



# NORTHERN ARIZONA UNIVERSITY

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## EMERGENCY PROCEDURES DO NOT FILE

Keep Available for Emergency

In Any Life-Threatening Situation Immediately

**CALL 3-3000 or 911**

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### EMERGENCY PHONE NUMBERS • INTRODUCTION

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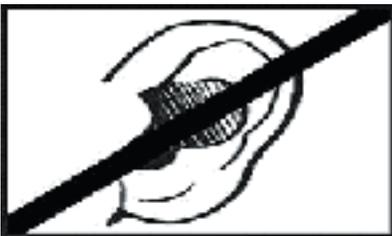
**BOMB/OTHER THREATS CHECKLIST**

# EMERGENCY PHONE NUMBERS • INTRODUCTION



In case of an Emergency  
Contact NAU Police Department  
(Police - Fire - Paramedics)

**3-3000 or  
911**



TDD Emergency Number  
(Voice/TDD)

**3-1411**

## INTRODUCTION

Emergencies, disasters, accidents and injuries can occur in any setting and at any time, usually without warning. Being prepared physically and psychologically to handle emergencies is an individual responsibility as well as an organizational one.

The purpose of this guide is to acquaint you with a plan for handling emergencies and to establish guidelines to follow at work and at home. Once you are familiar with this information, you should be able to protect yourself and perhaps save the life of another.

Preparation is the key to minimizing the effects of emergencies. Know the answers to the following questions **BEFORE** you have to use the information.  
**WHERE ARE THE EXITS? HOW WILL VISITORS AND DISABLED EMPLOYEES BE EVACUATED? ARE VITAL RECORDS PROTECTED? WHERE IS THIS PLAN KEPT, AND WHERE WITHIN THIS PLAN ARE ITS EMERGENCY PHONE NUMBERS?**

The time that you spend researching and answering these questions can save lives and resources. Preparation will minimize panic and confusion. It will also allow a planned response rather than an undirected reaction. No matter what the crisis, **THINK** before you act, then act swiftly to limit your exposure to danger.

**PLEASE READ THIS GUIDE THOROUGHLY BEFORE AN EMERGENCY OCCURS AND BECOME ACQUAINTED WITH IT AND ALL EMERGENCY PHONE NUMBERS.**

### **YOUR SAFETY IS OF PRIMARY IMPORTANCE!**

For questions contact NAUPD Extension 3-3611

# NEWS MEDIA

## NEWS MEDIA

- 1) To provide accurate information to news media, it is essential that all inquiries from the media be directed through the Office of Public Affairs at 523-2282
- 2) During work hours, staff should refer media contacts to the Director of Public Affairs.
- 3) All employees not involved in the information chain are not to discuss the situation with anyone, except when authorized.
- 4) Contact the following agency staff in the order shown during or after work hours:

Director of Public Affairs

Office: 523-6123

Pager: 913-7541

Associate Director

Office: 523-6126

Pager: 913-6423

Editor

Office: 523-0611

Pager: 913-7608

# FIRE

## FIRE ON YOUR FLOOR

- 1) Call **3-3000** or **911** and report location of fire.
- 2) Activate fire alarm, alert others, move everyone away from area of fire.
- 3) Use fire extinguisher on small (waste basket size) fires only if safe to do so.
- 4) For larger fires, **GET OUT**, close doors and confine fire as much as possible.
- 5) If your clothing catches fire...  
**STOP...DROP...ROLL**

## FIRE EXTINGUISHER INSTRUCTIONS

- P** PULL safety pin from handle.
- A** AIM nozzle at base of fire.
- S** SQUEEZE the trigger handle.
- S** SWEEP the spray from side to side.

## WHEN A FIRE ALARM IS ACTIVATED

- 1) Proceed to the nearest EXIT. FOLLOW DIRECTIONS OF EMERGENCY PERSONNEL.
- 2) Feel the top of the door, if it is hot, or smoke is visible, **do not open**.
- 3) Do not attempt to save possessions at the risk of personal injury.
- 4) DO NOT USE ELEVATORS.
- 5) DO NOT BREAK WINDOWS. Oxygen feeds fires.
- 6) Stay low if moving through smoke.
- 7) **ALL** fires, regardless of size, must be reported to the University Police 3-3000 or 911.

## IF TRAPPED IN A ROOM

- 1) Place cloth material around/under door to prevent smoke from entering.
- 2) Close as many doors as possible between you and the fire.
- 3) **DO NOT** open or break windows unless necessary to escape (outside smoke may be drawn in).
- 4) Be prepared to signal your location through a window.

## IF CAUGHT IN SMOKE

Drop to hands and knees and crawl; hold breath as much as possible; breathe through a filter (blouse, shirt, jacket, etc.) and breath through nose.

## ADVANCING THROUGH FLAMES

**If forced to advance through flame; hold your breath; move quickly; cover head and hair; keep head down; and keep eyes closed as much as possible.**

# EARTHQUAKE

## DURING AN EARTHQUAKE

- 1) Take cover underneath a desk or table.  
PROTECT YOUR HEAD AND NECK.
- 2) Stay away from windows and objects which could fall on you.
- 3) Stay where you are - DO NOT RUN OUTSIDE, falling debris may cause injury
- 4) DO NOT USE ELEVATORS.
- 5) IF **OUTDOORS**, stay in an open area.  
DO NOT enter the building.

## AFTER AN EARTHQUAKE - AFTERSHOCKS

### IF YOU ARE STILL IN THE BUILDING:

- 1) Be prepared for AFTERSHOCKS. **DO NOT** return to your office until directed.
- 2) Give first aid to injured personnel.
- 3) DO NOT MOVE VICTIMS UNLESS ABSOLUTELY NECESSARY.
- 4) Alert Emergency Personnel and /or Supervisors to anything needing their attention.
- 5) Replace telephone handsets, but DO NOT USE THE PHONE except to report fires or medical emergencies.
- 6) Go to the interior of the building staying away from the exterior walls. Avoid glass and equipment.
- 7) Wait for and follow instructions from Emergency Personnel.
- 8) Be prepared to evacuate if necessary, (See "EVACUATION" section).

# EVACUATION

## EVACUATION OF PERSONS WITH DISABILITIES

It is very likely that evacuations will involve disabled individuals. The following will be helpful in safe evacuation and communication during an emergency.

**Above all else, involve the individual.** They are the experts on their own disabilities, and how best to move them out of a building in an emergency. Make sure he/she understands what is happening, and what procedure must be followed. Many disabled people are vulnerable to respiratory complications--remove them from smoke or fumes immediately.

### PERSONS WITH MOBILITY IMPAIRMENTS

Persons having mobility impairments may or may not use wheelchairs. Those individuals having mobility impairment, who can ambulate in varying degrees, will need to be carried down stairs, or otherwise be assisted. Ask her/him for instructions. Always consult wheelchair users about:

- Transferring her/him from the wheelchair (or, if the emergency dictates, moving the person down stairs while staying in the wheelchair). **NEVER** carry an individual backwards down a flight of stairs.
- The number of people needed for assistance.
- Be aware that some wheelchair users use catheter leg bags, braces, oxygen, prosthetics, etc.

Many can experience spasticity or extreme pain when being transferred (or moved) from their wheelchairs.

### VISUALLY IMPAIRED PERSONS

Although most blind or visually impaired persons will be familiar with their immediate work area, it is necessary to:

- Explain the nature of the emergency.
- Offer to guide her/him. As you walk, explain your destination, where you are, any obstacles, which way you are going to turn, the number of steps, etc.
- Upon reaching safety, orient the individual to her/his surroundings. Ask if further assistance is needed. Stay with her/him.

### DEAF, HEARING IMPAIRED OR SPEECH IMPAIRED PERSONS

Communication varies with persons who are deaf, impaired of hearing or speech impaired. Audible alarms may not be heard by them. It is important that everyone understand what is happening, how and where to proceed.

- To gain attention, turn light switch on and off, tap her/his shoulder, wave your hands, etc. Indicate through gestures, or in writing (short, concise words), what is happening and what to do.

Example: "Fire - out rear door to the right and down. Leave NOW!"

**ABOVE ALL, REMEMBER THAT PEOPLE WITH SIMILAR DISABILITIES ARE UNIQUE. THROUGH BRIEF COMMUNICATION AND ASKING QUESTIONS, EVACUATION CAN BE QUICK AND SAFE**

## EVACUATION

- 1) If safe, secure vital records and shut down electrical equipment.
- 2) Proceed to your predetermined exit or alternate exit if necessary. Shut all doors as you leave.
- 3) Floor staff should ensure that all staff and visitors evacuate the area.
- 4) Assist disabled employees or visitors.
- 5) Proceed quietly and orderly.
- 6) DO NOT USE ELEVATORS
- 7) DO NOT OPEN DOOR if hot or if smoke is present.
- 8) Once outside, assemble at a designated area and stay there; your supervisors will need to have a tally of their personnel.

# FLOODING • CIVIL DISTURBANCES

## FLOODING

In the likelihood of flooding on the University Campus where the safety of employees and visitors is threatened, the NAU Police Department will monitor National Weather Service and other emergency advisories to determine necessary action, such as closure of certain University offices.

In the event that the closing of a University office is necessary, the NAU Police Chief will communicate with all appropriate University Administrators regarding such closure.

Information concerning closure of University offices will be released by the Director of the Office of Public Affairs.

## IF FLOODING OCCURS IN YOUR BUILDING

- 1) Notify a supervisor and NAU Police **3-3000** or **911**.
- 2) Secure your area and vital records. Prepare to receive and comply with directions from Emergency Personnel.
- 3) **USE EXTREME CAUTION** around appliances or outlets near the leak and/or water.
- 4) If you know the source of the water and can safely stop it, do so **CAUTIOUSLY**.
- 5) If directed to evacuate, do so immediately.

## CIVIL DISTURBANCES

Civil Disturbances include riots and demonstrations, marches, groups and assemblies that have become riotous, or a threatening individual.

- 1) Restrict both employee and visitor movement in your area.
- 2) Prepare for evacuation or relocation.
- 3) Secure your area (lock doors, safes, files, vital records, etc.).
- 4) Notify your Supervisor and NAU Police **3-3000** or **911**, if they have not been informed.

# MEDICAL EMERGENCIES

## MEDICAL EMERGENCIES

**IMPORTANT: If you think a person requires immediate medical attention, Call 3-3000 or 911.**

UNCONSCIOUS VICTIMS: If rescuer is trained in CPR:

- 1) **YELL FOR HELP, THEN HAVE SOMEONE CALL 3-3000 OR 911**
- 2) Establish Airway.
- 3) Check for Breathing.
- 4) Check for Circulation.
- 5) Start Ventilation or CPR if Necessary.

UNCONSCIOUS VICTIMS: If rescuer is **NOT** trained in CPR:

- 1) **YELL FOR HELP, THEN HAVE SOMEONE CALL 3-3000 OR 911.**

CONSCIOUS VICTIMS:

- 1) **YELL FOR HELP, THEN HAVE SOMEONE CALL 3-3000 OR 911**
- 2) Do not move patient or allow the patient to move around.
- 3) Try to control any heavy bleeding using direct pressure on the wound.
- 4) Try to keep the patient from going into shock by maintaining body temperature and elevating the lower extremities if possible.

# HAZARDOUS MATERIALS

## HAZARDOUS MATERIALS INCIDENTS

Material Safety Data Sheets must be available and copies kept on file. Any precautions or special procedures to be followed in the event of an emergency must be made available to emergency personnel.

### INSIDE HAZARDOUS MATERIAL SPILL OR RELEASE

- 1) ACTIVATE FIRE ALARM.
- 2) EVACUATE THE AREA. (see "Evacuation" section).
- 3) Notify the NAU Police **3-3000** or **911**.
- 4) TIME AND SAFETY PERMITTING, shut down equipment, close doors, secure area and vital records.
- 5) LIMIT ACTIVITY TO PROTECTION OF LIVES AND EVACUATION OF PERSONNEL - **DO NOT ATTEMPT TO RESPOND OR CLEAN UP A SPILL OR RELEASE!**

### OUTSIDE HAZARDOUS MATERIAL SPILL OR RELEASE

- 1) Notify the NAU Police **3-3000** or **911**.
- 2) Comply with directives from Emergency Personnel.
- 3) Evacuate (see "**Evacuation**" section).
- 4) TIME AND SAFETY PERMITTING, shut down equipment, secure area and vital records.

# BOMB/OTHER THREATS

## THREAT BY TELEPHONE

### DURING THE CALL:

- 1) **DON'T HANG UP!**
- 2) Stay as calm as possible.
- 3) Attempt to find out why the caller is upset.
- 4) Identify the type of threat and who the threat is directed at.
- 5) Try to calm the caller down.
- 6) Get as much information as possible about the threat and motive. (See "**Bomb/Other Threats Checklist**")
- 7) If caller stays on the phone line for any length of time, have a second person call NAU Police **3-3000** or **911** simultaneously.

### AFTER THE CALL:

- 1) Notify NAU Police **3-3000** or **911**
- 2) Write down the exact threat, the entire statement if possible.
- 3) Notify your supervisor in reference to the threat.
- 4) If directed to evacuate proceed in accordance with the "**Evacuation**" section
- 5) Supervisor will notify Department Director and building maintenance.

## SUSPICIOUS PACKAGES, MAIL, ETC.

- 1) **DO NOT HANDLE.**
- 2) Refer to "Letter and Parcel Bomb Recognition Points" in "**Bomb/Other Threats Checklist**" section.
- 3) Notify NAU Police **3-3000** or **911**.
- 4) Secure the area
- 5) If item has been opened and is threatening, or appears to be a suspicious device, **DO NOT HANDLE ANY FURTHER.**
- 6) Keep everyone away until police arrive.

## **LETTER AND PARCEL BOMB RECOGNITION POINTS**

- Foreign Mail, Air Mail and Special Delivery
- Restrictive Markings such as Confidential, Personal, etc.
- Excessive Postage
- Hand Written or Poorly Typed Addresses
- Incorrect Titles
- Titles but no Names
- Misspellings of Common Words
- Oily Stains or Discolorations
- No Return Address
- Excessive Weight
- Rigid Envelope
- Lopsided or Uneven Envelope
- Protruding Wires or Tinfoil
- Excessive Securing Material such as Masking Tape, String, etc.

# BOMB/OTHER THREATS CHECKLIST

## BOMB THREAT CHECKLIST

### Description Detail Report

Questions to ask:

- 1) When is the bomb going to explode?
- 2) Where is the bomb right now?
- 3) What does the bomb look like?
- 4) What kind of bomb is it?
- 5) What will cause the bomb to explode?
- 6) Did you place the bomb?
- 7) Why?
- 8) What is your address?
- 9) What is your name?

Exact wording of the threat:

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Sex of Caller: \_\_\_\_\_ Race: \_\_\_\_\_

Approximate Age: \_\_\_\_\_ Length of call: \_\_\_\_\_

Number at which call was received:

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Time: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

### Callers Voice - Check as applicable:

- |                                   |  |
|-----------------------------------|--|
| <input type="checkbox"/> Calm     | <input type="checkbox"/> Nasal           |
| <input type="checkbox"/> Angry    | <input type="checkbox"/> Stutter         |
| <input type="checkbox"/> Excited  | <input type="checkbox"/> Lisp            |
| <input type="checkbox"/> Slow     | <input type="checkbox"/> Raspy           |
| <input type="checkbox"/> Rapid    | <input type="checkbox"/> Deep            |
| <input type="checkbox"/> Soft     | <input type="checkbox"/> Ragged          |
| <input type="checkbox"/> Loud     | <input type="checkbox"/> Clearing Throat |
| <input type="checkbox"/> Laughter | <input type="checkbox"/> Deep Breathing  |
| <input type="checkbox"/> Crying   | <input type="checkbox"/> Cracked Voice   |
| <input type="checkbox"/> Normal   | <input type="checkbox"/> Disguised       |
| <input type="checkbox"/> Distinct | <input type="checkbox"/> Accent          |
| <input type="checkbox"/> Slurred  | <input type="checkbox"/> Familiar        |

If voice is familiar, who did it sound like?

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### Background Sounds:

- |  |  |
|--|--|
| <input type="checkbox"/> Street Noises | <input type="checkbox"/> Factory Machinery |
| <input type="checkbox"/> Animal Noises | <input type="checkbox"/> Voices            |
| <input type="checkbox"/> Clear         | <input type="checkbox"/> PA System         |
| <input type="checkbox"/> Static        | <input type="checkbox"/> Local Call        |
| <input type="checkbox"/> Music         | <input type="checkbox"/> Long Distance     |
| <input type="checkbox"/> House Noises  | <input type="checkbox"/> Phone Booth       |
| <input type="checkbox"/> Motor         | <input type="checkbox"/> Office Machinery  |

Other \_\_\_\_\_

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### Threat Language:

- |  |  |
|--|--|
| <input type="checkbox"/> Well Spoken<br>(educated) | <input type="checkbox"/> Incoherent                      |
| <input type="checkbox"/> Foul                      | <input type="checkbox"/> Taped                           |
| <input type="checkbox"/> Irrational                | <input type="checkbox"/> Message read<br>by threat maker |

Remarks: \_\_\_\_\_

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