

The Johns Hopkins University  
Paul H. Nitze School of Advanced  
International Studies  
Crisis Response Plan  
July 2008



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## STATEMENT OF PURPOSE

This document is a guide that describes the Crisis Response Plan for the Paul H. Nitze School of Advanced International Studies of the Johns Hopkins University (SAIS). It also describes the provisions and safeguards that are undertaken to prepare for and to mitigate the effects of a crisis. The Plan details how SAIS will discharge its responsibilities in the event of a crisis or catastrophic event. This guide provides information regarding the processes and procedures to be used in the event of an emergency/crisis and the procedures to be used to activate the JHU Crisis Response Team (CRT) and the SAIS Crisis Response Team (SCRT) The Definition of **crisis** is an event that:

- Severely disrupts normal operations of the School or poses a serious threat to faculty, students, staff, visitors/guests, property or the School/University reputation and,
- Requires a quick or immediate SAIS and/or JHU-wide response, and
- Requires coordinated and efficient management of procedures and resources, whether human, material or logistical, that is beyond the capability of the local office, program or department where the event has occurred.

The SCRT (and/or the CRT) acts, or is called into action, in a variety of crisis events occurring or affecting the SAIS community or the extended University community. As such, the SCRT serves as the point of coordination and/or a point of information.

The Plan is supported by management and has the objective of providing guidelines and procedures for responding to crises that may disrupt SAIS, its faculty, students or staff and it is designed to provide protection to the SAIS community. As such, the Plan is primarily intended to serve as a resource that would aid SAIS management during and following a significant crisis affecting the School. Therefore the major purposes of this document are:

To establish and identify the individuals assigned as members of the SAIS Crisis Response Team and the chain-of-command in the event of a crisis, and to:

1. anticipate vulnerabilities regarding security and protection of the school, faculty, students, staff; and visitors;
2. plan for ongoing operations in the event of a disaster;
3. create organizational preparedness, so that disruption and chaos are minimized if a crisis should occur;
4. detail and describe the level of contingency preparations for management review;
5. enhance the understanding of liabilities that could be occasioned by a crisis; and
6. ensure all personnel at SAIS, including students, faculty, administrative staff and guests directly involved in a crisis event, receive appropriate support.

The primary determiner of whether it is necessary or advisable to activate the SCRT is the Associate Dean for Finance & Administration **or**, in the event of his absence, the first member of the SCRT contacted. This document serves as a guideline pertaining to most, but not all crises. Each crisis will be reviewed by the SCRT Core Group on a case-by-case basis to assess the handling of the crisis and to make appropriate changes to the Plan's processes and procedures.

## SCOPE OF THE PLAN

This plan is intended to respond to a variety of crises affecting faculty, students, administrative personnel, visitors and/or property at SAIS' Washington, D.C. campus, the SAIS/JHU Bologna Center and the Hopkins-Nanjing Center, including (but not limited to):

1. Weather emergencies
2. Catastrophic or other significant life threatening events
3. Criminal Events
4. Utility and/or Structural Events

The plan provides guidelines for action in the event of certain crisis events. If necessary information is not found, please bring it to the attention of the SAIS Associate Dean for Finance & Administration for consideration. In all instances, it is anticipated that SAIS will follow the crisis guidelines defined in this document. However, in those instances when the SAIS Crisis Response Team (SCRT) determines that a "local crisis" requires a University response, **the Chair of the JHU Crisis Response Team (CRT), Jonathan Links**, will be contacted expeditiously at **410-516-8072** so that a university-wide response can be implemented. After normal business hours to get home numbers of relevant Hopkins personnel call Security at 410-516-7777.

There may be emergencies/crises that will be handled appropriately at the local level that will be reported by the SCRT to the CRT for informational purposes.

## ASSESSING THE MAGNITUDE OF A CRISIS EVENT

**All crisis events**, whether a catastrophic event, violence, hazardous conditions, major medical emergency or other significant crisis, **must be reported to the SAIS Security Watch Desk**. The individual reporting the crisis event should provide the Security Watch Officer with as much information as possible. The information should include the reporting individual's name and telephone number they are calling from, as well as, the location and nature of the crisis event. **For crisis events in the Nitze Building at 1740 Massachusetts Avenue, N.W. and the , and floors of the Bernstein-Offit Building at 1717 Massachusetts Avenue, N.W., call the Nitze Security Watch Desk at 202-662-5600** (manned 24 hours per day, seven days per week). **For the Rome Building located at 1619 Massachusetts Avenue, N.W., call the Rome Security Watch Desk at 202-663-5850** (manned from 7:00 AM until 11:00 PM, Monday – Friday). **After 11:00 PM, call the Nitze Security Watch Desk at 202-662-5600**

**The first action taken by the Security Watch Officer on duty should be to get immediate and appropriate help. S/He should call 911 as necessary.** Calling **911** will reach the DC fire department, DC police department or an ambulance. Emergencies ranging from fire or violence to people stuck in an elevator require a **911** call.

**As appropriate, the second action taken should be to notify and begin evacuation of any students, faculty, staff and visitors who may be endangered.** This will be done by the use of the Public Address system (PA) where possible; and/or by the Floor Monitors (see list in Attachment B) who will use direct means (door-to-door, office-to-office, classroom-by-classroom); and/or by using broadcast voicemail; and/or by any other method available. As the situation warrants, the Security Watch Officer on duty will initiate evacuation procedures as outlined in this document. **In all building evacuations on the SAIS Washington Campus, personnel will gather on the opposite side of the street from the effected building, unless instructed otherwise by their designated Floor Monitor.**

**In the instance where the crisis event involves the and/or floors of the Bernstein-Offit Building at 1717 Massachusetts Avenue, N.W.,** the Security Watch Officer will contact the building's Property Manager, Ms. Valerie Dow of C. B. Ellis, at 202-331-8910 and the Building Engineer, (Mr. Shareef Bilal) during the day from 6:00 AM to 2:00 PM or Mr. Willie Anderson from 2:00 PM to 11:00 PM) at 202-797-1142.

Whether or not 911 is called, **the Security Watch Officer on duty will contact the SAIS Crisis Response Team (SCRT) as soon as possible by contacting the first SCRT Core Group Member available.** The SCRT should be called in the following order:

### SCRT CORE GROUP:

<u>Name</u>	<u>Phone</u>	<u>Fax</u>	<u>E-mail</u>
<b>Myron Kunka (Chair)</b> Assoc. Dean, Fin. & Admin.	202-663-5689 (O)	202-663-5834	<a href="mailto:mkunka@jhu.edu">mkunka@jhu.edu</a>
<b>Shanna Hines</b> HR Manager	202-663-5651 (O)	202-663-5724	<a href="mailto:shanna@jhu.edu">@jhu.edu</a>
<b>John Harrington</b> Assoc. Dean, Acad. Affairs	202-663-5637 (O)	202-663-5844	<a href="mailto:jharrington@jhu.edu">jharrington@jhu.edu</a>
<b>Bonnie S. Wilson</b> Assoc. Dean, Stud. Affairs.	202-663-5703 (O)	202-663-7788	<a href="mailto:bswilson@mail.jhuwash.jhu.edu">bswilson@mail.jhuwash.jhu.edu</a>
<b>Mike Lampton</b> Dean of Faculty	202-663-7739 (O)	202-663-5891	<a href="mailto:mike@jhu.edu">@jhu.edu</a>
<b>Jessica Einhorn</b> Dean	202-663-5624 (O)	202-663-5621	<a href="mailto:jessica@jhu.edu">@jhu.edu</a>

**Felisa Klubes**                      202-663-5626 (O)    202-663-5647    [@jhu.edu](mailto:fklubes@jhu.edu)  
Director, Communications

**Rolando Perez**                      202-663-5608 (O)    202-663-5656    [@jhu.edu](mailto:rperez@jhu.edu)  
Director, Facilities Management

**Mark Golding**                      202-663-7702(O)    202-663-5656    [@jhu.edu](mailto:mgolding@jhu.edu)  
Director, IT Services

The SCRT Core Group member first contacted will take immediate steps to assess and control the crisis. She/He will take charge of the situation. Based on the severity of the situation, she/he will determine the next steps, including whether to notify the rest of the SCRT Core Group and/or the full SCRT and/or the JHU Crisis Response Team (CRT). As appropriate or necessary, she/he will convene the SCRT to organize and manage the appropriate crisis response. **(See Attachment A for Full SAIS CRT Membership List.)**

After immediate actions are taken, the Chair of the SCRT (or the SCRT Core Group Member in charge of the situation) in consultation with the SCRT members, should determine whether assistance from other JHU entities is required to manage the crisis event and its aftermath. Expertise from JHU can be mobilized by calling the JHU CRT Chairman (Dr. Jonathan Links, (410-955-9622(W))). Likewise, she/he should determine whether or not the situation requires notification of the JHU Security Office at Homewood (410-516-4600), the General Council's office (410-516-8128), the Faculty & Staff Assistance Program (FASAP) (443-997-3800) and/or the JHU Medical/Public Health Institutions. These JHU entities are excellent sources of expertise to assist in assessing the ramifications of a crisis. The CRT Chairman will notify the Provost and President of the University if required.

The JHU CRT **must be notified** when the crisis:

- Involves serious injury or death,
- May result in legal action,
- May result in harmful publicity for SAIS or the University,
- May result in severe disruption of the school's mission or routine,
- SAIS facilities are severely damaged.

In addition, when a crisis involves the Bologna Center (see Attachment E for the Bologna Center Crisis Procedures), the Nanjing Center (see Attachment F for the Nanjing Center Crisis Procedures), or SAIS students, faculty or staff overseas, the JHU CRT should be briefed and kept informed, as well as, the US Embassy in the country involved and/or the State Department as appropriate.

## **TRAINING/DRILLS**

It is important that all Faculty, Staff and Students be familiar with this Crisis Management Plan and their responsibilities during a crisis event. To ensure that the contents of this plan are explained and understood by as much of the SAIS Community as possible, the Director of Human Resources in concert with the Director of Facilities Management and the Director of Communications will provide Crisis Plan Orientation Sessions to the SAIS Community on a once per semester or as needed basis. In addition, a copy of the approved Plan will be distributed to each Fire Monitor, and it will also be available to the SAIS Community on-line via the SAIS *Insider Page*, an internal intra-net web page.

In addition, on a semi-annual basis (at least once each semester), the Director of Facilities Management, in concert with the Director of Human Resources, the Communications Director, and the Associate Dean for Finance &

Administration, will institute “unannounced” emergency/crisis drills. At the conclusion of each drill, there will be an evaluation and follow-up process initiated to rate success and implement changes/improvements to the SAIS Crisis Management Plan as necessary.

## **UPDATES**

The Crisis Response Manual is an ever-evolving document that is updated semi-annually to include current policies, procedures, contacts and crises. If you are aware of a crisis situation that should be addressed in this manual, please contact Associate Dean Myron Kunka of the SAIS Office of Finance & Administration at 202-633-5689 or via email at ( [@jhu.edu](mailto:myron.kunka@jhu.edu) ).

## COMMUNICATIONS DURING A CRISIS EVENT

The underlying principle for crisis communications is to keep the SAIS community and if appropriate, the public and media, fully informed consistent with concerns for the privacy of individuals and other legal issues. The Office of Public Affairs is the department at SAIS responsible for communicating information to the school's community of faculty, staff and students as well as to the public and media. **In a crisis, the Director of Communications (Felisa Neuringer Klubes) should be kept informed, even if the crisis is not severe enough to convene the SCRT.** Communicate more, rather than less. Communicate early, rather than late.

1. The Communications Director is the primary contact for disseminating critical information to the SAIS community, public and media regarding the crisis event. The Director receives assistance from the SAIS Webmaster, Communications Coordinator, Communications Assistant, and student assistants assigned to the office. Other members of the SAIS community can be tasked for assistance, if required.
2. Internal Procedures - To reach SAIS faculty, staff and students, the Communications Office will use the following communications tools:
  - a. Send a broadcast message via the PA system (if available) **and** to all faculty and staff voicemail boxes. (Voice mailboxes can be accessed from all internal and external telephones.)
  - b. Broadcast e-mail to the SAIS community. (E-mail can be accessed internally via GroupWise or externally via the Internet.)
  - c. Post announcements on the SAIS Insider Page, an internal web page only accessible to the internal SAIS Community.
  - d. If appropriate, post announcements on the main home page of the SAIS Web site.
  - e. Cautionary fliers may be posted throughout the buildings, in the main display cases by the lobby elevators and in student mailboxes as necessary and appropriate.
  - f. Set up a telephone hotline staffed by communications personnel to answer questions from the SAIS community (and public, if appropriate).
3. External Procedures - To reach members of the public, media, as well as, the SAIS community, the Public Affairs Office will use the following communications tools:
  - a. Fax and/or email a media advisory explaining the crisis situation to local news/media organizations.
  - b. Place follow-up phone calls to the news/media organizations, confirming receipt of the information and clarifying any questions.
  - c. If appropriate, post announcements on the main home page of the SAIS Web site.
4. The following news organizations have been identified as critical resources for communicating information to SAIS internal and external audiences:

The Washington Post (Metro News Desk)  
The Washington Times (Metro News Desk)  
The Baltimore Sun (Metro News Desk)  
The JHU Gazette  
The Johns Hopkins News-Letter  
Associated Press / Washington Bureau

WTTG-TV / Channel 5 (Fox Affiliate)  
WJLA-TV / Channel 7 (ABC Affiliate)  
WRC-TV / Channel 4 (NBC Affiliate)  
WUSA-TV / Channel 9 (CBS Affiliate)  
News Channel 8 (Local Cable News Network)  
WAMU-FM (Local NPR station)  
WMAL-AM (news radio)  
WTOP-AM (news radio)  
WYPR-FM (Baltimore's NPR station )  
If relevant, the Baltimore TV and news radio stations

5. In the event of a severe crisis, the Communications Office may also contact the Executive Director, JHU Communications and Public Affairs, Dennis O'Shea, [443-287-9912 (W), 410-499-7460 (C), 410-296-4103 (H)] and appropriate national print and broadcast news organizations.

# Crisis Response Guidelines

## I. UTILITY OR STRUCTURAL EVENTS

### A. FIRE

1. If possible, immediately close the door(s) to confine fire and smoke.
2. Alert the designated Floor Monitor(s) (listed in Attachment B) who will initiate evacuation of all persons in the area.
3. Report the fire immediately, regardless of size, by:
  - a. Pulling the nearest alarm box pull stations located on each floor of the Nitze, Rome and 1717 buildings. **The Fire Alarm System in the Nitze Building is a coded system of bells/rings.** Each Alarm box will sound three (3) sets of bells/rings that indicate the smoke/fire location. (See Attachment F for a detailed description of the Nitze Building Fire Bell Alarm System.)

**The Fire Alarm System in the Rome Building will sound one continuous ring.** The Fire Alarm Panel behind the Security Watch Desk will light up indicating the location of the smoke/fire. (After working hours, the pull stations will activate the security alarm system connected to the Honeywell Security monitoring system. Honeywell Security will call the fire Department.)

**The Fire Alarm System in the 1717 Building activates an audible and visual (flashing strobe light) alarm.** The alarm is connected to a monitoring company that also receives the alarm. They will notify the Fire Department and the property management firm, Trammell Crow Company. The sprinkler system will automatically activate when the temperature rises above a safe level. The sprinklers will also initiate an emergency signal for other action.
  - b. Notify Security at ext. **5600 for the Nitze Building and the , & floors of the Bernstein-Offit Building. Call ext. 5850 for the Rome Building.** The Security Watch Officer on duty **in the Nitze Building will call 911**, if necessary, and will use the PA System, as available and appropriate, to announce the fire emergency and instruct all building occupants to evacuate the building. **In the Rome building**, The Security Watch Officer on duty will call 911. She/He will then notify the Rome Maintenance personnel by 2-way radio. They will go to each floor and notify each Floor Monitor that a fire is in progress and to begin the evacuation of their assigned area of the building immediately. Security will then notify the SCRT Core Group. (See Attachment B for a roster of Fire Monitors and their areas of responsibility.)
  - c. If the Security Watch Officer on duty in either building does not respond, call the Security Watch Officer in one of the other buildings. If there is still no response, dial 911 and give your name, the exact location and the nature of the fire emergency. After normal working hours and /or on weekends, call the Security Watch Desk in the Nitze Building at ext. **5600.**
4. In response to the fire alarm and /or fire monitor instructions, all students, faculty, staff & guests should evacuate the building(s) under the direction of the designated Floor Monitors using the

nearest accessible exit. Use the stairs. **DO NOT USE THE ELEVATORS.** Do not return to the building until your designated Fire Monitor gives the all clear.

5. After immediate danger has passed, the SCRT Core Group Member-in-Charge will check with the Fire Marshall and the Facilities Manager/Chief Engineer to ascertain the extent of any damage and to get permission for building occupants to return to the building. She/He will give the all clear to the Fire Monitors. The SCRT Core Group Member-in-Charge will also determine whether or not any students, faculty or staff were affected. If so, the victim's names, addresses, phone numbers will be identified. The SCRT Core Group Member-in-Charge will inform the Dean and will initiate contact with the following to offer support or assistance as required:

- Victims of the fire
- Spouses, parents, or other designated emergency contacts
- Director of SAIS Public Affairs who will coordinate the public response
- The Registrar who will notify the faculty as appropriate
- Director of SAIS Human Resources

## **B. EXPLOSIONS**

1. **Only if possible**, immediately close the door(s) to confine fire and smoke.
2. Alert the designated Floor Monitor(s) who will initiate evacuation of all persons in the vicinity of the explosion.
3. Report the explosion immediately regardless of magnitude by:
  - a. Pulling the nearest alarm box or pull station located on each floor of the Bernstein-Offit, Nitze and Rome buildings. (**After working hours** in the Rome building, the pull stations will activate the security alarm system. The alarm system is connected to the Honeywell Security monitor system and they will call the fire Department.)
  - b. Notifying Security at ext. ext. 5600 for Nitze and Bernstein-Offit Building, ext. 5850 for the Rome Building. Have Security call 911.
  - c. If Security does not respond, dial 911 and give your name, the exact location and the nature of the emergency.
4. Security will notify Facilities Management personnel in the Nitze and Rome buildings via 2-way radio. Said personnel will then close the gas cut off valves of the effected building. Security will first notify the Bernstein-Offit Building Engineer, (Mr. Shareef Bilal during the day from 6:00 AM to 2:00 PM or Mr. Willie Anderson from 2:00 PM to 11:00 PM) at 202-797-1142 and then will contact the building's Property Manager, Ms. Valerie Dow of CBRE, at 202-347-5203
5. **In the Nitze Building**, Security will then ring the Front door bell five times or more indicating an emergency and will use the PA System and the designated Floor Monitor(s) to announce the emergency and initiate the evacuation of the building. **All persons must evacuate the building** by using the nearest accessible exit. Use the stairs. **DO NOT use the elevators.**
6. **In the Rome building** Security will notify the Rome Facilities Management personnel by 2-way radio and will use the PA system to notify the designated Floor Monitor that an explosion has occurred and they must initiate the evacuation of their assigned area of the building immediately

**All persons must evacuate the building** by using the nearest accessible exit. Use the stairs. **DO NOT use the elevators.**

- a. **In the Bernstein-Offit Building**, an announcement indicating an explosion has occurred will be made using the PA system. The designated SAIS Floor Monitors will initiate the evacuation of the floor. **All persons must evacuate the building** under the direction of the Floor Monitors by using the nearest accessible exit. Use the stairs. **DO NOT use the elevators.**

7. Security will then notify the SCRT Core Group.

### **C. ELECTRICAL OUTAGE**

1. Report electrical outage(s) by calling ext. 5600 for Nitze Building or ext. 5850 for the Rome building. The Security Watch Officer receiving the call will notify Facilities Management per standing instructions.
2. Facilities Management will notify the Associate Dean of Finance and Administration
3. In the Bernstein-Offit Building, notify the Building Engineer, (Mr. Shareef Bilal during the day from 6:00 AM to 2:00 PM or Mr. Willie Anderson from 2:00 PM to 11:00 PM) at 202-797-1142. If unable to reach the Building Engineer, contact the building's Property Manager, Ms. Valerie Dow of CBRE, at 202-347-5203.

### **D. WATER DAMAGE OR OUTAGE**

1. Report water outage(s) by calling Security/Maintenance at ext. 5600 for the Nitze and Bernstein-Offit buildings, ext. 5850 for the Rome Building. For the Bernstein-Offit Building, Security will notify the Building Engineer, (Mr. Shareef Bilal during the day from 6:00 AM to 2:00 PM or Mr. Willie Anderson from 2:00 PM to 11:00 PM) at 202-797-1142. If unable to reach the Building Engineer, Security will contact the building's Property Manager, Ms. Valerie Dow of CBRE, at 202-347-5203.
2. Security/Maintenance will notify the Associate Dean of Finance and Administration.

### **E. HVAC/BOILER EMERGENCY**

1. Report the HVAC or Boiler emergencies by calling Security/Maintenance at ext. 5600 for the Nitze and Bernstein-Offit buildings, ext. 5850 for the Rome Building. For the Bernstein-Offit Building, Security will notify the Building Engineer, (Mr. Shareef Bilal during the day from 6:00 AM to 2:00 PM or Mr. Willie Anderson from 2:00 PM to 11:00 PM) at 202-797-1142. If unable to reach the Building Engineer, Security will contact the building's Property Manager, Ms. Valerie Dow of CBRE, at 202-347-5203.
2. Security/Maintenance will notify the Associate Dean of Finance and Administration.

### **F. NATURAL GAS LEAKS**

1. Alert all persons in the immediate vicinity of the danger and pull the nearest fire alarm pull station or alarm box located on each floor of the Nitze or Rome Building.

2. Report the natural gas leak by calling Security/Maintenance at ext. 5600 for the Nitze and Bernstein-Offit buildings, ext. 5850 for the Rome Building. For the Bernstein-Offit Building, Security will notify the Building Engineer, (Mr. Shareef Bilal during the day from 6:00 AM to 2:00 PM or Mr. Willie Anderson from 2:00 PM to 11:00 PM) at 202-797-1142. If unable to reach the Building Engineer, Security will contact the building's Property Manager, Ms. Valerie Dow of CBRE, at 202-347-5203.
3. Under the direction of the designated Floor Monitor(s), evacuate the area, leave the building by the nearest accessible fire exit. Use the stairs. **DO NOT** use the elevators.
4. Security will call 911, then will alert the floor monitor(s) as necessary, and will then contact Facilities Management and the Associate Dean of Finance and Administration.

## **G. TELEPHONE SYSTEM OUTAGES**

1. During normal business hours, all telephone outages should be reported to the appropriate Security Watch Desk and, if possible, to the Director of Business Management who is located in Nitze 307.
2. Outside of normal business hours, all telephone outages should be reported to the Security Watch Desk in the Nitze Building.

## **H. COMPUTER SYSTEM OUTAGES**

1. During normal business hours, all computer system outages should be reported to the Director of Information & Technology Services at ext. 7702 or via cell phone at 202-531-2932.
2. Outside of normal business hours, all computer system outages should be reported to the Director of Information & Technology Services via cell phone at 202-531-2932.
3. The Information and Technology Services (ITS) Department gauges crises in terms of the ability of computers within the SAIS community to effectively communicate with other servers and with Homewood. Scenarios constituting a crisis include the following:
  - a. Inability of SAIS faculty and staff to login to SAIS servers.
  - b. Inability of SAIS faculty and staff to connect to Homewood administrative/business systems.
  - c. Inability of SAIS students to connect to SAIS student computer systems.
4. Upon notification of a crisis based on the scenarios listed above, an investigation will commence to determine the severity of the situation. There are several root causes for these problems, each with a corresponding plan of action. These are:
  - hardware/software failure of a SAIS server.
  - infrastructure problem with a data routing device within SAIS.

- infrastructure problem with a data routing device between SAIS and Homewood.
- denial of service or Hacker attack
- physical destruction of the building

## I. ELEVATOR OUTAGES

1. Report the elevator outage by calling Security/Facilities Management at ext.5600 for elevators in the Nitze and Bernstein-Offit buildings and ext. 5850 for elevators in the Rome. If people are trapped in the elevator, call security (ext. 5600 for the Nitze and Bernstein-Offit buildings, ext. 5850 for the Rome Building). Security will call 911 if Facilities Management is not able to get the doors of the elevator open and the people out safely.
2. Security will notify the Associate Dean of Finance and Administration

## II. CRIMINAL EVENTS

### A. **BOMB THREATS - ALL BOMB THREATS MUST BE TAKEN SERIOUSLY!** If a telephoned bomb threat is received:

1. **KEEP THE CALLER ON THE LINE AS LONG AS POSSIBLE.** If possible and without letting the caller know, enlist the aid of a fellow employee to notify the SAIS Security Watch Desk at ext. 5600. Security will notify the Metropolitan Police Department via 911 and the give the following information:
  - **Company Name**
  - **Site**
  - **Name and telephone number of employee making the call**
2. **Try to keep the caller on the line** until you have all the information about the bomb. **Obtain as much information as possible.** At a minimum, try to find out:
  - Exact location of the device
  - Time set for explosion
  - Description of the device
  - Reason the caller has placed the bomb
  - Exact words used by the caller. Write down the exact words spoken by the caller.
3. After getting as much key information as possible from the caller, you should provide this information to Security by calling ext.5600 and/or the Metropolitan Police Department

4. **All persons must evacuate the buildings.**
  - In the Nitze Building, Security will ring the Front door bell five times or more indicating an emergency and will initiate evacuation of the building using the PA System.
  - In the Rome Building, Security will notify the Rome Maintenance personnel via 2-way radio and will initiate the evacuation of the building using the PA system.
  - In the Bernstein-Offit Building, the Floor Monitors will initiate evacuation of the , and floors
  - Security will then contact the SCRT Core Group as previously proscribed.

## **B. THEFT**

1. Report the theft immediately to Security by calling ext. 5600 for the Nitze and Bernstein-Offit buildings and ext. 5850 for the Rome Building and give your name, exact location and nature of the situation.
2. As necessary or appropriate, Security will call the DC Police Department (202) 673-6930.
3. Security Operations will also notify the Associate Dean of Finance and Administration and the Director of Human Resources.

## **C. VANDALISM**

1. All incidences of vandalism should be reported immediately to Security at ext. 5600 in the Nitze and 1717 Buildings and at ext. 5850 in the Rome Building.
2. Security will notify the Associate Dean of Finance and Administration and Facilities Management as necessary.

## **D. DISRUPTIVE INDIVIDUAL(S)** - If an individual or a group of individuals attempt to disrupt a SAIS class, office or event:

1. Politely ask the person(s) to leave, **do not grab or touch them.**
2. If they refuse to leave, immediately notify Security.
3. When a Security Watch Officer arrives, he/she will again ask the person to leave.

4. If they still refuse to leave, the Watch Officer will inform the person that the police will be called.
5. If they still refuse to leave, the Watch Officer will then notify the Security Desk.
6. Security will then dial 911 and ask for Police assistance.

### **III. Faculty & Staff Crisis/Life Events**

#### **A. Accidents**

1. All accidents involving a member of the Faculty or Staff should be reported immediately to Security.
2. Security will determine who the accident victim is and the nature of any injuries. He/she will ascertain whether emergency services (ambulance and/or police) need to be called. If so, they will dial 911 and request assistance.
3. Security will then notify the Chair of the SCRT (the Associate Dean for Finance & Administration) and the Director of Human Resources. If the victim is a member of the Faculty, the Dean of Faculty and the Associate Dean of Academic Affairs will also be notified.
4. The Director of Human Resources will review the victim's Personnel Record and collect the individual's Emergency Contact information and then report to the accident site to assist as necessary.
5. In the event the victim must be transported to the hospital, the Director of Human Resources will notify the victim's designated Emergency Contact and will accompany the victim to the hospital.
6. The Director of Human Resources will provide support, consultation, and advice and will keep the Chair of the SCRT and, as necessary or appropriate, the Dean of Faculty and the Associate Dean of Academic Affairs advised as to the status of the victim.
7. If the victim is a member of Staff or Faculty, an Accident/Incident Report Form will be completed. This form is available from Human Resources and/or from Facilities Management.

#### **B. Death**

1. The death of a member of the Faculty or Staff while they are on campus should be reported to Security immediately.
2. Security will obtain as much information as possible and then will immediately notify the following:

- a. The Chair of the SCRT (the Associate Dean for Finance & Administration), the Director of Human Resources and,
  - b. The District of Columbia Police who will undertake the appropriate police investigation.
3. The Associate Dean for Finance and Administration will:
- a. Notify the victim's family and offer assistance and support;
  - b. Notify other appropriate SAIS offices and the Dean who will inform the Provost and President's Office as appropriate;
  - c. Notify the Communications Director, who will coordinate the SAIS/University public response to the media as necessary;
  - d. Convene the SCRT as appropriate or necessary.
4. If convened, the SCRT will:
- a. Coordinate an on-campus response;
  - b. Consult on what steps need to be taken, determine the need for additional support, and will consult with additional individual or agencies as appropriate.
5. The Director of Business Management will make the necessary arrangements for housing and other needs, as necessary, if the deceased's family members wish to visit SAIS.
6. If the incident affects, or has the potential to affect, a large number of faculty, staff or students, a crisis/triage center will be established in the Herter Room. Staff will convene in the crisis/triage center as needed. The Director of Human Resources will coordinate the support offered to individuals or groups affected by the incident, which will generally involve individual or group counseling through the Faculty & Staff Assistance Program (FASAP).

### **C. Assaults/Workplace Violence**

- 1. An assault on a member of the Faculty, Staff, Student Body, or a visitor/guest while they are on campus should be reported to Security immediately.
- 2. Security will obtain as much information as possible and then will immediately notify the following:
  - a. The Chair of the SCRT (the Associate Dean for Finance & Administration), the Director of Human Resources and,
  - b. The District of Columbia Police who will undertake the appropriate police investigation.

3. The Director of Human Resources will review the victim's Personnel Record and collect the individual's Emergency Contact information and then report to the accident site to assist as necessary.
4. In the event the victim must be transported to the hospital, the Director of Human Resources will notify the victim's Emergency Contact and will accompany the victim to the hospital.
5. The Director of Human Resources will provide support, consultation, and advice and will keep the Chair of the SCRT (the Associate Dean for Finance & Administration) advised as to the status of the victim.
6. If the assault or violent action is determined to have been conducted by another JHU employee (s), the Director of Human Resources will, as appropriate, initiate the JHU Workplace Violence protocol as established by FASAP.
7. If convened, the SCRT will coordinate any on-campus response, will consult on what steps need to be taken, will determine the need for additional support, and will consult with additional individuals or agencies as appropriate.

#### **IV. STUDENT CRISIS/LIFE EVENTS**

##### **A. Accidents**

1. All accidents should be reported immediately to the Security Watch Officer on duty at 202-663-5600 for incidences occurring in the Nitze and the Bernstein-Offit Buildings and at 202-663-5850 for incidences occurring in the Rome Building.
2. The Security Watch Officer will determine who the accident victim is and the nature of any injuries. He/she will ascertain whether emergency services (ambulance and/or police need to be called. If so, they will dial 911 and request assistance.)
3. The Security Watch Officer will then notify the Assistant Director for Student Life who will notify the Associate Dean for Student Affairs.
4. The Assistant Director for Student Life and/or the Associate Dean for Student Affairs will review the victim's School Record and collect the individual's Emergency Contact information. They will then notify the Chair of the SCRT as appropriate or necessary and then report to the accident site to assist as necessary.
5. In the event the victim must be transported to the hospital, the Assistant Director for Student Life or the Associate Dean for Student Affairs will notify the victim's designated Emergency Contact and will accompany the victim to the hospital.

8. The Assistant Director for Student Life and/or the Associate Dean for Student Affairs will provide support, consultation, and advice and will keep the Chair of the SCRT advised as to the status of the victim.

## **B. Deaths**

1. The death of a student should be reported to the Security Watch Officer on Duty immediately at 202-663-5600 for incidences occurring in the Nitze and the Bernstein-Offit Buildings and at 202-663-5850 for incidences occurring in the Rome Building.
2. Security will obtain as much information as possible and then will immediately notify the following:
  - a. The Chair of the SCRT (the Associate Dean for Finance & Administration) and,
  - b. The Assistant Director for Student Life and/or the Associate Dean for Student Affairs, then
  - c. The District of Columbia Police who will undertake the appropriate police investigation.
3. The Chair of the SCRT (the Associate Dean for Finance & Administration) will:
  - a. Notify other appropriate SAIS offices and the Dean who will inform the Provost and President's Office as appropriate;
  - b. Inform the victim's family to offer assistance and support;
  - c. Notify the Communications Director, who will coordinate the SAIS/University response to the media as necessary;
  - d. Convene the SCRT as appropriate or necessary. If convened, the SCRT will:
    - Coordinate an on-campus response;
    - Consult on what steps need to be taken, determine the need for additional support, and will consult with additional individual or agencies as appropriate.
4. The Director of Business Management will make the necessary arrangements for housing and other needs, as necessary, if the deceased's family members wish to visit SAIS.
5. If the incident affects, or has the potential to affect, a large number of faculty, staff or students, a crisis/triage center will be established in the Herter Room. Staff will convene in the crisis/triage center as needed. The Director of Human Resources in consultation with other SAIS Administrators will coordinate the

support offered to individuals or groups affected by the incident, which will generally involve individual or group counseling through the Faculty & Staff Assistance Program (FASAP).

### **C. Assaults/Physical Violence**

1. An assault on a member of the Student Body, while they are on campus should be reported to the Security Watch Officer on Duty immediately at 202-663-5600 for incidences occurring in the Nitze and the Bernstein-Offit Buildings and at 202-663-5850 for incidences occurring in the Rome Building.
2. Security will obtain as much information as possible and then will immediately notify the following:
  - a. The Chair of the SCRT (the Associate Dean for Finance & Administration and,
  - b. The Assistant Director for Student Life and/or the Associate Dean for Student Affairs, then, as appropriate or warranted,
  - c. The District of Columbia Police who will undertake the appropriate police investigation.
3. The Assistant Director for Student Life and/or the Associate Dean for Student Affairs will review the victim's School Record and collect the individual's Emergency Contact information and then report to the location of the victim to assist as necessary.
4. In the event the victim must be transported to the hospital, the Assistant Director for Student Life and/or the Associate Dean for Student Affairs will notify the victim's Emergency Contact and will accompany the victim to the hospital. If the victim is conscious, permission to notify their Emergency Contact should be sought.
5. The Assistant Director for Student Life and/or the Associate Dean for Student Affairs will provide support, consultation, and advice and will keep the Chair of the SCRT (the Associate Dean for Finance & Administration) advised as to the status of the victim.
6. If the assault or violent action has been committed by another JHU student(s), SAIS Faculty member or by a member of the SAIS Staff, the Assistant Director for Student Life and/or the Associate Dean for Student Affairs will, as appropriate, initiate the JHU Workplace Violence protocol as established by FASAP.
7. If convened, the SCRT will coordinate any on-campus response, will consult on what steps need to be taken, will determine the need for additional support, and will consult with additional individuals or agencies as appropriate.

**Guidelines for Dealing with Distressed Students** - To ensure that SAIS students directly involved in a crisis receive appropriate direction and support, all student related crises or life events must be reported to the Assistant Director for Student Life and/or the Associate Dean for Student Affairs. As appropriate and as confidentiality permits, other SAIS administrators will be informed of crisis situations involving SAIS students to minimize confusion, update necessary School/University records and to provide assistance as appropriately to:

- Students in crisis, and/or
- Other affected students (roommates, close friends), and/or
- Other affected members of the SAIS community, and/or
- Spouses, parents, other relatives.

There are no absolutely correct procedures for dealing with a distressed student. Each person has his or her own style of approaching and responding to others. Listed below are some suggestions for dealing with a distressed student.

- A. Know your personal limits as a helper. You may not feel comfortable trying to help someone cope with his/her problem and they may be in need of professional counseling.
- B. If you feel the student needs professional counseling, refer them to the Assistant Director for Student Life or the Associate Dean for Student Affairs who will provide appropriate referrals.
- C. It is best to give positive reinforcement to a student who has confided in you. Acknowledge his/her feelings and be accepting and nonjudgmental.
- D. If you are concerned about a student's suicide potential, keep in mind that professionals assess the suicide potential, in part, by asking:
  1. What the plan for suicide is, i.e., exactly how will it be done;
  2. When and where the student intends to carry out the plan;
  3. Did the student ever attempt suicide before?

The more specific and lethal the plan, the more recent a previous attempt, and the greater the ability to carry out the plan, the higher the risk for suicide. You need not be afraid to ask these questions. These questions will not furnish people who are considering suicide with new ideas. Most people who are actively suicidal are more than willing to discuss their plans. Conversely, many people consider suicide from time to time in passing. The less specific and lethal the plan (e.g., "I guess I'd take a couple of sleeping pills sometime." the less likely a suicide attempt.

If you believe someone appears to be considering suicide you must do the following:

1. Call the Associate Dean for Student Affairs at 663-5703 or the Assistant Director for Student Life at 663-5705 and inform them of the situation immediately so that the individual can get immediate professional attention.
2. If the student is agreeable, escort the student to the Office of the Associate Dean for Student Affairs at Nitze 203. If you need assistance, call the Security Desk, located on the first floor of the Nitze and Rome Buildings at 663-5600 or 663-5850 respectively.

3. In the event of a suicide, as soon as possible, the SCRT, together with the Dean, the General Counsel, and the Provost and President, if appropriate, should meet to:
  1. Develop a public response to the media;
  2. Determine what measures need to be taken to safeguard the mental and physical well being of the rest of our students;
  3. Develop strategies for disseminating information to the SAIS campus and other campuses, including e-mail, voice mail, flyers, open forums, other;
  4. Determine the advisability of postponing academic deadlines and develop a strategy for communicating that decision to faculty, students, and staff.

## V. Weather Emergencies

The SAIS policy on weather emergencies is to remain open if at all possible. In the event that extreme weather conditions force us to close, Associate Dean Kunka will provide Homewood with our closing decision. Current, up-to-the-minute information will be available by calling the JHU weather hot line at 1-800-548-9004 (toll free) or in Baltimore at 410-516-7781. Radio station WTOP-AM (1500) and WASH-FM (97.1) will be notified by Homewood and will carry closing information. TV stations WJLA-TV (channel 7), WRC TV (channel 4) and WUSA-TV (channel 9) will announce closing information. The information on closing is also available in via the internet by going to JHUniverse at <http://www.jhu.edu>, click on Today@JHU and then click on the "JHU Emergency Information and Weather Alerts" link.

If you have a SAIS voice mail, try the voice mail at 202-663-5953.

If all else fails you can call the Nitze security desk at 202-663-5600.

Remember only closing information is given on all broadcasts. If you don't hear JHU mentioned, we are open. SAIS is not mentioned explicitly on broadcasts, only JHU.

## VI. SUSPICIOUS MAIL/ TOXIC CHEMICAL/ BIOLOGICAL EVENTS

### A. Suspicious Mail/Packages – Should you receive a suspicious looking envelope or package:

1. **DO NOT TOUCH OR MOVE** the suspicious package/envelope
2. **Remain Calm**
3. **Clear the immediate area**
4. **Immediately Notify the Security Watch Officer on Duty at ext. 5600 for the Nitze Building and the floor of the Bernstein-Offit Building. Call ext. 5850 for the Rome Building.** The Security Watch Officer on duty **will call 911**, if necessary, and will use the PA System, as available and appropriate, to instruct all building occupants to

evacuate the building. If the emergency is in the Bernstein-Offit Building, after calling 911, the Security Watch Officer will notify the Building Engineer and the Property Manager, C. B. Ellis Company. **In the Rome building**, The Security Watch Officer will call 911. She/He will then notify the Rome Maintenance personnel by 2-way radio. They will go to each floor and notify each Floor Monitor that a fire is in progress and to begin the evacuation of their assigned area of the building immediately. Security will then notify the SCRT Core Group. (See Attachment B for a roster of Fire Monitors and their areas of responsibility.)

5. When calling 911, the Security Watch Officer will provide the Metropolitan Department with the following information:
  - Building Address & room or suite number
  - Name & Phone Number of employee making the call
  - Location of the suspicious package/envelope
  - Any and all details about the package/envelope

**B. Toxic Chemical/Biological Events** -- If there is a toxic chemical spill or biological material threat or a dangerous chemical is released in our community and poses a threat to faculty, students and staff, the following procedures should be followed:

1. If possible, close all doors and windows in the immediate area and clear all personnel from the area, but do not evacuate the building until instructed by Security or your designated Floor Monitor.
2. Immediately Notify the Security Watch Officer on Duty at ext. 5600 for the Nitze Building and the floor of the Bernstein-Offit Building, or ext. 5850 for the Rome Building. Give the Security Watch Officer the following information:
  - Building Address & room or suite number
  - Name & Phone Number of employee making the call
  - Location of the spill or threat
  - Any and all details about the spill or threat
4. The Security Watch Officer on duty will call 911 **and, only if instructed by the authorities** will initiate evacuation procedures.
5. The Security Watch Officer will then activate the SAIS Crisis Response Team (SCRT) as soon as possible by contacting the first SCRT Core Group Member available who will take charge of the situation and liaison with the authorities.

Should this type of event occur, we would be directed--most likely by public health officials to bring all students and staff indoors; to shut down all heating, ventilation, and air conditioning systems; and to close and secure all doors and windows. The neutral atmospheric pressure created by these actions would create a barrier and help keep chemical agents from leaking into the building. This approach is referred to as a "sheltered-in-place" incident and has proven to be safer than evacuating into a contaminated outdoor environment. During a sheltered-in-place incident, public safety officials will secure the effected building(s), and no one will be allowed in and out until an all clear signal/announcement is made. Generally such announcements will be made through SAIS' Public Address system. In such an event:

1. Stay indoors.
2. Shut off all HVAC fans and close all HVAC dampers, including exhaust dampers.
3. Turn off the power to the penthouse's switchboards from the basement.
4. Close all outside doors and windows.
5. Close all internal doors.
6. Do not use elevators. - They create a piston effect and can pump air into and out of the building.
7. Shut off other fans such as kitchen exhaust and bathroom exhaust.
8. All building occupants should gather in one of the "shelter- in-place" rooms that have no or low air exchange with the outdoors (Nitze Basement, Rome Auditorium & Rome reception room).

**C. TERRORIST/WAR EVENTS** – In the event there is a terrorist or war-related event in the vicinity of SAIS:

1. **DO NOT PANIC, REMAIN CALM & AWAIT INSTRUCTIONS**
2. The SCRT Chair will convene the SCRT to evaluate the situation and in consultation with local and/or national authorities, will initiate the appropriate SAIS response including sheltering of building occupants or evacuation, if necessary.

ATTACHMENT A

**SAIS CRISIS RESPONSE TEAM (SCRT) MEMBERSHIP ROSTER**

**SCRT CORE GROUP:**

<b><u>Name</u></b>	<b><u>Phone</u></b>	<b><u>Fax</u></b>	<b><u>E-mail</u></b>
<b>Jessica Einhorn</b> Dean	202-663-5624 (O)	202-663-5621	<a href="mailto:jein@jhu.edu">@jhu.edu</a>
<b>Myron K. Kunka (Chair)</b> Assoc. Dean, Fin. & Admin.	202-663-5689 (O)	202-663-5834	<a href="mailto:mkunka@jhu.edu">mkunka@jhu.edu</a>
<b>John Harrington</b> Assoc. Dean, Acad. Affairs	202-663-5637 (O)	202-663-5844	<a href="mailto:jharrington@jhu.edu">jharrington@jhu.edu</a>
<b>Bonnie S. Wilson</b> Assoc. Dean, Stud. Affairs.	202-663-5703 (O)	202-663-7788	<a href="mailto:bswilson@jhu.edu">bswilson@jhu.edu</a>
<b>David M. Lampton</b> Dean of Faculty	202-663-7739 (O)	202-663-5891	<a href="mailto:dmlampton@jhu.edu">@jhu.edu</a>
<b>Shanna Hines</b> HR Manager	202-663-5651 (O)	202-663-5724	<a href="mailto:shhines@jhu.edu">@jhu.edu</a>
<b>Felisa Klubes</b> Director, Communications	202-663-5626 (O)	202-663-5647	<a href="mailto:fkubes@jhu.edu">@jhu.edu</a>
<b>Rolando Perez</b> Director, Facilities Management	202-663-5608 (O)	202-663-5656	<a href="mailto:rperez@jhu.edu">@jhu.edu</a>
<b>Mark Golding</b> Director, IT Services	202-663-7702(O)	202-663-5656	<a href="mailto:mgolding@jhu.edu">@jhu.edu</a>

**SCRT SECONDARY GROUP:**

<u>Name</u>	<u>Phone</u>	<u>Fax</u>	<u>E-mail</u>
<b>Catherine Porter</b> Director, Business Management	202-663-5665 (O)	202-663-5834	<a href="mailto:cp@jhu.edu">@jhu.edu</a>
<b>Miguel Flores</b> Supervisor, Building Maintenance	202-663-5629 (O)	202-663-5656	<a href="mailto:mf@jhu.edu">@jhu.edu</a>
<b>Cynthia Toussaint</b> Registrar	202-663-5616 (O)	202-663-5615	<a href="mailto:ct@jhu.edu">@jhu.edu</a>
<b>Moe Elahi</b> IT Specialist	202-663-7705 (O)	202-663-5656	<a href="mailto:me@jhu.edu">@jhu.edu</a>
<b>Zilla Bristol</b> Sr. HR Coordinator	202-663-5654 (O)	202-663-5724	<a href="mailto:zb@jhu.edu">@jhu.edu</a>
<b>Jill Villatoro</b> Dean's Executive Assistant	202-663-5624 (O)	202-663-5621	<a href="mailto:jv@jhu.edu">@jhu.edu</a>
<b>Amir Pasic</b> Assoc. Dean, Development	202-663-5638 (O)	202-663-5639	<a href="mailto:ap@jhu.edu">@jhu.edu</a>
<b>Catherine Rossi</b> Executive Director, Finance & Operations Arts & Sciences, AAP	202-452-0780 (O)	202-452-8713	<a href="mailto:cr@jhu.edu">@jhu.edu</a>
<b>Robert Kavalek</b> Campus Operations Manager	202-588-0594 (O)	202-588-0589	<a href="mailto:rk@jhu.edu">@jhu.edu</a>
<b>Jim Zellar</b> Associate Dean Finance & Admin Carey Business School	410-516-6481 (O)		<a href="mailto:jz@jhu.edu">@jhu.edu</a>

## THE BOLOGNA CENTER

<u>Name</u>	<u>Phone</u>	<u>Fax</u>	<u>E-mail</u>
<b>Bart Drakulich</b> Director, Fin. & Admin. <a href="mailto:bjdrak@jhbc.it">@jhbc.it</a>	011-39-051-291-7841(O)	011-39-051-228-505	
<b>Kenneth Keller</b> Director <a href="mailto:kkeller@jhbc.it">@jhbc.it</a>	011-39-051-291-7835 (O)	011-39-051-228-505	
<b>Veronica Pye</b> Stu. Aff. Coord. <a href="mailto:vp@jhbc.it">@jhbc.it</a>	011-39-051-291-7832 (O)	011-39-051-228-505	
<b>Gail Martin</b> Communication Asst. <a href="mailto:gmartin@jhbc.it">@jhbc.it</a>	001-39-051-291-7801 (O)	011-39-051-228-505	
<b>Vito Catalano</b> Custodian <a href="mailto:vcatalano@jhbc.it">@jhbc.it</a>	011-39-051-291-7807 (O)	011-39-051-228-505	

## NANJING PROGRAM OFFICE (Washington)

<u>Name</u>	<u>Phone</u>	<u>Fax</u>	<u>E-mail</u>
<b>G. Eugene Martin</b> Executive Director	202-663-5801 (O)	202-663-7729	<a href="mailto:gemartin@jhu.edu">@jhu.edu</a>
<b>Carolyn Townsley</b> Assistant Director	202-663-5802 (O)	202-663-7729	<a href="mailto:ctownsley@jhu.edu">@jhu.edu</a>

**NANJING CENTER (Nanjing, PRC)**

**Name**

**Jan Kiely**

American Co-Director

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001-86-25-8359-2437 (O) 011-86-25-330-1102

**ATTACHMENT B**

**SAIS Floor Monitors List**

**Nitze Building:**

Floor	Security Watch Officer on Duty	X5600
Floor (Dean's Suite)	Jill Villatoro	X5624
Floor (Student Affairs)	Janet Burrowes	X7797
Floor	Todd Bruce	X3215
Floor	Pedro Matias	X5658
Floor	Kelley Kornell	X5790
Library	Linda Carlson	X5903

**Rome Building:**

Floor	Security Watch Officer on Duty	X5850
Floor	Security Watch Officer on Duty	X5850
Floor	Marie Dorelus	X5751
Floor	Denise Melvin	X7764
Floor	Katherine Nagel	X5805
Floor	Katarina Lesandric	X7723
Floor	Christine Kunkel	X5772
Floor	Security Watch Officer on Duty	X5850

**Bernstein-Offit Building:**

Trans-Atlantic Center	Katrien Maes	floor	X5882 Protection
Project	Anna Koppel	floor	X5895
Visiting Scholar Offices	Matthias Matthijs	floor	349-0998
International Economics	Lois Weiss	floor	X5684

## ATTACHMENT C

### Fire, Emergency and Evacuation Bill

The following procedures are the updates of SAIS' Fire and Emergency instructions.

#### ACTIONS.

1. All personnel. When the Fire alarm sounds in any of the SAIS buildings, all personnel in that building should immediately leave their offices/classrooms/library etc. and exit the building using the Fire Stairs. (*DO NOT USE THE ELEVATORS DURING A FIRE EMERGENCY.*)

Designated floor monitors: Will makes a sweep of the floor on their way out to ensure all personnel had evacuated and will report to Dean Kunka, Ms. Porter or Mr. Perez.

2. Security personnel. When the Fire Alarm sounds, the security personnel in that building will dial 911 to report the Fire/Emergency. Second, the security personnel will call either the Facilities Manager (Mr. Perez or Mr. Flores of the Engineering staff to inform them of the Fire/Emergency.

3. Maintenance Staff. When the Fire Alarm sounds, the maintenance staff will follow the orders of the Facilities Engineer (Mr. Perez and/or his assistant Mr. Flores); should be follow directions of Head Security Guard if neither Mr. Perez nor Mr. Flores is available. The senior maintenance person will direct the maintenance staff. When the situation permits, the maintenance staff should check the affected building to ensure that all personnel have departed.

4. General. The prudent rule to follow in the event of a Fire alarm, is *Evacuate* first, then ask for clarification. In the event of a Fire alarm after normal working hours, Mr. Perez/Flores will inform Dean Kunka or Business Manager, Ms. Porter who will inform the Dean and the other appropriate senior personnel.

## **EMERGENCY ACTION PLAN**

### **Accidents of employee or visitor**

- 1. Call 911**
- 2. Give your name**
  - **Company name**
  - **Building address or location**
  - **Exact location of the victim**
  - **Type of injury or illness**
- 3. Administer first aid**
- 4. Notify your supervisor**
- 5. Stay with the victim until professional help arrives**

### **Upon discovery of smoke or fire**

- 1. Activate the nearest fire alarm, and notify the front desk attendant.**
- 2. Call 911 (or fire department)**
- 3. Give building address and location**
  - **Exact location of fire**
  - **Your name and location**

### *If evacuation is necessary*

- 4. Do not panic**
- 5. Proceed to nearest exit (do not use the elevators)**
- 6. Assist disabled people to outside area**

### *If caught in heavy smoke*

- 7. Crawl -- The air nearest the floor will have less smoke**
- 8. Take short breaths**

### *If door to exit is blocked or warm to the touch*

- 9. Remain where you are**
- 10. Use the phone -- Call for help**
- 11. If possible, place wet towels around the edges of the door.**

**Once outside verify that everyone is out. Remain outside until fire department authorizes reentry.**



**Fire extinguisher locations: Generally there are two fire extinguishers installed on each floor. One is mounted across the south exit doors and the second is adjacent to the bathrooms.**

**Fire Extinguisher locations: NITZE BLDG**

- Basement: 1 installed; adjacent to the phone booth.**
- Main lobby: 1 extinguisher next to the guard desk.**
- 2nd floor: 2 installed; 1 across the south exit door, 2nd adjacent to the west exit door.**
- 3rd floor: 2 installed; 1 across the south exit door, 2nd adjacent to the west exit door.**
- 4th floor: 2 installed; 1 across the south exit door, 2nd adjacent to the west exit door.**
- 5th floor: 2 installed; 1 across the south exit door, 2nd adjacent to the west exit door.**
- 6th floor: 2 installed; 1 adjacent to the west exit door, 2nd adjacent to room 613.**
- 7th floor: 1 installed; adjacent to the west exit door.**
- 8th floor: 1 installed; across the west exit door.**

**Fire alarms: There are numerous local fire alarms installed throughout the building. This interior fire alarm system is not connected with the City Fire Department. It is for evacuation purposes only. In case of fire pull the interior local alarm station following the instructions on the face of the alarm box.**

**Remember this interior Alarm System DOES NOT call the City Fire Department.**

**Fire Extinguisher locations: ROME BLDG**

- Basement: 3 installed; 1 adjacent to the double doors.  
1 adjacent to the men's room  
1 installed on the center column across lot # 18.**
- Main lobby: 1 installed; next to the reception room.**
- 2nd floor: 1 installed; adjacent to the south stairwell exit door.**
- 3rd floor: 1 installed; adjacent to the south stairwell exit door.**
- 4th floor: 1 installed; adjacent to the south stairwell exit door.**
- 5th floor: 1 installed; same as above.**
- 6th floor: 1 installed; same as above.**
- 7th floor: 1 installed; same as above.**
- 8th floor: 1 installed; adjacent to the north elevator door.**

**Evacuation routes:**

**Nitze building.**

**Primary: East stairwell.**

**Secondary: West Stairwell**

**Proceed to the lobby level area and exit the building towards the Massachusetts Avenue. Assemble in front of 1717 Massachusetts Avenue (BOB bldg) and muster. Designated Floor Monitors will take a personnel muster of each floor and give the data to the Director of Facilities.**

**Rome Building:**

**Primary North Stairwell:**

**Secondary South Stairwell:**

**Proceed to the lobby area and exit the building towards the Massachusetts Avenue. Assemble in front of the Air Line and Pilots Building at 1625 Massachusetts Avenue and muster. Designated Floor monitors will take a personnel muster of each floor and give the data to the Director of Facilities.**

## EMERGENCY PROCEDURES:

### FIRE:

#### Discovery of Fire

- 1) Alert all persons in the immediate area.
- 2) Report the Fire immediately regardless of size.
  - a) pull the nearest alarm box or pull stations located on each floor of the Nitze and Rome buildings.
  - b) Dial 911 and give your name, exact location and nature of the emergency.
  - c) For the Rome building, the pull stations would energize the security alarm system. The alarm system is connected to Honeywell Security monitor system and they would call the fire Department **after working hours**.
- 3) Notify Security at ext 5600/5620 for Nitze building, 5850 for the Rome building.
  - a) Security Operations will notify the Associate Dean for Finance and Administration
- 4) Close the door to confine fire and smoke.
- 5) Evacuate the area. Leave the building by the nearest accessible fire exit. Use the stairs. DO NOT use the elevators.

### Response to Fire Alarm

1) Evacuate the building using the nearest accessible exit. Use the stairs. DO NOT use the elevators.

2) After immediate danger has passed, notify the Associate Dean for Student Affairs (ASDA) who will ascertain whether any students were affected and if so, their names, addresses, phone numbers; the extent of the damage; and probable cause. The ASDA will contact the following as required:

- a) Spouses, parents, and others.
- b) Victims of the fire to offer support.
- c) Director of SAIS Public Affairs to coordinate the public response
- d) The Registrar who will notify the appropriate faculty

## FIRE ALARM SYSTEM ( NITZE BUILDING)

The Fire Alarm system is a coded system of bells/rings. Each alarm box has it's code or series of three sets of bells/rings, to indicate fire location. The series of bells/rings are as follows:

A. First set in the series will either be a 3 or 4 bells/rings.

-3 bells/rings indicates that fire is located below ground level.

-4 bells/rings indicates fire is above ground level.

B. Second set of bells/rings will indicate the floor. There will be 1 bell/ring for each floor up to 9 ( penthouse) .

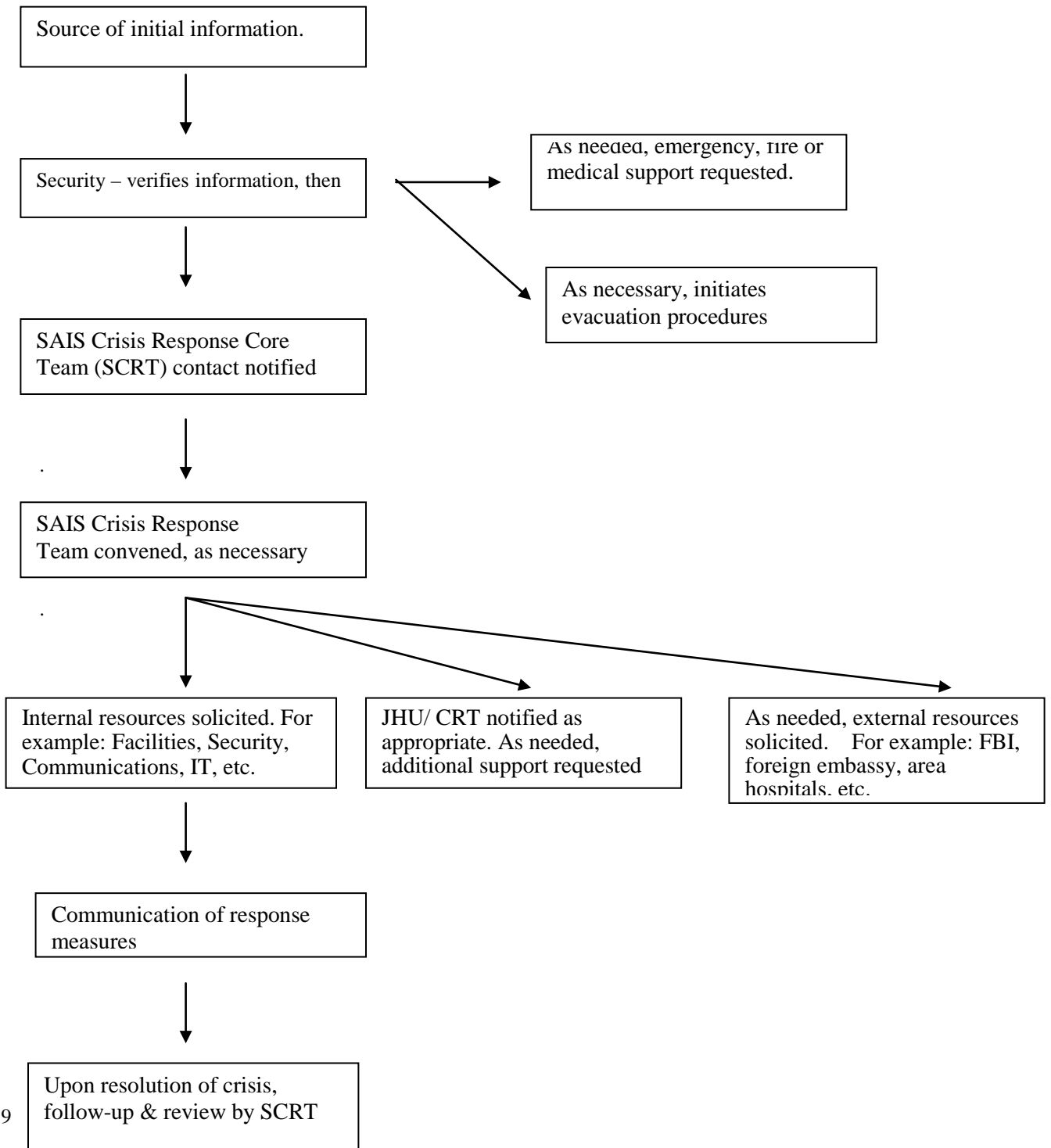
C. The third set of bells/rings indicates which box is involved. ( 1, 3, 5 bells/rings indicate north) , ( 2, 4, 6 bells/rings indicate south)

Bells	Location	Floor
4-9-1	penthouse office north	9
4-9-2	penthouse office south	9
4-8-1	library north	8
4-8-2	library south	8
4-7-1	library north	7
4-7-2	library south	7
4-6-1	library north	6
4-6-2	library south	6
4-6-3	" north	6
4-6-4	" south	6
4-6-5	smoke detector	6
4-5-1	north	5
4-5-2	south	5
4-4-1	north	4
4-4-2	south	4

4-3-1	north	3
4-3-2	south	3
4-2-1	north	2
4-2-2	south	2
4-1-1	lobby	1
4-1-2	cafeteria south ( rear door)	1
4-1-3	cafeteria dining room	1
4-1-4	lobby ( back door)	1
4-1-5	first floor lounge ( ER)	1
4-1-6	Kenney auditorium	1
4-1-7	Kenney auditorium ( rear)	1
4-1-8	dining room	1
4-1-9	duct detector ( kitchen)	1
4-1-10	kitchen hood	1
4-1-11	heat detector ( kitchen)	1
3-1-1	basement equipment room	basement
3-1-2	basement hallway	basement
4-1-14	7th floor smoke detector ( 3 each)	new
4-1-15	9th floor smoke detector ( 6 each)	new

### General Response Procedures Chart

Each crisis is handled on a case-by-case basis. The established response and communication procedures are outlined in the chart below. This procedure chart is designed with flexibility to handle a wide range of crisis situations. Various levels of communication and response are needed respective to each situation. The steps are intended to provide guidelines and present options. If a situation is resolved quickly all steps may not need to be taken.



**Crisis Response Follow-up Chart**

Crisis response follow-up guidelines are outlined in the chart below. The follow-up procedure may vary, just as each crisis is handled on a case by case basis. This follow-up chart is designed with flexibility to accommodate the levels of evaluation and response appropriate to a crisis. The steps are intended to provide guidelines and present options. If a situation is resolved quickly all steps may not need to be taken.

<b>Summarize Crisis/Event</b>	

<b>Identify Individuals Involved &amp; Their Affiliation to SAIS</b>	1.
	2.
	3.
	4.
	5.
	6.
	7.
	8.
	9.
	10.
	11.
	12.
	13.
	14.
	15.

**Follow-up &  
Review  
Meeting**

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

**Indicate  
Incidents &  
the Actions  
Taken**

<b>Incident</b>	<b>Action Taken</b>

**Identify Areas  
For  
Improvement  
and  
Changes To  
Be Made**

<b>Improvements</b>	<b>Changes To Be Made</b>

**Summarize  
Results of  
Feedback &  
Submit to  
SCRT**

Date Document Prepared: \_\_\_\_\_  
Prepared By: \_\_\_\_\_  
Date Document Forwarded to SCRT: \_\_\_\_\_

## SAIS Bologna Center Crisis Procedures

**All crisis events**, whether a catastrophic event, violence, hazardous conditions, or other significant crisis, **must be reported to the Reception Desk at (+39) 051-2917811 (at Via Belmeloro 11) or directly to the office of the Director of Finance and Administration at (+39) 051-2917841. These will in turn call 113 (General Emergency Switchboard) or 118 (Ambulance) if the situation requires that action.** Whether or not emergency services are called, a member of the Bologna Center Crisis Response Team (BCCRT) will be notified as soon as possible. The BCCRT Group Members will be called in the following order:

<u>Name</u>	<u>Phone</u>	<u>E-mail</u>
<b>Bart Drakulich (Chair)</b> Director, Fin. & Admin	(+39) 051-2917841 (work) 333-2378398 011-39-051-4841717(H)	<a href="mailto:@jhbc.it">@jhbc.it</a>
<b>Kenneth Keller</b> Director	(+39) 051-2917835 (work) 338-5404359 (+39) 051-5872799 (home)	<a href="mailto:kkeller@jhbc.it">kkeller@jhbc.it</a>
<b>Veronica Pye</b> Student Affairs.	(+39) 051-2917832 (work) 349-8727014	<a href="mailto:@jhbc.it">@jhbc.it</a>
<b>Gail Martin</b> Head Librarian	(+39) 051-2917801 (work) 347-0879752 (+39) 051-332774 (home)	<a href="mailto:@jhbc.it">@jhbc.it</a>
<b>Vito Catalano</b> Bologna Center Custodian	(+39)051-2917807 (work/home) 347-2524501	<a href="mailto:@jhbc.it">@jhbc.it</a>

The BCCRT Group member first notified will take immediate steps to assess and control the crisis. S/He will take charge of the situation and will make a determination, based on the severity of the situation, whether to notify the rest of the Group, the other members of the BCCRT, and the Associate Dean, Finance & Admin in Washington D.C. [Myron Kunka 202-663-5689 (O)]

As appropriate or necessary, the Chair of the BCCRT will convene the appropriate members of the Crisis Response Team to organize and manage the appropriate crisis response. SAIS BC is not staffed or equipped to take care of crises by itself. **The first action taken should be to get immediate and appropriate help.** Calling **113** will reach the Emergency Services Switchboard, which will in turn connect you to the relevant department (police, fire, medical). **The second action taken should be to notify any students, faculty or staff who may be endangered.** Notification by direct means (door-to-door, office-to-office, classroom-by-classroom), or any other available method should be used.

Once all necessary notifications have been made at the local level, the BCCRT member on scene should call the JHU CRT (**the Chairperson is Dr. Jonathon Links office phone 410-955-9622**). Likewise, the Security Office at Homewood (410-516-4600), the General Counsel's office (410-516-8128) and the JHU Medical/Public Health Institutions are excellent sources of expertise to assist in assessing the ramifications of a crisis after immediate actions are taken. Expertise from JHU can be mobilized by calling the JHU Crisis Response Team Chairman; he will also notify the Provost and President of the University if required. The JHU Crisis Response team **must be notified** when:

- the crisis involves: serious injury or death,
- the crisis may result in legal action,
- the crisis may result in harmful publicity for SAIS or the University,
- the crisis may result in severe disruption of the school's mission or routine,
- SAIS facilities are severely damaged.

In addition, the US Consulate in Florence and/or the State Department should be kept informed as appropriate. The Security Officer with jurisdiction for the Bologna Center is stationed at the Florence Consulate; his/her information is as follows:

Nathan Al-Khazraji (+39 02 290 35293)  
Regional Security Officer, U.S. Consulate in Milan (responsible for Milan and Florence constituencies, which includes Bologna)  
Florence Consulate switchboard (+39) 055-266951

#### Other Information

The Bologna Center has developed an updated Evacuation Plan (see below), and holds periodic training/information dissemination meetings among key staff to discuss security issues. In addition, the Security Officer at the U.S. Consulate in Florence provides training and assistance in preparation of crisis plan and procedures. An update course will be offered by the Consulate's Security Officer this summer.

## BOLOGNA CENTER EVACUATION PLAN

### **To clear the building:**

John Williams: Clear Library basement

Ludovica Barozzi: Clear Library mezzanine and main library floor

Ivo Rossetti: Rest of ground floor (atrium, bar), basement and 1st floor (Associazione)

Bart Drakulich: Initial sweep of Floor, then Floor (classrooms, penthouse, kitchen, terrace) and final sweep of Floor

Marco Buldini: Sweep of Floor, then initial sweep of Floor

Raffaella Besola: Receptionists are to call the police, fire department, ambulance, whichever the emergency indicates.

Vito Catalano, when present during non-operating hours, should contact proper authorities and quickly check all floors and library.

**Upon evacuating, all staff and faculty should meet in the area just past the CCSDD, where via Sant'Apollonia meets via Belmeloro (there is an apartment building and a parking area).**

We are in compliance with all Italian laws and regulations regarding necessary signage for emergency evacuation of the building (including not using the elevators, where the stairs are, etc.) and emergency lighting exists at pertinent points of the building. Fire extinguishers are tested at least two times a year. All side exit doors have panic-bars so that exit is automatic in an emergency. A fire detection system rings first in the custodian's apartment and then it goes directly to the off campus security company's office who will call the fire department. They have a list of people that will then be called.

The following employees have received formal fire safety training, mandated by Italian law:

Bart Drakulich, Director of Finance  
Paolo Forlani, IT Administrator  
John Williams, Library  
Maria Marcich, Library  
Ivo Rossetti, Photodup & Bldg  
Vito Catalano, Custodian & Bldg.

The following employees have received formal first aid training, mandated by Italian law:

Vito Catalano, Custodian & Bldg.  
Gail Martin, Head Librarian  
Ann Gagliardi, Career Services Counselor

## Hopkins-Nanjing Center Crisis Management Procedures

The American Co-Director will act in concert with the Chinese Co-Director to respond to all crises and to ensure the safety and health of all members of the Center community.

In the event of a fire in any part of the facility, the Center alarms will sound, students, faculty, and staff will be evacuated from the building and surrounding compound, and the Nanjing fire department will be called. Depending on the type and size of the fire, designated staff may attempt to put out the fire using the Center's chemical fire extinguishers and/or fire hoses. In the case of a major fire, the Hopkins-Nanjing Center Washington Office (HNC-WO) Director or Assistant Director will be notified once the situation is under control.

Should there be an act of violence against students, faculty, or staff, Nanjing University and Nanjing municipal public security personnel will be notified and emergency medical treatment will be provided. Chinese officials will take the lead in investigating the incident and advising the Co-Directors on future courses of action. As soon as practicable, the American Co-Director will notify the HNC-WO. Depending on the type and scope of the incident, the American Co-Director should also notify the U.S. consulate in Shanghai or the U.S. embassy in Beijing, and the consular representatives of any foreign nationals involved.

The doctor at the SOS International clinic in Nanjing, with which we have a primary care and emergency treatment contract, will treat any physical injuries sustained in a crisis incident. Options for treatment include emergency and longer-term care in Nanjing's best hospitals, as well as surface and air evacuation to the nearest specialist treatment center. If there are a large number of casualties, the SOS doctor will coordinate emergency treatment with local medical authorities.

We will rely on the global resources of Johns Hopkins University to provide psychological or legal counseling if needed as a result of a crisis incident.

The HNC-WO Director will be responsible notifying and communicating with the family members of students, faculty, and staff based upon timely reports of the incident provided by the American Co-Director.

### Emergency contact numbers

Nanjing fire department: 119  
SOS Nanjing clinic:  
025-480-2842

Ambulance: 120  
SOS Shanghai hotline:  
021-6295-9951

U.S. Embassy Beijing  
• Main line: 010-6532-3831  
• After-hours Marine guard: 010-6532-1910

U.S. Consulate, Shanghai  
• Main line: 0216433-6880  
• After-hours Marine guard: 021-6433-3936

HNC Washington Office:

Eugene Martin: Office: 001-202-663-5801  
HNC-WO Diirector

Carolyn Townsley: Office: 001-202-663-5802  
HNC-WO Assistant Director

Shanna Hines: Office: 001-202-663-5651  
SAIS HR Manager

Zilla Bristol: Office: 001-202-663-5654  
SAIS Senior HR Coordinator

## ATTACHMENT H

JOHNS HOPKINS UNIVERSITY  
Zanvyl Krieger School of Arts & Sciences  
Washington Center  
Bernstein Offit Building  
1717 Massachusetts Avenue, NW

### Crisis Response Plan

**Edited by Dr. Catherine Rossi, Executive Director, Finance and Operations, Revised July, 2008**

**The following guidelines are to be used by Arts and Sciences Washington personnel in the event of a crisis or emergency situation:**

**Crisis Definition:**

Emergency situations or crises can be defined as situations requiring immediate response and having direct or indirect impact on the ability of The Johns Hopkins University to deliver educational and support services to students, faculty, and staff.

**Scope:**

This plan is intended to cover the Zanvyl Krieger School of Arts & Sciences, Advanced Academic Programs at the Washington Center, 1717 Massachusetts Avenue, NW, Washington DC 20036. It is intended to operate in conjunction with necessary law enforcement activities. Additionally, crisis events in the Bernstein-Offit Building are reported to the Property Manager, Ms. Valerie Dow of CB Richard Ellis at 202-331-8910 and the Building Engineers, (Mr. Shareef Bilal from 6:00 AM to 2:00 PM, or Mr. Willie Anderson from 2:00 PM to 11:00 PM) at 202-797-1142.

It will cover both internal crises – those involving students, faculty, staff, or center or university operations, and external crises – those that involve the weather, acts of God, and failure of municipal services.

For further Information, please contact the Executive Director, Finance and Operations at  
or 202 452-0780

#### Table of Contents

- I. Response for crises directly involving students, faculty, or staff members.
- II. Procedures for crises directly involving university property or resources.
- III. Procedures for external crises that directly involve students, faculty or staff members.

## **I. RESPONSE FOR CRISES DIRECTLY INVOLVING STUDENTS, FACULTY, OR STAFF MEMBERS**

### **Medical Emergencies:**

In **all** cases in which a student, faculty or staff member loses consciousness, sustains an injury requiring more than standard first aid, or requests medical assistance:

1. Call 9-911.
2. Notify the Lobby Guard in person, or call 202-452-1283 or pick up the floor hall emergency phone
3. Notify the Executive Director, Finance and Operations.
4. Maintain confidentiality.
5. Direct all inquiries from the media to the JHU Office of News & Information 410-516-7160.
6. The Executive Director, Finance and Operations will be responsible for determining necessary follow-up procedures.

### **Psychological Emergencies:**

In all cases in which a student, faculty or staff member appears through words or actions to be a threat to self or others:

1. Call 9-911. **If you cannot openly call for help: call 9-911, wait for someone to answer and then hang up. An operator will call you back and ask questions to determine the nature of the problem.**
2. Notify the Lobby Guard in person, or call 202-452-1283 or pick up the floor hall emergency phone
3. Notify the Executive Director, Finance and Operations.
4. Maintain confidentiality.
5. Direct all inquiries from the media to the JHU Office of News & Information 410-516-7160
6. The Executive Director, Finance and Operations will be responsible for determining necessary follow-up procedures.

In cases in which a student, faculty or staff member does **not** appear through words or actions to be a threat to him/herself or others but is **requesting** counseling or other psychological or psychiatric intervention:

1. Students contact the Advanced Academic Programs Graduate Student Assistance Program (GSAP) at 443-997-7000 or [@jhu.edu](mailto:gsap@jhu.edu)
2. Faculty and Staff contact the Faculty and Staff Assistance Program (FASAP) at 443-287-7000.
3. Maintain confidentiality.

### **Crime Involving a Student, Faculty or Staff Member:**

In **all** cases in which a student, faculty or staff member has been the victim of a crime:

1. Call 9-911. **If a crime is occurring at the Center and you cannot openly call for help: call 9-911, wait for someone to answer and then hang up. An operator will call you back and ask questions to determine the nature of the problem**
2. Notify the Lobby Guard in person, or call 202-452-1283 or pick up the floor emergency phone
3. Notify the Executive Director, Finance and Operations (cell) 301-455-6020.
4. Maintain confidentiality.
5. Direct all inquiries from the media to the JHU Office of News & Information 410-516-7160.
6. The Executive Director, Finance and Operations will be responsible for determining necessary follow-up procedures.

### **Violation of JHU Mission, Vision, Operating Principles And Values Or Divisional Code Of Conduct By A Student, Faculty Or Staff Member:**

In cases in which a student, faculty or staff member reports a JHU mission, vision, operating principles and values, or divisional code of conduct violation:

1. Notify the Executive Director, Finance and Operations (cell) 301-455-6020.
2. Maintain confidentiality.
3. The Executive Director, Finance and Operations will be responsible for determining necessary follow-up procedures.

## **II PROCEDURES FOR CRISES DIRECTLY INVOLVING UNIVERSITY PROPERTY OR RESOURCES**

### **Smoke/Fire:**

**The Fire Alarm System in the 1717 Building activates an audible and visual (flashing strobe light) alarm.** The alarm is connected to a monitoring company that also receives the alarm. They will notify the Fire Department and the property management firm, CB Richard Ellis. The sprinkler system will automatically activate when the temperature rises above a safe level. The sprinklers will also initiate an emergency signal for other action.

**Any indication of smoke or fire must be reported immediately.**

1. Activate the building fire alarm system at the nearest fire alarm pull station.
2. Call 9-911.
3. Evacuate the building via the nearest accessible exit immediately after the fire alarm sounds.
4. Provide reasonable assistance to those in need.
5. Assemble away from the building
6. Notify the Executive Director, Finance and Operations (202) 452-0780.
7. All inquiries from the media to the JHU Office of News & Information 410-516-7160.

### **If you discover a fire, remain calm.**

1. Alert persons in immediate danger and report the fire as indicated above.
2. Confine all smoke and fire by closing the door.
3. Fire extinguishers are to be operated by persons who have been trained and designated by OSEH. If you are not trained to operate a fire extinguisher or if the fire is not manageable, leave the building.

### **Failure of Plant Equipment:**

In cases in which a basic service (HVAC, power, water) ceases to operate at a level below that required to support the delivery of educational or support services:

1. Notify the Executive Director, Finance and Operations (202) 452-0780.
2. The Executive Director, Finance and Operations or designate will notify building management at 202-331-8910.
3. The Executive Director, Finance and Operations or designate will determine when it is necessary to notify affected students, faculty, and staff in consultation with the Executive Director, Academic Services and Senior Associate Dean
4. The Executive Director, Finance and Operations will be responsible for determining necessary follow-up procedures.

### **Environmental Hazard:**

In all cases in which students, faculty, or staff members are complaining of illness or symptoms induced by a possible environmental hazard:

1. Notify the Lobby Guard in person, or call 202-452-1283 or pick up the floor emergency phone
2. Notify the Senior Director.
3. The Executive Director, Finance and Operations or designate will notify building manager and evacuate the affected area immediately.
4. Direct all inquiries from the media to the JHU Office of News & Information 410-516-7160.
5. The Executive Director, Finance and Operations will be responsible for determining necessary follow-up procedures.

**If you notice a spill, leakage, or odor that you cannot identify:**

1. Notify the Building Engineer (Mr. Willie Anderson during the day from 6:00 AM to 2:00 PM or Mr. Shareef Bilal from 2:00 PM to 11:00 PM) at 202-797-1142.
2. The Executive Director, Finance and Operations will be responsible for determining necessary follow-up procedures.

**Computer or Communication Failure:**

**In the event of a University-wide computer failure:**

1. Notify the Executive Director, Finance and Operations (cell) 301-455-6020.
2. The Executive Director, Finance and Operations or designate will notify the Information Systems Manager (202) 452-0780.

**III. PROCEDURES FOR EXTERNAL CRISES THAT DIRECTLY INVOLVE STUDENTS, FACULTY OR STAFF MEMBERS**

**Terrorism:**

**In the event of a bomb or other terrorist threat made against the Center, the University, its faculty, staff, or students:**

1. Call 9-911
2. Notify the Lobby Guard in person, or call 202-452-1283 or pick up the floor emergency phone
3. Notify the Building Engineer at 202-797-1142. .
4. Notify the Executive Director, Finance and Operations (202) 452-0780.
5. There should be no attempt to search the building.
6. Direct all inquiries from the media to the JHU Office of News & Information 410-516-7160.
7. The Executive Director, Finance and Operations will be responsible for determining necessary follow-up procedures.

**If a student, faculty or staff member discovers a suspicious object of unknown ownership:**

1. Notify the Lobby Guard in person, or call 202-452-1283 or pick up the floor emergency phone
2. Notify the Building Engineer at 202-797-1142
3. Notify the Executive Director, Finance and Operations (202) 452-0780
4. **The object should not be disturbed.**
5. The Executive Director, Finance and Operations will be responsible for determining necessary follow-up procedures.

**JOHNS HOPKINS UNIVERSITY  
CRISIS RESPONSE TEAM**

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**Gerard St. Ours**  
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Assistant: Gayle Hunter (443) 287-9908  
[@jhmi.edu](mailto:ghunter@jhmi.edu)

**School of Arts and Sciences  
2008 Crisis Management Contacts**

**Adam Falk, Dean- 410-516-4065**

**Greg Ball, Dean of Research and Graduate Education - 410-516-8215**

**Frederick Puddester, Senior Associate Dean - 410-516-8220**

**Paul Burger, Dean of Undergraduate and Vice Provost - 410-516-8382**

**Jeffrey Grossi, Research Policy Analyst - 410-516-8511**

<b>Crisis</b>	<b>Procedure</b>	<b>Procedure</b>	<b>Procedure</b>	<b>Procedure</b>
<b>Computing &amp; Networking Outage</b> (computer viruses, HITS goes down, power outage)	Catherine Rossi	Daniel Baker	HITS (410-516-HELP) Stephanie Reel <b>410-735-7816</b>  Mike McCarty <b>410-735-7816</b>  Dean Zarriello <b>410-516-7805</b>	Sarah Steinberg <b>301-661-3334</b>  Monica Moore <b>202-557-6044</b>  Washington, DC Personnel
<b>Criminal Events</b> Bomb, threat/ explosion, civil disturbance, violence	<b>9-911 &amp; Lobby Guard</b> <b>202-452-1283</b>	Catherine Rossi	Monica Moore <b>202-557-6044</b>  Washington, DC Personnel	Sarah Steinberg  Adam Falk <b>410-516-4065</b>
<b>Tech. or Safety Events</b> Lab explosion, radiation spills & exposure, biohazard & chemical spills	<b>9-911 &amp; Lobby Guard</b> <b>202-452-1283</b>	Catherine Rossi	Security Edmond Scrodzsky George Kibler <b>410-516-6777</b>  Health, Safety & Environment <b>410-516-8798</b>	Monica Moore <b>202-557-6044</b>  Washington, DC Personnel  Sarah Steinberg  Adam Falk <b>410-516-4065</b>
<b>Disease/Epidemics</b> Disease threats or outbreaks, water contamination	Catherine Rossi <b>9-911</b>	Health, Safety & Environment Terry Kellan <b>410-516-8798</b>	Monica Moore <b>202-557-6044</b>  Washington, DC Personnel	Sarah Steinberg  Adam Falk <b>410-516-4065</b>
<b>Utility or Structural Events</b> Electrical & water outage damage, HVAC, natural gas, structural failure, telephone outage, computer outage	Catherine Rossi	Monica Moore <b>202-557-6044</b>  Washington, DC Personnel	Sarah Steinberg	Adam Falk <b>410-516-4065</b>
<b>Fire</b>	Activate Fire Alarm <b>9-911 &amp; Evacuate</b>	Catherine Rossi	Monica Moore <b>202-557-6044</b>  Sarah Steinberg	Adam Falk <b>410-516-4065</b>  David Ashwood Facilities Mgmt <b>410-516-8063</b>
<b>Catastrophic or Significant Events</b> Scandals, deaths of faculty, staff, students – transportation accidents w/ injuries, off-site JHU entity event	Catherine Rossi	Security Ed Skrodzki <b>410-516-7777</b>	Sarah Steinberg  Adam Falk <b>410-516-4065</b>	News & Information Dennis O'Shea <b>443-287-9960</b>
<b>Medical Emergency</b> Student, staff threatening actions	<b>9-911 &amp; Lobby Guard</b> <b>202-452-1283</b>	Catherine Rossi <b>301-455-6020 (c)</b>	Monica Moore <b>410-516-4065</b>  Security Ed Skrodzki <b>410-516-7777</b>	Sarah Steinberg  Adam Falk <b>410-516-4065</b>

**ATTACHMENT I**

**Police Department:**



**D. C. Citywide Call Center**  
(202) 727-1000

**Department of Public Works**  
(202) 727-1000

**FBI Washington**  
Washington Metropolitan Field  
Office  
601 4th Street, N.W.  
Washington, D.C. 20535-0002  
[.fbi.gov](http://fbi.gov)  
(202) 278-2000

**and Emergency Medical Services  
Department**  
(202) 673-3331  
**FEMA**  
1-800-621-FEMA (3362)

**, Please!**  
(Social Services Referral)  
(202) INFO-211 (671-4200)

(202) 833-7500

**Red Cross,  
DC Chapter**  
(202) 243-7200

**Poison Center**  
(202) 362-3867

(800) 275-2355

**Gas**  
(800) 752-7520

**Emergency  
Management Agency**  
(202) 727-6161

**Water and Sewer Authority**  
(202) 787-2000

George Washington University  
Hospital  
(202) 715-4000

**Government of the District of  
Columbia**  
John A. Wilson Building  
1350 Pennsylvania Avenue, NW,  
Washington, DC 20004  
Citywide Call Center: (202) 727-1000

Georgetown University  
Hospital  
(202) 342-2400

Washington Hospital Center  
202-877-7000

## **Emergency Supplies & Equipment:**

The Nitze and Rome building have the following emergency supplies available for use as necessary or appropriate:

- A supply of flashlights, emergency lanterns and batteries are available at the front desk lobbies of both buildings for use in illuminating the stairwells and hallways. The Rome building has an emergency generator that will provide power to the emergency lighting and the elevators. The Nitze Building does not have an emergency generator, however, all stairwells have self- powered emergency lights installed (2-3 hours duration). The Nitze front desk has as assortment of flashlights and emergency lanterns that can be used to.
- Emergency bottled water supplies are stored in the basement of each building and in the coatroom off of the lobby of the Nitze Building. (One day supply)
- Emergency food (power bars) are stored in the Sound Room of Nitze Building and in the basement of the Rome building. (One day supply) In addition, the cafeteria has food supplies and will serve food as necessary.
- In the event that the water supply to the buildings is cut off, 3 ply bags are available to be used as a commode insert to prevent clogging.
- First aid kits carts are stored in the both buildings. In the Nitze building it is stored in the utility closet (behind the coat room) and in the Rome building it is stored in the basement pump room.
- Two emergency (Solar/crank powered) AM/FM radios are available for use. (Stored in the Penthouse of both buildings).
- Maintenance personnel have two way radios (walkie-talkies) for communication between the Rome and Nitze buildings.

## SAIS IT BACK-UP AND RECOVERY STRATEGY

This document outlines backup recovery strategies for SAIS electronic data. SAIS mission-specific data can be divided into two logical sub-categories - - JHU Enterprise data, and departmental storage areas.

**JHU Enterprise Data** – All business operations and student transactions are handled by the Hopkins One system and the Integrated Student Information System (ISIS), respectively. SAIS relies on backup policies and procedures developed by HITS for Disaster Recovery and Business Continuity.

**Departmental Storage areas** – each functional area within SAIS is provided with storage space on SAIS domain servers. The storage space consists of both personal folders for each user as well as shared space for inter-departmental collaboration. These servers are backed up four different ways - -

1. **RAID Hardware** - Our servers implement a Redundant Array of Independent Disks or (RAID) architecture to ensure fault tolerance. With this system, if a hard drive failure occurs, the data is automatically regenerated on the adjacent hard drives.
2. **Nightly tape backup** – a tape backup system is attached to each server that makes daily copies of all data on the server. These tapes are stored in the IT Offices.
3. **Hard Drive backup** – a copy of all departmental data is copied each morning from all servers to a separate, independent machine on the SAIS network.
4. **Monthly Off site backup** – a full backup of all servers is recorded to tapes, and these tapes are taken home by the IT Staff to ensure business recovery in the event of catastrophic damage to the SAIS facilities