

JCU Emergency Guide



JOHN CABOT UNIVERSITY

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This quick reference guide is produced by John Cabot University. It covers potential emergencies on campus and what you can do to respond. You may also find this document on the JCU website under the Safety and Health Alerts tab (<https://www.johncabot.edu/safety/emergency-guide.pdf>)

INTERNATIONAL SOS

All JCU students have access to international SOS, a world-wide emergency services company that will liaise with the caller to assist in resolving emergency situations (security, theft, medical, travel, etc.). International SOS works with JCU to collaborate on assistance for students in need outside of Rome. International SOS also offers short-term emotional support services for JCU international students to call and access resources meant to provide short-term

care and guidance. **Call one of the Isos assistance centers, such as the Paris office (+33 155 633 155), to be connected with an emotional support specialist who will direct your call to a trained professional.**

You can always ask the assistance center to call you back if you have concerns about international calling. This 24/7 support includes consultations with professionals in up to 60 languages. short-term counseling can take place over the phone, via video-call, or face-to-face sessions. Students must register with international SOS by downloading the app and inputting the **JCU id number (302sca834985)**. This app connects the user with a 24/7 operator while also providing comprehensive travel and security information in real-time updates.

EMERGENCY CONTACT INFORMATION

PLEASE MAKE SURE THAT THE CONTACT INFORMATION JCU HAS ON FILE FOR YOU AND YOUR EMERGENCY CONTACT IS CURRENT AND UP TO DATE.

Students should email registrar@johncabot.edu to update their contact information. Faculty and Staff should refer to the online contact information update form on MYJCU.

INITIAL ACTIONS

The individual discovering or receiving information about an incident will take one or more of the following steps:

1. Reach out to the nearest JCU personnel or security official and tell them the nature of the incident

2. Call Rome's Emergency number: 112

Provide the following information:

- Location of incident
- Nature of incident
- Your name
- Severity of injuries or property damage
- Telephone number (for a call back)

3. Call JCU Emergency Number: 331 656 1907 (also located on the back of your JCU ID card)

Once assistance is initiated:

Take action to protect yourself and others. This might include:

- Moving away from incident
- Isolating and securing the area
- Providing assistance as needed to other students and personnel
- Directing Public Safety responders to the scene
- Following instructions from JCU Emergency, police, fire, or university officials. These instructions may be given by email, SMS and/or voice command.

POSSIBLE INSTRUCTIONS AND WHAT THEY MEAN

Seek Shelter

IF INSIDE:

- Use desk or other piece of furniture as a shield
- Move away from windows
- Make body as small as possible and stay low
- Remain quiet, still and be prepared to move quickly

IF OUTSIDE:

- Try to get behind any solid object
- Lie flat, with face away from source of event
- Cover your head and face
- Remain quiet, still and be prepared to move quickly

Evacuation

- Evacuate quickly, but in an orderly fashion to a safe area, following instructions from University and Security personnel
- Remain calm and quiet
- Assist handicapped persons or those in need
- Do not turn off lights or equipment
- Close all doors behind you – do not lock doors
- If you observe something unusual or suspicious, do not touch it

- Remain in a safe area until receiving notification to return to the facility

Lockdown

- No one will be allowed to enter JCU buildings
- All students and personnel should move into isolated sections of building and remain quiet, as per instructions by university officials or Police
- If a faculty or staff member is present, they will likely oversee the lockdown. However, anyone can take these steps: draw blinds, where possible, lock doors and windows, and turn off lights.
- Disregard any knocks on the door and be alert
- Silence any cellular devices (including vibrate sound), but keep them nearby
- People will be notified when it is safe to resume normal operations

TYPES OF INCIDENTS

In response to the following incidents, please take the recommended actions:

Hostage Situation

- Avoid reckless actions or quick moves
- Do everything your captor says to do
- Speak only when spoken to
- Stay calm, try not to show emotion openly
- Sit, if possible, to avoid appearing aggressive
- Do not turn away from captor unless ordered to

Fire/Explosion

- Activate the fire alarm system by pulling the alarm
- Evacuate the building immediately in a safe and orderly manner
- If a heavy smoke condition exists, get low to the ground and crawl to the safest exit
- Alert authorities with any information once you have reached a safe area
- Know your building – have an escape route in mind

Hazardous Material Release/Gas Leak

- Avoid contact with the material spilled
- Do not turn any electrical devices on or off
- Do not use cell phones
- Be prepared to evacuate the building

Bomb Threat

If you receive a call indicating there is a bomb in the building:

- Remain calm, do not hang up
- Record time of call
- Attempt to keep the caller on the phone as long as possible
- Document and report everything the caller says: ask questions about type and location device, time of detonation, and reason for planting the device
- Document characteristics of the caller's voice (loud, muffled, accented, intoxicated, etc.)
- Listen to any background noise that may be present (television, traffic, music, etc.)

Violent Intruder/Active Shooter

The following is advice given by the US Department of Homeland Security

(https://www.dhs.gov/xlibrary/assets/active_shooter_booklet.pdf):

An Active Shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearms(s) and there is no pattern or method to their selection of victims.

1. Evacuate If there is an accessible escape path, attempt to evacuate the premises.

Be sure to:

- Have an escape route and plan in mind
- Evacuate regardless of whether others agree to follow
- Leave your belongings behind
- Help others escape, if possible
- Prevent individuals from entering an area where the active shooter may be
- Keep your hands visible
- Follow the instructions of any police officers
- Do not attempt to move wounded people
- Call 112 when you are safe

2. Hide out If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.

Your hiding place should:

- Be out of the active shooter's view
- Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door)
- Not trap yourself or restrict your options for movement to prevent an active shooter from entering your hiding place:
- Lock the door
- Blockade the door with heavy furniture

3. If the active shooter is nearby:

- Lock the door
- Silence your cell phone and/or pager
- Turn off any source of noise (i.e., radios, televisions)
- Hide behind large items (i.e., cabinets, desks)
- Remain quiet
- If evacuation and hiding out are not possible:
- Remain calm
- Dial 112, if possible, to alert police to the active shooter's location
- If you cannot speak, leave the line open and allow the dispatcher to listen

4. As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible against him/her
- Throwing items and improvising weapons
- Yelling
- Committing to your actions

YOUPOL APP

JCU Community Members can download and use the YouPol app to connect with the nearest Italian police department. Services are available in English and Italian.

The application allows the user to interact with the State Police by sending reports (images or text) related to harassment and drug dealing. Information is transmitted to the police office and geolocation is used to assess, in real time, the location of events. It is also possible to send information at a later time, inserting of the address of the place where the event occurred. The application was designed to prevent the phenomena of harassment, bullying, and drug dealing. This app cannot be used to file non urgent police reports.

FOR INCIDENT INSTRUCTIONS AND UPDATES

We will utilize the most appropriate (and available) method of communicating instruction based on the situation. Watch and listen for:

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- Email
 - SMS
 - Voice Command
 - Siren
 - International SOS
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EVACUATION/RELOCATION SITES

Emergency Shuttle Bus Locations and Relocation Sites:

To be determined, based on the emergency and premise(s), and will be communicated as soon as possible via email, SMS and/or voice command.

Go to the JCU emergency updates website for ongoing updates go to the JCU homepage at www.johncabot.edu

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