



NIGHTINGALE
COLLEGE

EMERGENCY RESPONSE HANDBOOK

*Last Update: Spring Semester 2026 by Amanda Bokish,
Manager, College Administrative Management in collaboration
with Emergency Response Committee*

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Emergency Phone Numbers

Ambulance, Fire and Law Enforcement – 911

Salt Lake City Police Department (801) 799-3000

Emergency Response Committee and Contact Information

Nightingale College Operations Support Center (OSC) Main Line – (801) 689-2160

Emergency Response Committee Chair	Amanda Bokish, Manager, College Administrative Management	801-210-6676
Emergency Response Committee Co-Chairs	Raye Mahlberg, Assistant Vice President, Learner Experience / Cindy Marten, Senior Manager, Accreditation Liaison Officer	385-508-2731 / cmarten@nightingale.edu
Title IX Contact	Amanda Bokish, Title IX Coordinator Ashley Miller, Title IX Specialist	801-689-2160 abokish@nightingale.edu/amiller@nightingale.edu 385-508-3850
Learner Support Services Contact	Brent Owens, Senior Manager, Learner Support Services	
Marketing Contact	Director, Marketing	801-689-2160
OSC Front Desk Contact	Vee Fiso, Receptionist, Governance and Operations	801-689-2160
Nursing Education Contact	Joanie Krupa, Director, Nursing Education	801-689-2160
General Education Contact	Katie Scholz, Director, General Education	801-689-2160
Executive Sponsor	Thomas Reams, Chief Financial Officer	Ext. 2103
Legal and Compliance	Scott Marston, Assistant Vice President, Legal and Compliance	801-689-2160

Communications/Public Relations	Shannon Michael, Director, Communications	801-689-2160
Collaborator Experience		801-689-2160
Information Technology	Mike Sorensen, Chief Collaborator Experience Officer Matt Budd, Chief Information Officer	Mbudd@nightingale.edu

Emergency Response and Evacuation Program

Experiential Learning (EL) Site Evacuation Plan

Call the appropriate emergency number and give the following information:

- Your name
- The building and/or room (location) of the emergency
- Whether injuries have occurred
- Hazards present which may affect responding emergency personnel
- A phone number near the scene where you can be reached

Name of Institution: Name of EL Partner

Location: EL room number or location in building

Phone Number: Your phone number

Operational Support Center Evacuation Plan

Call the appropriate emergency number and give the following information

- Your name
- The building and/or room (location) of the emergency
- Whether injuries have occurred
- Hazards present which may affect responding emergency personnel
- A phone number near the scene where you can be reached

Name of Institution: Nightingale College – Operations Support Center

Physical Address: 95 South State Street; Suite 400
Salt Lake City, UT 84111

Phone Number: (801) 689-2160

Evacuation Procedure

Upon hearing the fire alarm or announcement, begin evacuation procedures:

- Keep yourself and others calm
- Quickly proceed out of the building to the designated safe meeting area using the planned evacuation route
- **Faculty/Collaborators:** Close windows and doors as you leave
- **Faculty:** take your attendance book with you for a correct head count
- Report immediately to the designated meeting area
 - **Learners:** Check in with your instructor who will be taking a head count
 - **Faculty:** Send head count to Nursing Education contact listed above who will be taking head count of all learners
 - **Collaborators:** Check in with receptionist who will be taking a head count
 - **Receptionist:** Send head count to committee chair(s) for head count of all collaborators
- Wait for instructions from local emergency responders
- Do not re-enter the building until told by an official that it is safe to do so

Designated Meeting Areas by Location

1. **Operations Support Center:** Using the parking garage stairs, meet on the north-east side of the building by 95 S State St for a head count.
2. **Please refer to safety and security information at your Experiential Learning site for their procedures.**

Safety Systems

Alarms – The fire alarm system in each location is activated by manual pull stations, smoke or heat detectors or the activation of the sprinkler system. All alarms are immediately sent to the local fire department. Evacuation is required anytime the fire alarm system sounds.

Smoke Detectors – This will immediately activate the fire alarm system.

Carbon Monoxide Detectors

Fire Extinguishers and Pull Stations – Pull Station located across main office; Fire Extinguishers located in the main hall area.

Manual Alarm Pull Station- Pull down to activate evacuation alarm. This will sound an alarm and immediately send an alarm signal to the local fire department. Never block or obstruct these alarms with furniture or equipment.

First Aid Kit – For minor injuries not requiring medical attention. There are first aid kits located in the nursing lab and main office.

Area of Refuge – Defined area for people with mobility restrictions that make it impossible to navigate stairs; for OSC, at back door to parking terrace.

Evacuation Prep

- Evacuation Drills are held as learners begin experiential learning at each location. Local faculty are responsible for conducting this training.
- **Lead Faculty/Receptionist:** Locate the emergency equipment in your area and know how to use it.
- **Lead Faculty/Emergency Committee Chair:** Update evacuation procedure as needed locally.

Evacuation Personnel Duties:

Evacuation Coordinator (Faculty at EL Site/Receptionist at OSC) Duties: Drill Procedure

1. Announce drill
2. Ensure all people from the area proceed to the designated meeting place to check in
3. Check in all learners/collaborators
4. Report to the **Fire Department or other Emergency Responders**, if areas were unable to be searched
5. Call to check in with **Emergency Committee Chair**
6. **Fire Department or other Emergency Responders** will issue an all-clear after which you will lead your group back into the building
7. Report any and all problems to **Fire Department or other Emergency Responders**
8. Send incident report to **Emergency Committee Chair**

Alternate Evacuation Warden Duties (Additional faculty at EL/Committee Chair at OSC)

1. Takes the place of the Evacuation Warden if the Evacuation Warden is not present at the time of the event
2. If the Evacuation Warden is present, the Alternate Evacuation Warden will assist the Evacuation Warden as needed

Searcher(s) and Stairwell Monitor Duties (Drills only)

May be more than one person depending on the size of the area to be searched – (area should be able to be searched in three (3) minutes or less)

1. Check all rooms including restrooms, conference rooms, and remote areas. Close doors after securing each room.
2. Notify any remaining collaborators or other persons on the floor about the emergency and the requirement to evacuate
3. Notify Evacuation Warden that the floor/building is clear and proceed to meeting area

Fire Emergency

If you hear the fire alarm or are informed of a fire, **EVACUATE IMMEDIATELY!**

If you discover fire or see smoke, do not panic. Call 911 or pull the nearest fire pull-box and proceed with the following:

1. Remove/evacuate individuals away from danger, without endangering your safety
2. Activate Alarm: Pull fire alarm at pull-box and call 911
3. Confine/contain fire smoke by closing doors and windows if possible
4. Extinguish/Evacuate
 - Extinguish fire only if you are trained to do so and only if the fire is small and manageable by using nearest fire extinguisher
 - Evacuate by nearest safe exit
 - **NEVER** use elevators, use stairs
 - Do not run
 - Crawl if overwhelmed by smoke
5. Follow instructions for the building evacuation plan
 - Check door with the back of your hand to ensure it is cool before opening
 - Walk quickly, but **Do Not Run** - follow your instructor out of the building to the designated safe area
 - **Faculty:** lead your learners to the designated safe area (located in the parking lots)

Do not re-enter the building until the all-clear has been issued by the fire department or other emergency personnel.

Hostage/Intruder Situation Plan

If an intruder enters your area with a weapon and threatens to shoot or injure persons, these following guidelines should be followed:

Emergency Committee Chair/Faculty at Experiential Learning (EL) – Responsibilities:

1. **Immediately notify the appropriate law enforcement agencies (911)**
2. Secure the building:
 - Lock down building and do not let any learners who are not in class enter the building
 - Alert all departments, lead faculty, and collaborators via e-mail or call, of the event
3. Notify the **Emergency Committee Chair, College President, and Director of Nursing Education Services**
4. Monitor hostage situation the best you can without doing anything to intensify it
5. Follow instructions of law enforcement officials who will take over when they arrive on scene

Attacker Enters Room

Faculty and Collaborators - Responsibilities:

1. Remain calm. Talk with the intruder in a low-key, non-threatening manner
2. Do not argue with or antagonize in any way
3. Keep your distance
4. Give the intruder ample personal space
5. Do not attempt to deceive or threaten the intruder
6. Suggest marching the students and/or staff quietly out the back door
 - Back off if this approach agitates the intruder
7. Constantly be aware and prepared for violence
8. Initiate the **RUN, HIDE, FIGHT Action** if the intruder opens fire (see instructions for Run, Hide, Fight below for detailed instructions)

Active Shooter

Based on guidance from the Department of Homeland Security, if active shooter has entered EL or OSC, the following actions should be taken:

1. Immediately notify the appropriate law enforcement agencies (911)
2. **Faculty:** In open areas, move learners to safer areas as quickly as possible
3. **OSC:** Move to safer areas as quickly as possible
4. In the event there is no chance for learners/collaborators to reach safer areas initiate the **RUN, HIDE, FIGHT protocol:**

RUN

- 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 911 when you are safe

HIDE

- 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 directions (i.e., an office with a closed and locked door)
 - Not trap you 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
- If the active shooter is nearby:
 - Lock the door
 - Silence your cell phone and electronics
 - Turn off any source of noise (i.e., radios, televisions)
 - Hide behind large items (i.e., cabinets, desks)
 - Remain quiet

FIGHT

- If evacuation and hiding are not possible
 - Remain calm
 - Dial 911, 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
- Take action against the active shooter. 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

Retrieved from https://www.dhs.gov/xlibrary/assets/active_shooter_booklet.pdf. Sept 14, 2021

5. Notify the **Emergency Committee Chair, College President, and Director of Nursing Education Services**
6. Work in coordination with law enforcement agencies until the situation is resolved
7. After law enforcement has given the all-clear, meet at the designated meeting area for check-in and release
8. Initiate learner/collaborator release procedures and/or evacuation procedures if situation escalates

Note: If the College becomes involved in a hostage situation, the primary concern must be the safety of learners and collaborators/faculty. Individuals who take hostages are frequently emotionally

disturbed, and the key to dealing with them is to make every attempt to avoid antagonizing them. Communication must be handled in a non-joking manner, always remembering it may take very little to cause such persons to become violent.

A debrief will be called shortly after the incident to assess how the situation was handled and make recommendations for future action.

Earthquake Plan

Regardless of your location (hallway, classroom, multi-story building, or outside), it is important to know what to do and how to protect yourself in an earthquake. To prevent or minimize injuries or damage to property, learners and collaborators should practice and follow this plan:

Procedures for those OUTSIDE

If you are outside when the shaking starts, get into an open area away from trees, buildings, walls, and power lines. Remain in the clear until the shaking stops. If you are on a sidewalk near a building, duck into a doorway to protect yourself from falling bricks, glass, plaster, or other debris. Once the shaking stops, move to a designated safe area and await instructions from the Incident Command Center (emergency response personnel or Nightingale College leadership team).

- If you are in an automobile, stop your vehicle in the nearest open area. Stay in the vehicle until the shaking stops.

Procedures for those INSIDE: Drop, Cover, and Hold Action

Drop

- Drop down to the floor

Cover

- Take cover under a sturdy desk, table, or other furniture
- If that is not possible, seek cover against an interior wall
- Protect your head and neck with your arms
- Avoid danger spots near windows, hanging objects, mirrors, or tall furniture

Hold

- If you take cover under sturdy furniture, HOLD on to it and be prepared to move with it
- Hold the position until the ground stops shaking, and it is safe to move

Additional Information

- Do not be surprised if the fire alarm or sprinkler system is activated
- Once the shaking has stopped and it is safe to move, evacuate the building as quickly as possible
- **Do not use the elevators**
- If you are in a wheelchair, stay in it. Move to cover if possible, lock your wheels, and protect your head and neck with your arms

Injured or Trapped

Once the shaking has stopped, and you have been injured or are trapped in a building/room by falling debris, yell for help to notify others of your situation. If a window is available, hang a piece of clothing out of the window to alert others of your location. Once the shaking has stopped and it is safe to move, move to your designated safe area and await instructions from the Incident Command Center (emergency response personnel or Nightingale College leadership team).

After an Earthquake:

Remain calm and be prepared for aftershocks. Be guided by emergency response personnel if evacuation is ordered.

Emergency Communication

Immediate Communication Steps

1. If the College network is available for use, an emergency alert message should be sent to all collaborators and learners via e-mail and/or text through Canvas the College Learning Management System (LMS) by the Emergency Committee Chair, College President, or Director of Nursing Education Services.
2. For collaborators, texts/phone calls/voicemail should be utilized to send out basic information regarding a crisis if possible.
3. If voice and data capabilities are not available:
 - **OSC:** If voice and data capabilities are not available, the front desk will be used as a central location where offices and individuals should go to receive information about the emergency.
 - **Faculty/Learners:** Information will be disseminated from faculty to learners and to College administration

Strategies for Faculty on Working with the Media:

1. If possible, contact the Director, Communications prior to making any comments to media.
2. All media correspondence will be handled by Director, Communications, who will obtain the official College statement from the College President.

Director, Communications – Responsibilities:

1. The Director, Communications will assist in developing strategy and appropriate messages, preparing "talking points" and fact sheets, and providing text for fliers/posters, e-mail distributions, and postings to the Nightingale College website. He/she will also prepare and distribute all news releases to all media.
2. The Director, Communications (or designee) will serve by default as the College's official spokesperson to which media questions will be deferred.
 - When major incidents or highly sensitive issues are concerned, **a leadership representative will act as official spokesperson throughout the crisis-reporting period.**
 - Appointed leadership representative must always be available and accessible to news/media during the crisis.
3. Responsibilities may also include participating in press conferences and being interviewed in person or by telephone.

Director, Communications - Emergency Response Checklist:

1. Immediately respond to the emergency and the needs of the news media
2. Consult with pertinent leadership/administrators, public relations agency partner and the Community Emergency Response Team (CERT) to determine the level of response needed
3. Work with law enforcement and emergency services (if involved) and College personnel to develop facts
 - Draft talking points, fact sheets, flier/poster text, e-mail, website posting, emergency closing hot line/information desk recordings, and news releases as appropriate
4. Distribute approved news releases to media
5. Be available to the media until the crisis is over and media interest abates
6. Delegate information gathering and distribution responsibilities to other College officials as appropriate

Response Levels:

The Director, Communications or leadership representative will respond according to the following level of crisis:

- Response Level One - Crisis media response
 - Response level one will be in effect when a disaster or other major emergency occurs
 - Requires leadership representative as official spokesperson
- Response Level Two - Timely media response
- Response Level Three - Routine or non-media response
 - Response level two and three will be in effect in most cases for any minor emergency

Program Discontinuances and Interruptions

Nightingale College addresses program discontinuances or interruptions on a case-by-case basis due to the specific needs of each degree or program path and the circumstances underlying the discontinuance or interruption. This allows for better service to meet individual learners' needs. The impacted learners are to be notified in writing and then counseled on completing their programs by Registration Management.

If needed, the registrar or designee will review the current curriculum with the learners and provide them with the option of finishing their degree or program path if they do not break service to the College and remain in their designated degree or program path. In accordance with federal requirements for catastrophic events, the teach-out plan will be submitted to the accrediting bodies prior to implementation.

Due to curriculum design of the programs offered, inclusive of both distance and blended modalities, courses can be rescheduled or are subject to accommodation in the case of a disaster, emergency, or catastrophe. Experiential learning activities that are unable to be rescheduled, either through another Direct Focused Care (DFC) or virtual experience, will be subject to the College's refund policy as found within the

Retention of Records

Nightingale College values the need to address the protection of learner records when facing potential closure. Nightingale College's policy is to maintain learner transcripts and maintain a plan for the maintenance and dissemination of learner records in accordance with all federal, state, and local laws and Department of Education directives.

Attendance records and final grades are stored electronically in the College's secured database. Access to the College's data is protected with authenticated VPN provisioning and tiered control to functional areas based on user roles. The Nightingale College Information Technology function maintains server upgrades, database management, and information system health.

In the event of potential closure, the Nightingale College Emergency Committee or College leadership shall convene to appoint a custodian of records for learners to contact when obtaining school transcripts or records. The committee shall evaluate student clearinghouse transcript services or equivocal state entities to determine the best custodian of records near the time of closure. Current learners and graduates will be notified of the appointed custodian of records by email as well as informational postings on the College's website.

Emergency Committee

The Nightingale College Emergency Committee is charged with the responsibility of facilitating a high degree of safety awareness throughout the Experiential Learning (EL) sites and OSC and assessing the effectiveness of safety policies.

Emergency Response and Evacuation Procedures Review

Nightingale College Emergency Response and Evacuation Procedures shall be reviewed when the evacuation drills are held at the beginning of each semester by the College Safety Committee and revisions, if any, shall be published immediately.

Drills and Exercises

Fire and disaster drills shall be conducted every semester to assess the adequacy of current plans and to evaluate the response of Learners and Collaborators. A College-wide disaster drill that evaluates the emergency notification system and emergency management model shall be conducted annually.



NIGHTINGALE COLLEGE

Accident / Incident Report

95 South State Street, Suite 400, Salt Lake City, UT 84111

E-mail: mbrazfield@nightingale.edu
(801) 689-2160 || Fax: (801)-689-3114

The Learner/Collaborator/Visitor is responsible for ensuring that this form is completed as indicated within 12 hours of incident/accident. The Emergency Committee Chair is responsible for ensuring that this form is distributed as indicated.

REPORTED BY: _____ DATE OF REPORT: _____

TITLE / ROLE: _____

REPORT
INVOLVES:

- ☐ LEARNER
☐ COLLABORATOR
☐ VISITOR

INCIDENT INFORMATION

INCIDENT TYPE: _____ DATE OF INCIDENT: _____

LOCATION: _____

CITY: _____ STATE: _____ ZIP CODE: _____

SPECIFIC AREA OF LOCATION (if applicable): _____

INCIDENT DESCRIPTION

MEDICAL TREATMENT

NAME / ROLE / CONTACT OF PARTIES INVOLVED

1. _____
2. _____
3. _____

NAME / ROLE / CONTACT OF WITNESSES

1. _____
2. _____
3. _____

POLICE REPORT FILED? _____

PRECINCT: _____

REPORTING OFFICER: _____

PHONE: _____

FOLLOW-UP ACTION

DIRECTOR OF NURSING NAME:		SIGNATURE:		DATE:	
EMERGENCY COMMITTEE CHAIR NAME		SIGNATURE:		DATE:	
Michelle Brazfield, Director, Compliance		SIGNATURE:		DATE:	