

EMERGENCY QUICK REACTION GUIDE

It takes a community – Be a partner in preparedness

**Maintaining a safe and secure environment requires resolve
and response by all community members.**

Every member of our campus community has a role in an emergency; foremost is knowing what to do and where to go for instruction and guidance. The Emergency Quick Reaction Guide is an abbreviated version of the University's Emergency Readiness and Response Guide, a tool that informs and promotes a participatory approach toward emergency preparedness and response.

Please commit to the sizable responsibility you share for your personal safety and the safety of those around you by familiarizing yourself with the emergency preparedness and response materials and resources available on the Campus Safety website.

**For an
Immediate
Response**

- contact Campus Safety at **585-389-2850**
- use **SEND HELP** on the **Safe@Naz** app (On campus only)
- come to the **Campus Safety Office in Shults 21**

Are you ready?

Visit the Campus Safety website at naz.edu/campus-safety to view available programming and to access the following materials and resources:

NazAlert

NazAlert is the mass emergency notification system of Nazareth University and is used to notify you of an emergency on campus, the nature of the situation, and precautionary actions to take. This system is free.

For active students, faculty, and staff members, NazAlert is an opt-out system. Your Nazareth email address and primary cell phone number (currently on file) have been automatically added to the system. For more details, refer to <https://www2.naz.edu/campus-safety/department-services/nazalert/>

If you are a visitor to campus (or do not have Nazareth credentials), you will need to register for NazAlert. Text the keyword **NAZALERTSIGNUP** to 67283 or 226787 from your cell phone. You will receive a confirmation message. That is all - you are now registered.

Blue Light Phones (for emergencies or assistance)

Two-way call boxes strategically located throughout campus (including the tunnels) that dial direct to Campus Safety.

Emergency Readiness & Response Guide

Information on the University's Crisis Action Plan, emergency communications, notifications, and safety/security measures for responding to a variety of emergency conditions ranging from weather to active intruder.

Annual Security & Fire Safety Report

In compliance with federal reporting requirements, Campus Safety is responsible for publishing this report by October 1 of each year. The purpose is to communicate information regarding campus safety and security policies and procedures. The publication can be accessed (in full) from the Campus Safety website.

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Safe@Naz

Nazareth is excited to provide a mobile phone-based app called Safe@Naz. This app is designed to provide immediate connection to resources in an emergency, become the primary communication tool with Campus Safety, and provide quick and easy access to safety resources (on and off campus).

For students, staff, faculty, and visitors.

Get the app

1. Download the free app from the [Apple Store](#) or [Google Play Store](#).

2. Sign in.

- Students, faculty, and staff: Sign in with your Nazareth credentials (same ones you use to access your Nazareth email). If you have problems, please contact the [Information Technology Services help desk](#).
- Guests and visitors: "Sign in as Guest"



Safe@Naz services

Emergency

- Use direct links to emergency resources, on and off campus.
- Chat with Campus Safety within the app for any on-campus emergencies. Chats are monitored at all times and provide two-way communication. Or call Campus Safety from the app.
- Off-campus emergencies: Select 911 via phone call or via text (in Monroe County), from the app.

Special Supports (24 hours)

- National Suicide Prevention Hotline: Call 988 nationwide.
- National Poison Control Center: for questions about possible ingestion of poison and toxic materials and emergency response recommendations.

Additional app features

If you have your location enabled in the app, and if you are on campus, your location will be provided to Campus Safety if you select "Send Help." If possible, also call Campus Safety at 585-389-2850 to provide details regarding the situation, injury, or condition of concern.

- Noticed something that needs attention? You can submit a report form, call Campus Safety, or chat with Campus Safety (from inside the app).
- Social Escape allows you to get out of a tough social situation by having the app call you at a designated time. This may provide an excuse for you to leave the uncomfortable situation. Follow the prompts on in the app.
- Friend Walk: Although Nazareth is a safe environment, you might want to have a friend keep an eye on you as you're walking home late at night. Go to the Friend Walk section of the app to share your location with a friend so they can watch and make sure you reach your destination in real time. This service is available on and off campus.
- I'm OK: Send a quick, customizable message to a person of your choice saying that you are OK, with your current location.
- A convenient location of additional support resources available at Nazareth University. Direct links to the Campus map and Emergency Plans. As well as a link to safety related campus resources (see below).
- If you or a friend is struggling and need support, there is a list of safety related resources directly on the app. Even if you don't need these resources today, it may come in handy in the future.

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REPORTING EMERGENCIES

See something, say something

Safety is everyone's responsibility. Immediately report any dangerous condition, safety hazard/risk, unusual/suspicious person, vehicle, activity, or package to Campus Safety. Campus Safety will coordinate emergency services as needed.

- ▶ Call Campus Safety: **(585) 389-2850**
- ▶ Visit our office at 021 Shults Center
- ▶ Chat with campus safety through Safe@Naz app.

It takes a community to protect a community. If you see suspicious activity, report it to Campus Safety (on campus), local law enforcement (off campus) or a person of authority. Emphasis is on observing and reporting behavior and conditions indicative of criminal activity.

Emergency ON campus

- Move to a safe and secure location.
- Call campus safety from campus phone or cell phone: **(585) 389-2850**.
- Use blue light phones strategically located throughout campus, including the tunnels.
- Use SEND HELP through Safe@Naz.
- Call Campus Safety if immediately adjacent to the campus; local police, fire, or emergency medical services will be notified as needed.

Emergency OFF campus

- Move to a safe and secure location.
- Call 911 (preferred).
- Alternatively, text 911 (Verizon, ATT, T-Mobile, & Sprint Customers)
- Text communication is not always instantaneous and used only in situations when a call can't be placed
- Provide as much detail as possible including your precise location

When your call is answered by Campus Safety

- Stay calm.
- Provide information about the type, extent, and location of the emergency, suspicious condition, or describe the behavior that was unusual/out of the ordinary.
- Provide your name and location.
- If it is safe to do so:
 - » Stay on the phone even if you are put on hold or if you need to move (cell). The dispatcher will let you know when you can end the call.
 - » Remain in the area and let emergency personnel know who you are.

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SHELTER OR EVACUATE

Do I shelter or evacuate?

In the event of an emergency condition, knowing what to do when instructed to shelter or evacuate can protect life and property.

Shelter: Stay inside or go inside

- Shelter-in-place is used when there is not time to evacuate or when certain conditions may render it unsafe to do so.
- Immediately move to the nearest building and await further instruction, ideally in a small, interior room with no or few windows. Stay away from doors and windows and limit movement.

Guidelines for action:

Without placing yourself in harm's way and when safe to do so:

- » Lock and barricade doors
- » Turn off lights
- » Close blinds
- » Block windows
- » Turn off radios and computer monitors
- » Silence cell phones but keep nearby
- » Keep occupants calm, quiet, and out of sight
- » Keep yourself out of sight and take adequate cover/protection

Evacuate: Leave at once

- Evacuation requires an immediate exit from a building or area.

Guidelines for action:

- » Don't use elevators; exit by accessible stairwells.
- » Check landings and stairwells for individuals with mobility impairment or a disability who may need assistance.
- » Evacuation must be timely and orderly; don't retrieve personal belongings.
- » Move quickly and calmly; if a relocation site is indicated, go there and await further instruction.
- » If you cannot evacuate, move to the nearest window and signal for help. Contact Campus Safety.

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FIRE-RELATED EMERGENCY

If you find or suspect smoke or fire

- If the building fire alarm is not active, pull the nearest pull station to warn others; pull stations are generally found near the stairwells and/or exits.
- Use the fire extinguisher only if the fire is small and you have a clear exit path. If you are uncomfortable EVACUATE.

If the fire alarm is activated:

When the fire alarm sounds, you must immediately exit the building via the nearest exit*

- Always assume a real emergency exists; do not hesitate or take time gathering personal items.
- The elevators will not be operational, use stairwells only.

1. If a smoke condition exists, try an alternative exit path.

- If possible, cover your nose and mouth with a wet towel or cloth.
- Stay low and get on your hands and knees to get below the smoke.
- Once outside, move away from doorways so that arriving emergency personnel can get access to the building.

2. If you are trapped or know someone who is trapped inside a building:

- Call Campus Safety **(585) 389-2850** and provide as much information as possible: who they are, where they are, and what is going on outside the door.
- If you have access to a window, attempt to alert others by yelling or drawing attention to yourself.

3. If you or someone you know has LIMITED MOBILITY concerns:

- Evacuate the building if you are able and it is safe for you to do so. Remember that the elevators will be off-line.
- Shelter in place:
 - » Find an open room and close the door (but keep unlocked) or proceed to an area of refuge.
 - » Immediately call Campus Safety **(585) 389-2850** and communicate who you are, where you are, and the nature of your limitations.
 - » Follow instructions from Campus Safety, but stay in the room.
 - » Campus Safety and/or the Fire Department will come to you if you are in harm's way.
 - » You will only be physically evacuated by Campus Safety or the Fire Department if necessary.

* Remaining in your room, office, or building during a fire alarm is not only unsafe, but it is a crime punishable by law.

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Immediately call Campus Safety for assistance or have someone call for you.

- If you direct someone else to call for you, confirm the call was made and that help is on the way.
- Use any blue light phone on campus.
- If on campus, call Campus Safety rather than 911. This provides the most efficient response via Campus Safety officers and coordination of responding emergency medical services.
- Do not move the injured person unless they are in danger of further injury as a result of their location. Always consider your safety and the safety of others in making this decision (e.g. electrical lines, violence, fire, and chemical exposure).
- If the person is conscious:
 - » Speak to them to obtain a brief history including their name, emergency contact, associated medical conditions/medication, and how they are currently feeling.
 - » Help the person to be as comfortable as possible and encourage privacy from onlookers.
- Throughout the campus, emergency medical response equipment has been strategically installed. This includes Automated External Defibrillators (AEDs) and NarCan (for opioid overdoses) in many of the campus buildings. First Aid kits have been installed in high risk areas. Please note the locations of this equipment in your areas of campus.
- If the person is unconscious, speak to others in the area for details on what happened.
- To the extent that you are trained and comfortable in administering first aid, you may start treatment according to your training until emergency responders arrive.

As first responders, Campus Safety Officers receive ongoing training and certifications in key areas such as critical incident management, fire safety, CPR, first aid, NarCan administration (opioid-overdose), administering emergency oxygen, Automated External Defibrillators (AEDs), mental health first aid, alcohol and other drugs, sexual assault investigations, and more.

Campus Safety offers First aid/ CPR certification courses. Refer to the Campus Safety webpage for a schedule of courses to current students, staff, and faculty.

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THREATS OF SUICIDE

We can prevent suicide. According to the American Foundation for Suicide Prevention, most people who take their lives exhibit one or more warning signs, either through what they say or what they do. Warning signs include a change in behavior or the presence of entirely new behaviors (especially when related to a painful event, loss, or change).

Suicidal thoughts or actions are a sign of crisis and should never be ignored.

For on campus emergencies contact Campus Safety. When you contact **Campus Safety at (585) 389-2850**, the dispatcher will contact appropriate authorities and/or emergency care providers as needed.

Consider the following actions, if possible and when safe to do so:

- Stay with the person, or find someone who can, until help arrives.
- Attempt to escort the person to a quiet, private place where you can observe/monitor them until help arrives; listen empathetically until help arrives.
- If the person attempts to leave, do not restrain them; monitor and observe their behavior and direction of travel; notify first responders of any change in location.

24/7, free and confidential resources for non-urgent consultation:

- Monroe Mobile Crisis Team at **(585) 529-3721** or Lifeline at **(585) 275-5151**. This is a mobile psychiatric emergency team who provides support to individuals who are experiencing a crisis in mental health.
- National Suicide Prevention Lifeline at **(800) 273-8255** or text **741741**
- If you are unsure of what to do or how to proceed, call the **Office of Health and Counseling Services at (585) 389-2500** for a consultation. Outside of business hours, contact **Campus Safety at (585) 389-2850** or any of the free and confidential resources.

NazCares – We're here to help.

It takes the entire Nazareth University community to look out for each other and take action if you are concerned about a student's behavior, safety, or well-being.

- **NAZCARES REFERRAL**– For non-urgent concerns about a Nazareth University student's behavior. If urgent, call Campus Safety, **585-389-2850**.

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TITLE IX: SEX AND GENDER-BASED HARASSMENT AND DISCRIMINATION

TITLE IX: Sex and gender-based harassment and discrimination

(Includes dating violence, domestic violence, stalking, and sexual assault)

Nazareth University encourages all community members to report instances of sex and gender-based harassment and discrimination including, sexual assault, dating/domestic violence, and stalking. For more information about how to report an incident, including resources, support, confidential reporting, and confidential services, go online to naz.edu/titleix

Reporting violence in-progress

- Immediately call for help: off campus dial 911; on campus call Campus Safety at **(585) 389-2850**.

Reporting to Nazareth University

- Meet with the Title IX Coordinator to report an instance or fill out an anonymous online report form at <https://forms.naz.edu/sexual-misconduct/>.
- The Title IX coordinator will coordinate an initial assessment, investigation, and will respond to the allegations.
- At the time that the report is made, you do not have to decide whether or not to request disciplinary action.
- Nazareth may be able to impose supportive measures, to eliminate the hostile environment and protect all parties involved. These may include, but are not limited to:
 - » Access to counseling services and assistance in setting up an initial appointment
 - » Imposition of an on-campus "no-contact" directive
 - » Rescheduling assignments or exams
 - » Changing class schedules or on-campus housing
 - » Providing academic support services

Handling a disclosure

- Listen without judgement
- Inform party of your obligation to report to the Title IX Office (non-confidential faculty/staff)
- Offer support and concern
- Refer individual to Title IX Office and fill out an online report form at <https://forms.naz.edu/sexual-misconduct/>

Reporting to local law enforcement

- Individuals who wish to pursue a formal complaint with local law enforcement can enlist the help of the Title IX Coordinator, Campus Safety or call the Monroe County Sheriff's Office directly by dialing 911.
- Nazareth University will generally respect your choice to report to law enforcement unless the university determines that there is an overriding issue with respect to the safety or welfare of the university.

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If you observe a suspicious object or what you believe to be a bomb on campus, do not attempt to handle; clear the area and immediately contact Campus Safety.

If you receive a bomb threat by telephone: Remain calm and obtain as much information as possible. DO NOT put the caller on hold; DO NOT attempt to transfer the call. If you have caller ID, record the phone number of the caller and proceed as follows:

LISTEN – Pay close attention to the caller and their words and speech:

- Does the caller have any distinguishing voice characteristics such as an accent, stuttering, or mispronunciation?
- Is the caller calm, angry, excited, irrational, or agitated?
- Does the caller's voice appear to be male or female; younger or older?
- Listen for background noises (traffic, train whistle, music, radio, TV, children, airplanes, etc.).

DOCUMENT – Record all that is known, heard, and said:

- Name of person taking the call
- Date and time call was received and phone number (if displayed)
- How the threat was reported (telephone, e-mail, in-person, by mail)
- Location threatened (specific building, room, area, event, space)
- Exact words used to make threat
- Any observations of the caller's speech, tone, etc.

ENGAGE – Questions to ask the person making the threat:

- When is the bomb going to explode?
- Where is the bomb located?
- What kind of bomb is it?
- What does it look like?
- Who placed the bomb?
- Why was the bomb placed?
- Where are you calling from?

Report – Call Campus Safety immediately to report bomb threat

If you receive the bomb threat via voicemail, email, text, or social media, do not delete the message or attempt to forward. Campus Safety will consult with law enforcement and Nazareth University IT Services, as needed, for the best means to preserve the message as evidence. Report bomb threat immediately to Campus Safety.

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SUSPICIOUS LETTERS AND PACKAGES

Characteristics of suspicious packages and letters include:

- Excessive postage
- Handwritten or poorly typed addresses
- Incorrect titles
- Title, but no name
- Misspellings of common words
- Oily stains, discolorations, or odor
- No return address
- Excessive weight
- Lopsided or uneven envelope
- Protruding wires or aluminum foil
- Visual distractions
- Ticking sound
- Excessive packaging material such as masking tape, string, etc.
- Marked with restrictive endorsements, such as "Personal" or "Confidential"
- Shows a city or state in the postmark that does not match the return address

Once a potential suspicious package has been identified

- Stay calm and immediately contact Campus Safety at **(585) 389-2850**.
- Do not move or handle a suspicious package; leave the area immediately.
- If the object is marked with a threatening message (such as "anthrax") or if a suspicious powder or substance spills out of the package or envelope, follow these guidelines to assist first responders:
 1. **DO NOT CLEAN** up a suspicious powder.
 2. **TURN OFF** local fans or ventilation units if the switches are quickly and easily accessible.
 3. **SHUT** down air handling system in the building, if possible.
 4. **LEAVE** the area immediately; close the door, or section off the area to prevent others from entering. Call for help and keep others away from the area.
 5. **WASH** your hands with soap and water to prevent spreading any powder to your face.
 6. **REMOVE** contaminated clothing as soon as possible and place in a plastic bag, or some other container that can be sealed. Give clothing bag to the emergency responders.
 7. **SHOWER** with soap and water as soon as possible if contaminated. Do not use bleach or other disinfectant on your skin.
 8. **LIST** all people who were in the area when the suspicious package was recognized.
 9. **PROVIDE** this list of people to Campus Safety for follow-up investigations and to obtain advice from local public health authorities and outside law enforcement officials.

First responders will assess the situation and follow specific guidelines.

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MISSING PERSON

If a student, employee, or other individual has reason to believe that a student who resides on campus is missing, they should immediately notify Campus Safety.

When Campus Safety receives a report of a missing person, they will immediately investigate and act in accordance with established policy and procedure. To view the University's missing person policy in full, refer to the Annual Security & Fire Safety Report located on the Campus Safety website at naz.edu/campus-safety.

If you suspect or become aware of a report of a missing person, take the following actions:

- If the missing person is a minor, contact Campus Safety immediately.
- If you suspect a student, staff, or faculty member is missing, contact Campus Safety even if it appears to be an off-campus concern. Campus Safety may be able to assist local law enforcement with their investigation.
- Be prepared to provide specific reasons why the person may be missing and attempts you and others have made to reach the person. If the initial Campus Safety investigation does not locate the person or if there is reason to believe the person is in danger, law enforcement will be contacted to assist in the investigation.
- Campus Safety will report missing persons to law enforcement in line with established policy and procedures.

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HOW TO RESPOND WHEN AN ACTIVE INTRUDER IS IN YOUR VICINITY

1. RUN (evacuate):

If there is an accessible escape path, attempt to evacuate the premises. Be sure to:

- Have an escape route in mind.
- Move quickly; leave belongings; leave even if others refuse to follow.
- Prevent individuals from entering an area, if possible.
- Keep your hands visible. Follow the instructions of any first responders encountered.
- Call 911 when you are safe.

2. HIDE (conceal and take cover):

If evacuation is not possible, concealment will hide you from the view of the intruder and cover can protect you from gunfire (e.g., overturned instructors desk/table). Quickly consider your best option; your hiding place should:

- Be out of the active intruder's view.
- Provide protection if shots are fired in your direction.
- Not trap you or restrict your options for movement.

To prevent an active intruder from entering your hiding place:

- » Lock and barricade the door.
- » Silence your cell phone and/or pager.
- » Text 911 to communicate information without being heard.
- » Turn off any other source of noise (i.e., radios, televisions).
- » Hide behind large items (i.e., cabinets, desks).
- » Remain quiet.

If evacuation and hiding are not possible:

- » Try to remain calm.
- » Dial 911, if possible, to alert police to the active intruder's location.
- » If you cannot speak, leave the line open and allow the dispatcher to listen.

3. FIGHT (take action against the intruder):

As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active intruder by any means necessary.

- Acting as aggressively as possible against them.
- Throwing items and improvising weapons.
- Yelling.
- Committing to your actions and taking the intruder down.

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POWER OUTAGES

In the event of a power outage effecting some or all of the campus, stand by for information and instruction from Campus Safety. Some buildings have back-up generators which will provide limited power; other buildings do not.

Here are some things to keep in mind:

- Buildings with emergency generators (including most residence halls), card access and safety and security systems will continue to be powered by electricity for as long as the generator is running. Limited emergency lighting and building power will be provided.
- Buildings with no generator power, safety and security systems remains intact by battery backup for approximately 24 hours. However, egress lighting is provided for only 60-90 minutes via battery. This may require a building to be evacuated for the safety of the occupants.

Consider the following measures:

- Move to a building that has an emergency generator, if it is safe to do so, unless otherwise instructed.
- Use flashlights in the dark - candles are unsafe and strictly prohibited.
- Limit movement to avoid accident or injury until the location and extent of the outage can be determined.
- Eliminate unnecessary travel, especially by car; traffic lights may be out and roads may be congested.

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WEATHER WARNINGS, WATCHES, & ADVISORIES

Weather-related warnings, watches and advisories are issued by local National Weather Service offices (e.g., Albany, Buffalo, and Binghamton) based on the local area and criteria. While more often associated with winter weather, adverse weather can present itself at any time and even without notice, despite the season, current conditions, or projected forecast.

DEFINITIONS: Know the difference, be prepared, and be ready to act quickly.

- **Advisories:** Be aware (monitor and stay informed).
- **Watches:** Be prepared (use caution).
- **Warnings:** Take action (immediate precautionary measures).

Any change in the University's operating status, such as emergency closure due to severe weather will be announced via:

- NazAlert (the University's emergency notification system using voice, email, and text messaging).
- Local news and media outlets

Situation dependent and in general, the University will remain open and continue classes and regular services despite adverse weather conditions that may affect transportation and utilities. The continuation of all activities is essential to meet the needs and expectations of our students in this residential campus community. As such, and even in rare situations resulting in University closure, essential personnel are expected to report. With safety first in mind, Nazareth community members are always encouraged to exercise discretion and use their best judgment when making determinations about travel.

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TEAMS AND SERVICES AVAILABLE IN EMERGENCIES

Safety Resources/Committees

NazCares – Student Focused

- Supporting individuals and the campus community through proactive, collaborative approaches to identify, assess, and mitigate risks to student wellbeing.
- Uses coordinated efforts to provide direct student support addressing concerns and reducing barriers.
- Referral form – <https://www2.naz.edu/nazcares/>

Behavioral Intervention Team (BIT) – Student, Faculty, Staff

- Management of situations that pose, or may reasonably pose, an elevated threat to the safety and well-being of the campus community (i.e. Threat Assessment)
- Strong partnership with Monroe County resources when needed

Crisis Action Team(CAT) – University Focused

- Management and response regarding University-wide crisis situations (physical, operational, legal, reputational, existential) that affect Nazareth and/or its community members.
- Responsible for implementing the Nazareth University's Crisis Action Plan.

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