



Emergency Response Guide

When Calling About an Emergency

1. Give building name, floor number, or other specific location;
2. Calmly describe the condition clearly and accurately;
3. Give your name (Privacy will be respected);
4. Give your phone number where you can be reached (cell phone);
5. **Do not hang up!** You may be an important link in an emergency. Other information may be needed and special instructions may be provided. Let the person you are talking to end the conversation.

General Building Evacuation Procedures

- Fire alarms, and verbal warnings will be used to sound a building evacuation.
- Walk, **DO NOT RUN**, and keep noise to a minimum.
- When evacuating down stairways, stay to the outer side of the stairwell (closest to the wall) so emergency responders can ascend using the inner side. Never use the elevator as you may be trapped or let out into a dangerous area.
- Seek out and provide aid to any disabled persons in the area if you can do so safely. If you cannot provide aid, alert emergency personnel with the exact location and condition.
- Follow instructions of first responders and/or a member of the Executive Council.
- If time permits:
 - ▲ Turn off/unplug electrical appliances;
 - ▲ Close room doors behind you;
 - ▲ Bring your keys with you.
- Proceed outside to the designated meeting area away from the building.
- Keep paths clear for emergency vehicles.
- Wait for instructions from building management or emergency personnel and do not re-enter the building until permission is given.
- In emergencies, people tend to try to exit buildings using the same route in which they entered, even when that exit is blocked. Take time to learn about alternate exit routes.

Shelter in Place

In severe weather events or other emergencies, the safest course of action may be to shelter in a place within the building. If conditions indicate, or instructed to do so, the following guidelines should be used:

- Seek shelter in the lowest levels of buildings or an interior hallway, remaining clear of exterior windows and doors;
- Keep away from overhead fixtures, filing cabinets, book shelves, and other large objects that may fall over;
- In general, do not leave the building until instructed to do so by emergency personnel;
- Upon leaving building, if damage is evident, be alert for debris, power lines, gas leaks, and other safety hazards.

Fire Evacuation

Heat and toxic smoke from fire build up with surprising speed quickly blocking escape paths.

Always evacuate immediately when you hear the fire alarm.

If a fire starts in the room you are in:

- Leave the room and close the door behind you to keep smoke and flames out of the hall;
- Sound the fire alarm by activating the nearest pull station;
- Leave the building by the closest exit;
- Call 911 from a safe location and then notify building management;
- Inform emergency personnel of anyone in the building who might require additional assistance.

If you hear a fire alarm:

- Proceed to the nearest emergency exit and test the temperature of the door and door knob. **If the door is not hot**, check the hall. If you can leave safely, take your keys with you, and close the door behind you. Use an alternate route if your path is blocked at any point.
- **If the door or the knob is hot**, leave it shut and:
 - Let someone know you are in the room. If your phone works, call 911;
 - If smoke is filling the room stay as low to the floor as possible. Open the window or break it if necessary. Signal the fire department if possible but close the window against smoke as necessary;
 - Seal openings around hallway doors with cloth items (towels or sheets if available). If there is a source of water, keep the towels and door wet.
- **Do not use the elevator** to avoid being trapped or let out into a fire area;
- If it is impossible to exit the building, it may be safer to return to your room, which is why taking your keys is important;
- If smoke blocks your path, there is often cleaner, cooler air nearer the floor level;
- Don't stand; smoke and deadly gases rise;
- Fight a fire only if you believe you can put it out without risking your safety.

Evaluate the following before attempting to fight a fire on your own:

- If the fire is small enough for you to manage;
- If an extinguisher is readily available;
- If you are familiar with the operation of the extinguisher;
- If it appears safe to do so (you can fight the fire without blocking your exit path).

Injury or illness

- Immediately call 911;
- Do not move an injured person unless absolutely necessary;
- Stay with the victim and assist as necessary until help arrives.

Hazardous Material Spill/Release

- Report hazardous material/chemical spills or releases immediately to Public Safety or 911. Try to describe the conditions and identify the material to the dispatcher;
- Do not attempt to clean up spills of materials you believe to be hazardous. Even small spills of toxic, corrosive, flammable, or reactive materials can be dangerous;
- Indoors: Close doors to the spill area and turn off sources of ignition and leave the area immediately;

- **Parking Garage:** If a vehicle leaks fuel or oil, turn off the engine and direct other vehicles away from the spill area, as vehicle engines may be a source of ignition. Stay upwind of any outdoor spills or releases into the air;
- Eye or skin contact: Flush the affected area immediately with running water. If a corrosive material comes in contact with the eyes, seconds count - use any available water source to wash away the contaminant. Have someone call **911** and continue rinsing the skin or eyes until help arrives.

Power/Utility Failure

- Call **911** if the outage presents an emergency requiring immediate response. For non-emergency outages email kwiese@nightingale.edu or executech@nightingale.edu.
- Turn off appliances, tools, and computer equipment to prevent damage by voltage spikes or surges when power is restored, and to prevent accidents from unexpected restarting of equipment;
- The use of candles, lighters, and other open flame devices is not permitted and should not be used;
- Keep flashlights on hand for power outages.

Flooding

If you observe standing or flowing water in a building, notify Vectra Management. Avoid all contact with the water since it presents a serious risk of electric shock and may be contaminated.

Active Shooter

How would you react to an Active Shooter? You should **RUN, HIDE then FIGHT!**

RUN:

- Get out of the area through the closest exit if you can safely do so;
- Leave your belongings behind;
- Evacuate regardless of whether others agree or not;
- Help others escape, if possible;
- Do not attempt to move wounded people;
- Prevent others from entering where the active shooter may be;
- Keep your hands visible;
- Follow the instructions of any police officers;
- Call 911 when you are safe.

HIDE:

- **If evacuation is not possible find a place to hide.**
- Turn off the lights and lock the door;
- Look for ways to cover and conceal your presence;
- Block entry to your hiding place;
- Silence your cell phone (including the vibrate mode), remain quiet and wait for emergency personnel to arrive.

FIGHT:

- **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.

WHEN THE POLICE ARRIVE:

- Remain calm and follow instructions;
- Put down any items in your hands, keep your hands visible at all times;
- Raise hands and spread fingers;
- Evacuate as directed by Police and/or Public Safety and do not stop to ask questions or otherwise distract the officers.

INFORMATION TO PROVIDE TO PUBLIC SAFETY OR 911 WHEN REPORTING AN ACTIVE SHOOTER:

- Location and number of shooter(s);
- Physical description of shooter(s);
- Type of weapons being used;
- Number of victims, if any, and their location.

[View Homeland Security's Emergency Response Guide video](#)

Bomb Threat

Anytime a Bomb threat is received by phone or email it should be considered REAL and Legitimate. Remain Calm. The person receiving the call should alert someone within the office or their immediate area to listen in on the call if possible.

Here are some basic things to remember if you receive a bomb threat or report:

1. **WHERE** is the bomb and what does it look like?
2. Try to find out **WHEN** the bomb is going to explode.
3. Can you tell me your name, did you place the bomb?
4. **EXACT WORDING OF THE THREAT** (write it down).
5. If the threat is received by phone note the caller's voice:
 1. Male or female?
 2. Calm, angry, excited?
 3. Was the caller loud, distinct type of voice? Accent? English speaking?
 4. Is the voice familiar? Who did it sound like?
 5. Did the caller attempt to disguise his/her voice?
6. Threat Language:
 1. Well Spoken? Foul? Irrational? Incoherent?
 2. Was the caller reading a message?
7. Background sounds:
 1. Street noises, machinery, animal noises, music, office equipment?
 2. Is the noise close, far away, clear, static noise?

Once the caller hangs up, **immediately contact building management at 801 609-1036** and provide the following information:

- Your name;
- Your phone number;
- Name of any other person who heard the threat;
- Name of any employee threatened by the caller and his/her work location;
- Time the bomb is to detonate if known;
- Location and description of the bomb if known;
- Any reason given for planting the bomb;
- Any other information received from the bomb threat perpetrator.

Public Safety staff, in conjunction with the Director of Public Safety, or his/her designee, and local emergency responders, will decide as to whether the building, area, or facility should be evacuated, and appropriate notifications be made to college personnel.

Crisis Communication

In the event of a college emergency, Nightingale College follows guidelines set forth in its Emergency Response Manual, which enables College administrators to promptly and effectively alert and inform the community and the public when there is a clear and credible danger to the College community. These plans coincide with the College's other safety and emergency plans that deal specifically with the operational implications of a crisis.

To ensure that the campus community is promptly notified of a significant emergency or dangerous situation involving an immediate threat to the health and safety of students, faculty, or staff, one or more of the following tools are used:

Alert Mechanisms

E-mail

- E-mail is used to send alert messages. However, the inability of the sender(s) to ensure that these messages are uniformly received by all recipients suggests that this alert function should be considered a supplement to all other alerting tools.

Fire Alarms

- Alert people to an emergency and exist in every campus building. They work at all times of day, all year long, and can be building-specific.

Media

- The Communications Office coordinates and responds to all media requests and creates and distributes appropriate materials to them via multiple communications and mechanisms.

Procedures

- Emergency Notifications and Timely Warning Notices are issued through the Campus Safety and Security Department. Once aware of an immediate danger, the department decides on the proper method and timing to notify proper authorities and initiate other communication required to safeguard the College facilities. This includes the use of any of the available alert mechanisms. The department is assisted in crisis communications efforts by a team of individuals known as the 24/7 Team. The 24/7 Team is available at any time, night or day.

- The 24/7 Team is comprised of the Assistant Manager, Operations, Manager, Marketing, and the Director, Internal Audit & Compliance. Members of 24/7 Team take the initial lead in implementing the appropriate response plan, assessing the severity of the crisis, reviewing all available information, delegating responsibility where appropriate, and ensuring that the information needs of various constituencies are met. The Assistant Manager, Operations maintains a written record of actions and decision for after-action review and archival purposes.
- A reminder that this information is available and how to access it is publicized annually to students and staff. A standing College committee meets regularly and among a variety of related tasks reviews emergency response procedures and informs key staff about effective communications skills and protocols. This committee also assures that annual training exercises are conducted that both test and train community members in emergency response and evacuation procedures.
- All members of the College Community are reminded that, for the system to be effective, contact information provided to the College's databases should be up to date.