Coordinates logistics for student travel from evacuation site
Business and Finance		
Number of Persons	**Job Title**	**Responsibilities**
1	Auxiliary Services Manager	Works with vendors and coordinates emergency supplies
1	Director of Human Resources	Employee relations and support
Facilities Management and Real Estate Planning		
Number of Persons	**Job Title**	**Responsibilities**
1	Vice President of Facilities and Real Estate Planning	Monitors and secures central plant

30	Facilities Staff	Support central plant and monitor campus environment
Legal Affairs and Risk Management		
Number of Persons	**Job Title**	**Responsibilities**
1	Risk Manager	Assess risks. Serve as liaison to insurance providers and support recovery.

Academic Emergency Preparedness Plan

The Office of Academic Affairs has developed an Academic Emergency Preparedness Plan (AEPP) that describes the general responsibilities for academic instruction in case of an evacuation and/or other campus closure because of an emergency.

Provost and Senior Vice President for Academic

Prior to Evacuation

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

After Evacuation

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

College Dean

Prior to Evacuation

- Develops an Academic Divisional Closure Plan and files copy in the academic affairs office.
- Ensures faculty ability to teach at a distance via Canvas.

After Evacuation

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

School Chair

Prior to Evacuation

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

After Evacuation

- Communicates timely with the dean.
- Contacts School faculty.
- Provides information to the faculty regarding closure and building conditions.

Faculty

Prior to Evacuation

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

After Evacuation

- Communicates timely with the school chair and with students regarding the status of courses.
- Follows syllabi.
- Via e-mail/voicemail and Canvas, contacts each student regarding assignments and instruction.
- Reports student contact results to the chair.
- Continues to instruct via Canvas.

Timeline

1 to 3 Days After Evacuation

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

1 to 3 Weeks After Evacuation (if applicable)

- Academic Administrators (Vice President for Academic Affairs, deans, chairs, and faculty) follow the "After Evacuation" procedures listed under the "Academic Administrators Responsibilities".
- Students will register and continue to communicate via Canvas with their professors and communicate with the faculty in each course in which they are enrolled.
- Faculty will provide instruction; receive assignments and grade coursework using Canvas.
- Students and faculty will consult the university website for information concerning updates in academic policy and procedures.
- Faculty will contact the college dean, school chair, and the university website in regard to returning to campus.

3+ Weeks After Evacuation (if applicable)

- Academic administrators will continue their "After Evacuation" responsibilities.
- Faculty will continue to instruct via Canvas and or e-mail.
- Students will continue to access the university website and to perform class assignments via Canvas.
- Faculty contact dean, chair, and the university website in regard to returning to campus.

Line of Communication

The line of communication is as follows:

- Vice President for Academic Affairs – Will share information with college deans and other staff/direct reports to be shared with School chairs and staff who report to the dean.
- College dean - Will share information with school chairs and other staff/direct reports to be shared with program coordinators and staff who report to the college dean.
- School Chairs - Will share information with program coordinators and other staff/direct reports to be shared with faculty and staff who report to the school chair.
- Program Coordinators- Will share information with faculty and other staff/direct reports to be shared with faculty and staff who report to the program coordinator.
- Directors who report to the Vice President for Academic Affairs will share information with staff who report to the director.

All faculty and staff within the Division of Academic Affairs will be registered for e2Campus Emergency Alerts. Employees must ensure that their updated contact information is on file with Human Resources.

Implementation

The implementation of the AEPP is dependent on continuous instruction from off-campus locations.

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

Distance Education

- Distance Education Access will proceed as usual student access to Canvas goes through the Dillard Portal.
- All communication through Canvas will be received through established channels and Dillard email.
- If a student does not have access to the internet that student is responsible for informing Academic Affairs/DEAL Support of the limitation.

Any questions about Canvas or academic technology should be emailed to dealsupport@dillard.edu.

Sodexo Dining Services Hurricane Operations Plan

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

Stage One: Hurricane WATCH

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

Stage Two: Hurricane WARNING

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

Stage Three: 12 HOURS PRIOR TO ONSET OF HURRICANE

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

Stage Four: ONSET

1. Move all staff to PSB
2. Help staff with any necessary preparations.

Stage Five: AFTERMATH

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

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

Dining Services Menu and Food Ordering

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

1. Anticipating a loss of electricity, gas, steam, and potable water, sufficient supplies of sandwich meat, peanut butter and jelly, fresh fruit, pastries, individual juices and sodas will be on hand to feed 500 people (number of people may vary during summer) for five days.

2. Only one meal choice will be offered during the days following the hurricane. Due to the large, expected number of customers and limited staff, everyone attending meals will go through the line one time to receive a set menu.

3. Canned fruit on hand may be substituted for fresh fruit.

4. The morale boosting value of a hot meal cannot be overemphasized. If power is restored, or gas remains available, every effort should be made to offer a hot selection at dinner. Easy to prepare selections such as frankfurters with baked beans, baked/fried chicken, spaghetti casserole, and chicken and rice casserole should be served. Specific menus will be based upon those items “on hand’ in the refrigerator and freezers, with the emphasis on the use of perishable items first. Hot coffee can be made using instant coffee if the water supply to the automatic coffee machines is cut off or is not potable.

5. After the first few days following the storm, the menu will be based on available utilities, staffing, and the ability of vendors to make deliveries. Severe damage will dictate that service remain very basic, with sandwiches served at lunch and one hot selection at dinner. Conditions that are more favorable will allow an increase to two selections per meal and a hot selection added to lunch.

Connex

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

Item	Qty	Use / Location
Conex Storage Shed	1	To only store materials needed for hurricane preparation
Rain Gear (Boots, Coats, Hats)	25 sets	For staff and command center members securing and assessing buildings
Flashlights (rechargeable)	25	Staff and Residential life personnel
Chain saws (extra chains)	1	To remove fallen trees or branches
Wet Vacs w/direct pump	4	To remove water from floors if roof leaks
Water pumps	4	Used at rapid H20 influx and to pump out manholes
Portable toilets	10	Still under review
Plywood	200 sheets	To secure building windows
Nails, clips	1 LS	For plywood
Batteries	100 LS	For radios, pagers, flashlights, walkie talkies
2-Way Radios	10	To loan to Dorm Directors and Command Post Staff
Generator, Portable (9HP Engine, 5500 Watts)	4	At Dorms to Wet Vac water
Generators (Hard- connected)	2	Kearny and Dent Central Plant AC will not be tied into backup generator
Padded Rubber Sleeping Mats	25	For essential staff unable to leave campus during rotational period
50 Ft. Extension Cords	5	For use with generators
AM/FM Weather Radios	10	Weather updates
Portable B&W TV	2	Weather updates
Rubber Rafts	2	For use in case of severe flooding
Life Preservers	40	For safety precaution of staff out securing campus in high water
Cell phones		For backup interface with Command Center to Facilities Field Supervisor
Oil and Fuel Cans	4 LS	For tools needed
Bull horn	1	Emergency backup to radios
Makita Drills (cordless)	4 sets	For security the sites
Water	4,000 gal	Incidental item
First Aid Kits	25	Incidental item

Important Phone Numbers

University Contacts

Information Line	504.816.4411 or 877.551.5581
Office of Communications and Marketing	504.816.4024
Office of the President	504.816.4642 or 816.4640
Office Legal Affairs and Risk Management	504.816.4944
Office of Facilities Management	504.816.4766
Office of Student Success	504.816.4916
University Police Department / Non-Emergency	504.816.5310
University Police Department / Public Safety	504.816.4911

Emergency Numbers

All Emergencies / Emergency Medical Services	911
American Red Cross	800.733.2767
Louisiana Poison Control Center	800.222.1222
Office of State Fire Marshal	504.568.8506
Orleans Parish Sheriff's Office	504.822.8000

City of New Orleans

Animal Control	504.368.5191
Coast Guard (Search and Rescue Emergencies)	504.589.6225
New Orleans Health Department	504.658.2500
New Orleans Fire Department	504.658.4700
New Orleans Police Department	504.821.2222
3rd District	504.658.6030
Office of Homeland Security and Emergency Preparedness	504.658.8700
NOLA Ready Emergency Alerts	text NOLAREADY to 77295
Office of the Mayor	504.658.4900
Communications Department	504.658.4945

Sewerage and Water Board	504.529.2837

Major Medical Centers

East Jefferson General Hospital	504.454.4000
Ochsner Medical Center	504.842.3000
Touro Infirmary	504.897.7011
Tulane Medical Center	504.988.5263
University Medical Center	504.702.3000
West Jefferson Medical Center	504.347.5511

Local Media Outlets

WDSU (NBC Affiliate)	504.679.0622
WGNO (ABC Affiliate)	504.525.3838
WVUE (Fox Affiliate)	504.486.6161
WWL (CBS Affiliate)	504.529.6298

Evacuation Sites

Eastern Evacuation Site – Alabama State University	334.229.4717
Western Evacuation Site – Centenary College	318.869.5000

Dillard University is a historically **Black Institution** that **cultivates leaders** who **live ethically**, **think and communicate precisely**, and **act courageously** to make the world a better place.

DILLARD UNIVERSITY