



DINING STAFF PREPAREDNESS

Division of Administrative Services

EMERGENCY MANAGEMENT

540-231-2438 oem@vt.edu www.emergency.vt.edu

Use this guide to help you become better prepared to provide guidance for your employees and customers. If you have any questions about 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.

- » Clearly cover basic emergency preparedness techniques during the employee/staff meeting of each semester – 10 minutes of pre-planning can save lives. Visit www.emergency.vt.edu for additional resources.
- » Remind employees to update their emergency contact information on HokieSPA and sign-up for VT Alerts.
- » Review the procedures on how to report any emergency that occurs in your Dining Hall.
- » Individuals with disabilities – who self-identify – should be able to provide information on special assistance needs if an emergency occurs. They may need help leaving the building during an evacuation (review Dining Services Policy on providing assistance).
- » Provide leadership if an emergency occurs; lead by example and follow emergency procedures.



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.

- » Tell the dispatcher you are at Virginia Tech and provide the exact Dining Hall and a landmark in the building to orient first responders.
- » 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, have someone else meet emergency personnel outside of 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:

- » Keeping a charged cell phone with you at all times.
- » Subscribe to VT Alerts and add your office phone to the list of contact methods.
- » Have a list of important telephone numbers (i.e. Supervisor) readily available.





WHAT IF THERE IS A MEDICAL EMERGENCY IN A DINING FACILITY?

Provide plenty of space for the victim and emergency personnel.

- » Call 911. Try to have someone escort emergency medical personnel to the scene.
- » Unless they are in immediate danger, do not move any victims until emergency personnel arrive.
- » If properly trained, give appropriate first aid and/or CPR until emergency personnel arrive.



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.
- » If you are outside during a secure-in-place emergency you should seek cover in the nearest unlocked building.
- » Access to Dining Halls will remain restricted; access to the building will be limited to First Responders, as necessary. Customers will be permitted to leave but a Manager should designate a safe door as a means of egress.
- » 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.
- » The doors to a Dining Facility will be locked by a Dining Hall Manager, Building Emergency Coordinator (BEC), Alternate BEC, or their designee.
- » To minimize vulnerability, turn off lights, silence phones, and move away from windows.
- » Await further instruction from VT Alerts, Dining Services Administration, and emergency personnel.
- » Do not leave until an "All Clear" is received.

WHAT IF SOMEONE WANTS TO ENTER A SECURE AREA IN A DINING FACILITY?

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 common sense. There are exceptions to all guidance and prescribed directions.**



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

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 react.
- » 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.

During a tornado, seek shelter on the lowest level possible. If warranted, consider crouching near the floor and seeking additional shelter under a sturdy desk or table, or cover your head with your hands.

WEATHER DEFINITIONS

- » **Watch:** Conditions are favorable for the development of severe weather. Closely monitor the situation in case it gets worse.
- » **Warning:** Severe weather has actually been observed. Listen closely to instructions provided by weather radios/emergency officials.





HOW DO I EVACUATE THE DINING FACILITY?

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

- » Know two evacuation routes for your room. 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.



HOW TO ASSIST AN INDIVIDUAL WITH A DISABILITY?

If you have questions about special assistance, contact Services for Students with Disabilities (540-231-3788) or Human Resources' University ADA Services for faculty and staff (540-231-9331).

- » Ask individuals to self-identify in confidence if they will require special assistance during an emergency.
- » Communicate the type of emergency to the individual. Depending on the type of disability:
 1. **Auditory:** communicate with the hearing impaired by writing a note, hand gestures, or by using another method to convey the message.
 2. **Visual:** describe the nature of the situation and offer to act as a “sighted guide” by offering your elbow and escorting him or her to a safe location. Determine a “buddy” before an emergency occurs
 3. **Mobility:** if a person cannot safely leave the building, a “buddy” can accompany the individual to an area of refuge without blocking the evacuation path. The individual with a disability should call 911 to provide his or her location while the buddy notifies on-site emergency personnel of the situation. You should attempt a rescue evacuation of an individual with a disability as a last resort and only if you have had rescue training. If the other evacuation options are not available or are unsafe (and danger is not immediate), the individual with a disability can remain in a room with an exterior window, a telephone/cell phone. Notify 911 and on-site emergency personnel.



STAY INFORMED

Use these outlets to stay up-to-date on what to do before, during, and after an emergency.

- » **Virginia Tech Emergency Management**
 - ▶ www.emergency.vt.edu | @BeHokieReady
- » **Virginia Tech Police Department**
 - ▶ www.police.vt.edu | @VaTechPolice
- » **VT Alerts**
 - ▶ www.alerts.vt.edu | @vtalerts
- » **Virginia Tech News**
 - ▶ www.vtnews.vt.edu | @vtnews
- » **National Weather Service**
 - ▶ www.weather.gov | @NWSBlacksburg