Quick Reference Numbers

In the event of fire, medical emergency, or danger to life, health, or the environment

CALL UNIVERSITY POLICE SERVICES (UPD)

9-1-1
FROM A CAMPUS LANDLINE*

State Safe
IN-APP DIRECT DIAL & TEXT

(702) 895-3669
FROM YOUR CELLPHONE

*Note: If you call 9-1-1 from your cell phone while on campus, it will route to the Henderson Police emergency line.

ADDITIONAL RESOURCES

702-895-3668 University Police Services (Non-Emergency)
702-267-4913 Henderson Police (Non-Emergency)
702-895-4226 Risk Management & Safety
702-992-2200 Facilities Management Help Desk
702-992-2511 NS Office of Student Life
702-992-2514 NS CARE Team
702-992-2511 NS Office of Student Conduct
702-992-2180 NS Disability Resource Center
702-992-2320 NS Office of Human Resources

Did you know you can connect with many of these services right from your phone using the State Safe app? Scan the code below to download!

For more, download our complete Campus Resource Guide at nsc.edu/contact
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Life happens fast!

You never know when an emergency will occur, and it is important to know what to do when one does. This Emergency Response Plan (ERP) is a campus safety guide to provide you with valuable information on what to do in the event of an emergency. This ERP outlines potential issues that can occur on a university campus. Take time to familiarize yourself with this document. Get to know your surroundings, including your office, your department space and the buildings you frequent, and the posted evacuation routes in your area so you know how to best navigate them during an emergency.

When using this document, pay close attention to the table of contents, which is categorized by types of events, with each listed alphabetically. We encourage a focused reading of the details in each section now, when you are in a calm place, to provide you the background context for each situation prior to an emergency event. During an incident you can then readily reference specific topics, with each page featuring a “quick steps during an emergency” call-out designed to help make your response less stressful and more successful.

You can expect to receive a Clery Act Timely Warning Notification for any qualified crimes committed on campus, and an Emergency Notification for other incidents, issued by either University Police Services (UPD) or the Nevada State University Office of the President. Stay up to date by viewing the daily campus crime log and annual security report at nsc.edu/emergency.

This plan will help you know where to find information you need, when you need it. The purpose of the ERP is to be a readily available resource that illustrates best practices. You are not expected to memorize everything in this plan.

For questions or feedback about this guide, email StateSafe@nsc.edu.
Your one-stop safety app.

This powerful resource is always at the ready on your phone. Here are some quick references on what you’ll find in each sub-menu. (Subject to change.)

Safety Tool Box
- Text with UPD Dispatch
- Facilities Work Orders (School Dude)
- Friend Walk
- Report a Tip
- Share this App
- Notification History
- Annual Security Report

Police Services
- Security Escort
- Lost & Found
- Fingerprint Services
- Property Registration
- Special Events Security
- Compliment & Complaint Process

Friend Walk
- Select a contact and share your location/destination.
- Hit the button if you feel unsafe and want to notify your friend/start an emergency call.

Campus Resources
- NS Community Resource Guide
- Succeeding this semester
- Campus Maps
- All-Gender Bathrooms

Crisis Services
- NS Employee Assistance Program
- Mental Health Screening
- Suicide Prevention
- CARE Team
- NS Counseling
- Medical
- Rape Crisis Center
- LGBTQIA Resources
- Community Resources
- Domestic Violence
- Mental Health
- Immigration
- Homelessness

Emergency Management
- Be Informed
- Emergency Plan
- Build an Emergency Supply Kit
- Get Involved with UPD
- Emergency Operations Plan
- Campus Map
Get Safety Training!

University Police Services, Southern Command

University Police Services (UPD) encourages Nevada State students and employees to participate in safety trainings such as self-defense courses and Active Assailant Safety Training.

Learn more or register at tinyurl.com/UPDEvents

Request a Custom Training

Nevada State students and employees are encouraged to request a presentation, training or event from University Police Services. UPD offers materials on a variety of topics and can customize a presentation requested by students, faculty, staff, classes, clubs, or organizations on the UNLV, CSN, NS, and DRI campuses.

Make your request at tinyurl.com/UPDRequestForm

Potential options include:

- Orientation presentations for new students and their parents as well as new employees
- Active assailant safety training
- Self-defense training or Personal safety on campus

UPD is ready, willing, and able to provide training to all students, faculty, staff, classrooms, clubs, and organizations on the CSN, NS, DRI, and UNLV campuses as well as to the local Southern Nevada community at large. In-person and virtual formats are available.

Risk Management & Safety Training

Risk Management & Safety offers a comprehensive training program to promote the safety and well-being of all UNLV and NS employees. Courses are available both in-person or online at any time. Visit the RMS webpage to register and take online training courses or sign up for classroom training.

Learn more or register at: tinyurl.com/RMS-training

Other Training Questions?

Contact StateSafe@nsc.edu to learn more.
A building evacuation may be required in an emergency, whether it is a fire, earthquake, flood, or other urgent situation requiring all occupants to immediately leave the building.

• Know where at least two emergency exits and fire alarm pull stations are in your building.
• Include this information in your new employee orientation.
• Develop a plan to account for everyone in your department, unit, college, or school at the emergency assembly location.
• If you need assistance evacuating—whether you have a temporary or permanent need—please review the guidelines at the end of this section.

Before an Emergency

FOR STUDENTS with disabilities: The Disability Resource Center will provide an emergency evacuation planning checklist upon request and will work with the student to create a personal emergency evacuation plan.

FOR EMPLOYEES with disabilities: Work with the Office of Human Resources to create a personal emergency evacuation plan. This plan will then be shared with emergency services and placed at the Human Resources front desk in an emergency response binder, to be referred to in case of an actual emergency. The template includes the following information:

◦ Demographic and contact information
◦ Physical address
◦ Notification methods
◦ Checklist of needs, way-finding, type of assistance needed
◦ Information on the individual’s service animals
◦ Assistant information

FOR EVERYONE

• Familiarize yourself with the buildings you frequent. Practice using each of the possible evacuation routes posted in the immediate area. Check for obstacles, if possible. Remember: smoke, debris, flooding, loss of electricity, or other impediments may be present.

• Download the State Safe App on your phone for fast, easy access to UPD dispatch.

Emergency Preparedness and Evacuation for Individuals with Disabilities

Individuals with disabilities have additional considerations during emergencies and are advised to create a personal emergency evacuation plan before an emergency. All members of the campus community can also help these individuals with their unique concerns by following the specific guidance on the following pages.
Building Evacuations

During the Emergency

- **Stay calm.** Give clear instructions to others to help ensure a prompt evacuation.
- If primary evacuation route is obstructed, use your alternate route.
- Close doors behind you as you exit.
- **DO NOT** use elevators to evacuate, use the stairs.
- Keep low to the floor if smoke is present.
- Report to your emergency assembly location.
- Immediately report any missing people to emergency officials.

Take the following precautions before leaving the building, *only* if it is safe to do so. These activities must not significantly delay your departure. Exercise good judgment!

- Faculty members ensure immediate evacuation of classes under their purview.
- Shut off gas lines and heat-producing equipment (such as Bunsen burners, stoves, etc.).
- Return hazardous materials to proper storage units if time permits.
- Close doors and windows, if possible. Close doors behind you as you leave.

If you are unable to evacuate the building, seek a location that provides refuge.
- Inform another evacuee of your location.
- **Call UPD (9-1-1/State Safe App/702-895-3669)** for emergency evacuation assistance.
- Report to your designated assembly area for a head count.
- Notify emergency responders immediately about the location and condition of any people remaining in the building.
- **DO NOT** reenter the building until authorized to do so by an appropriate authority such as police, fire department, etc.

Assisting Individuals with Disabilities

Blind or Low Vision
- Communicate the nature of emergency. Describe the emergency and location if relevant.
- Offer assistance. Offer your arm to assist with guiding the individual.
- Communicate verbally. Provide details about where you are going and any obstacles the person may encounter along the route.
- Orient and inquire. Once at a safe location, orient the individual to the location and inquire if further assistance is needed before leaving the location.

Deaf or Hard of Hearing
- Alert individual. Turn the lights on/off or wave your arms to gain the person’s attention.
- Use gestures or written notes. Indicate directions with gestures or write a note with evacuation instructions.

Autism Spectrum Disorder (ASD), Learning Disabilities, or Intellectual Disabilities
- Communicate the nature of emergency. Describe the emergency and location if relevant.
- Offer assistance and support individuals in finding the closest, safe exit.
- Orient and inquire. Once at a safe location, orient the individual to the location and inquire if further assistance is needed before leaving the location.

SEE PAGE 33 TO LOCATE OUTDOOR EVACUATION ASSEMBLY POINTS

- Individuals who need help with evacuating are encouraged to wait for emergency first responders near an elevator.
Assisting Individuals with Disabilities (continued)

Mobility Limitations: Non-wheelchair User
- Discuss needs and preferences—ask if assistance is needed. Inquire if the person is able to evacuate using the stairs without help or with minor assistance.
- Ensure a clear path of travel. If debris is present, it may be necessary to clear a path to the exit route.
  - **No imminent danger:** The person may choose to remain in the building or to be directed to a refuge area (stairwell) until emergency personnel arrive.
  - **Imminent danger:** Use a sturdy chair, with or without wheels, to move the person, or help carry the person to safety using a carry technique, or, if available, use an evacuation chair.
  - **Mobility aids or devices:** Return any mobility aids or devices to the person as soon as possible.

Mobility Limitations: Wheelchair User
- Discuss needs and preferences. Non-ambulatory persons’ needs and preferences vary widely and therefore require you to ask them how they would like to be assisted.
  - **On the ground floor:** Individuals who use wheelchairs may choose to evacuate themselves from the ground floor with minimal assistance.
  - Ensure a clear path of travel. If debris is present, it may be necessary to clear a path to the exit.
  - **No imminent danger:** If there is no imminent danger, the person may choose to remain in the building or to be directed to a refuge area (stairwell) until emergency personnel arrive. Fire Department personnel, who are trained in emergency rescue, can then enter the building and assist the person in exiting the building, either down the stairs or using the emergency elevator recall.
  - **Imminent danger:** If danger is imminent and the individual does not wish to be removed from their wheelchair, direct the person to the nearest refuge area (stairwell) and notify emergency personnel immediately. While staying in place, the wheelchair user should keep in direct contact with UPD (9-1-1/State Safe App/702-895-3669) and report pertinent information including the location.
  - **Carrying wheelchair users:** Most wheelchairs are too heavy to carry down stairs. If the person wishes to be carried down the stairs without the wheelchair, consult with them on the best carry options, e.g., two-person cradle carry, office chair evacuation, or, if available, an evacuation chair.
  - **Mobility aids or devices:** Return any mobility aids or devices to the person as soon as possible.

General Emergency Campus Evacuation Assembly Point Maps Available on Pages 33 and 48.
Fire/Smoke/Explosion

QUICK STEPS DURING EMERGENCY
1. Evacuate & stay outside
2. If no alarm sounds: Warn occupants
3. Call UPD

Fire/Smoke/Explosion
- Know where the emergency exits and fire alarm pull stations are in your building.
- Know at least two ways out of your building.
- Know where the stairs are located.
- If you hear a fire alarm, evacuate! DO NOT assume it is a drill or a false alarm.
- Check your evacuation route for smoke. If unsafe, use your alternate route.

Reporting a Fire
- Call UPD (9-1-1/State Safe App/702-895-3669). Give the location of the fire (building/room).
- If alarm fails to activate:
  - Warn nearby occupants by knocking on doors.
  - In buildings without sprinkler systems: Activate the building fire alarm at the nearest pull station, if available.
- Immediately evacuate the building using the stairs. If you need assistance evacuating, wait near an elevator.
- Go to the closest outdoor evacuation assembly point.
- Begin to account for evacuated occupants and report any missing people to emergency officials.
- DO NOT re-enter the building until emergency officials declare it safe to do so.

RMS will receive fire reports from UPD and the alarm system. RMS will also file a required incident report with the State Fire Marshall’s Office.

Clothing Fire

Remember to STOP, DROP AND ROLL
- If your clothing is on fire, drop to the floor. If another’s clothing is on fire, assist them to the ground as quickly as you can. DO NOT run or allow the victim to run.
- Roll yourself or the victim on the ground to extinguish flames. If a blanket is available, use it to smother the flames.
- Remove smoldering clothing or hot material. Use care to avoid removing attached skin.
- Cool the victim with water or ice packs. Take the victim to an emergency shower, if close by.
- Seek medical and fire/rescue assistance; call UPD (9-1-1/State Safe App/702-895-3669).

Using a Fire Extinguisher

Remember to “PASS” when using extinguisher:
- PULL the pin. Some extinguishers require releasing a lock latch, pressing a puncture lever, or taking another first step.
- AIM low. Point the extinguisher nozzle (or its horn or hose) at the base of the flames.
- SQUEEZE the trigger or handle while holding the extinguisher upright. This releases the extinguishing agent.
- SWEEP the extinguisher from side to side while keep the extinguisher aimed at the base of the fire. Sweep back and forth covering the area of the fire with the extinguishing agent until the fire is out. Watch the fire area. If the fire breaks out again, repeat the process.
Medical Assistance/First Aid

You may encounter a medical emergency on campus. In the event of a serious illness or injury, immediately call 9-1-1. Tell the dispatcher that you have a medical emergency and provide them with the following information:

- Location of the emergency on campus (building, floor, and room number)
- Nature of the illness or injury
- Number, age, and sex of people involved: Is/are victim(s) conscious, breathing, bleeding, etc.?
- Your name and call-back number
- Remain on the line until the dispatcher has asked you all the questions and follow their instructions.

Guidelines for Assistance

- **DO NOT** move a victim unless absolutely necessary.
- **DO NOT** jeopardize your safety or the safety of the patient. Wait for professional help if you are not trained to assist.
- If you are trained in first-aid or CPR, assist the patient up to the level you are trained.
- **Report all accidents or injuries to Risk Management & Safety at 702-895-5404.**

It is best practice to have someone, if available to meet the ambulance personnel and take them to the person that is ill or injured.

Choking (cannot speak or has a weak cough)

- **Call UPD (9-1-1/State Safe App/702-895-3669).**

Fractures and Sprains

- **Call UPD (9-1-1/State Safe App/702-895-3669).**
- Keep victim still.
- Treat for shock.
- Keep injury stabilized.
- Stop any life threatening bleeding.

Fainting, Unconsciousness and Shock

- **Call UPD (9-1-1/State Safe App/702-895-3669).**
- Lay victim in recovery position (left side) if unconscious.
- Keep victim comfortable and warm with a blanket.
- Ask or look for a medical ID bracelet, necklace, or card.
- Start CPR if victim becomes unresponsive.
- Never give an unconscious victim food or liquids.

Severe Bleeding and Wounds

- **Call UPD (9-1-1/State Safe App/702-895-3669).**
- Apply direct pressure on wound using clean cloth or hand.
- Apply dressing and press.
- Apply tourniquet if you are trained to do so (arms and legs only).
- Add more cloth or dressing if blood soaks through, **DO NOT** remove old cloth or dressing.
- Keep pressure on wound until help arrives.
- **DO NOT** remove tourniquet once applied.
- Visit stopthebleed.org for more resources.

QUICK STEPS DURING EMERGENCY

1. **Call UPD**
2. **Follow condition-specific instructions below**

- **Start Heimlich Maneuver.**
- **Continue until airway is clear.**
- **Begin CPR if person becomes unresponsive.**
Medical Assistance/First Aid

Heart Attack

- Call UPD (9-1-1/State Safe App/702-895-3669).
- If victim is unresponsive start CPR and have someone retrieve an Automatic External Defibrillator (AED) if available.
- Ask or look for medical bracelet, necklace, or ID card.
- Never give an unconscious victim food or liquid.
- Continue CPR until help arrives.

The immediate and effective use of CPR, coupled with the use of an AED, improves the chances of survival from a sudden cardiac arrest. Some buildings on campus have an Automated External Defibrillator (AED) available in the event that a patient exhibits no signs of breathing or pulse. An AED is designed to analyze a patient’s condition before delivering a shock, and will only shock a patient in cardiac arrest. By following the audible commands, an untrained person can safely use an AED.

The location of the nearest AED can be found at nsc.edu/campusmaps or on pages 28–43 of this guide. If you wish to be trained in CPR or the proper use of an AED, Risk Management and Safety provides on-campus classes. Check nsc.edu/safetytraining for more information or to get signed up for a class.

Poisoning or Overdose

If an active medical emergency is in progress:

- Call UPD (9-1-1/State Safe App/702-895-3669) for immediate transport to hospital.
- Save label or container for identification.

To triage a patient with known or suspected poisoning, but no active medical emergency:

- Stay calm.
- Call Poison Control at 1-800-222-1222 or visit poison.org.
- Follow steps and instructions provided.

If you are aware of a known antidote or if vomiting should be induced then you may do so. If you are unsure, **DO NOT** do either of these and wait for emergency medical personnel instructions.
Power Outage/Utility Failures

Quick Steps During Emergency

- **Gas Leak:** Call UPD
- **Power/Water:** Call Facilities at 702-992-2200 or UPD (after hours)

In the event of a power outage or utility failure, once made aware of the situation, the facilities team will:

- Coordinate with local utilities to restore and repair damaged infrastructure and accompanying systems.
- Coordinate with local utilities to reduce the risk of physical or cyber-attack on lifeline utility systems.
- Coordinate temporary emergency power generation capabilities to support critical facilities until permanent restoration is accomplished.

### Power Outage

To report a minor localized power outage during regular business hours (8 a.m. until 5 p.m., Monday through Friday), call the Facilities Help Desk at 702-992-2200 or call UPD (9-1-1/State Safe App/702-895-3669) after hours.*

Many buildings have emergency lighting which illuminate the stairwell and other essential building components for 90 minutes. **Use this time** to secure areas and evacuate the building if needed.

- Follow any instructions given by emergency responders or utility workers.
- Laboratory personnel should secure experiments and unplug electrical equipment as appropriate prior to leaving the laboratory. Close and seal all chemicals and store in their original locations.
- If a power outage is expected to last a considerable length of time, the university will send an emergency notification out to the campus community.

### Elevator Failure/Loss of Power

- **If you are inside the elevator:** Use the emergency phone in the elevator.
- **If you are outside of the elevator:** Tell passengers to remain calm and that you are getting help.
  - Notify UPD (9-1-1/State Safe App/702-895-3669).
  - If it is safe to remain in the building, stay near to passengers until assistance arrives.

*Campus phones will function during short outages while emergency backup battery and generator power lasts.

### Suspected Gas Leak

Natural gas is odorless and colorless; gas companies add a distinctive odorant (similar to a “skunk” or “rotten egg” odor) to produce a smell that will alert users to a possible problem.

**Call UPD (9-1-1/State Safe App/702-895-3669) if you suspect a gas leak.**

### Confirmed Gas Leak

If you know that a gas cylinder, equipment or piping is leaking:

- Immediately notify building occupants to evacuate the area using the preplanned evacuation route. This may also be accomplished by pulling the building alarm, if available.
- **Call UPD (9-1-1/State Safe App/702-895-3669) and provide Building name, floor/room number.**
- **DO NOT** switch lights or electrical equipment on or off in the area near the leak; electrical arcing could trigger an explosion.
- Building occupants are not to return to the building until the all clear is given by the Fire Department or emergency responders.

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*General Emergency Quick Steps During Emergency*
Water-Related Emergency

Water-related emergencies DO NOT always mean “flooding.” They may include lack of available drinking water, lack of available toilet facilities, in addition to standing water (e.g., ponding) and/or leaks that could cause equipment and building damage, and create hazardous conditions (slips/falls, etc.)

- If such an event occurs during regular business hours (8 a.m. until 5 p.m., Monday through Friday), immediately contact the Facilities Help Desk at 702-992-2200. If a water event occurs after hours or when classes are not in session, call UPD (9-1-1/State Safe App/702-895-3669).
- If you are responding to a water emergency but have not determined the water source, remember that the water may be contaminated and take appropriate precautions.

Standing Water

If there is standing water on the floor, there is a risk of electrical shock. DO NOT enter the area until you are sure the electricity has been turned off.
Biological & Chemical Spills

Biological Spills

UPD is the first-responder for any biological spill. All spills must also be reported to Facilities. UNLV’s Office of Risk Management and Safety (RMS) also assists with spills in a laboratory setting.

In the event of any spill:

- **Evacuate the area immediately.** Allow aerosols to settle.
- **Call UPD (9-1-1/State Safe App/702-895-3669).**
- **Remove** contaminated clothing.
- **If qualified:**
  - Re-enter the laboratory and, wearing the necessary PPE, cover the spill with paper towels.
  - Heavily soak towels and spill with the appropriate disinfectant. Allow a 20-minute minimum contact time.
  - Clean up spill and dispose of in bio-hazard bag.
- **Call the Facilities Help Desk at 702-992-2200** to report all spills. They will notify RMS if you need assistance cleaning it up.

Chemical Spills

UPD and UNLV’s Office of Risk Management and Safety also assists Nevada State University with response to any chemical spill. All chemical spills of any size must be reported to UPD and Facilities.

**Large Spills**

For all major spills, evacuate the area immediately call UPD (9-1-1/State Safe App/702-895-3669).

**Small Spills**

If you know the identity of the spilled substance and have been properly trained in the handling of the substance, proceed with clean-up procedures.

If you **DO NOT** know the identity of the spilled substance, or are uncomfortable cleaning up the spill:

- **Immediately evacuate the area.**
- **Call UPD (9-1-1/State Safe App/702-895-3669).**

Remember to also call the Facilities Help Desk at 702-992-2200 to report the spill. They will notify RMS if you need assistance cleaning it up.
Wounds and skin sites that have been in contact with blood and body fluids should be washed with soap and water; mucous membranes should be flushed with water.

Exposure involving mouth or eyes:
• Flush with water for at least 15 minutes.

Exposure involving a cut, abrasion, or puncture of the skin:
• Wash the area with copious amounts of soap and water for 15 minutes.

Exposure to hepatitis A, B or C:

FOR EMPLOYEES
Report all exposure incidents to your supervisor who in-turn, will report the incident to the Office of Human Resources. A human resources officer provides information on locations that provide post-exposure evaluation and treatment, as well as assist you in filing a worker’s compensation claim.

FOR STUDENTS & EMPLOYEES
Immunization services that may protect against certain blood pathogens are available at the Southern Nevada Health District. Contact them at [www.southernnevadahealthdistrict.org/community-health-center/immunization-clinic/](http://www.southernnevadahealthdistrict.org/community-health-center/immunization-clinic/) for more information.
Although on campus shooting incidents are rare, it is critical that faculty, staff, and students are prepared to ensure their own protection until help can arrive. All employees can help to prevent and prepare for potential active assailant situations.

Nevada State College requires that all employees **complete the FEMA Online Training Course: IS-907—Active Shooter: What you can do.** We also recommend completing the UPD Active Assailant Training.

### How to Respond When an Active Assailant is in Your Vicinity

Quickly determine the most reasonable way to protect your own life! Remember that students and visitors are likely to follow the lead of faculty and staff during an active assailant situation.

#### 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 assailant may be.

- Keep your hands visible.
- Follow the instructions of any police officers.
- **DO NOT** attempt to move wounded people.
- When you are safe, **call University Police (9-1-1/State Safe App/702-895-3669).**

#### HIDE

If evacuation is not possible, find a place to hide where the active assailant is less likely to find you. Your hiding place should:

- Be out of the active assailant’s view.
- Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door).
- Not trap you or restrict your options for movement.

**Prevent an active assailant from entering your hiding place by:**

- Locking or barricading the door.
- Silence your cell phone and/or pager.
- Turn off any source of noise (i.e., radios, televisions).
- Hide behind large items (i.e., cabinets, desks).
- Remain quiet.

**If evacuation and hiding out are not possible:**

- Remain calm
- **Call UPD (9-1-1/State Safe App/702-895-3669),** if possible, to alert police to the active assailant’s location.
- If you cannot speak, leave the line open and allow the dispatcher to listen.

#### 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 them.
- Throwing items and improvising weapons.
- Yelling.
- Committing to your actions.
Active Assailant

What to Expect When Law Enforcement Arrives

Law enforcement’s purpose is to stop the active assailant as soon as possible.

- Officers may wear regular patrol uniforms or external bulletproof vests, Kevlar helmets, and other tactical equipment.
- Officers may be armed with rifles, shotguns, handguns.
- Officers may use pepper spray or tear gas to control the situation.
- Officers may shout commands, and may push individuals to the ground for their safety.

The first officers to arrive to the scene will not stop to help injured persons. Expect rescue teams comprised of additional officers and emergency medical personnel to follow the initial officers. These rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist in removing the wounded from the premises.

How to Respond to Law Enforcement

- Remain calm, and follow officers’ instructions.
- Put down any items in your hands (i.e., bags, jackets).
- Immediately raise hands and spread fingers.
- Keep hands visible at all times.
- Avoid making quick movements toward officers such as holding on to them for safety.
- Avoid pointing, screaming and/or yelling.
- DO NOT stop to ask officers for help or direction when evacuating, proceed in the direction from which officers are entering the premises.
- Provide the following information to law enforcement or 9-1-1 operator:
  - Location of the active assailant
  - Number of assailants, if more than one
  - Physical description of assailant/s
  - Number and type of weapons held by the assailant/s
  - Number of potential victims at the location

Once you have reached a safe location or an assembly point, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned. DO NOT leave until law enforcement authorities have instructed you to do so.
Acts of Violence

Never jeopardize your own safety. It is important that you are able to effectively handle any type emergency situation. For this reason, you should never put yourself in the middle of a physical altercation.

How to Respond to a Physical Altercation

- **DO NOT** attempt to break up the issue/event!
- **Call and notify UPD (9-1-1/State Safe App/702-895-3669) immediately.**
- Inform them of the situation. Be ready to provide:
  - Location of emergency, including: **building, floor number, and room number/location** within the building.
  - Nature of emergency.
  - Your name and call-back number.
  - Any additional information requested by the operator.
- Call additional staff members in the building for assistance (if needed) with crowd control.
- Try to de-escalate the situation by discouraging a crowd from gathering around the altercation.
- Take note of everything you observe:
  - Persons involved.
  - Actions by the parties involved.
  - Statements made.

Keep in Mind:

- A threat or act of violence can be verbal, made in gesture, or it can be unwanted physical contact such as pushing, grabbing, or any other form of personal contact.
- Threats can be in the form of verbal communication, gestures or simply implied. In any event, UPD is responsible for responding to, evaluating, resolving the situation, and documenting all details of the threat. **DO NOT** take any threat lightly or ignore such situations.
- Violence in the workplace is almost always preceded by obvious signs or threats before the actual violence takes place. Report any activity that you believe qualifies as a threat.
- If you have taken out a restraining order by a court of law, UPD may provide additional security measures, such as personal escorts and monitoring of your office or meeting areas.
Bomb Threat

All bomb threats must be treated as a serious matter. To ensure the safety of the faculty, staff, students, and the general public, bomb threats must be considered real until proven otherwise. In most cases, bomb threats are meant to disrupt normal activities. The procedures described below should be implemented regardless of whether the bomb threat appears real or not.

In the event of a bomb threat, immediately call UPD (9-1-1/State Safe App/702-895-3669).

University Police will carefully evaluate all threats and provide the campus with specific information and instructions on how to respond.

- University personnel receiving telephoned bomb threats should ask the caller for the exact location where the bomb has been placed and when it is going to detonate.
- Attempt to get as much information as possible about the caller. For example: gender, accent, etc.
- Listen for background noise which may indicate the location of the caller.
- Complete the checklist below as soon as possible after receiving a bomb threat call. Writing down the details as soon as you have received the call, or during the call if you have the checklist available, will assist emergency personnel to respond to the threat.
- UPD will use direct contact information in their investigation and determination of the threat level.
- Utilize the checklist on the next page to detail the information that you gather from your conversation or other interaction with the person making the threat.

QUICK STEPS DURING EMERGENCY

1. See next page
**BOMB THREAT CALL PROCEDURES**

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

**If a bomb threat is received by phone:**

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist (reverse side) immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of the call, do not hang up, but from a different phone, contact FPS immediately with information and await instructions.

**If a bomb threat is received by handwritten note:**

- Call UPD (9-1-1/State Safe App/702-895-3669)
- Handle note as minimally as possible.

**If a bomb threat is received by email:**

- Call UPD (9-1-1/State Safe App/702-895-3669)
- Do not delete the message.

**Signs of a suspicious package:**

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery
- Poorly handwritten
- Misspelled words
- Incorrect titles
- Foreign postage
- Restrictive notes

**DO NOT:**

- Use two-way radios or cellular phone; radio signals have the potential to detonate a bomb.
- Evacuate the building until police arrive and evaluate the threat.
- Activate the fire alarm.
- Touch or move a suspicious package.

**WHO TO CONTACT**

UPD (9-1-1/State Safe App/702-895-3669)

- Follow your evacuation procedures, if directed.
Burglary/Robbery/Vandalism

Quick Steps During Emergency

1. Stay calm
2. Comply with demands
3. Call UPD when safe

During a robbery attempt, the overriding concern is SAFETY. Our responsibility under these circumstances is the physical well-being of students, faculty, staff, and visitors who may be present.

Burglary

If you encounter someone in the process of breaking in or signs of forced entry (e.g. broken window, door frame damage, etc.):

• DO NOT enter the facility.
• Promptly contact UPD (9-1-1/State Safe App/702-895-3669).
• Give the dispatcher any relevant information that you have.

Robbery

If you encounter someone threatening to take or forcibly taking property:

• Take no action that might provoke a violent response.
• DO NOT attempt to delay or stall the robbery.
• Remain calm.
• Do what is asked of you, but only what is asked of you, nothing extra.

• Comply with the demands promptly, being careful not to move or gesture in a way that could be misunderstood as a defensive action or the triggering of an alarm.
• DO NOT volunteer information or open drawers you have not been ordered to open.
• Make a mental note of facial features, stature, scars, marks, peculiarities, and the color of clothing that can be later used for identification.
• Look out windows to try and get directions of travel, description of cars and any other details.

Once it is safe to do so:

• Contact UPD (9-1-1/State Safe App/702-895-3669). Give the dispatcher any relevant information that you have.
• Write down details as soon as possible, noting what was said, weapons used, descriptions of individual(s), what you handed out, and direction of travel.
• Secure the area to protect any evidence.
• If a note was given to you, lay it aside with as little handling as possible, so that it can later be reviewed for analysis.
• If a weapon was fired, the ejected shell casings may prove to be valuable. DO NOT touch or move these items.

To report a theft after the fact:

• Call the University Police non-emergency line at 702-895-3668 to make a report.

Vandalism

Report all acts of vandalism and/or damage to the facility or its furnishings (furniture, pictures, equipment, etc.) immediately by calling the Facilities Help Desk at 702-992-2200. If there is immediate danger, seek safe shelter.

It is important that signs (evidence) of forcible entry, cut or broken locks, or stripped wiring be preserved for investigative purposes. Call the University Police non-emergency line at 702-895-3668 to make a report and they will investigate the incident.
Civil disturbance means acts of violence and disorder prejudicial to the public law and order. It includes acts such as riots, acts of violence, insurrections, unlawful obstructions or assemblages, or other disorders prejudicial to public law and order.

**UPD** is charged with protecting the life, safety, and health of the campus community and will seek to quell any such disturbances that threaten the campus. Initial actions may include:

- Establishing and enforcing a perimeter around the affected area to confine the disturbance.
- Performing crowd and traffic control. Diverting traffic away from affected areas.
- Establishing and managing evacuation routes for uninvolved civilians.
- Providing security at various locations throughout the community to prevent intruders and looting.
- Performing special tactical operations, including search and rescue, as needed.
- Providing police protection for Fire/EMS units, strike teams, and/or task forces.
- Conducting reconnaissance activities and reporting results to the EOC for inclusion in the IAP process.
- Working closely with other law enforcement officials to resolve the incident

All students, staff, faculty, and visitors must comply with the direction given by UPD or other law enforcement officers.
Cybersecurity Incident

Programmers continue to find new ways to infect computers, making knowing what to look for and ensuring your computer is protected against attack extremely important.

**Best Practices**

- Keep all software up to date.
- Think before you click. Malicious emails or links often come from people you don’t know, but can also come from people you do.
- Only download software from legitimate sources.
- Don’t click on links in pop up banners.
- Check permissions to see what information an app may collect about you.
- Avoid using public USB-C charging stations.

**Be Precautious**

Viruses are designed to go unnoticed and spread quickly. Knowing what to look for, and being precautious about what you click on, will help protect you from getting a virus.

**You can get viruses from:**

- Clicking links on banner ads and pop-up messages, in emails, on social media, chat apps, text messages, etc.
- Downloading files through peer-to-peer (P2P) file-sharing applications or websites.
- Opening email attachments.
- Attaching personal storage devices (like USB sticks or cell phones) to an infected computer, especially public computers.
- Apps for your mobile devices.
- Public USB-C charging stations (rare).

**What to look for:**

Often, there are signs that an email or website shouldn’t be trusted. Look for:

- Short messages that give little context as to why someone is contacting you or what they are sending to you (e.g., “Check out these new pics!”).
- Unusual URLs and domain names (e.g., “nsc.college.com” instead of “nsc.edu.”).
- Unexpected attachments, or attachments with unusual file types, especially attachments that end in .exe, .vbs, or .link on a computer running Microsoft Windows.
- Strange notifications that don’t look like the normal messages you see from the app or program.
- Apps that require excessive access to your device. For example, a flashlight application should not need access to your camera and text messages.

**When in doubt, never click or open something you think is unusual.** If you aren’t sure if something is a real message, contact the person by some other method, since some malware will automatically respond with legitimate-sounding replies.

**If you think your computer may be infected:**

For NS-barcoded computers:

- Disconnect the computer from the Internet by disabling Wi-Fi or disconnecting the network cable.
- Contact the ITS Help Desk at 702-992-2400.
Disruptive Behavior

You may find yourself dealing with angry, hostile, or disruptive behavior in the classroom or work environment. Your response to this defensive behavior plays a critical role in determining whether or not the incident will escalate into a crisis situation. The below guidance is sourced from the Crisis Prevention Institute’s Top 10 De-escalation Tips for Educators.

**ALLOW TIME FOR DECISIONS**

When a person is upset, they may not be able to think clearly.

**BE EMPATHETIC AND NONJUDGMENTAL**

When a person says or does something you perceive as weird or irrational, avoid judging or discrediting their feelings.

**RESPECT PERSONAL SPACE**

If the space allows, stand between 1-3 feet away from the person who’s exhibiting escalated behaviors.

**FOCUS ON FEELINGS**

Offering supportive responses lets the person know you understand what is happening and helps them filter through their emotions in a more rational manner. Examples:

“That must be scary.”

“I know how hard that must have been for you.”

“How did that make you feel?”

**USE NONTHREATENING NONVERBALS**

When behavior begins escalating, nonverbals become key communicators to diffusing the situation.

**SET LIMITS**

When a person is defensive, disruptive, or belligerent, they need limits that are clear, simple, and enforceable.
Disruptive Behavior

AVOID OVERREACTING
Strategies to help you remain calm include:

• Taking several deep breaths before responding.
• Remembering that distress behavior is often rooted in fear and anxiety.
• Taking a moment to calm yourself by reiterating what the individual is saying.

ALLOW SILENCE FOR REFLECTION
This gives both you and the person a chance to reflect on what’s happening, and how to best proceed.

IGNORE CHALLENGING QUESTIONS
When a person challenges your authority, redirect their attention to the issue at hand.

CHOOSE WHAT YOU INSIST UPON WISELY
Be thoughtful in deciding which rules are negotiable and which are not. Options and flexibility can help you avoid unnecessary confrontations.
Suspicious Packages

Suspicious mail incidents across the United States, generally involve bio hazardous material(s) or explosive device(s). If you receive mail or discover object(s) that appear suspicious due to the presence of a powder, liquid coming out of the package or other substance, the following actions are recommended:

1. **Call UPD (9-1-1/State Safe App/702-895-3669) immediately.** University Police will evaluate the threat level and determine if other emergency personnel need to be contacted. Also, notify the Facilities Help Desk at 702-992-2200.

2. Deny everyone, with the exception of emergency responders, access to the suspicious parcel/object. If possible, place a trash can over the package. Once emergency responders access the scene, they will take custody of the questionable item(s).

3. Turn off any fans, window air conditioners and/or small area heaters.

4. Isolate the room area; evacuate the adjoining areas.

5. The individual who opened the suspicious item and anyone else who has come into contact with it should remain isolated in an area adjacent to the original location, until emergency responders arrive. Further instructions will be forthcoming from the emergency team.

6. The individuals who have had contact with the parcel should wash their hands and face with soap and water.

7. Create a list of people who were in the room where the package was received.

### Suspicious Parcel Recognition Checklist:

Use the following to evaluate parcels that seem unusual:

- Handwritten or poorly-typed address.
- No return address.
- Visual distraction on the package.
- Excessive weight/rigid, lopsided, uneven envelopes. Protruding wires or tinfoil.
- Oily stains/discolorations on the package.
- Incorrect titles.
- Misspelling of common words.
- Excessive postage.
- Restrictive markings such as “Confidential” or “personal.”
- Excessive tape or strings.
- Unexpected international, special delivery, and/or air mail.
Terrorism Incident

Multi-Agency Response

The university’s primary response to a terrorist event involves Consequence Management (COM), which includes measures to mitigate the damage, loss, hardship, and suffering caused by a terrorist event.

COM is implemented through the University Police Services Office of Emergency Management with assistance from the Nevada State University Division of College and Community Engagement (CCE), followed by assistance from the Nevada Division of Emergency Management (NDEM), the U.S. Department of Homeland Security (DHS) and the Federal Emergency Management Agency (FEMA).

Although such an event is rare, it cannot be ruled out and therefore must be considered. Responsibilities related to law enforcement during a terrorist event include:

- Protecting life and property and preserving order.
- Providing law enforcement and criminal investigation.
- Providing traffic control, crowd control, and site security.
- Isolating damaged areas.
- Providing damage reconnaissance and reporting.

The Federal Bureau of Investigation (FBI) is the primary federal agency in response to terrorist threats or actions. The FBI can be expected to take charge of the emergency and provide direction to the college’s emergency operations policy group regarding continued operation of the college.

Any decisions to close the campus will be communicated in accordance with this plan.

Stay Up to Date

For more information, visit nsc.edu/emergency to view the daily campus crime log and the Annual Security Report published by UPD.
Earthquake

Unlike other emergencies, the procedures to deal with an earthquake are much less specific. Since earthquake magnitude cannot be predetermined, everyone must initiate emergency precautions within a few seconds after the initial tremor is felt, assuming the worst possible case.

The best earthquake instruction is to take precautions before the earthquake (e.g. secure or remove objects above you that could fall during an earthquake).

Quick Steps During Emergency

1. Stay calm
2. Stay where you are, if safe
3. DROP, COVER & HOLD ON

During an Earthquake

- Remain calm.

If indoors:

- Stay in the building. DO NOT evacuate.
  - DROP to the floor under a sturdy desk or table,
  - COVER your head and face with your arms, and
  - HOLD ON to the furniture.

- DO NOT stand in a doorway.
- Stay away from overhead fixtures, windows, filing cabinets, bookcases, and heavy equipment.
- Assist any disabled persons out of the area and find a safe place for them.

If you are outside, stay outside. Move to an open area away from buildings, trees, power lines and roadways.

If you are in an automobile, stop in the safest place available, preferably an open area away from power lines and trees. Stop as quickly as safety permits and stay in the vehicle for the shelter it provides.

After an Earthquake

- Be prepared for aftershocks. Aftershocks are usually less intense than the main quake, but can cause further structural damage and injury.
- Protect yourself at all times.
- DO NOT use elevators.
- If outdoors, move quickly away from buildings, utility poles, overhead wires, parking garages and other structures.
  - Avoid downed power or utility lines; they may be energized.
  - DO NOT attempt to enter buildings until directed by emergency personnel or college officials.

Evaluate the situation and call UPD (9-1-1/State Safe App/702-895-3669) for emergency assistance, if necessary.

- DO NOT use flares, torches, cigarettes, candles, matches, and (or) any open flames, since gas leaks could be present.
- DO NOT operate electrical switches or appliances.
- If a fire is present, evacuate the building carefully.

If the structural integrity appears to be deteriorating rapidly, evacuate the building.

- DO NOT use the elevators. Always use the stairs.
- If a building or apartment is damaged, try and shut off the natural gas service and main electrical panel while evacuating.

If you are trapped in a building, stay calm!

- If a window is available, place an article of clothing (i.e. shirt or coat) outside as a marker for rescue crews. Otherwise, tap on the wall at regular intervals to alert emergency crews of your location.
- If you or someone is injured, call UPD (9-1-1/State Safe App/702-895-3669). Give or seek first-aid treatment if able.

If an evacuation is ordered:

Seek out any persons needing assistance in the area. Exit via the stairway. DO NOT use elevators. Beware of falling debris and electrical wires as you exit. Go to an open area away from buildings, trees, power lines and roadways and wait for further instructions from emergency personnel.
Severe Weather

Pay attention to the weather. If you are out hiking, seek higher ground immediately, as you may be in an area that can experience a flash flood. Visit weather.gov for more information and resources.

Dust Storm

- If you observe dense dust blowing across or approaching a roadway, pull your vehicle off the pavement as far as possible, stop, turn off lights, set the emergency brake, take your foot off of the brake pedal to be sure the tail lights are not illuminated.
- DO NOT enter the dust storm area if you can avoid it.
- If you can’t pull off the roadway, proceed at a speed suitable for visibility, turn on lights and sound horn occasionally. Use the painted center line to guide you.

Flash Flooding

Flash flood is a serious threat to the lives of drivers and (or) people in the flood’s path. If you are in your vehicle driving and you come across a flooded road, it is important to remember to NOT enter flooded streets. DO NOT drive through a flooded area. The depth of the water is not always obvious. Fast moving water, even only a few inches deep, can quickly sweep you off your feet or float your car away.

- In the event of a major rainstorm that may cause isolated flooding, it is safer for you to stay where you are and wait for the storm to end rather than attempting to drive anywhere.
- DO NOT drive through a flooded road or around barricades.

- If your vehicle stalls in water, leave the vehicle immediately and move to higher ground.
- DO NOT walk through or play in floodwater. Floodwater may contain toxic matter.
- Stay out of flood channels and detention basins, which can rise as quickly as one foot a minute.

High Winds

- Take shelter.
- Immediately go inside a sturdy building during a high wind warning or severe thunderstorm warning and move to an interior room or basement. If you are in a mobile structure, move to a sturdy building before the winds pick up or the storm system reaches your location.

- If caught outside or driving:
  - Take shelter in your car if you are not near a sturdy building. If possible, drive to a nearby sturdy building. Otherwise, move your car to a location where it is less likely to be hit by falling trees or power lines.
  - If no shelter is available avoid trees, power lines, and the side of the road. Keep in mind that power lines that are laying on the ground may be live. Do not go near them! Try to find a place that will block blowing or falling debris.
  - If you are driving and aren’t near a sturdy building, hold the steering wheel with both hands and slow down.
  - Keep a distance from high profile vehicles such as trucks, buses and vehicles towing trailers. One strong gust of wind can be enough to flip one of these trailers onto its side.

Thunderstorm/Tornado

- GET IN Put as many walls between you and the outside as possible. Stay away from doors and windows.
- GET DOWN Get to the lowest floor possible. Basements are best during tornadic or very high wind situations.
- COVER UP
- REMAIN CALM
Emergency exit maps are posted throughout all buildings. Check your surrounding area for the most relevant egress route.
Evacuation Assembly Points

* See page 48 for Student Housing @ The Village (6) evacuation assembly points.
Student Housing @ The Village

KEY

AED
Restroom
FAK

Water Fountain
Evacuation Assembly Point

HOUSING EMERGENCY CONTACT NUMBERS
The Village Maintenance 702-992-2290
University Police Services (UPD) 702-895-3669
City of Henderson Police/Ambulance/Fire 9-1-1

HOUSING NON-EMERGENCY NUMBERS
City of Henderson Police | 702-267-5000
The Village Management | 702-992-2290
NS Operator Phone Number | 702-992-2000
NS Emergency Response Teams

NEVADA STATE UNIVERSITY CAMPUS SAFETY LEAD
Vice President of Culture, Planning & Policy
(Director of Culture, Planning & Policy)

CORE ADVISORY TEAM

NS EXECUTIVE DECISIONS
President (Provost)

Student Affairs
VP of Student Affairs
(Associate Dean of Students)

Public Information Officer
Chief of Staff and Strategy
(VP of Advancement)

Legal Decisions:
General Counsel

CORE IMPLEMENTATION TEAM

NS INCIDENT RESPONSE LEAD
Vice President of Culture, Planning & Policy
(Director of Culture, Planning & Policy)

Infrastructure Lead
Associate Vice President
(Campus Infrastructure Manager)

ITS Lead
Director of Information and Technology Services
(Information Technology Manager)

Communications Lead
AVP of Marketing and Communications
(Marketing and Communications Manager)

ECE Center Lead
Interim ECEC Director
(Advisory Committee)

HR Lead
AVP of Human Resources
(Chief Human Resources Officer)

Academic Response Lead
Executive Vice Provost (Vice Provost
for Academic Decisions)

Housing Lead
General Manager
(General Manager)

Emergency Operations
Center (EOC) Staff
(Management Coordinator)

RECOVERY TEAM
(VP of Culture, Planning & Policy)

Updated 9.21.2023
State Safe is the official safety app of Nevada State University. It is the only app that integrates with Nevada State University’s safety and emergency management systems. University Police Services and the Division of College and Community Engagement have worked to develop a unique app that provides students, faculty, and staff with campus, community, and crisis resources. The app will send you important safety alerts and provide instant access to many resources. Download today!