

EMERGENCY RESPONSE GUIDE



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Introduction

North American University is fully committed to the safety and welfare of our students, faculty, staff and visitors. This Emergency Response Guide outlines the University's response to an emergency at NAU. As all emergencies will vary in scope and complexity, this information is provided as a guide to help you stay safe and reduce your personal risk in the event of an emergency.

Your Responsibility

All members of the NAU community should be familiar with these guidelines and the initial responses to emergency situations. You should:

- Be familiar with emergency and building evacuation guidelines
- Notify Campus Safety immediately if you observe any suspicious activity or dangerous conditions on campus
- Notify Campus Safety of any emergency situation, provide as much information as possible, and remain calm
- Follow the directions of University personnel during an emergency
- Carry your NAU ID at all times

Emergency Communication

In the event of an emergency, member of the NAU community can get information from several sources:

NAU Information Line

Emergency information is available by calling 832.230.5550.

Webpage

Emergency information is available on the University homepage at www.na.edu

Other Updates

NAU utilizes an emergency communication system. In the event of an emergency at the university.

Emergency Management Overview

The university administration has used local and federal guidelines as well as real world experiences to identify best practices in emergency response. The plan incorporates the FEMA Incident Command System as well as University organizational structure. The components of emergency management include the Incident Commander, Emergency Response Quick Team, Executive Council and Crises Response Team. These individuals and/or groups coordinate the campus response to major incidents. In a state of emergency, the University President provides executive leadership for the entire emergency response

process. The Director of Facilities Management functions as the Incident Commander responsible for the operational direction of the response. The Incident commander utilizes the Emergency Response Quick Team to assess an emergency, make recommendations and determine the need for the Executive Committee or Crisis Response Team.

The Executive Committee is the university-wide, policy-making body for the emergency. The Crisis Response Team coordinates the operational campus response to major incidents. The Department of Facility Management is responsible for communication with the University community, the public, and the media, as necessary.

Emergency Levels

Emergency incidents are classified according to severity and potential impact so that appropriate emergency response operations can be implemented. The following levels will be assigned based on conditions at the University:

Level 1

A minor, localized department or building incident that is resolved with existing resources or limited outside help. A Level 1 emergency has little or no impact on personnel or normal operations outside the locally affected area. Impacted personnel or departments coordinate directly with Campus Safety, Facilities or other units to resolve the issue.

Level 2

A mid-level emergency that disrupts sizeable portions of the campus community. Level 2 emergencies may require assistance from external sources. These events may escalate quickly and may have serious consequences on operations and/or life safety. Conditions will determine the necessity to activate all or part of the Executive Committee and/or the Crisis Response Team.

Level 3

A major incident that adversely affects the entire campus and the surrounding community. The effects of the emergency are wide-ranging and complex. During a Level 3 emergency normal University operations could be suspended. The Crisis Response Team and Executive Committee would convene to manage the large-scale scope of the incident.

Emergency Response Leadership

The following is the structure for the management of emergencies at NAU:

Incident Commander

The Incident Commander is responsible for the operational direction of emergency response at the University.

- Vice President for Academic Affairs, Provost
- Chief Financial Officer

- Director of Facilities Management
- Campus Security and Safety Manager

Emergency Response Quick Team

The Emergency Response Quick Team is utilized to quickly assess an emergency, make recommendations, and determine the need for Executive Council or Crisis Response Team activation.

- Vice President for Academic Affairs, Provost
- Chief Financial Officer
- Director of Facilities Management
- Campus Security and Safety Manager

Executive Committee

The Executive Committee is the university-wide, decision-making body during emergencies. The Executive Council is activated by the Incident Commander.

- President
- Vice President for Academic Affairs, Provost
- Chief Financial Officer
- Director of Facilities Management
- Director of Information Technology

Crisis Response Team

The Crisis Response Team is the primary vehicle for managing the operational response to an emergency.

- President
- Vice President for Academic Affairs, Provost
- Chief Financial Officer
- Director of Facilities Management
- Director of Information Technology

Emergency Operations Center

In the case of a serious emergency the NAU Incident Commander could direct the activation of one or more Emergency Operations Centers would serve as the central location for University emergency management. The decision to activate one or more of these centers will be based upon the location and scope of the emergency. Emergency management functions coordinated from the center include:

- Prioritize emergency actions
- Deploy and coordinate resources and equipment
- Coordinate actions with government agencies
- Determine and update information regarding the scope and impact of the incident
- Disseminate information to the University community
- Monitor and continuously evaluate conditions

Assembly Area

In the event of a building evacuation occupants should report to the following assembly areas and await instructions from University personnel or emergency responders.

- **Parking Garage**

This is initial location and subject to change depending on conditions. When evacuating, stay safe; keep away from the building and stay out of the street.

Emergency Response Actions

Everyone at NAU should be familiar with the procedures for building evacuation, **Shelter in Place and Lockdown**. These actions can help you stay safe in the event of specific emergency incidents.

When Evacuating

- Test doorknobs and spaces around the door with the back of your hand. If a door is hot, don't open it; try another escape route. If the door is cool, open it slowly. Slam it shut if smoke pours through.
- If you have to escape through smoke, stay close to the ground with your head one to two feet above the floor; this is where the best air quality is.
- If you are unable to evacuate because of fire or smoke in the building remain calm. Try to get in a room with windows, close the door, call 911 and notify them of your location.
- Go to a window – call or signal for help.

Building Evacuation

Building evacuations don't happen often, but when they do, NAU wants you to be safe and needs you to be prepared. Evacuation means getting out of the building and away from a threat. Members of the University community should be familiar with building evacuation plans for all NAU locations.

Main Building

1. Everyone needs to evacuate the building – evacuation is mandatory.
2. The outdoor areas surrounding the building must be evacuated when the alarm sounds.
3. Close doors and windows behind you while exiting (if possible) and exit the building from the closest safe exit.
4. Do not use the elevators; you could become trapped or it could open on an unsafe floor.
5. If you can do so safely, assist those that may need help in exiting the building. If they are unable to evacuate escort them to a safe position. Notify Campus Safety or emergency responders as you exit the building.
6. Proceed to the closest assembly area and await further instruction.

7. Stay clear of the building. Keep building access, streets and sidewalks clear for responding emergency personnel.
8. Do not re-enter the building until you are instructed to do so by University personnel.

If you need assistance evacuating

- Don't panic – proceed to the nearest double elevator bay and remain there.
- Notify those evacuating of your situation so they can notify Campus Safety of your location.
- Plan ahead – advise Campus Safety about your situation ahead of time if you will have trouble evacuating in an emergency.

Residence Hall(s)

1. Listen for instructions from building personnel.
2. Unless otherwise instructed or if there is immediate danger – stay in your room.
3. Information and instructions will be broadcast via the room public address system.
4. If a partial or full building evacuation is necessary, you will be so advised.
5. If you have to evacuate the building, do so quickly, calmly and safely.
6. Do not use the elevators; you could become trapped or it could open on an unsafe floor.
7. Proceed to the closest assembly area and await further instructions.
8. Stay clear of the building. Keep building access, streets and sidewalks clear for responding emergency personnel.

If there is a fire in your room:

- Vacate the room immediately.
- Call 911.
- Close all windows, doors and open shades.
- Take your identification and keys with you.
- Alert other people by knocking on their doors or yelling on your way out.
- Use the nearest stairway to exit, NEVER use the elevator.
- Assemble across in the parking garage and maintain absolute silence so instructions can be heard.
- Wait until the appropriate officials indicate that you can re-enter the building.

If the fire is not in your room:

- If you cannot safely exit your room or building call 911 and provide them with appropriate information (name, address, room number, etc.).
- Stay inside your room and listen for instructions from firefighters unless conditions become dangerous.
- If you must exit your room, first feel your room door and doorknob for heat. If they are not hot, open the door slightly and check the hallway for smoke, heat or fire.
- If you can exit your dorm room safely, follow the instructions above for a fire in a room.
- If you are unable to safely leave your dorm room, seal the floor in your room with wet towels or sheets and seal the air ducts or other openings where smoke may enter.

- Open windows a few inches unless flames and smoke are coming from below.
- Do not break any windows.
- If condition in the room appears life threatening, open a window and wave a towel or sheet to attract attention of firefighters.

In the event of a fire drill residents must follow all instructions given by emergency staff via the PA system. Floor plans and diagrams for emergency staircases and exits are posted in public areas on all floors as well as the back of every room door. Residents should familiarize themselves with these maps to be able to exit promptly during fire drills or actual emergencies.

Shelter in Place

Whether at home, NAU, or elsewhere, there may be situations when it is best to stay where you are during an emergency. Shelter in Place means to stay indoors because of dangerous conditions outside the building. This unsafe condition could be due to environmental issues, falling debris, utility emergencies, or other unsafe conditions.

1. NAU will broadcast a direction to Shelter in Place via the NAU emergency notification system. If necessary, this message will instruct those end-routes to avoid the University campus or residence halls and to seek shelter.
2. Everyone should proceed to a classroom, office, or other similarly protected area.
3. Turn off air conditioners and ventilations systems. Close and stay away from all windows.
4. Stay alert for current news and official instructions.
5. Do not open windows or doors. Remain in protected areas until advised by government officials or a NAU message.

Lockdown

Lockdown means to lock and barricade yourself in a secure area that will help protect you from an active shooter, armed assailant, or similar threat.

1. Seek shelter in the nearest classroom, office, or other similarly protected area. If possible, do not seek shelter in any room with glass doors or walls.
2. Lock or barricade door(s) from the inside if possible. Use all available room furnishings to help barricade the door.
3. Turn off lights and silence all electronic devices.
4. STAY OUT OF SIGHT. Take a seated position on the floor next to an interior solid wall and out of view from the door window (if applicable).
5. If you have a cell phone keep it on silent or vibrate. Monitor it for updated information from NAU.
6. Do not respond to a fire alarm during a lockdown unless imminent signs of fire are observed.
7. Do not respond to directives to open the door or exit the room. You will only be released from the room by Campus Safety or the Stafford Police Department.

Summary

Being prepared to react in an emergency situation is something everyone should think about, whether you are on or off campus. The University's emergency response guidelines will be continuously reviewed and modified, as needed, to help ensure a safe environment for the NAU community.

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Active Shooter or Armed Assailant

An active or armed assailant incident could occur on or near campus with little or no warning. This type of incident would involve one or more individuals armed with a firearm or other dangerous weapon(s), intent on injuring people. The following guidelines can help you reduce your risk of being injured should such an incident ever occur on or near campus. All members of the NAU community need to exercise their best judgment to stay in such situation.

In the case of an active shooter armed assailant call 911 immediately!

Directives for the NAU Community

If a dangerous situation develops that poses a serious threat to the University community, you need to know what to do and how to respond safely. You must protect yourself as best you can by either evacuating the building or locking down.

- To evacuate means to get out of the building and away from threat
- To lockdown means to lock and barricade yourself in a secure area that will help protect you from the threat.

Evacuation or lockdown are dependent on your specific situation. In any emergency, staying calm and thinking clearly will help you react in the best possible manner. NAU will utilize emergency notification system, to warn the University community of the incident.

Evacuate (Get Away)

- Evacuate the building if it is safe to do so.
- Visualize your escape route before beginning to move. Get out as quickly as possible.
- Avoid using elevators; the car may stop on an unsafe floor.
- Leave your belongings. Do not pick anything up and do not go back for anything.

Lockdown (Hide)

1. If evacuating the building safely is not possible, hide in a secure area.
2. Seek shelter in the nearest classroom or other similarly protected area. If you work in an open common area or non-locking room, seek shelter in a locked office or classroom. If possible, do not seek shelter in any room with glass doors or walls.
3. Lock or barricade doors from the inside if possible. Use all available room furnishings to help barricade the door.
4. Turn off lights and silence all electronic devices.
5. STAY OUT OF SIGHT. Take a seated position on the floor next to an interior solid wall and out of view from the door window (if applicable).
6. If you have a cell phone keep it on silent or vibrate. Monitor it for updated information from NAU.
7. Do not respond to a fire alarm during lockdown unless imminent signs of fire are observed.

8. Do not respond to directives to open the door or exit the room the room. You will only be released from the room by Campus Safety or the Harris County Sheriff Department.

Contact Authorities

- CALL 911 IMMEDIATELY
- Contact Campus Safety at 832-230-5550

What to Report (if known)

- Your specific location- building name, address and office/room number.
- Number of people with you.
- Location, number and description of assailant(s).
- Number of people injured and types of injuries.
- Type of weapons used.
- If you can do so safely and quietly- stay on the line with the 911 operator.

Faculty/Staff

1. Clear students from hallways and bathrooms immediately.
2. Tell students to get down on the floor and up against an interior solid wall. Remain silent.
3. If possible, account for all students. Document any non-class student's shelter in the room and any missing students.

Police Response

When the police respond to a report of an active shooter or armed assailant, they do not initially know who these individuals are. When the police arrive, they will consider *everyone* as a potential threat. Therefore, when the law enforcements arrive on the scene:

- Listen to and follow all commands by police- stay calm.
- Don't run towards police- move calmly and slowly.
- Keep your hands up, empty and visible- follow police instructions.
- Do not make any sudden or alarming movements.

When You Are Safe

Once you are out of the building and safe follow the directives of Harris County Sheriff Department or University Authority. Let someone from your family or a friend know you are safe.

Bomb Threats

Bomb threats can pose a serious danger to the NAU Community. Any such threat against the University Community is a serious criminal offense which will be thoroughly investigated by the HPD. Although most bomb threats are communicated by telephone, email and other forms

of communication may be utilized. If you ever receive a bomb threat **report it immediately** to Campus Safety at 832-230-5550.

Directives for the NAU Community

1. If you receive a bomb threat by telephone, remain calm.
2. Gather as much information as possible from the caller. If a threat is sent via email or left on your voicemail, do **NOT** erase it.
3. Record the time and caller ID number, if available
4. Write down any information the caller provides. If possible, ask the caller:
 - a. Where is the bomb?
 - b. When will it explode?
 - c. What will cause it to explode?
 - d. What does it look like?
 - e. Did you place the bomb?
 - f. What is your name?
 - g. Where are you calling from?
5. Note any characteristics of the caller's voice such as gender, age and/or accent.
6. Note any background noises and/or distinctive sounds such as traffic, other voices, televisions, music, etc.
7. **Immediately** after the call has ended contact Campus Safety at 832-230-5550
8. If any time a decision is made to evacuate the building the NAU community will be advised to follow standard evacuation procedures and exit in a calm and orderly fashion. All will report to building assembly areas.
9. Do not re-enter the building until you are instructed to do so by University personnel.

Fire and Explosions

Building evacuations don't happen often, but if they do, NAU wants you to be safe and needs you to be prepared. Remember, **all** fire alarms must be taken seriously; in the event of a fire or explosion every second count. We responsibility of keeping the NAU community safe, so please be responsible and familiar with all emergency protocols; your cooperation is essential to everyone's safety.

Assembly Areas

In the event of a building evacuation occupants should report to the following assembly areas and await instructions from University personnel or emergency responders.

- **Parking Garage**

This is initial location and subject to change depending on conditions. When evacuating, stay safe; keep away from the building and stay out of the street.

Directives for the NAU Community

If you see a fire, smoke condition or explosion in the building

1. Pull the nearest fire alarm pull station.
2. Alert those in your immediate area.
3. Evacuate quickly, calmly and safely.
4. Exit thru the nearest safely exit.
5. Notify others and Campus Safety on your way out of the building.
6. Stay clear of the building.
7. Keep building access, streets and sidewalks clear for responding emergency personnel.

When Evacuating

1. Test doorknobs and spaces around the door with the back of your hand. If a door is hot, don't open it; try another escape route. If the door is cool, open it slowly. Slam it shut if smoke pours through.
2. If you have to escape through smoke stay close to the ground with your head one to two feet above the floor; this is where the best air quality is.
3. If you are unable to evacuate because of fire or smoke in the building remain calm. Try to get in a room with windows and close the door; call 911 and notify them of your location.
4. Go to a window- call or signal for help.

If a Fire Alarm is activated at-

Main Building

1. Everyone needs to evacuate the building- evacuation is mandatory.
2. The outdoor terrace must be evacuated when the alarm sounds.
3. Close doors and windows behind you while exiting (if possible) and exit the building from the closet safe exit.
4. Do not use the elevators; you could become trapped or it could open on an unsafe floor.
5. If you can do so safely, assist those that may need help in exiting the building. If they are unable to evacuate, escort them to a safe position near the double elevator bays. Notify Campus Safety or emergency responders as you exit the building.
6. Proceed to the closest assembly area and await further instruction.
7. Stay clear of the building. Keep building access, streets and sidewalks clear for responding emergency personnel.
8. Do not re-enter the building until you are instructed to do so by University personnel.

If you need assistance evacuating

- Don't panic – proceed to the nearest double elevator bay and remain there.
- Notify those evacuating of your situation so they can notify Campus Safety of your location.
- Plan ahead – advise Campus Safety about your situation ahead of time if you will have trouble evacuating in an emergency.

Residence Hall(s)

1. Listen for instructions from building personnel.
2. Unless otherwise instructed or if there is immediate danger – stay in your room.
3. Information and instructions will be broadcast via the room public address systems.
4. If a partial or full building evacuation is necessary, you will be so advised.
5. If you have to evacuate the building, do so quickly, calmly and safely.
6. Do not use the elevators; you could become trapped or it could open on an unsafe floor.
7. Proceed to the closest assembly area and await further instructions.
8. Stay clear of the building. Keep building access, streets and sidewalks clear for responding emergency personnel.

If there is a fire in your room:

- Vacate the room immediately.
- Call 911.
- Close all windows, doors and open shades.
 - Take your identification and keys with you.
 - Alert other people by knocking on their doors or yelling on your way out.
 - Use the nearest stairway to exit, NEVER use the elevator.
 - Assemble across the parking lot and maintain absolute silence so instructions can be heard.
 - Wait until the appropriate officials indicate that you can re-enter the building.

If there is a fire in your room:

- Vacate the room immediately.
- Call 911.
- Close all windows, doors and open shades.
- Take your identification and keys with you.
- Alert other people by knocking on their doors or yelling on your way out.
- Use the nearest stairway to exit, NEVER use the elevator.
- Assemble across in the parking garage and maintain absolute silence so instructions can be heard.
- Wait until the appropriate officials indicate that you can re-enter the building.

If the fire is not in your room:

- If you cannot safely exit your room or building call 911 and provide them with appropriate information (name, address, room number, etc.).
- Stay inside your room and listen for instructions from firefighters unless conditions become dangerous.
- If you must exit your room, first feel your room door and doorknob for heat. If they are not hot, open the door slightly and check the hallway for smoke, heat or fire.
- If you can exit your dorm room safely, follow the instructions above for a fire in a room.

- If you are unable to safely leave your dorm room, seal the floor in your room with wet towels or sheets and seal the air ducts or other openings where smoke may enter.
- Open windows a few inches unless flames and smoke are coming from below.
- Do not break any windows.
- If condition in the room appears life threatening, open a window and wave a towel or sheet to attract attention of firefighters.

In the event of a fire drill residents must follow all instructions given by emergency staff via the PA system. Floor plans and diagrams for emergency staircases and exits are posted in public areas on all floors as well as the back of every room door. Residents should familiarize themselves with these maps to be able to exit promptly during fire drills or actual emergencies.

Hazardous Materials

Any incident involving potentially hazardous materials, chemicals or bodily fluids is disruptive and may pose a safety threat to the University. NAU Facilities, Campus Safety, and other qualified University personnel will work to safely mitigate any such incident. Restoration of services will be resumed as quickly as possible to ensure a safe environment for the University community.

Directives for the NAU Community

Upon discovering a spill or having been exposed to a potentially hazardous material, members of the NAU community should:

1. Notify Campus Safety immediately. Be specific about the nature of the involved material and the exact location of occurrence.
2. Evacuate the area and offer assistance to others as needed.
3. Attempt to seal off the area to prevent further contamination or injury. This can be as simple as closing a door.
4. Do not allow anyone to enter the contaminated area.
5. Do not step in, touch, or attempt to clean up any spills. Avoid inhaling fumes, gases, or vapors.
6. If a substance makes contact with your skin, flush the affected area with running water for at least 15 minutes.
7. Anyone that has had contact with the substances should stay together in a safe, isolated area.
8. Affected areas of the building may be sealed off to prevent injury. If Campus Safety initiates an evacuation of your area or the entire building, follow normal evacuation procedures.
9. Do not return to an evacuated area unless authorized by Campus Safety.

Major Threat or Emergency Incident in Houston

A major threat in the Houston area such as a terrorist related incident, a nuclear, biological, chemical or radiological release, or even a severe health emergency will significantly impact communications, utilities and transportation within the Houston area.

NAU has access to various emergency management officials and offices within Houston and will obtain current information to help keep everyone informed. NAU will comply with directives given by public officials in the event of such an incident. Depending upon the severity of the situation a determination may be made to have the campus community shelter in place or evacuate.

Directives for the NAU Community

In the event of a significant emergency the gathering of information is critical.

1. Turn on a radio or TV to any local news station for current news.
2. If you are at the campus or in a residence hall, stay alert for information and directives from NAU.
3. NAU will provide all available information to the NAU community including information on class cancellations or the closing of the University.
4. Depending of the specifics of the emergency the first important decision is whether to shelter in place or evacuate. Use common sense and all available information to determine if there is immediate danger. NAU will advise a suggested course of action based on local government recommendations.

Shelter in Place

Whether at home, NAU, or elsewhere, there may be situations when it is best to stay where you are during an emergency. Shelter in Place means to stay indoors because of dangerous conditions outside the building. This unsafe condition could be due to environmental issues, falling debris, utility emergencies, or other unsafe conditions.

1. NAU will broadcast a direction to Shelter in Place via the NAU emergency notification system. If necessary, this message will instruct those end-routes to avoid the University campus or residence halls and to seek shelter.
2. Everyone should proceed to a classroom, office, or other similarly protected area.
3. Turn off air conditioners and ventilations systems. Close and stay away from all windows.
4. Stay alert for current news and official instructions.
5. Do not open windows or doors. Remain in protected areas until advised by government officials or a NAU message.

Evacuating (Getting Away)

There may be conditions under which you will decide to evacuate or are ordered to leave.

- Plan how you will assemble with your family or friends and anticipate where you will go.
- Choose several destinations in different directions so you have options in an emergency.
- Assure family and friends have emergency contact phone numbers readily available.

If instructed to Evacuate

1. Stay alert for current news and official instructions.
2. Gather valuables, identification and any personal items you may need, including:
 - a. Medication
 - b. ID, cash, credit cards, cell phone
 - c. Blanket or sleeping bag
 - d. Appropriate clothing and personal hygiene items
3. Within Houston, vehicle traffic will experience significant gridlock conditions. Consider walking or taking public transportation.
4. If you are in a vehicle close the windows and air vents and do not operate the air conditioner.
5. Leave the city by routes designated on news broadcasts. You may be advised to go directly to the home of a friend or relative or stop at a public reception center or temporary shelter.

Medical Emergencies

Everyone at NAU needs to know how to respond to a medical emergency. A medical emergency occurs when a person needs assistance because he or she is ill or injured. If you become aware of a person who needs medical assistance contact Campus Safety immediately at 832-230-5550.

Directives for the NAU Community

1. If you become aware of a person who needs medical assistance contact Campus Safety immediately at 832-230-5550.
2. **Call Campus Safety and 911 if:**
 - a. The person has lost consciousness
 - b. The person cannot breathe
 - c. The person has chest pain
 - d. The person has a severe injury
3. Provide the following information when calling
 - a. Your location
 - b. What happened
 - c. How many people are sick or injured
4. Stay with the person(s) if possible. Keep them still and comfortable until help arrives.

5. Do not move the person unless he or she is at risk of further serious injury.
6. If conscious and oriented, an individual can make decisions for their own health needs. If unconscious, these decisions will be made by the professional medical service personnel on the scene. Non-certified individuals should not provide medical care.

Suspicious Packages

Suspicious packages can pose a serious danger to the NAU Community. If you ever observe or receive a package or letter that you believe is suspicious or questionable, **immediately contact Campus Security at 832-230-5550.**

Directives for the NAU Community

1. If you become aware of a suspicious or unusual package, letter, or object, do **NOT** touch it, open it, or disturb it.
2. Do **NOT** carry the item to other areas or show it to other people.
3. If anything spills out of the package, **do not attempt to clean it up.**
4. Isolate the package by having everyone leave the room. Close the door, if possible, and evacuate the area.
5. Avoid using portable electronic devices (radios or cell phones) when dealing with any suspicious package incidents.
6. **Contact Campus Safety at 832-230-5550**
7. Wait for further instructions or information from Campus Safety and/or University personnel.
8. If at any time a decision is made to evacuate the building the NAU Community will be advised to follow standard evacuation procedures and exit in a calm and orderly fashion. Building occupants will report to building assembly areas and await further instructions.
9. Do not re-enter the building until advised to do so by Campus Safety.

Utility Emergency

Loss of power or other building mechanical system are disruptive and may pose a safety threat to the University community. The NAU Facilities Department will work to provide restoration of services in the event of any disruption of normal services, within the shortest possible time, and to ensure a safe environment for the NAU community.

Directives for the NAU Community

Be aware of and report any of the following conditions to Facilities or Campus Safety immediately:

1. Strange sounds, leaks, odors, or other unusual occurrences.
2. The loss of electricity or dimming or flickering lights.

3. If you smell gas, smoke, other harsh odors, or there is the presence of excessive heat
4. Any water leak or sounds of running water that is not routine.
5. If there is a flood, stop using all electrical equipment immediately.
6. The Facilities Department and Campus Safety will immediately inspect the affected area(s) to determine the cause and possible duration of the problem.
7. Affected areas of the building may be sealed off to prevent injury. If Campus Safety initiates an evacuation of your area or the entire building, follow normal evacuation procedures.

Elevator Emergency

1. If you become trapped in an elevator attempt to contact security by using the emergency alarm, telephone, or speaker located on the elevator control panel (if available). If you cannot contact help this way, use a cell phone or shout for help.
2. Remain calm and wait for assistance.
3. Do not attempt to force open the elevator door or otherwise leave the elevator car.

Lockouts

1. If you are locked out of your office or locked within a room or office notify Campus Safety for assistance.

Violent, Disruptive, or Criminal Behavior

Incidents of violence can occur on campus, in our workplace or at a residence hall with little or no warning. The entire NAU community shares the responsibility of keeping our campus safe by being alert to criminal or suspicious behavior. Any form of violent, destructive or criminal behavior must be immediately reported to Campus Safety.

Directives for the NAU Community

1. If you become aware of any act of violence, disruptive or criminal behavior, or if an individual is acting in a suspicious or threatening manner on campus, contact Campus Safety immediately at 832-230-5550
2. If you are off campus call 911.
3. If an individual is acting in a disruptive or disorderly manner in a classroom setting faculty members are to document the incident and refer the matter to the Vice President for Student Affairs. If a faculty member feels uneasy or if an individual's behavior is threatening or menacing in any manner, *contact Campus Safety immediately.*
4. NAU strongly condemns any acts of violence at the University or in the workplace. Employees have a responsibility to promptly report any threats or incidents of workplace violence. All employees of NAU should be familiar with the policy in the Employee Handbook covering violence in the workplace.

If You are the Victim of a Crime

1. On campus: call Campus Security immediately. Off campus: call 911 immediately.
2. Be observant to the physical description of the person.
3. Do not resist in an attempt to retain your property – *your safety is paramount in any encounter.*
4. Run and scream if possible, to attract attention and get help.
5. Never put yourself or another in a dangerous situation. Know where it is safe to be and where you can go to get help.

Weather Emergency

Severe weather conditions can adversely affect operations at NAU. The University administration monitors weather forecasts to ensure the University is prepared to respond to projected weather conditions and make informed recommendations about delayed openings or early dismissals.

NAU Community

1. If adverse weather is predicted for Houston and surrounding areas procedures are in place to evaluate the likely effect on the campus, residence halls, and access routes to and from NAU. The University may choose to close or delay normal operations in whole or in part.
2. There may be situations when it is best to stay where you are during a weather emergency. Shelter in Place means to stay indoors because of dangerous conditions outside the building, including severe weather, falling debris or other unsafe conditions. Seek shelter in a classroom, form room, office, or other similarly protected area. Close and stay away from all windows.
3. If possible, the decision to close or delay day classes will be made before 7:00AM and evening classes before 2:00PM. The decision to cancel classes may be made at any time during the day as conditions warrant. If adverse weather affects the campus during normal business hours, information will be supplied through department supervisors and email notices. If adverse weather impacts NAU outside of normal business hours the NAU community should monitor radio and television stations for current weather conditions, official instruction and to obtain information about University closings and delays. Information can be obtained from:

NAU Information Line - 832.230.5555

NAU Emergency Line - 832.230.5550

NAU Website - www.na.edu

NAU Email System