EMERGENCY PREPAREDNESS & RESPONSE
ALL HAZARDS PREPAREDNESS
THURSDAY, JULY 14, 2022, 6 PM CENTRAL
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OFFICE OF EMERGENCY PREPAREDNESS & RESPONSE

• We help prepare, help prevent, and respond to incidents at Tulane University

• We perform annual risk assessments, trainings, create emergency plans, and constantly think of all things that could cause business and learning interruptions
We use an all-hazards approach when preparing for emergencies. Anything can happen and our alert system and response system are both nimble and can be adjusted to meet the needs of each incident. In addition to our all-hazards approach, we also prepare for hazards that are most likely to affect us. These include active shooter, severe weather, fires, boil water advisories, pandemics, and hurricanes which we talked about in the webinar earlier this week.
One component of preparedness is knowing how we will inform your student and you about emergency situations.
EMERGENCY COMMUNICATIONS WITH FAMILIES

PRIMARY METHODS

- Email
  - Sign up at the link below or have your student add your email address in Gibson
  - https://emergencyprep.tulane.edu/emergency-updates-parents
- Emergency website: http://emergency.tulane.edu/

SECONDARY METHODS

- Social Media
  - @TulaneEmergency on Facebook, Twitter & Instagram

*We do not send families TU Alerts*

There are several ways we will communicate with you – the parent/guardian/family member of our students; however, for smaller emergencies such as boil water advisories or tornado warnings we will not communicate with you. For larger emergencies – like hurricanes, pandemics, and active shooter, the primary methods used to contact you will be email and the university’s emergency website. The only people who will receive TU Alerts are students, faculty, and staff, so to make sure you will receive emails about larger emergency situations you can have your student add your email address in Gibson, or you can sign up via the link on the screen.

The secondary methods used to communicate with you will be social media. The university’s main social media account (@TulaneU) will also be used. In emergencies it is important that you turn to the university official channels for information and not unofficial sources of information like the various parent Facebook pages.
We utilize numerous ways to communicate during and after emergencies. Not all systems will be used for each emergency — we use only what is necessary based on the individual circumstance.

Our mass notification system is called Everbridge, and students are automatically enrolled in it. Through Everbridge we can send our emergency alerts – called TU Alerts – through text messages, emails, and phone calls. We can also push those alerts to the Everbridge App, which your student should download.

We also have a system called Alertus that your student can download from the IT website. It allows us to broadcast a message onto computer screens and digital display monitors and it will not go away until the user acknowledges the message. One situation that we would use Alertus is if there were an active shooter.

There are also Emergency Poles with blue lights throughout the uptown and downtown campuses. While individuals can use them to call our Tulane Police dispatchers, we can also use them as a siren and alert system that we can play a message through. We use these during large-scale events like tailgating and could also use them in the event of a tornado.

The university’s emergency website is also a source of information during emergencies along with university social media channels. Be sure to follow us – @TulaneEmergency – on Facebook, Instagram, and Twitter. Also follow the main university social media
account - @TulaneU.
The primary methods used to contact your student will be through their Tulane email address, the university’s emergency website, and through our mass notification system via the Everbridge App, text messages, and emails. Again, students are automatically enrolled to receive TU Alerts, including text messages.
TEXT ALERTS

- Your student should log into Gibson
- Look under “Records”
- Use the link to confirm or correct their own contact information (including mobile phone number!)

To ensure your student receives our text alerts they should log into Gibson, look on the left side of the screen under “records,” and click the link to Update Address, Phone, and Email. They should confirm or correct that their own contact information – including their cell phone number – are listed. If their cell phone number is not listed then they will not receive our emergency text alerts.
The Everbridge App is our primary method for how we send emergency alerts. It is available for free in the Apple and Android stores. Your student should download the app and log in with their Tulane.edu credentials. Not only can we push emergency alerts through the app, it has three safety features your student can utilize at any time.

The first is Safe Corridor – your student can push this button to set a timer for when they are traveling from one place to another; for instance, if they are walking from the Howard-Tilton Memorial Library to their residence hall. They will be prompted to enter a 4-digit code of their choice, select a time for how long they anticipate it will take them to walk from the library to their residence hall, and then upon arrival at their residence hall they turn the timer off by entering the same 4-digit code they used to set the timer. If they do not turn the timer off, Tulane Police Department will be notified and the TUPD Dispatchers will call your student to find out if they need assistance. There is no penalty if they have forgotten to turn the timer off upon arrival at their destination.

The second feature is Emergency Call. If your student pushes this button, it will call TUPD. They will be able to talk to a TUPD dispatcher and tell them what assistance they need.

The third feature is SOS. If your student finds themself in an emergent situation and pushes this button the TUPD dispatchers will be immediately notified and your student’s name, phone number, and the forward-facing camera on your student’s phone will be turned on so the dispatchers can see who is in need of emergency assistance, what
number to use to call them, and what is happening. It will also show the dispatchers your student’s GPS location so TUPD can be dispatched to their location to provide assistance, if needed.
Let’s move now to some of the hazards that we plan for.
ACTIVE SHOOTER

• We teach students, faculty, and staff the Run, Hide, Fight response method

• There are multiple opportunities throughout the year for students to attend active shooter trainings

• Trainings are taught by our office and Tulane University Police Department (TUPD)

• TUPD coordinates with our office and the New Orleans Police Department to respond in the event of an active shooter situation
RUN, HIDE, FIGHT

**RUN**
- Do not run towards the shooter
- Do not wait for anyone or anything
- Do not take your belongings with you

**HIDE**
- If you cannot run away, then hide
- Hide under or behind thick objects
- Be extremely quiet and do not draw attention

**FIGHT**
- Only as a LAST resort
- Do this with a group of people
- Use whatever heavy objects you have on hand
- Take the gun/weapon away as soon as possible
- Fight like your life depends on it!

*The order may change depending on the situation!*
Crime prevention efforts are spearheaded by our partners in TUPD, but it is absolutely worth mentioning. Whether your student lives on or off campus this is applicable to everyone.

When your student is walking alone or in a group they should walk with confidence and not seem lost or confused about their surroundings. If someone grabs their belongings LET THEM take those items, then report the crime to TUPD. Use the Safe Corridor function of the Everbridge app when walking between places, particularly if your student feels uncomfortable. They can also use the Shuttles Tap Ride system to get rides around the campus area. If your student finds themselves in an uncomfortable or emergent situation, they should use the Emergency Call or SOS functions in the Everbridge App. They also should learn where the blue light poles are throughout campus because those have call buttons that will connect them to TUPD dispatchers.

If or when your student lives off campus, TUPD will provide free safety checks of their residence and provide recommendations for ways to improve safety. Whether your student lives on or off campus they should always lock their doors and windows, especially when they are not in their residence. If they see suspicious people on campus or in their neighborhood, they should let TUPD know. Additionally, when in public spaces and common areas of campus buildings they should never leave their belongings unattended. Lastly, if your student will have a bicycle, they need to register it with TUPD and always lock it – preferably with a U-lock.
Occasionally the city’s water system will lose pressure and the Sewerage & Water Board will declare a boil water emergency. During a boil water advisory people should not consume tap water. If our area enters a boil water advisory students will receive a TU Alert.

As soon as a boil water advisory is implemented the Sewerage & Water Board sends a sample of water to the state for testing. It typically takes 24 hours for test results to be returned. Until the city tells us that tap water is safe to consume, people should use bottled water or tap water boiled for at least 2 minutes for drinking, brushing their teeth, and preparing food. Service animals, emotional support animals, and pets (if/when your student lives off campus) will also need to drink bottled or boiled water.

Once the city lifts the boil water advisory we will send a TU Alert saying the advisory is lifted. All faucets and taps should be run for 5 minutes to purge any potentially contaminated water remaining in the pipes.
BOIL WATER ADVISORY

On-campus students
• Bottled water will be delivered to all residence hall 24-hour service desks and other designated locations, like the Commons

Off-campus students
• Boil tap water for 2 minutes before consumption or keep a supply of bottled water

We maintain a supply of bottled water to deliver to residence hall 24-hour service desks for on-campus students and other locations, like the Commons and Reily Recreation Center. Off-campus students should boil their tap water for at least 2 minutes before use or keep a supply of bottled water on-hand. Following a boil water advisory we will pick up all remaining bottled water from the locations we placed it on campus and off-campus students should replenish their bottled water supplies.
We have a comprehensive health hazards plan that is scalable to respond to everything from pink eye to seasonal flu to a global pandemic. Part of the health hazards plan is that the university has a standing health committee, and our office has a seat on that committee, which is chaired by Campus Health. Other members include epidemiologists, infectious disease physicians from the School of Medicine, Student Affairs administrators, Occupational Health, and other university administrators. The health committee has been very active over the past two and a half years and has been integral in helping guide the university’s response to the COVID-19 pandemic.

Campus Health provides the flu shot each year and it is free to Tulane students. Additionally, Campus Health spearheads campaigns reminding and encouraging students and the university community to practice safe health, including hand washing, covering coughs and sneezes, and safe sex.
Tulane hosts numerous large events on campus throughout the year, including but not limited to Tulane football games and tailgating (including Parent & Family Weekend and Homecoming), high school football games and championship games, Saints practice games, baseball games, Crawfest, Commencement, Book Fest, new student move-in, and many more. We work with campus partners to ensure that we are all aware of what is happening so there is a coordinated planning and response effort. Additionally, we open a command center on campus for all of these events where we can monitor weather and the activities happening. We also monitor weather for all outdoor events and home outdoor sports.
New Orleans can receive epic rainstorms, and sometimes they come with little warning. The Sewerage & Water Board pumping stations can pump one inch of water in the first hour of rainfall then half an inch an hour following that. This means if we get a deluge then we can and have experience street flooding. An essential item your student should keep in their bag is an umbrella and/or a raincoat. If they are in a car during or immediately following a rainstorm, they should never drive through flood waters. It can be very hard to gauge the depth of the water, and our city streets that are famous for their potholes, so do not risk winding up in water that is deeper than expected and winding up stuck and/or needing rescuing. If campus streets begin flooding, TUPD and Facilities Services will barricade them so cars cannot drive on them; once waters recede the barricades will be removed. If your student sees street flooding on campus or in the streets surrounding campus, they are encouraged to report those flooded locations to TUPD. Additionally, if your student is unable to get to class due to flooded streets they must communicate with their professors. Classes are not automatically cancelled because of street flooding.
Through our partners at AccuWeather we monitor weather in our area. In the picture on your screen the blue box is our uptown campus and the light blue ring is our five-mile radius. The middle ring is our eight-mile radius and the outer ring is our 15-mile radius. When a tornado warning is issued by the National Weather Service it is for the greater New Orleans area; AccuWeather will let us know if the tornado warning is approaching or within our five-mile radius. If a tornado warning will be within five miles of our campus, we will issue a TU Alert instructing people to remain in or seek shelter in the nearest building. People should move away from doors and windows and remain in their safe position until we send the All Clear.
OTHER EMERGENCIES

• Remember: we prepare for all hazards
  • We cannot predict everything that will happen

• Our plans are flexible and scalable
  • Our plans can be adapted to any scenario or situation

• Our number one goal is to protect the life safety of our students, faculty, and staff
  • This is why we come to work and think about the many things that “might” happen and how we will respond
We’ve covered a lot of information and hazards. What questions can we answer at this time?
Please feel free to reach out to us with your questions, follow us on social media (our Instagram is particularly great!), and to look at our website for additional planning resources.
Thank you for attending today and we look forward to welcoming you and your student to campus next month!