



DINING STAFF PREPAREDNESS

Use this guide to help you become better prepared to provide guidance for your employees and customers. If you have questions about personal preparedness, contact Virginia Tech Emergency Management.



WHAT IS THE ROLE OF A DINING SERVICES MANAGER DURING AN EMERGENCY?

Students, Staff, and Faculty will look for the person in charge of the Dining Facility, anticipating that the Dining Services Leadership and Staff will know what to do if an emergency occurs.

- Provide leadership if an emergency occurs; lead by example and follow emergency procedures.
- Clearly cover basic emergency preparedness techniques to employees – 10 minutes of pre-planning can save lives. Contact Emergency Management at 540-231-4873 or oem@vt.edu if you need assistance. Visit www.emergency.vt.edu for additional resources.
- Remind employees to update their emergency contact information on Hokie Spa, to sign-up for VT Alerts at www.subscribe.alerts.vt.edu, and download the Hokie Ready app.
- Know how to report any emergency that occurs in your Dining Hall.



HOW DO I REPORT AN EMERGENCY?

Dial 911 from your cell phone or campus phone when you need Police, Fire, or Emergency Medical Services. Remain calm – your actions influence others.

- Provide your location, the more exact the better; address, building name, floor, room number.
- Give your full name and the telephone number from which you are calling, in case you are disconnected.
- Describe the nature of the emergency (describe clearly and accurately).
- Remain calm and do not hang up as additional information may be needed. If possible and safe to do so, have someone else meet emergency personnel outside the building.



WHAT SHOULD I DO TO PREPARE FOR DAILY OPERATIONS?

In addition to your Hokie Passport and Dining Hall keys, you should also consider:

- A charged cell phone. Make sure you signed up for VT Alerts in advance.
- Be sure you you have key telephone numbers in your cell phone or written down where you can access them should your phone die.



HOW DO I SECURE-IN-PLACE IN A DINING FACILITY?

When it is necessary to secure-in-place, you will be the safest by placing a locked door or other barricade between you and the associated violence or danger.

- Remain calm.
- The doors to a Dining Facility will be locked by a Dining Hall Manager, Building Emergency Coordinator (BEC), Alternate BEC, or their designee.
- If you are outside during a secure-in-place emergency you should seek cover in the nearest unlocked building.
- If the buildings in the immediate area have exterior doors that have been locked, continue to move away from the danger, seek cover, move to another building, or leave campus if it is safe to do so.
- To minimize vulnerability, turn off lights, silence phones, and move away from windows.
- Await further instruction from VT Alerts, Dining Services Administration, and/or emergency personnel.
- Do not leave until an "All Clear" is received.

WHAT IF SOMEONE WANTS TO ENTER A SECURE AREA?

Due to the lack of securable interior space and an effort to maximize the safety and security of those within a Dining Facility, the exterior doors to a Dining Facility should be locked. Emergency personnel and first responders will be permitted to enter the space. Remember, always use your best judgement. There are exceptions to all guidance and prescribed directions.



HOW DO I SHELTER-IN-PLACE?

Shelter-in-Place events are usually weather related emergencies. When it is necessary to shelter-in-place, you will be safest by moving inside to a building space that protects you from the danger. Do not lock doors behind you as others may also need to shelter-in-place.

- Remain calm.
- Immediately seek shelter inside the closest sturdy building. Do not wait until you physically see a tornado or severe weather event to take protective action.
- Resist the temptation to go outside and check the weather conditions yourself.
- Once inside, stay away from windows, glass, and unsecured objects that may fall.
- Seek shelter in interior rooms and corridors.
- Avoid large free standing expanses such as auditoriums and gymnasiums.
- Do not use elevators.
- Await further instruction from VT Alerts and emergency personnel.
- Do not leave until an "All Clear" is received.

WEATHER DEFINITIONS

- **Watch:** Conditions are favorable for the development of severe weather. Closely monitor the situation incase conditions worsen.
- **Warning:** Severe weather has been observed. Listen closely to instructions provided by weather radios, emergency officials, and other alert mechanisms. Seek shelter immediately.





HOW DO I EVACUATE A DINING FACILITY?

Evacuation routes are posted in building hallways, usually near stairwells or exits.

- Know two evacuation routes. Look for illuminated EXIT signs to determine primary and secondary exits.
- Remember, all fire alarms are mandatory evacuations. Do not use elevators unless authorized to do so by emergency personnel.
- As you are evacuating, encourage all persons to leave the building – do not wait for those who refuse to leave. Inform emergency personnel of the location of those that are still in the building. Move at least 50 feet away from the building to provide easy access for emergency personnel.



ACCESS AND FUNCTIONAL NEEDS

Persons with access and functional needs should plan ahead for emergency situations which could involve evacuations. In many emergency situations, lighting can become obscure or obsolete and elevators and telephones may not be operable. Consider the following when planning for emergency evacuation:

- Plan ahead. Critical time can be saved by making evacuation arrangements with supervisors in the building in advance. Emergency personnel will need to know what measures or equipment are required for evacuation and advanced planning may expedite and secure a safe evacuation.
- For many buildings a stairwell is a safe area in which to wait for emergency personnel if stairs or elevators cannot be accessed. For specific information about areas of rescue, contact the building coordinator for the building you occupy.
- If the building is evacuated in response to a fire or similar emergency, all personnel are to report to the predesignated assembly point. At the assembly point, supervisors account for personnel and report any that are unaccounted for to the Virginia Tech Police Department and/or the fire department.

If you have questions about special assistance, contact ADA and Accessibility Services at 540-231-2010 or visit oea.vt.edu for more information.

GET IN TOUCH

540-231-4873

oea@vt.edu
www.emergency.vt.edu

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