



# **EMERGENCY RESPONSE** **GUIDE**

**For Police Dial 911**

**NDNU Public Safety**

**(650) 508-3502**

**[www.ndnu.edu/emergency](http://www.ndnu.edu/emergency)**

**Revised February 2023**

## **Emergency Phone Numbers: Police, Fire, Medical Dial 911**

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### **NDNU Emergency Contact Numbers**

#### **Public Safety Department**

- Office Number – (650) 508-3502
- Cell Numbers – (650) 504-0656

#### **Facilities Department**

- Office – (650) 508-3640
- After Hours – (650) 504-0656

#### **Information Technology Services (OIT)**

- Help Desk – (650) 508-3555

#### **Hotline Number**

- Emergency updates-650-508-3700

## Bomb Threat

If you see a suspicious object or something you suspect is a bomb on campus, do not handle the object. Clear the area and immediately call **9-1-1** and notify Public Safety Department **(650) 508-3502** or **(650) 504-0656**

If you receive suspicious mail, do not handle the letter, envelope or package anymore than necessary. Call the Public Safety Department **(650) 508-3502** or **(650) 504-0656** and the Police **9-1-1**.

If you receive a phone call that a bomb or other explosive device has been placed on campus you should attempt to keep the caller talking as long as possible. Questions to ask:

- When is the bomb or device going to explode?
- Where is the bomb right now?
- What kind of bomb is it?
- What does it look like?
- Why did you place the bomb?
- Where are you calling from?
- What is your name?

Immediately notify the Public Safety Department at **(650) 508-3502** or **(650) 504-0656** and the Belmont Police **9-1-1**. Supply them with the information outlined above. Save your notes so that you may turn it over to the Police later.

1. Law enforcement officers will conduct a detailed bomb search. Employees are requested to make a cursory inspection of their area of suspicious objects. If a suspicious object is found, it should immediately be reported to the Public Safety Department at **(650) 508-3502** or **(650) 504-0656** or the Police **9-1-1**.
2. If directed to do so by a school administrative official, a police officer or a Public Safety official, evacuate the building quickly by walking to the nearest exit, alerting people as you go. Assist the disabled in exiting the building.
3. To the best of your ability, and without re-entering the building, assist Police or university staff in their attempts to determine that everyone has evacuated safely.
4. Once outside, move to a clear area at least 300 feet away from the affected building(s). Keep walkways clear for emergency vehicles.
5. DO NOT return to a building until told to do so by a campus official.
6. If a campus wide evacuation notice is given, evacuate the campus as instructed in the Evacuation Procedures guidelines.

## **Disruptive Student**

Most campus demonstrations will be peaceful and everyone should attempt to carry on business as normally as possible. Avoid provoking or obstructing the demonstrators.

A threatening disturbance should be reported immediately to the Public Safety Department at **(650) 508-3502** or **(650) 504-0656** or the Belmont Police **9-1-1**. The following actions should be taken:

- Alert all employees in the area to the situation
- Secure all files, documents, and equipment; lock all doors.
- If necessary, cease operations and evacuate the building, alerting people of the disturbance as you go. Assist the disabled in exiting the building.

Public Safety/Belmont Police/University Administration will assess the situation.

## Disruptive Student

1. Keep calm, take deep breaths. Manage your anxiety. Speak more slowly. Name the expectations for classroom behavior (i.e. “We can debate in class but all students need to stay in their seat and debate without name calling or violence.”)
2. Do not escalate towards the student nor make judgments, deals, or threats to the student. Remind the student of classroom expectations. You might make simple observations of the student’s behavior and/or process if they are not escalating (“You are interrupting others and me and expressing a lot of anger. We expect all students to listen when another is speaking and to regulate their emotions in class.”).
3. If the student’s disruptive behavior escalates call the Belmont Police at **9-1-1** and then Public Safety at **(650) 504-0656**
4. If an assessment of the situation indicates it is safer to leave the classroom or office, evacuate, if possible. If the disruptive student follows you, proceed directly to a public area where people are around and call **9-1-1** and then Public Safety at **(650) 504-0656**
5. If an instructor observes imminent danger near his/her classroom, assess what would be safest for you and your class and file a Student Conduct Report. A link is available on the NDNU Public Safety page at <https://www.ndnu.edu/resources/public-safety/>."

## Earthquake Information

1. If indoors, stay there! **Duck, cover, and hold.** Get under a desk or table and hold on, or stand in a corner or doorway that does NOT have doors on it (do not go in a doorway with doors; they can swing back and forth violently). Protect your head, neck, and face. If in a high-rise building, stay away from windows and outside walls. Do NOT attempt to use elevators.
2. After the initial shock, evaluate the situation. If emergency help is required, call Public Safety at **(650) 508-3502** or **(650) 504-0656** or the Belmont Police at **9-1-1**. Protect yourself at all times and be prepared for aftershocks.
3. After the shaking subsides, go outdoors; and stay clear of buildings, walls, power lines, and trees.
4. Follow the procedures in this manual for **Fire, Hazardous Materials, and Serious Injuries** as necessary.
5. Identify and assist the injured.
6. Keep phone lines clear except when necessary to report serious hazards or injuries.
7. Do not return to an evacuated building unless directed to do so by a Public Safety Official, Fire or Police personnel.
8. If outdoors, move quickly away from buildings, utility poles, and other structures.

## Evacuation Procedures

1. Be aware of all the marked exits from your area and building.
2. When the building evacuation alarm is sounded or when you are ordered to leave by Public Safety/university staff, walk quickly to the nearest marked exit and ask others to do the same. Exit the building following any given instructions or to the safest open area or nearest parking lot.
3. Make sure all staff and students have evacuated the classroom/offices.
4. Assist the disabled in exiting the building and escort them to the parking lot if safe to do so, or unless otherwise directed; refer to **Assisting Individuals with Disabilities Procedures**.
5. Once outside, proceed to the safest open area or nearest parking lot. Keep walkways/driveways clear for emergency vehicles.
6. **Do not return to a building until told to do so by Public Safety or University Administration.**

# Criminal Behavior

**It is critically important that members of our community report crimes in progress or threats in a timely manner to help keep the campus safe.**

**DO NOT take unnecessary chances.**

If you are the victim of, or you witness an on-campus violation of the law such as assault, robbery, theft, overt sexual behavior, or believe an individual poses an imminent threat to a member or members of the university community contact the Public Safety Department immediately at **(650) 508-3502** or **(650) 504-0656**. **If in doubt, call 911.**

**Be prepared to provide the following information:**

1. Your name and location.
2. Nature of the incident.
3. Description of the person(s) involved.
4. Description of property involved.
5. Do not hang up until the dispatcher/officer tells you to do so.

If a hostile intruder is discovered in your immediate area, and you deem it unsafe to evacuate, retreat to a secure location such as an office or room that can be locked. Turn off lights, remain quiet, keep low to the ground and hide behind a desk or other furniture.

**Do not** attempt to apprehend or interfere with the suspect, except in self-protection.

If safe to do so, stop and take time to get a good description of the criminal. Note height, weight, gender, race, approximate age, clothing, method and direction of travel, and his/her name, if known. If the suspect is entering a vehicle, note the license plate number, make and model, color, and outstanding characteristics. All of this takes only a few seconds and is of the utmost help to the investigating officers.

# Explosion

If an explosion occurs:

1. Immediately take cover under tables, desks, or other objects that give protection from broken glass or debris.
2. After the effects of the explosion have subsided, notify Public Safety **(650) 508-3502** or **(650) 504-0656** or the Police **9-1-1**  
Give your name and describe location and nature of emergency.
3. Evacuate the immediate area of the explosion by quickly walking to the nearest exit, alerting people as you go. Notify your supervisor/Dean. Be aware of structural damage. Stay away from glass doors and windows. Do not touch or move any suspicious object.
4. Assist others, especially the injured and disabled (refer to **Assisting Individuals with Disabilities Procedures**) to evacuate the building.
5. Once outside, move to a clear area at least 300 feet away from the affected building. Keep the walkways/driveways clear for emergency vehicles.
6. Do not return to a building until told to do so.
7. If a campus wide evacuation notice is given, evacuate the campus as instructed in the **Evacuation Procedures on page 5**.



# Fire

**NOTE:** It is suggested that individuals who use wheelchairs or have mobility impairment prepare for an emergency ahead of time by instructing coworkers or fellow students on how to assist in an emergency.

## **If you see smoke or fire:**

1. Evacuate the building. Call the Fire Department immediately by activating the nearest fire alarm pull station, contacting Public Safety at **(650) 508-3502** or **(650) 504-0656** or by calling Belmont Fire **9-1-1**.
2. Give your name and the location of the fire. Do not hang up until the dispatcher tells you to do so.
3. If you are outdoors, seek shelter in a safe nearby building.
4. **ALWAYS EVACUATE A BUILDING IF THE ALARM IS SOUNDING.**
5. If time permits, turn off computers, unplug electrical equipment, take your purse or wallet, and close windows and doors before leaving.
6. If you have mobility impairment and on an upper floor request assistance from those nearest you. If no one is there to render assistance, proceed to the nearest stairway landing and shout for help.
7. When fire alarms sound, do not use the elevators. An elevator may become a trap. Assist (help carry, if necessary) all disabled persons leave the building.
8. If there is a closed door in your exit path, touch the door lightly with the back of your hand to ensure it is not warm. If it is not warm, open slowly. Be prepared to close the door quickly if smoke or flames are present.
9. If there is smoke in your only exit path, crawl on hands and knees, keeping your head as close to the ground as possible to avoid inhaling toxic fumes.  
Relocate to your designated assembly area, which should be a distance of at least 500 feet from the building, and stay out of the way of emergency personnel.

## **If a chemical fire occurs:**

1. Remain calm.
2. **Call the Fire Department at 9-1-1 as soon as possible.**
3. If you can give responders information as to the chemicals involved or stored in the affected areas, it will help them respond more quickly.
4. If the fire is large, very smoky, or rapidly spreading, evacuate the building immediately. Inform others in the building who may not have responded to the alarm to evacuate immediately. The alarm may not sound continuously. If the alarm stops, continue to

evacuate. Warn others who may attempt to enter the building after the alarm stops.

**ALWAYS EVACUATE A BUILDING IF THE ALARM IS SOUNDING.**

5. When fire alarms sound, do not use the elevators. An elevator may become a trap. Give assistance to (help carry, if necessary) all disabled persons in using the stairs.
6. Relocate to your designated assembly area, which should be a distance of at least 500 feet from the building, and stay out of the way of emergency personnel. Do not return to the building until instructed to do so by Public Safety/university staff.
7. Notify either Public Safety personnel or firefighters on the scene if you suspect that someone may be trapped inside the building.

**Unless you have been trained specifically in fighting hazardous material fires, do not attempt to extinguish the fire.**

## **Flooding & Water Damage**

Serious water damage can occur from a number of sources; broken pipes, clogged drains, broken skylights, or windows, construction oversights, or inclement weather. **If a water leak occurs:**

1. If during business hours call Facilities at **(650) 508-3640** or if after business hours call Public Safety at **(650) 504-0656** and advise them of the problem.
2. Advise Public Safety of the location and severity of the leak. (Public Safety will notify the appropriate authorities and dispatch officers to assist.)
3. If there are electrical appliances or electrical outlets near the leak, use extreme caution. **If there is any possible danger, evacuate the area.**

# **Hazardous Materials**

## **If a hazardous material spill occurs:**

1. Call Public Safety at **(650) 508-3502** or **(650) 504-0656** or the Fire Department **9-1-1**.
2. If toxic chemicals come in contact with your skin, immediately flush the affected area with clear water for at least 15 minutes. Use chemical showers if available.
3. If you can give responders information about the chemicals involved or stored in the affected area, it will help them respond more quickly.
4. Notify facilities of the extent and location of the spill. If there is any possible danger, evacuate your area immediately,

# Medical Emergencies

If a serious injury or illness occurs on campus, call **9-1-1**. Give your name, location, telephone number and describe the nature of the medical problem. Then call Public Safety at **(650) 508-3502** or **(650) 504-0656**.

Quickly perform these steps:

1. Call **9-1-1** or have someone close by do this for you.
2. Call the Public Safety Department at **(650) 508-3502** or **(650) 504-0656**
3. Ask the victim “Are you okay?” and “What’s wrong?”
4. Check breathing and pulse.
5. If you are trained, administer CPR if necessary.
6. Control serious bleeding by applying direct pressure on the wound.
7. Keep the victim still and comfortable. Have the victim lie down if necessary.

Continue to assist the victim until help arrives:

8. Try to determine the extent of the injury or probable cause of illness.
9. Protect the victim from disturbances, reassure the victim and **DO NOT** move him or her unless absolutely necessary.
10. Look for emergency ID, gather information from witnesses and give all information to the emergency personnel arriving on the scene.

# Power Outages

## **If a power outage occurs:**

1. Remain calm.
2. Call Public Safety at **(650) 508-3502** or **(650) 504-0656**.
3. Give your name, location, and telephone number. Advise the responder of the situation and of any additional locations that are without power. Public Safety will immediately notify the appropriate department or agency of the outage.
4. Provide assistance to other individuals in your immediate area.
5. Secure files, turn off computers, unplug electrical equipment, and lock windows and doors as you leave.
6. If you are in an unlit area, proceed cautiously to an area that has emergency lights.
7. If you are trapped in an elevator, remain calm. Use the emergency telephone or emergency call button. Public Safety Officers or the Fire Department will be dispatched to your location for assistance.
8. Stand by for instructions from emergency personnel or from Public Safety/university administrators.

# Psychological Crisis

Psychological Emergency: A person's temporary inability to cope with a life problem, usually accompanied by a high degree of emotional upset and/or behavior that is outside the normal parameters. Examples included suicidal ideation, disconnect from reality, extreme agitation, paranoia, hallucinations, and being intoxicated or under the influence of a substance.

1. Respond to the person with calmness and acknowledge their distress. Inform them you are there to help keep them safe and provide support.
2. Do not leave the person unattended.
3. If you have any concerns about their immediate well-being or if their distress continues or escalates, call the Belmont Police at **9-1-1**.
4. Contact Public Safety at **(650) 508-3502** or **(650) 504-0656**.
5. Give your name, location and contact phone number.
6. Describe the nature of the situation and provide name(s) of person(s) involved, if known, and any other pertinent information.
7. Public Safety will contact the Dean and file a Student Conduct Report. A link is available on the NDNU Public Safety page at <https://www.ndnu.edu/resources/public-safety/>."

# Active Shooter

## Run

1. If you have a safe way to evacuate the area get out
2. leave your belongings behind
3. once you are out when safe call 9-1-1

## Hide

1. Lock and or barricade the door, if safe close windows and blinds
2. Silence your electronic devices (including vibration)
3. Hide behind large objects if possible
4. your hiding place should be:
  - a. Out of the shooters view
  - b. Provide protection if shots are fired in your direction
  - c. Not a trap or restrict your options for movement
5. Grab an object that can be used as a defensive weapon
6. Remain very quiet and do not leave until directed by law enforcement

## Fight

1. As a last resort and only if your life is in danger fight
2. Attempt to incapacitate the shooter
3. Act with physical aggression and commit to your actions
4. Improvise weapons
5. Once the shooter is incapacitated, call 9-1-1



# **Assisting Individuals with Disabilities**

## **To Assist Visually Impaired Persons**

1. Explain the nature of the emergency. Alarms or confusion may disorient a person, even when normally familiar with the area.
2. Guide the individual (or provide someone to do so). Sight impaired individuals will take the guide's arm below the elbow and will follow.
3. Tell the individual where you are as you walk.
4. Advise of any obstacles in the path.
5. When you have reached safety; orient the person to where he or she is and ask if any further assistance is needed before leaving.

## **To Assist Hearing Impaired Persons**

1. Flash room lights, wave your arms, or tap the person's shoulder to get the individual's attention.
2. Gesture what is happening and what to do.
3. Write on board or paper: Nature of emergency and evacuation route.

## **To Assist Mobility Impaired Persons**

1. Always ask first mobility impaired individuals if they have special needs or requirements.
2. Individuals using wheelchairs can be pushed or accompanied to safety.
3. Individuals using canes, crutches, or walkers should evacuate themselves except in the event that rapid evacuation is deemed essential.
4. Call Public Safety at **(650) 508-3502** or **(650) 504-0656** or other trained university personnel and wait for help before transferring a person from a wheelchair or transporting a person on a stairway, unless the situation is imminently life threatening.

## Campus Map- Evacuation Locations



 =Evacuation Locations