



# Emergency Response Manual

Last Updated 12/19/2023



*The mission of Northwest Career College is to inspire the next generation of professionals through our dedication to service, commitment to mentorship, and innovation in education.*

## TABLE OF CONTENTS

<b>Preface &amp; Objectives</b>	<b>4</b>
<b>Campus Diagrams &amp; Emergency Exits</b>	<b>5</b>
<b>Campus Guide and Directions</b>	<b>5</b>
Henderson Location	7
Main Campus	8
Student Success Center	10
Employee Success Center	11
Massage Therapy Center	12
Radiography & Technology Center	13
Pharmacy & Administrative Center	14
<b>Evacuation Locations</b>	<b>15</b>
Evacuation Locations Defined	15
<b>Emergency Assessment &amp; Contacts</b>	<b>18</b>
Emergency Assessment Grid	19
Emergency Assessment Grid Defined	19
Emergency Contact Guide	20
<b>Emergency Incident Categories</b>	<b>21</b>
Active Shooter	22
Acts of Terrorism	24
Lockdown	27
Civil Unrest	28
Hostage	31
Gang Activity	32
Stalking	33
Sexual and Gender-Based Violence	34
Human Trafficking	38
Dating Violence	40
Break-Ins	41
Power Outages – Low Risk	43
Power Outages – High Risk	44

<b>Flood</b>	<b>47</b>
<b>Fire</b>	<b>48</b>
<b>Earthquake</b>	<b>49</b>
<b>Gas Leak</b>	<b>51</b>
<b>Vandalism &amp; Suspicious Activity</b>	<b>52</b>
<b>Medical Emergencies &amp; Other Medical Issues</b>	<b>53</b>
<b>Infectious Disease - Health Security Plan</b>	<b>54</b>
<b>FERPA</b>	<b>57</b>
<b>Campus Security &amp; Incident Reporting</b>	<b>58</b>
<b>Designated Security Personnel (CSAs)</b>	<b>58</b>
<b>Campus Security Officers</b>	<b>60</b>
<b>Campus Security Escalation Codes</b>	<b>61</b>
<b>Post-Incident Reporting</b>	<b>61</b>
<b>Post-Observation Reporting</b>	<b>62</b>
<b>Emergency Notification Protocol</b>	<b>62</b>
<b>Mass Employee &amp; Student Emergency Notification Process</b>	<b>63</b>
<b>Emergency Preparedness Plan</b>	<b>66</b>
<b>Identify Risks</b>	<b>67</b>
<b>Qualify Risks</b>	<b>68</b>
<b>Monitor and Manage Risks</b>	<b>69</b>
<b>Emergency Media Protocols</b>	<b>70</b>
<b>Evacuation Plan</b>	<b>71</b>
<b>Training &amp; Resources</b>	<b>72</b>
<b>Professional Compliance Training Courses – Emergency &amp; Workplace Safety</b>	<b>73</b>
<b>Conflict De-Escalation Techniques</b>	<b>74</b>
<b>Conflict-Resolution Procedures</b>	<b>76</b>
<b>Identify and Respond</b>	<b>78</b>
<b>Employee Assistance Program</b>	<b>80</b>
<b>Student Assistance Resources</b>	<b>81</b>
<b>Annual Security Report</b>	<b>85</b>

## Preface & Objectives

This Emergency Response Manual has been designed to provide a plan for Northwest Career College faculty, staff, and students to manage campus emergencies. While this manual does not cover every conceivable situation, it supplies basic guidelines to cope with campus and community emergencies with the expectation of making the campus safe and secure for all students, staff, faculty, and visitors.

The procedures herein are expected to be followed by all employees whose responsibilities and authority cover the operational situations found in this manual. Campus emergency operations will be conducted within this framework. Any exception to these emergency management procedures will be conducted by, or with the approval of those school administrators directing and coordinating the emergency operations.

Student response to campus Emergency Incidents is listed in the Annual Security Report (ASR). The ASR is distributed and reviewed during student orientation and is published on the campus website.

All requests for procedural changes, suggestions or recommendations will be submitted in writing to the VP of Operations and reviewed by the Safety Committee. If changes are deemed approved, they will be adopted and published in the following Emergency Response Manual.



## Campus Diagrams & Emergency Exits

The Emergency Exit Diagrams show emergency exits from the building. It is color coded and uses symbols to indicate the designated exit. A room containing breaker boxes and fire extinguishers is also indicated with a symbol on a floor plan. Assembly areas are indicated outside the primary exits of the building.

The Campus Diagram is color coded and indicates the user's current location, uses arrows to show the proper route to a designated exit and shows the assembly area.

Emergency Exit Diagrams are printed in color and in a font size that is easily legible. The diagrams are oriented to the user's position, so they are more easily understood and are posted at or below eye-level near (not behind or on) exit doors. The Emergency Exit Diagrams are laminated to protect them from damage.

## Campus Guide and Directions




### ADDRESSES & PROGRAM LOCATIONS

#### HENDERSON LOCATION



**ADDRESS:** 1776 WARM SPRINGS ROAD, LAS VEGAS, NV 89119

#### PROGRAMS:

-  Medical Assistant
-  Medical Billing & Coding
-  Phlebotomy Technician

### MAIN CAMPUS



**ADDRESS: 7398 SMOKE RANCH ROAD, LAS VEGAS, NV 89128**

**PROGRAMS:**






-  Dental Assistant
-  Medical Assistant
-  Healthcare Administration
-  Pharmacy Technician
-  Medical Administrative Assistant
-  Phlebotomy Technician

### STUDENT SUCCESS CENTER



**ADDRESS: 2420 PROFESSIONAL COURT, LAS VEGAS, NV 89128**

**PROGRAMS:**

-  Business Administration
-  Legal Assistant
-  Business Administrative Assistant
-  Paralegal Studies
-  Dental Administrative Assistant

### EMPLOYEE SUCCESS CENTER



**ADDRESS: 2440 PROFESSIONAL COURT, LAS VEGAS, NV 89128**

**PROGRAMS:**

None

### MESSAGE THERAPY CENTER



**ADDRESS: 2471 PROFESSIONAL COURT, LAS VEGAS, NV 89128**

**PROGRAMS:**





-  Massage Therapy

### RADIOGRAPHY & TECHNOLOGY CENTER



**ADDRESS: 2481 PROFESSIONAL COURT, LAS VEGAS, NV 89128**

**PROGRAMS:**

-  Criminal Justice
-  Criminal Justice Professional
-  IT Technician
-  Radiography

### PHARMACY & ADMINISTRATIVE CENTER



**ADDRESS: 7361 PRAIRIE FALCON ROAD SUITES 110 - 130, LAS VEGAS, NV 89128**

**PROGRAMS:**

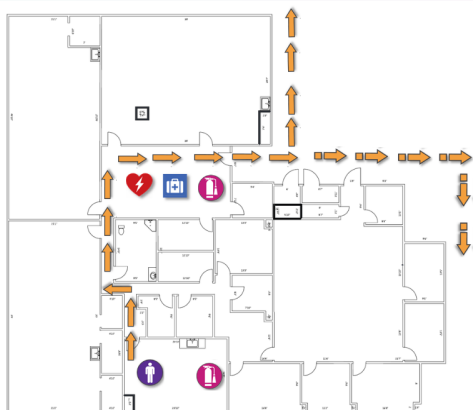
-  Medical Billing & Coding

## Henderson Location






### Second Floor



## EVACUATION PLAN



### EMERGENCY INFORMATION—R.A.C.E

- R** Remove people from immediate danger
- A** Alert others & emergency services
- C** Close windows, doors, contain the spread
- E** Evacuate the premises
-  YOU ARE HERE
-  PRIMARY EVACUATION ROUTE
-  SECONDARY EVACUATION ROUTE
-  FIRE EXTINGUISHER
-  AED MACHINE & FIRST AID KIT

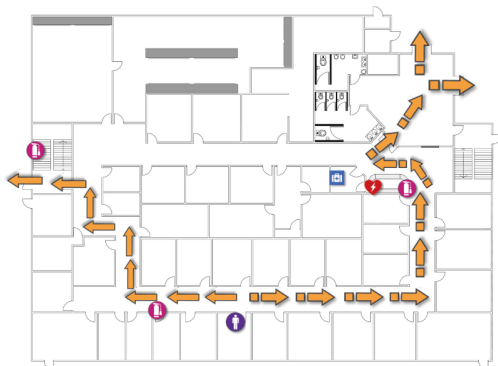
Emergency Level	Emergency Response Grid
<b>Level 1</b> <b>Minor Emergency</b> <i>Incidents involving a limited area that causes minimal impact or interruption to the campus/workplace.</i>	<ul style="list-style-type: none"> <li>Interdepartmental conflict   <i>Notify Supervisor</i></li> <li>Non-life-threatening injury &amp; Elevator out of order   <i>Notify VP of Operations</i></li> <li>FERPA Violation   <i>Notify VP of Employee Services</i></li> <li>Unavailable Internet, Campus Nexus, Telephones, CANVAS   <i>Submit an IT Ticket</i></li> </ul>
<b>Level 2</b> <b>Moderate Emergency</b> <i>A significant emergency that disrupts a Department, building, or classrooms that may require assistance from the Security team or an external organization.</i>	<ul style="list-style-type: none"> <li>Power Outages   <i>Notify Campus Security</i></li> <li>Flood   <i>Follow Evacuation Plan</i></li> <li>Civil Unrest   <i>Notify CEO</i></li> <li>Infectious Disease   <i>Follow Health Security Plan</i></li> <li>Gang Activity, Stalking, Break-Ins, &amp; Vandalism &amp; Suspicious Activity   <i>Call 911 (if applicable)</i> <i>Follow De-Escalation Procedures &amp; Notify Supervisor</i></li> </ul>
<b>Level 3</b> <b>Major Emergency</b> <i>A major emergency that involves multiple buildings or impacts the entire campus and the Surrounding Community.</i>	<ul style="list-style-type: none"> <li>Medical Emergency   <i>Call 911 &amp; Notify Supervisor (Supervisor notify Employee Services)</i></li> <li>Hostage, Sexual &amp; Gender Based Violence, Human Trafficking, &amp; Dating Violence   <i>Call 911</i> <i>Notify Title IX Coordinator</i></li> <li>Gas Leaks, Earthquake, Fire, Lockdown, Acts of Terrorism, &amp; Active Shooter   <i>Call 911</i> <i>Follow Evacuation Plan</i></li> </ul>

## Main Campus

### First Floor

**northwest**  
 CAREER COLLEGE

## EVACUATION PLAN



### EMERGENCY INFORMATION—R.A.C.E

**R**

 Remove people  
from immediate  
danger

**A**

 Alert others &  
emergency  
services

**C**

 Close windows,  
doors, contain  
the spread

**E**

 Evacuate the  
premises


YOU ARE HERE



PRIMARY EVACUATION ROUTE



SECONDARY EVACUATION ROUTE



FIRE EXTINGUISHER



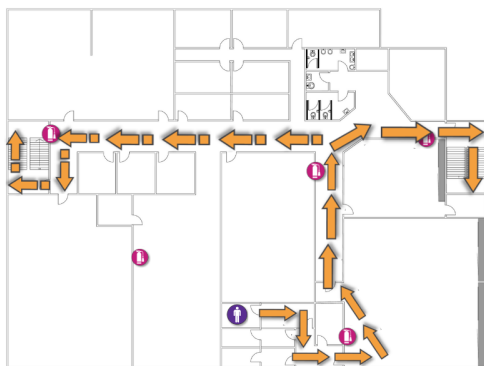
AED MACHINE &amp; FIRST AID KIT

Emergency Level	Emergency Response Grid
<b>Level 1</b> <b>Minor Emergency</b> <i>Incidents involving a limited area that causes minimal impact or interruption to the campus/workplace.</i>	<ul style="list-style-type: none"> <li>Interdepartmental conflict   <i>Notify Supervisor</i></li> <li>Non-life-threatening injury &amp; Elevator out of order   <i>Notify VP of Operations</i></li> <li>FERPA Violation   <i>Notify VP of Student Relations</i></li> <li>Unavailable Internet, Campus Nexus, Telephones, CANVAS   <i>Submit an IT Ticket</i></li> </ul>
<b>Level 2</b> <b>Moderate Emergency</b> <i>A significant emergency that disrupts a Department, building, or classrooms that may require assistance from the Security team or an external organization.</i>	<ul style="list-style-type: none"> <li>Power Outages   <i>Notify Campus Security</i></li> <li>Flood   <i>Follow Evacuation Plan</i></li> <li>Civil Unrest   <i>Notify CEO</i></li> <li>Infectious Disease   <i>Follow Health Security Plan</i></li> <li>Gang Activity, Stalking, Break-Ins, &amp; Vandalism &amp; Suspicious Activity   <i>Call 911 (if applicable)</i> <i>Follow De-Escalation Procedures &amp; Notify Supervisor</i></li> </ul>
<b>Level 3</b> <b>Major Emergency</b> <i>A major emergency that involves multiple buildings or impacts the entire campus and the Surrounding Community.</i>	<ul style="list-style-type: none"> <li>Medical Emergency   <i>Call 911 &amp; Notify Supervisor (Supervisor notify Employee Services)</i></li> <li>Hostage, Sexual &amp; Gender Based Violence, Human Trafficking, &amp; Dating Violence   <i>Call 911</i> <i>Notify Title IX Coordinator</i></li> <li>Gas Leaks, Earthquake, Fire, Lockdown, Acts of Terrorism, &amp; Active Shooter   <i>Call 911</i> <i>Follow Evacuation Plan</i></li> </ul>






### Main Campus

#### Second Floor

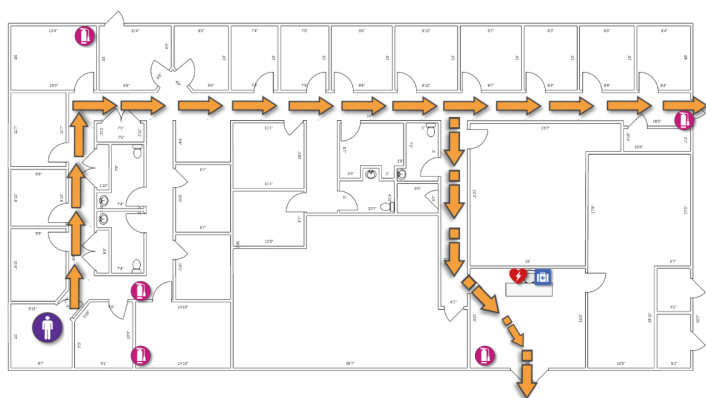
## northwest CAREER COLLEGE EVACUATION PLAN








### EMERGENCY INFORMATION—R.A.C.E

- R** Remove people from immediate danger
- A** Alert others & emergency services
- C** Close windows, doors, contain the spread
- E** Evacuate the premises
-  YOU ARE HERE
-  PRIMARY EVACUATION ROUTE
-  SECONDARY EVACUATION ROUTE
-  FIRE EXTINGUISHER
-  AED MACHINE & FIRST AID KIT

Emergency Level	Emergency Response Grid
<b>Level 1</b> <b>Minor Emergency</b> <i>Incidents involving a limited area that causes minimal impact or interruption to the campus/workplace.</i>	<ul style="list-style-type: none"> <li>Interdepartmental conflict   <i>Notify Supervisor</i></li> <li>Non-life-threatening injury &amp; Elevator out of order   <i>Notify VP of Operations</i></li> <li>FERPA Violation   <i>Notify VP of Student Relations</i></li> <li>Unavailable Internet, Campus Nexus, Telephones, CANVAS   <i>Submit an IT Ticket</i></li> </ul>
<b>Level 2</b> <b>Moderate Emergency</b> <i>A significant emergency that disrupts a Department, building, or classrooms that may require assistance from the Security team or an external organization.</i>	<ul style="list-style-type: none"> <li>Power Outages   <i>Notify Campus Security</i></li> <li>Flood   <i>Follow Evacuation Plan</i></li> <li>Civil Unrest   <i>Notify CEO</i></li> <li>Infectious Disease   <i>Follow Health Security Plan</i></li> <li>Gang Activity, Stalking, Break-Ins, &amp; Vandalism &amp; Suspicious Activity   <i>Call 911 (if applicable)</i> <i>Follow De-Escalation Procedures &amp; Notify Supervisor</i></li> </ul>
<b>Level 3</b> <b>Major Emergency</b> <i>A major emergency that involves multiple buildings or impacts the entire campus and the Surrounding Community.</i>	<ul style="list-style-type: none"> <li>Medical Emergency   <i>Call 911 &amp; Notify Supervisor (Supervisor notify Employee Services)</i></li> <li>Hostage, Sexual &amp; Gender Based Violence, Human Trafficking, &amp; Dating Violence   <i>Call 911</i> <i>Notify Title IX Coordinator</i></li> <li>Gas Leaks, Earthquake, Fire, Lockdown, Acts of Terrorism, &amp; Active Shooter   <i>Call 911</i> <i>Follow Evacuation Plan</i></li> </ul>



### EMERGENCY INFORMATION—R.A.C.E






- R** Remove people from immediate danger
- A** Alert others & emergency services
- C** Close windows, doors, contain the spread
- E** Evacuate the premises
-  YOU ARE HERE
-  PRIMARY EVACUATION ROUTE
-  SECONDARY EVACUATION ROUTE
-  FIRE EXTINGUISHER
-  AED MACHINE & FIRST AID KIT

Emergency Level	Emergency Response Grid
<b>Level 1</b> <b>Minor Emergency</b> <i>Incidents involving a limited area that causes minimal impact or interruption to the campus/workplace.</i>	<ul style="list-style-type: none"> <li>Interdepartmental conflict   <i>Notify Supervisor</i></li> <li>Non-life-threatening injury &amp; Elevator out of order   <i>Notify VP of Operations</i></li> <li>FERPA Violation   <i>Notify VP of Student Relations</i></li> <li>Unavailable Internet, Campus Nexus, Telephones, CANVAS   <i>Submit an IT Ticket</i></li> </ul>
<b>Level 2</b> <b>Moderate Emergency</b> <i>A significant emergency that disrupts a Department, building, or classrooms that may require assistance from the Security team or an external organization.</i>	<ul style="list-style-type: none"> <li>Power Outages   <i>Notify Campus Security</i></li> <li>Flood   <i>Follow Evacuation Plan</i></li> <li>Civil Unrest   <i>Notify CEO</i></li> <li>Infectious Disease   <i>Follow Health Security Plan</i></li> <li>Gang Activity, Stalking, Break-Ins, &amp; Vandalism &amp; Suspicious Activity   <i>Call 911 (if applicable)</i> <i>Follow De-Escalation Procedures &amp; Notify Supervisor</i></li> </ul>
<b>Level 3</b> <b>Major Emergency</b> <i>A major emergency that involves multiple buildings or impacts the entire campus and the Surrounding Community.</i>	<ul style="list-style-type: none"> <li>Medical Emergency   <i>Call 911 &amp; Notify Supervisor (Supervisor notify Employee Services)</i></li> <li>Hostage, Sexual &amp; Gender Based Violence, Human Trafficking, &amp; Dating Violence   <i>Call 911</i> <i>Notify Title IX Coordinator</i></li> <li>Gas Leaks, Earthquake, Fire, Lockdown, Acts of Terrorism, &amp; Active Shooter   <i>Call 911</i> <i>Follow Evacuation Plan</i></li> </ul>





### EMERGENCY INFORMATION—R.A.C.E

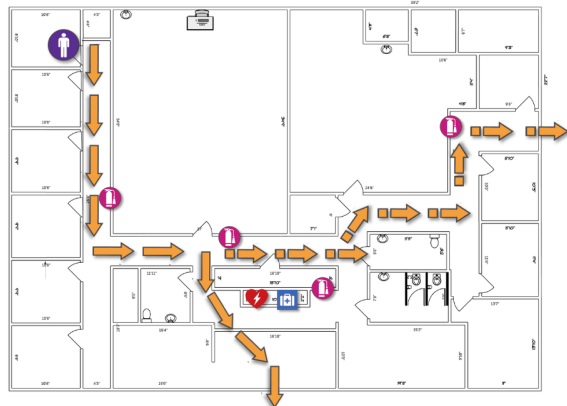
- R** Remove people from immediate danger
- A** Alert others & emergency services
- C** Close windows, doors, contain the spread
- E** Evacuate the premises
-  YOU ARE HERE
-  PRIMARY EVACUATION ROUTE
-  SECONDARY EVACUATION ROUTE
-  FIRE EXTINGUISHER
-  AED MACHINE & FIRST AID KIT

Emergency Level	Emergency Response Grid
<b>Level 1</b> <b>Minor Emergency</b> <i>Incidents involving a limited area that causes minimal impact or interruption to the campus/workplace.</i>	<ul style="list-style-type: none"> <li>Interdepartmental conflict   <i>Notify Supervisor</i></li> <li>Non-life-threatening injury &amp; Elevator out of order   <i>Notify VP of Operations</i></li> <li>FERPA Violation   <i>Notify CEO</i></li> <li>Unavailable Internet, Campus Nexus, Telephones, CANVAS   <i>Submit an IT Ticket</i></li> </ul>
<b>Level 2</b> <b>Moderate Emergency</b> <i>A significant emergency that disrupts a Department, building, or classrooms that may require assistance from the Security team or an external organization.</i>	<ul style="list-style-type: none"> <li>Power Outages   <i>Notify Campus Security</i></li> <li>Flood   <i>Follow Evacuation Plan</i></li> <li>Civil Unrest   <i>Notify CEO</i></li> <li>Infectious Disease   <i>Follow Health Security Plan</i></li> <li>Gang Activity, Stalking, Break-Ins, &amp; Vandalism &amp; Suspicious Activity   <i>Call 911 (if applicable)</i> <i>Follow De-Escalation Procedures &amp; Notify Supervisor</i></li> </ul>
<b>Level 3</b> <b>Major Emergency</b> <i>A major emergency that involves multiple buildings or impacts the entire campus and the Surrounding Community.</i>	<ul style="list-style-type: none"> <li>Medical Emergency   <i>Call 911 &amp; Notify Supervisor (Supervisor notify Employee Services)</i></li> <li>Hostage, Sexual &amp; Gender Based Violence, Human Trafficking, &amp; Dating Violence   <i>Call 911</i> <i>Notify Title IX Coordinator</i></li> <li>Gas Leaks, Earthquake, Fire, Lockdown, Acts of Terrorism, &amp; Active Shooter   <i>Call 911</i> <i>Follow Evacuation Plan</i></li> </ul>







## Massage Therapy Center

**northwest**  
CAREER COLLEGE

## EVACUATION PLAN



### EMERGENCY INFORMATION—R.A.C.E.

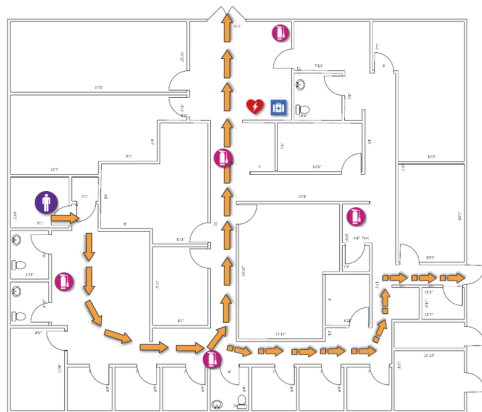
- R** Remove people from immediate danger
- A** Alert others & emergency services
- C** Close windows, doors, contain the spread
- E** Evacuate the premises
-  YOU ARE HERE
-  PRIMARY EVACUATION ROUTE
-  SECONDARY EVACUATION ROUTE
-  FIRE EXTINGUISHER
-   AED MACHINE & FIRST AID KIT

Emergency Level	Emergency Response Grid
<b>Level 1</b> <b>Minor Emergency</b> <i>Incidents involving a limited area that causes minimal impact or interruption to the campus/workplace.</i>	<ul style="list-style-type: none"> <li>Interdepartmental conflict   <i>Notify Supervisor</i></li> <li>Non-life-threatening injury &amp; Elevator out of order   <i>Notify VP of Operations</i></li> <li>FERPA Violation   <i>Notify VP of Student Relations</i></li> <li>Unavailable Internet, Campus Nexus, Telephones, CANVAS   <i>Submit an IT Ticket</i></li> </ul>
<b>Level 2</b> <b>Moderate Emergency</b> <i>A significant emergency that disrupts a Department, building, or classrooms that may require assistance from the Security team or an external organization.</i>	<ul style="list-style-type: none"> <li>Power Outages   <i>Notify Campus Security</i></li> <li>Flood   <i>Follow Evacuation Plan</i></li> <li>Civil Unrest   <i>Notify CEO</i></li> <li>Infectious Disease   <i>Follow Health Security Plan</i></li> <li>Gang Activity, Stalking, Break-Ins, &amp; Vandalism &amp; Suspicious Activity   <i>Call 911 (if applicable)</i> <i>Follow De-Escalation Procedures &amp; Notify Supervisor</i></li> </ul>
<b>Level 3</b> <b>Major Emergency</b> <i>A major emergency that involves multiple buildings or impacts the entire campus and the Surrounding Community.</i>	<ul style="list-style-type: none"> <li>Medical Emergency   <i>Call 911 &amp; Notify Supervisor (Supervisor notify Employee Services)</i></li> <li>Hostage, Sexual &amp; Gender Based Violence, Human Trafficking, &amp; Dating Violence   <i>Call 911</i> <i>Notify Title IX Coordinator</i></li> <li>Gas Leaks, Earthquake, Fire, Lockdown, Acts of Terrorism, &amp; Active Shooter   <i>Call 911</i> <i>Follow Evacuation Plan</i></li> </ul>








## Radiography & Technology Center

## EVACUATION PLAN



### EMERGENCY INFORMATION—R.A.C.E

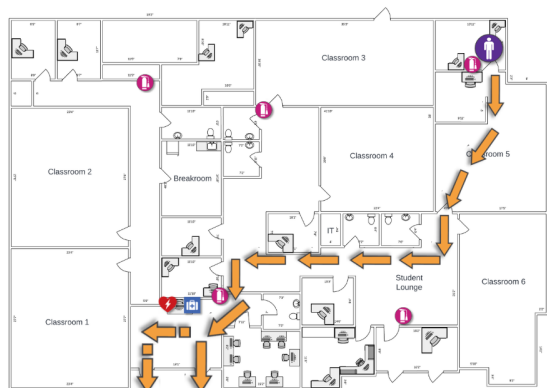
- R** Remove people from immediate danger
- A** Alert others & emergency services
- C** Close windows, doors, contain the spread
- E** Evacuate the premises
-  YOU ARE HERE
-  PRIMARY EVACUATION ROUTE
-  SECONDARY EVACUATION ROUTE
-  FIRE EXTINGUISHER
-  AED MACHINE & FIRST AID KIT

Emergency Level	Emergency Response Grid
<b>Level 1</b> <b>Minor Emergency</b> <i>Incidents involving a limited area that causes minimal impact or interruption to the campus/workplace.</i>	<ul style="list-style-type: none"> <li>Interdepartmental conflict   <i>Notify Supervisor</i></li> <li>Non-life-threatening injury &amp; Elevator out of order   <i>Notify VP of Operations</i></li> <li>FERPA Violation   <i>Notify VP of Employee Services</i></li> <li>Unavailable Internet, Campus Nexus, Telephones, CANVAS   <i>Submit an IT Ticket</i></li> </ul>
<b>Level 2</b> <b>Moderate Emergency</b> <i>A significant emergency that disrupts a Department, building, or classrooms that may require assistance from the Security team or an external organization.</i>	<ul style="list-style-type: none"> <li>Power Outages   <i>Notify Campus Security</i></li> <li>Flood   <i>Follow Evacuation Plan</i></li> <li>Civil Unrest   <i>Notify CEO</i></li> <li>Infectious Disease   <i>Follow Health Security Plan</i></li> <li>Gang Activity, Stalking, Break-Ins, &amp; Vandalism &amp; Suspicious Activity   <i>Call 911 (if applicable)</i> <i>Follow De-Escalation Procedures &amp; Notify Supervisor</i></li> </ul>
<b>Level 3</b> <b>Major Emergency</b> <i>A major emergency that involves multiple buildings or impacts the entire campus and the Surrounding Community.</i>	<ul style="list-style-type: none"> <li>Medical Emergency   <i>Call 911 &amp; Notify Supervisor (Supervisor notify Employee Services)</i></li> <li>Hostage, Sexual &amp; Gender Based Violence, Human Trafficking, &amp; Dating Violence   <i>Call 911</i> <i>Notify Title IX Coordinator</i></li> <li>Gas Leaks, Earthquake, Fire, Lockdown, Acts of Terrorism, &amp; Active Shooter   <i>Call 911</i> <i>Follow Evacuation Plan</i></li> </ul>






## Pharmacy & Administrative Center

**northwest**  
CAREER COLLEGE

## EVACUATION PLAN



### EMERGENCY INFORMATION—R.A.C.E

- R** Remove people from immediate danger
- A** Alert others & emergency services
- C** Close windows, doors, contain the spread
- E** Evacuate the premises
-  YOU ARE HERE
-  PRIMARY EVACUATION ROUTE
-  SECONDARY EVACUATION ROUTE
-  FIRE EXTINGUISHER
-  AED MACHINE & FIRST AID KIT

Emergency Level	Emergency Response Grid
<b>Level 1</b> <b>Minor Emergency</b> <i>Incidents involving a limited area that causes minimal impact or interruption to the campus/workplace.</i>	<ul style="list-style-type: none"> <li>Interdepartmental conflict   <i>Notify Supervisor</i></li> <li>Non-life-threatening injury &amp; Elevator out of order   <i>Notify VP of Operations</i></li> <li>FERPA Violation   <i>Notify VP of Student Relations</i></li> <li>Unavailable Internet, Campus Nexus, Telephones, CANVAS   <i>Submit an IT Ticket</i></li> </ul>
<b>Level 2</b> <b>Moderate Emergency</b> <i>A significant emergency that disrupts a Department, building, or classrooms that may require assistance from the Security team or an external organization.</i>	<ul style="list-style-type: none"> <li>Power Outages   <i>Notify Campus Security</i></li> <li>Flood   <i>Follow Evacuation Plan</i></li> <li>Civil Unrest   <i>Notify CEO</i></li> <li>Infectious Disease   <i>Follow Health Security Plan</i></li> <li>Gang Activity, Stalking, Break-Ins, &amp; Vandalism &amp; Suspicious Activity   <i>Call 911 (if applicable)</i> <i>Follow De-Escalation Procedures &amp; Notify Supervisor</i></li> </ul>
<b>Level 3</b> <b>Major Emergency</b> <i>A major emergency that involves multiple buildings or impacts the entire campus and the Surrounding Community.</i>	<ul style="list-style-type: none"> <li>Medical Emergency   <i>Call 911 &amp; Notify Supervisor (Supervisor notify Employee Services)</i></li> <li>Hostage, Sexual &amp; Gender Based Violence, Human Trafficking, &amp; Dating Violence   <i>Call 911</i> <i>Notify Title IX Coordinator</i></li> <li>Gas Leaks, Earthquake, Fire, Lockdown, Acts of Terrorism, &amp; Active Shooter   <i>Call 911</i> <i>Follow Evacuation Plan</i></li> </ul>

## Evacuation Locations

### Evacuation Locations Defined

#### 1. Gazebo – PAC



- Any employees or students who are located at the LBC or PAC will evacuate to the gazebo identified in the Campus Evacuation Guide.
- Upon evacuation, Supervisors will be responsible for taking a tally of individuals who evacuated the building from their respective program/department. That tally will be provided to the Campus Security Authority to update the appropriate safety officials (i.e., police, firefighters, etc.).



## 2. Main Campus Overhang – MC/SSC/ESC



- Any employees or students who are located at Main Campus, SSC, or ESC will evacuate to the Main Campus Overhang identified in the Campus Evacuation Guide.
- Upon evacuation, Supervisors will be responsible for taking a tally of individuals who evacuated the building from their respective program/department. That tally will be provided to the Campus Security Authority to update the appropriate safety officials (i.e., police, firefighters, etc.).

### 3. MTC Overhang – MTC



- Any employees or students who are located at MTC will evacuate to the MTC Overhang identified in the Campus Evacuation Guide.
- Upon evacuation, Supervisors will be responsible for taking a tally of individuals who evacuated the building from their respective program/department. The Front Office representatives who are located at the MTC will be responsible for taking the tally of clients who evacuated the building. That tally will be provided to the Campus Security Authority to update the appropriate safety officials (i.e., police, firefighters, etc.).
  - Campus Security Authority will document the number of individuals who evacuated to the MTC Overhang on the Emergency Management Guide Template.

## Emergency Assessment & Contacts

The below procedures will outline what steps to perform in the case of an emergency on campus.

An Emergency Assessment Grid has been created with varying levels of emergencies, what those emergencies include in each level, as well as who to contact when that emergency occurs. The Emergency Assessment Grid was then further broken down to ensure that all NCC employees have a clear understanding of how to handle a particular emergency and the necessary communication measures needed to de-escalate and resolve the emergency.

The Emergency Assessment Grid is posted on all doors of each campus, so employees have clear access on how to handle an emergency that arises in a timely manner.

It is important that, in any of the below situations, you remain calm and ensure safety above all else.



## Emergency Assessment Grid

Emergency Level	Emergency Response Grid
<b>Level 1</b> <b>Minor Emergency</b> <i>Incidents involving a limited area that causes minimal impact or interruption to the campus/workplace.</i>	<ul style="list-style-type: none"> <li>Interdepartmental conflict   <b>Notify Supervisor</b></li> <li>Non-life-threatening injury &amp; Elevator out of order   <b>Notify VP of Operations</b></li> <li>FERPA Violation   <b>Notify CEO</b></li> <li>Unavailable Internet, Campus Nexus, Telephones, CANVAS   <b>Submit an IT Ticket</b></li> </ul>
<b>Level 2</b> <b>Moderate Emergency</b> <i>A significant emergency that disrupts a Department, building, or classrooms that may require assistance from the Security team or an external organization.</i>	<ul style="list-style-type: none"> <li>Power Outages   <b>Notify Campus Security</b></li> <li>Flood   <b>Follow Evacuation Plan</b></li> <li>Civil Unrest   <b>Notify CEO</b></li> <li>Infectious Disease   <b>Follow Health Security Plan</b></li> <li>Gang Activity, Stalking, Break-Ins, &amp; Vandalism &amp; Suspicious Activity   <b>Call 911 (if applicable)</b> <b>Follow De-Escalation Procedures &amp; Notify Supervisor</b></li> </ul>
<b>Level 3</b> <b>Major Emergency</b> <i>A major emergency that involves multiple buildings or impacts the entire campus and the Surrounding Community.</i>	<ul style="list-style-type: none"> <li>Medical Emergency   <b>Call 911 &amp; Notify Supervisor (Supervisor notify Employee Services)</b></li> <li>Hostage, Sexual &amp; Gender Based Violence, Human Trafficking, &amp; Dating Violence   <b>Call 911</b> <b>Notify Title IX Coordinator</b></li> <li>Gas Leaks, Earthquake, Fire, Lockdown, Acts of Terrorism, &amp; Active Shooter   <b>Call 911</b> <b>Follow Evacuation Plan</b></li> </ul>

### THINGS TO REMEMBER:

- Do not contact other members of the team and try to solve the situation without following the above escalation.
- Even though we have licensed physicians on campus, they are NOT allowed to 'treat' any individuals on campus.
- The Medical Assisting Lab is NOT to be used as a 'triage' facility. Northwest is an educational institution ONLY.

## Emergency Assessment Grid Defined

### 1. Level 1 – Minor Emergency

- A department or building incident that can be resolved with existing College resources or limited outside help. A Level 1 incident is usually a one-dimensional event that has a limited duration and little impact on the campus community beyond those using the space/building in which it occurred. The Emergency Contact, as listed below in the Emergency Contact Guide, should be advised, and updated regarding Level 1 situations.
  - For **student-related issues**, the student's Instructor/Program Chair should be immediately notified, followed by contact with the Director of Academic Affairs for additional escalation/coaching procedures, if necessary.
  - For **employee-related issues**, the employee's direct Supervisor should be immediately notified, followed by contact with the Executive of the respective department for additional escalation/coaching procedures, if necessary.
  - For **non-NCC affiliates/guests**, Campus Security should be immediately notified, followed by contact with the VP of Operations for additional escalation procedures, if necessary.

### 2. Level 2 – Moderate Emergency

- An emergency that impacts a sizable portion of the campus and/or outside community. Level 2 emergencies may be single or multi-hazard situations, and often require considerable and timely coordination both within and outside the College.



- Level 2 emergencies also include imminent events on campus or in the general community that may develop into a major College crisis or a full disaster.
- The Emergency Contact, either the VP of Operations or the Chief Operating Officer, should be notified as soon as possible if a Level 2 emergency has occurred or is occurring. Should the emergency need additional emergency services, contact 911.
- Depending on the type of emergency, upon activation of the procedures listed in Emergency Response Manual (ERM)/Evacuation Plan, the Emergency Contact will communicate with a member or members of the Executive Team. The ERM will be activated as soon as possible and a plan for managing the emergency will be developed.

### 3. Level 3 – Major Emergency

- A catastrophic emergency event involving the entire campus and surrounding community. Immediate resolution of the disaster, which is usually multi-hazard, is beyond the Emergency Contact capabilities of campus.
- Contact local resources 911 (Las Vegas Metropolitan Police and/or Las Vegas Fire and Rescue) to see if the assistance of further State and/or Federal resources is necessary. Procedures followed by college personnel will be similar to those outlined above with respect to Level 3 emergencies.
- Alert and update the community as needed through the Mass Employee and Student Emergency Notification Process (email/text blast to all NCC affiliates, Namely Announcement to all employees, Northwest website, and media via Chief Operating Officer).

### Emergency Contact Guide

NAME	TITLE	BLDG	OFFICE	CELL	EMAIL
Northwest Career College	Front Office	MC	702-254-7577	N/A	N/A
Patrick Kenny	Chief Executive Officer/Director of HR	MC	106	702-682-4055	patrick.kenny@northwestcareercollege.edu
Dr. Thomas Kenny	Chief Compliance Officer	ESC	176	702-496-8724	thomas.kenny@northwestcareercollege.edu
Dr. Stephanie Kenny	Chief Academic Officer	MC	115	702-496-6016	stephanie.kenny@northwestcareercollege.edu
Michael Kenny	Chief Financial Officer	MC	116	702-677-0039	michael.kenny@northwestcareercollege.edu
Pablo Chacon	VP of Operations	MC	1001	702-480-6271	pablo.chacon@northwestcareercollege.edu
Campus Security	Campus Security	ESC	N/A	N/A	campussecurity@northwestcareercollege.edu

*For department supervisor contact information, refer to ADP or contact the Front Office for extension information.*



## Emergency Incident Categories

Below are twelve emergency incident categories outlined below:

1. [Active Shooter](#)
2. [Acts of Terrorism](#)
3. [Lockdown](#)
4. [Civil Unrest](#)
5. [Hostage](#)
6. [Gang Activity](#)
7. [Stalking](#)
8. [Sexual and Gender-Based Violence](#)
9. [Human Trafficking](#)
10. [Dating Violence](#)
11. [Break-ins](#)
12. [Power Outages – Low and High Risk](#)
13. [Flood](#)
14. [Fire](#)
15. [Earthquake](#)
16. [Gas Leak](#)
17. [Vandalism and Suspicious Activity](#)
18. [Medical Emergencies & Other Medical Issues](#)
19. [Infectious Disease - Health Security Plan](#)
20. [FERPA](#)

Each category is explained, in detail, on what measures need to be taken to ensure that all Northwest Career College Faculty, Staff, and Students are knowledgeable of how to handle high, Level 3 emergencies safely. Being prepared and knowledgeable of how to handle these situations is of the utmost importance. Additionally, please refer to the Emergency Response Grid for a summary of each category and the escalation process.

### Active Shooter

Below are the steps to be followed in an Active Shooter situation per the U.S. Department of Homeland Security. Please refer to the following link for additional resources: [https://www.dhs.gov/xlibrary/assets/active\\_shooter\\_booklet.pdf](https://www.dhs.gov/xlibrary/assets/active_shooter_booklet.pdf)

#### 1. How to respond when an Active Shooter is within your vicinity

- Quickly determine the most reasonable way to protect your own life. Remember that customers and clients are likely to follow the lead of employees and managers during an active shooter situation.
- **Evacuate**
  - If there is an accessible escape path, attempt to evacuate the premises. Be sure to:
    - Have an escape route and plan in mind
    - Evacuate regardless of whether others agree to follow
    - Leave your belongings behind
    - Help others escape, if possible
    - Prevent individuals from entering an area where the active shooter may be
    - Keep your hands visible
    - Follow the instructions of any police officers
    - Do not attempt to move wounded people
    - Call 911 when you are safe
- **Hide out**
  - If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.
  - Your hiding place should:
    - Be out of the active shooter's view
    - Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door)
    - Not trap you or restrict your options for movement
    - To prevent an active shooter from entering your hiding place:
      - Lock the door
      - Blockade the door with heavy furniture
  - If the active shooter is nearby:
    - Lock the door
    - Silence your cell phone and/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
    - Dial 911, if possible, to alert police to the active shooter's location
    - If you cannot speak, leave the line open and allow the dispatcher to listen
- **Take action against the active shooter**
  - As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:
    - Acting as aggressively as possible against him/her
    - Throwing items and improvising weapons
    - Yelling
    - Committing to your actions

**2. How to react when law enforcement arrives:**

- 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, just proceed in the direction from which officers are entering the premises

**3. Information to provide to law enforcement or 911 operator:**

- Location of the active shooter
- Number of shooters, if more than one
- Physical description of shooter/s
- Number and type of weapons held by the shooter/s
- Number of potential victims at the location

**4. 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.**

**5. 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 Terrorism

#### 1. Types of Terrorism

##### ○ Chemical

<b>Stated Threat to Release a Chemical Agent</b>
<b>Unusual Occurrence of Dead or Dying Animals</b> <ul style="list-style-type: none"> <li>• For example, lack of insects, dead birds</li> </ul>
<b>Unexplained Casualties</b> <ul style="list-style-type: none"> <li>• Multiple victims</li> <li>• Surge of similar 911 calls</li> <li>• Serious illnesses</li> <li>• Nausea, disorientation, difficulty breathing, or convulsions</li> <li>• Definite casualty patterns</li> </ul>
<b>Unusual Liquid, Spray, Vapor, or Powder</b> <ul style="list-style-type: none"> <li>• Droplets, oily film</li> <li>• Unexplained odor</li> <li>• Low-lying clouds/fog unrelated to weather</li> </ul>
<b>Suspicious Devices, Packages, or Letters</b> <ul style="list-style-type: none"> <li>• Unusual metal debris</li> <li>• Abandoned spray devices</li> <li>• Unexplained munitions</li> </ul>

##### ○ Biological

<b>Stated Threat to Release a Biological Agent</b>
<b>Unusual Occurrence of Dead or Dying Animals</b>
<b>Unusual Casualties</b> <ul style="list-style-type: none"> <li>• Unusual illness for region/area</li> <li>• Definite pattern inconsistent with natural disease</li> </ul>
<b>Unusual Liquid, Spray, Vapor, or Powder</b> <ul style="list-style-type: none"> <li>• Spraying; suspicious devices, packages, or letters</li> </ul>

##### ○ Nuclear/Radiological

<b>Stated Threat to Deploy a Nuclear or Radiological Device</b>
<b>Presence of Nuclear or Radiological Equipment</b> <ul style="list-style-type: none"> <li>• Spent fuel canisters or nuclear transport vehicles</li> </ul>
<b>Nuclear Placards/Warning Materials Along with Otherwise Unexplained Casualties</b>

### 2. Initial Warning

- When an act of terrorism has occurred, the initial call for help will likely come through the local 9-1-1 center.
- This caller may or may not identify the incident as a terrorist incident, but may state only that there was an explosion, a major “accident,” or a mass casualty event. Information relayed through the dispatcher prior to arrival of first responders on scene, will provide first responders with the basic data to begin responding to the incident.
- With increased awareness and training about terrorist incidents, first responders should recognize that a terrorist incident has occurred. The information provided in this document applies where it becomes obvious or strongly suspected that an incident has been intentionally perpetrated to harm people, compromise the public’s safety and well-being, disrupt essential government services, or damage the area’s economy or environment.

### 3. Investigation and Containment of Hazards

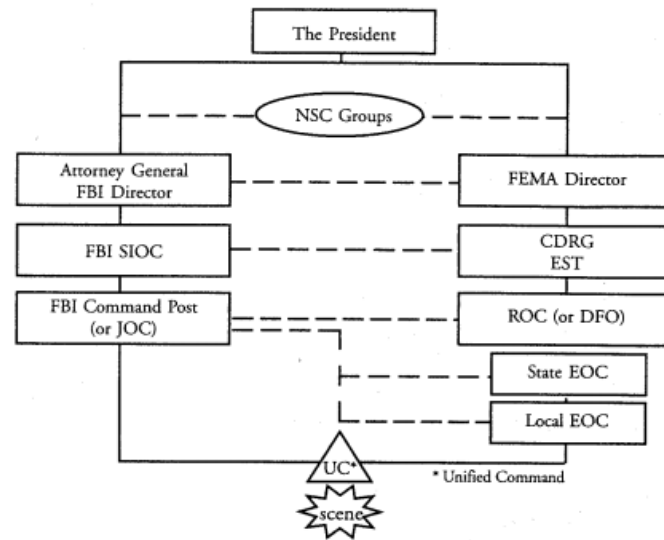
- Local first responders will provide initial assessment or scene surveillance of a hazard caused by an act of terrorism.
- The proper local, State, and Federal authorities capable of dealing with and containing the hazard should be alerted to a suspected terrorist attack as soon as first responders recognize the occurrence of symptoms that are highly unusual or of an unknown cause.
- Consequently, State, and local emergency responders must be able to assess the situation and request assistance as quickly as possible.

### 4. Direction and Control

- Local government emergency response organizations will respond to the incident scene(s) and make appropriate and rapid notifications to local and State authorities.
- Control of the incident scene(s) most likely will be established by local first responders from either fire or police.
- To assure continuity of operations, it is important that the Incident Command Post be established at a safe location and at a distance appropriate for response to a suspected or known terrorist incident.
- In addition, in severe terrorist attacks, response operations may last for very long periods, and there may be more leadership casualties due to secondary or tertiary attacks or events.

### 5. Communication

- Strengthening communications among first responders, clinicians, emergency rooms, hospitals, mass care providers, and emergency management personnel must be given top priority in planning.
- In addition, terrorist attacks have been shown to overload nondedicated telephone lines and cellular telephones.
- In these instances, the Internet has proven more reliable for making necessary communications connections.
- Refer to the following image:



### Lockdown

#### 1. Faculty and Staff should do the following if a lockdown is ordered:

- Immediately cease all activity (i.e., teaching, group work, meetings, etc.)
- Call 9-1-1, if able to do so safely. Don't assume others have or will call.
- If you are outside of a building when a lockdown is announced, if it is safe to do so, run into the nearest campus location with hands raised above the head and palms facing outward. If it is not safe to run into a building, hide behind a large heavy object (i.e., vehicle or tree).
- Lock all doors and windows immediately. If a door can't be locked, attempt to quickly block the door with heavy items.
  - Place furniture and equipment in front of the door or use a belt or other item to tie the door handle to something stable.
- Never open doors or windows unless ordered to do so by a member of law enforcement or a designated school official.
  - Always ask for documentation from an official to confirm their identity.
- Turn off all lights and close the blinds or curtains.
- Instruct all students to stay low and away from the windows and doors.
  - Put an obstacle or barrier in front of yourself for concealment and protection. Use desks, tables, chairs, bookcases or other furniture or equipment.
- Keep students inside of the classroom.
- Silence televisions, cell phones and other electronics.
  - If communication is needed, use text messaging only!
- Clear hallways, bathrooms and any area or room that cannot be thoroughly secured.
- Account for every student in the room.
- Assist those with special needs.
- Provide comfort to those who may be panicked. Try to calm them and get them to remain quiet.
- Remain indoors and under lockdown until you receive an "all clear" from authorized personnel.
  - If you are directed by authorized personnel to leave your secured area, assist others in moving as quietly and quickly as possible.
  - Cooperate with instructions given by authorized personnel.

#### 2. Students should abide by the following rules during a school lockdown:

- Alert a faculty member or staff if you know that someone is simply pulling a prank.
- Remain quiet, still, calm and alert.
- Follow all instructions.
- Only use cellular devices if it is an emergency or if instructed to do so.

#### 3. What Faculty, Staff, and Students should **NOT** do if a lockdown is ordered:

- Do **NOT** pull the fire alarm.
  - This will trigger people to leave safe areas and go outside where it might not be as safe or put them in a position where they encounter the threat.
  - If the fire alarm sounds, do not leave unless advised to do so by police, emergency response personnel, Campus Security, authorized personnel or unless you detect fire.
- Do **NOT** run in a straight line. If you are currently in an open area of campus when a lockdown is initiated, **DO** run in a zig-zag motion until you have reached a safe location.
- Do **NOT** huddle in a room together. **DO** spread out!
- Do **NOT** let anyone else into your room once you close and lock it unless you can do so with a high degree of certainty that you will be safe.

### Civil Unrest

#### Varying Types of Civil Unrest

- When a group of people has been oppressed or feels that their rights are being infringed upon, it is common to see them come together to demand change and action from higher authorities. If such an event escalates, it can take a violent turn, not only with the risk of hurting people, but also extensive damage to personal property, local businesses, and the overall economy.
- **Protest**
  - To publicly demonstrate a strong objection to an official policy or course of action. Peaceful demonstrations and protests that abide by the law do not constitute civil unrest.
- **Civil Demonstration**
  - This term is also called civil resistance, which is either a spontaneous gathering or a movement that forms a nonviolent resistance as part of a larger campaign.
- **Civil / Social Unrest**
  - These terms are also known as a civil disturbance, civil disorder, or civil conflict. These are defined by law enforcement as a gathering of three or more people, in reaction to an event, with the intention of causing a public disturbance in violation of the law. Civil unrest typically involves injury to other people and/or damage to property.
- **Political Unrest**
  - A sum of riots, general strikes, and anti-government protests.
- **Riots**
  - A form of civil disorder commonly characterized by a group lashing out in a violent public disturbance against people, authority, or property.

#### 1. What to Expect During a Riot

- According to the National Institute of Health, social unrest has been attributed to a variety of causes ranging from political, environmental, social, economic, racial, and ethnic tensions to food scarcity, inflation, and other issues.
- While protests can be an effective and peaceful means of inspiring change in a nation, some have the tendency to turn violent.
- During all the emotion and passion, a scene could arise where shots are being fired, windows being shattered, tear gas grenades being thrown around, and all-around chaos.
- People will take to the streets and loot, cars and buildings may get set on fire, graffiti will be scribbled on walls, and the police or armed forces will do what they can to contain the commotion, whether it's by arresting or killing rioters.

#### 2. How to Mitigate Social Conflict

- Always observe the surroundings and maintain situational awareness.
- Civil disturbances can be as minor as a small group of people fighting to as major as thousands of demonstrators, tear gas, and fire.
- Learn the communication, response, and evacuation plan that Northwest Career College has in effect.
- Northwest will double-check with their insurance company that there is coverage for damages as a result of riots and demonstrations, including vandalism.
- Keep copies of the expensive purchases to show proof of which items are owned but were looted or destroyed.
- Purchase personal protection equipment, such as cameras.
- Stay updated with the news.



- Have a general understanding of the situations surrounding Northwest and whether there is tension building to prepare for a riot that might come as a result.

### 3. Stay Safe During Civil Unrest

- Do not get involved in a riot.
- Civil disorder can escalate quickly, and your safety is a priority.
- Travel with caution and avoid demonstration areas.
- Keep a low profile to prevent becoming a target and expect delays due to traffic and blocked roads.
- Never drive through a demonstration.
- Observe locally enforced curfews, ordinances, and regulations.
- If there is a demonstration, find a place where there are fewer crowds or take refuge.
- If the riot is politically inclined, avoid government-owned buildings, such as police stations, city hall, the supreme court, and embassies.
- If an injury occurs, seek medical attention as soon as possible.

### 4. Safety Plan

- **Outside of the Building**
  - If a disturbance occurs outside of the building, and there are not police on scene, call 9-1-1.
    - At the same time, notify the CEO.
  - The Northwest Driving School vehicles should be removed from the premises overnight and stored in a safe and secure location.
  - Keep as many lights off as possible inside the building and turn off any exterior fixtures that identify the campus as being open (i.e., the water fountain).
- **Inside the Building**
  - If participants enter the building, be courteous and do not provoke an incident.
  - If necessary, call 9-1-1.
    - At the same time, notify the CEO.
  - Faculty and staff in other areas of the building should secure their work area to limit the ability of the
  - participants to enter.
  - Faculty and staff should not attempt to leave their work area unless advised to do so by the Campus Security Officer's, supervisor, or by general announcement.
    - If instructed to evacuate, and it is safe to do so, secure the work area, log off computers, and secure sensitive files.
- **General Precautions**
  - Remain calm.
  - Do not become a spectator.
  - If outside of an office, leave or avoid the area to prevent possible injury.
  - Close all blinds.
  - Avoid window areas.
  - Do not argue or debate with participants.
- **Tactics to Consider**
  - Identify rioters using audio-visual recording, specifically for the license plates.
  - Engaging community leaders and other key stakeholders is important.
  - Share intelligence with other retailers and law enforcement.
  - Remove combustibles, make-shift projectiles, tools, and other items from perimeter.
  - Board windows or use mesh roll-down screen.

- Use social media to track activities of organizations known to be involved in protests, even if the
- organizations are lawful and peaceful, as others may use the protest as an opportunity for crime.
- Offenders will target areas away from protests where they believe police will not be.
- When possible, place high-value items in safes, secure storage, or move to a more secure location.
- Assess risk daily.

### 5. Tier Classification

- **Tier 1: Low/No Impact on Community**
  - Campus Plans: NCC will operate with a “business-as-usual” mentality.
  - Class Plans: Classes will be held as scheduled.
  - Employee Plans: Employees will report to their regularly scheduled workplace at their regularly scheduled hours.
  - Communication Plans: NCC will email all staff, faculty, and students identifying this scenario as a tier 1.
- **Tier 2: Moderate Impact on Community**
  - Campus Plans: NCC will implement an emergency procedure in which all campuses will be closed to the public and open only to employees.
  - Class Plans: Classes will be held as scheduled; however, all on-campus classes will be transitioned to a zoom setting.
  - Employee Plans: Employees will report to their regularly scheduled workplace at their regularly scheduled hours.
  - Communication Plans: NCC will call, text, and email all staff, faculty, and students identifying this scenario as a tier 2.
- **Tier 3: High Impact on Community**
  - Campus Plans: NCC Campus will be closed.
  - Class Plans: Classes will not be held.
  - Employee Plans: NCC’s campus will be open only for emergency personnel (Security, IT, Critical Members of Leadership Team).
  - Communication Plans: NCC will call, text, and email all staff, faculty, and identifying this scenario as a tier 3.

### Hostage

Hostage situations can generally be described in two basic ways. One is the traditional situation, in which the captor tries to utilize hostages as leverage to negotiate something else. The other situation, which is becoming more prevalent, occurs when the hostage-taker is bent on death and destruction to “make a statement” and has no other goal in mind.

#### 1. If you hear or see a hostage situation

- Immediately remove yourself from danger if possible.
- Notify the police by calling 9-1-1, and provide the following information:
  - Location of incident.
  - Number and description of hostage takers.
  - Number and description of hostages.
  - Your name, location, and phone number.
- Do **NOT** hang up until the dispatcher advises you to disconnect.

#### 2. If you are taken hostage

- Remain calm, be polite and cooperate with your captors.
  - Stay as calm as you can. When hostages panic, captors panic, and the situation can escalate beyond the captors’ original intentions. You can appear calm by following directions and avoiding sensitive topics in any conversation with the captor.
  - By appearing to empathize (not sympathize) with your captor, you will become a person to them rather than a brokering chip. In some cases, by creating a bond, hostages have reversed the Stockholm syndrome, making captors unwilling to harm their captives. By connecting, you buy yourself time by slowing things down. Encourage the negotiation process and keep the focus on outside contact.
  - While encouraging a negotiated release or some other peaceful conclusion, remain alert to rescue efforts and escape opportunities.
- Speak normally.
- Observe the captors and try to memorize their physical traits, clothing or other details that can help provide a description.
- Try to establish a relationship with your captors and get them to know you.
  - You want the captor to think of you as a person not as an object.
  - Captors are less likely to harm you if they respect you.
- If forced to present terrorist demands to authorities, state clearly that the demands are from your captors. Avoid making a plea on your own behalf.
- Try to stay low to the ground or behind cover away from windows or doors.
- Do not attempt escape unless there is an extremely good chance of survival.
- Do not complain, avoid being belligerent and comply with instructions.
- Do not draw attention to yourself with sudden body movements, statements, comments, or hostile looks.
- If possible, dial 9-1-1 and leave the connection open with the phone on mute.

#### 3. In a rescue situation

- **DO NOT RUN.** Drop to the floor and remain still. If that is not possible, cross your arms, bow your head, and stand still. Make no sudden moves that a tense rescuer may interpret as hostile or threatening.
- Wait for instructions and obey all instructions you are given.
- Do not be upset, resist, or argue if a rescuer isn’t sure whether you are a terrorist or a hostage.
- Even if you are handcuffed and searched, **DO NOT** resist. Just wait for the confusion to clear.

### Gang Activity

#### 1. What gang activity looks like

- Cliques of students wearing the same colors in clothes, bandanas, specific types of belts/buckles, jewelry, charms, or team sports clothing.
- Tattoos, graffiti, and drawings/sketches on folders, notebooks, or school assignments, including area codes and geographical locations represented numerically.
- Hand signs, handshakes, and other expressions of gang association or affiliation.
- Are just a few students creating problems? Who are they? What is the level of these students' gang association or affiliation?
- Are there rival gangs on campus fighting among themselves?
- Are there outside influences or circumstances entering the school grounds and driving the gang activity?
- Are the incidents in question gang-related?

#### 2. The role of administration

- Recognize signs of gang activity and identify those involved. Monitor behaviors for gang affiliation and look for gang identifiers. Things to monitor closely include the following:
  - Social media outlets, to include identification of social media sites and trends specific to the community and school. Gang-involved individuals often will highlight their activities via social media outlets. In addition, social media is beneficial for anonymous reporting of gang involvement and/or activity by concerned parents, students, and staff.
  - Students who assume leadership roles on campus may have influence over groups of gang-involved students and their activities. Creating a relationship with those students and monitoring their behavior can help reduce or prevent violence.
  - Behaviors and activities of students in spaces such as break rooms, hallways, bathrooms, and other spaces where students can freely congregate before, during, and after school.
  - Apartment complexes, stores, restaurants, parks, or other establishments near the school. These places can be used for gang-related activity.
  - Repeated incidents of disrespect, threat, and intimidation by students (verbal and nonverbal).
  - Reports of delinquent and criminal activity at school.
  - Registrations of students coming from probation, detention, or other schools with known gang issues.

#### 3. Intervention strategies

- Get to know those students who are suspected of gang involvement. Determine each student's level of involvement and commitment as a member or associate. (Is the student deep in the gang, or does the student have a loose affiliation with gang members?) This will assist in determining the best individual approach to use.
- Establish a rapport with these students; sometimes this is as simple as providing intervention techniques such as mentoring, academic support, and a system of wraparound support services to help students disengage from gang involvement. At other times, it may require justice system intervention.
- For those students suspected of gang affiliation or association, track and document behaviors and progress in school (e.g., regularly monitor attendance and grades). Address concerns of behavior, grades, and attendance.
- Be consistent with discipline. Balance consistent discipline and accountability with positive support.
- Use conflict-resolution strategies and other restorative justice practices demonstrated to be effective with gang-involved individuals.

## Stalking

### 1. What is stalking?

- The term **stalking** means engaging in a course of conduct directed at a specific person that would cause a reasonable person to:
  - Fear for his or her safety or the safety of others, or
  - Suffer substantial emotional distress.
- A **course of conduct** can be defined as a pattern of behavior composed of two or more acts over a period, however short, that evidence a continuity of purpose.
- A **reasonable person** standard asks if a reasonable person in similar circumstances would be made afraid by the perpetrator's behavior.
  - A reasonable person fear standard can help avoid various subjective perceptions of fear, as different people may not be fearful of the same things.

### 2. Stalking Behaviors

- Non-consensual communication including in-person communication, telephone calls, voice messages,
- text messages, email messages, social networking site postings, instant messages, postings of pictures or
- information on websites, written letters, gifts, or any other communications that are undesired and/or place another person in fear.
- Following, pursuing, waiting, or showing up uninvited at a workplace, place of residence, classroom, or
- other locations frequented by a victim.
- Surveillance and other types of observation, whether by physical proximity or electronic means.
- Trespassing.
- Vandalism.
- Non-consensual touching.
- Direct physical and/or verbal threats against a victim or a victim's loved ones.
- Gathering of information about a victim from family, friends, co-workers, and/or classmates.
- Manipulative and controlling behaviors such as threats to harm oneself, or threats to harm someone close to the victim.
- Defamation or slander against the victim.

### 3. Victims' Rights

- Treatment with dignity and respect, not subjected to biased attitudes or judgments.
- Not having past and irrelevant conduct discussed during any resulting proceedings.
- Changes in academic schedules, if possible.
- All support services regardless of the choice to file a school or criminal complaint.
- Submission of a written account of the incident and a victim-impact statement.
- Having one's identity protected.

### Sexual and Gender-Based Violence

#### 1. Types of Sexual and Gender-Based Violence

- **Sexual Violence**
  - As defined by the Centers for Disease Control and Prevention, “Any sexual act, attempt to obtain a sexual act, unwanted sexual comments or advances or acts to traffic directed against a person’s sexuality using coercion by any person regardless of their relationship to the victim in any setting, including but not limited to home and work.”
- **Gender-Based Violence**
  - As defined by the U.S. Government, “Violence that is directed at an individual based on his or her biological sex, gender identity or perceived adherence to socially defined norms of masculinity and femininity.”
- **Sexual Assault**
  - To cause another person to engage in an unwanted sexual act by force or threat.
- **Rape & Attempted Rape**
  - Physically forcing or coercing penetration of a victim either vaginally or anally.
- **Gang Rape**
  - More than one person on victim.
- **Sexual Abuse**
  - Actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive condition.
- **Sexual Exploitation**
  - Actual or attempted abuse on someone in a position of vulnerability, differential power, or trust for sexual purposes including, but not limited to, profiting monetarily, socially, or politically from the sexual exploitation of another.
- **Domestic Violence**
  - Between intimate partners, spouses, boyfriend/girlfriend, same-sex partners, as well as between family members and can include sexual, physical, and psychological abuse.
- **Genital Mutilation**
  - Female Genital Mutilation: any procedure that involves partial or total removal of the external female genitalia, or other injury to the female genital organs for non-medical reasons.
  - Male Genital Mutilation: partial or total removal of the external male genitalia, whether for cultural, religious, or other non-therapeutic reasons.
- **Forced Early Marriage**
  - Minor is forced to marry someone in an arrangement between his or her parents or others.
- **Human Trafficking**
  - The recruitment, transportation, transfer, harboring or receipt of persons, by means of the threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purpose of exploitation.

### 2. The LGBTQ+ Community

- The LGBTQ+ community represents a direct contradiction of assigned gender roles in society which makes them a higher target for sexual and gender-based violence. It is important to know and be aware of one's gender and sexuality to show respect, have an open-mind, and protect this community.
- According to the World Development Report gender is "socially constructed norms and ideologies, which determine the behavior and actions of men and women."
- Most people do not identify with their biological gender which leaves society in a predicament on whether to make them conform to gender roles or recognize the possibility that there are more than two genders.
- Gender Identity is how people see themselves.
- Gender Expression is the external appearance of a person's gender identity, which is expressed through clothing, behavior, voice, or hair. The way someone expresses may or may not conform to socially defined masculine or feminine behaviors and characteristics.
- There are more than two genders, and the following are some of the many ways individuals can choose to identify.
  - **Agender or Gender Neutral**
    - Identity and expression do not align with man, woman, or any other gender.
  - **Androgynous**
    - Identity or expression that is not distinguishable as masculine or feminine.
  - **Bi-gender**
    - Encompasses both man and woman, sometimes feeling that one side or the other is stronger but both sides are present.
  - **Non-binary**
    - Identity that cannot be exclusively categorized as male or female, its either neither, both or something else entirely.
  - **Gender Fluid**
    - Identity is not a fixed gender but instead expresses a fluid identity that will likely change depending on context.
  - **Gender Non-Conforming**
    - Identity or expression does not fit neatly into a category.
  - **Gender Questioning**
    - A person who is in the process, questioning, or exploring their identity.
  - **Gender Queer**
    - Someone who rejects the idea of gender categories and sees themselves as both male and female, neither, or falling completely outside of these categories.
  - **Queer**
    - Term people often use to express fluid identities and orientations.
  - **Transgender**
    - Identity or expression is different from cultural and social expectations based on their sex at birth.
  - **Polygender**
    - Having multiple gender identities, simultaneously or over time.

- Sexual orientation is a person's identity in relation to the gender or genders to which they are sexually attracted.
- The following are a few sexual orientations that people identify with.
  - **Gay**
    - Someone who has a sexual, romantic, or emotional attraction to someone of the same sex.
  - **Lesbian**
    - A woman or someone who identifies as female experiencing sexual, romantic, or emotional attraction to someone of the same sex.
  - **Bisexual**
    - Experience romantic, sexual, and emotional attractions to people of more than one gender.
  - **Asexual**
    - Individuals who do not have any sexual attraction to others of any gender.
  - **Aromantic**
    - Individuals who experience little or no romantic attraction, regardless of sex or gender.
  - **Demisexual**
    - Individuals who will be sexually attracted to someone under specific circumstances, such as after building a romantic or emotional relationship with a person.
  - **Pansexual**
    - Has a sexual, romantic, or emotional attraction.

### 3. Risk Factors

- The following are risk factors for victims.
  - Being female
  - Being younger than 18
  - Being a sex worker
  - Addiction or substance abuse
  - Previous sexual abuse or rape
  - Becoming more educated or economically empowered
  - In an intimate relationship
  - Physical attractiveness
  - Poverty
  - Being incarcerated or institutionalized
  - Mental disability
  - Being part of the LGBTQ+ community
  - Hate crimes, stemming from discriminatory, transphobic, and homophobic attitudes
- The following are risk factors for potential to perpetuate sexual violence.
  - Alcohol and drug use
  - Delinquency
  - Lack of empathy
  - Violent or abusive intimate relationship
  - Aggressiveness/acceptance of violence
  - Poverty
  - Exposure to sexually explicit media
  - Hostility towards women



- Traditional gender role norms
- Childhood history of physical, sexual, or emotional abuse
- Societal norms that support sexual violence and weak laws and policies related to sexual violence and gender equity

#### 4. Reporting and Preventing

- Report
  - Call Emergency Services (9-1-1)
  - Go to a local law enforcement agency
  - Go to a medical center or a hospital
- Prevention
  - **Respect**
    - Be respectful of others, have a healthy attitude, and discourage discriminatory behaviors.
  - **Support Survivors**
    - Provide them with valuable resources. Help them deal with the psychological, emotional, and physical effects.
  - **Bystander Intervention**
    - Feel empowered to intervene. You are in a unique position to do something.
  - **Distraction**
    - Create a diversion to allow the victim to escape.
  - **Group Intervention**
    - Ask others for help to intervene.
  - **Get an Authority**
    - Get the help from a security officer, manager, or law enforcement.
  - **Prepare Yourself**
    - Ask yourself what kind of person you are going to be when witnessing sexual or gender-based violence.

### Human Trafficking

#### 1. Types of Human Trafficking

- **Human Trafficking**
  - Involves the use of force, fraud, or coercion to obtain some type of labor or commercial sex act.
- **Child Trafficking**
  - Defined by the United Nations as the "recruitment, transportation, transfer, harboring, and/or receipt" kidnapping of a child for the purpose of slavery, forced labor and exploitation.
- **Child Labor**
  - The exploitation of children through any form of work that deprives children of their childhood, interferes with their ability to attend regular school, and is mentally, physically, socially, or morally harmful.
- **Forced Labor**
  - Any work or service which people are forced to do against their will, under threat of punishment.
- **Debt Bondage**
  - The pledge of a person's services as security for the repayment for a debt or other obligation, where the terms of the repayment are not clearly or reasonably stated, and the person who is holding the debt thus has some control over the laborer.
- **Sex Trafficking**
  - The action or practice of illegally transporting people from one country or area to another for the purpose of sexual exploitation.
- **Forced Marriage**
  - A marriage in which one or more of the parties is married without their consent or against their will.

#### 2. Identify and Respond

- Identification of Human Trafficking Victim
  - One has no freedom to come and go as they please
  - They have high security measures where they live
  - Avoiding eye contact
  - Poor physical health
  - Little or no possession
  - May live where they work and are not allowed to take breaks
  - Not dressed age appropriate or always wear the same clothes
- Questions to ask a suspected Human Trafficking Victim
  - Can you leave your job if you want to?
  - Can you come and go as you please?
  - Have you been hurt or threatened if you tried to leave?
  - Has your family been threatened?
  - Do you live with your employer?
  - Where do you sleep and eat?
  - Are you in debt to your employer?
  - Do you have your passport/identification? Who has it?

#### 3. Reporting Human Trafficking

- To report Human Trafficking, there are a few options to do so.
  - Dial 9-1-1 and file a police report.
  - Dial the National Human Trafficking Hotline number at 1-888-373-7888.

- This hotline is available 24/7 to take possible human trafficking reports.
- Text the National Human Trafficking Hotline at 233733.
- Chat the National Human Trafficking hotline at [www.humantraffickinghotline.org/chat](https://www.humantraffickinghotline.org/chat)

### Dating Violence

Under Title IX, Colleges are required to respond promptly and effectively to claims of sexual violence and create a non-hostile environment.

#### 1. Types of Dating Violence

- Dating Violence is any type of repeated abuse from a romantic partner. The goal of the abuse is to exert power and control over a partner. Below are the six different types of Dating Violence.
- **Physical** - Any physical force to cause fear or injuries. This includes hitting, shoving, kicking, or using a weapon.
- **Verbal** - Considered emotional. It involves using threats, humiliation, or belittling. The abuser is trying to harm their partner's confidence.
- **Sexual** - Trying to pressure or coerce someone into an unwanted sexual activity. This can include unwanted kissing or touching, rape or sexual insults.
- **Financial** - Controlling the money someone has access to. This includes denying access to money, not letting someone work or spending your money without asking.
- **Digital** - Uses technology like smartphones and social media to harass or intimidate a partner.
- **Stalking** - Repeatedly watching, following, or monitoring someone. It can occur online or in person. You may think a stalker is a stranger, but it is more common for a stalker to be someone you know.

#### 2. Warning Signs

- **Abuser**
  - Demanding to know details about how you spend your time. For example, asking where you were.
  - Ignores physical boundaries
  - Excessive jealousy
  - Constant calling or texting to check your location
  - Reading your social media and emails without your knowledge or permission
  - Demanding revealing photos or videos
  - Blames others
  - Tells you how to dress or act
- **Victim**
  - Often late or does not attend class
  - Grades drop
  - Apologizes for their partner's behavior
  - Become secretive
  - Changes in their mood or personality
  - Isolation from family and friends

#### 3. Safety Strategies & Assistance

- Never be alone
- Trust your instincts
- File a protective or restraining order
- Let friends and family know that you are ending that violent relationship
- End the relationship through call, text, email etc.
- Alert school administration
- Call the authorities if you feel as if you are in immediate danger

### Break-Ins

#### 1. It is important to remember:

- Robbers want one thing – your money or property – and they want it quickly.
- Robbery is a risky business, and robbers are usually nervous. You do not want to delay a robbery in any way and increase the potential for violence. Give the robber what he or she wants and do it quickly. Do not risk your life, or another person's life, for property.

#### 2. Be Alert!

- Robberies/Break-Ins occur at predictable times. Opening and closing periods are particularly vulnerable times due to low staffing and large amounts of cash on hand. Lunch hours are primary times for the same reasons. Robberies/Break-Ins increase during the holiday season due to the increased cash volume and the presence of large crowds that distract and preoccupy company personnel.
- Report suspicious activity. If you observe an individual, or occupied vehicle, lingering around the campus for a time, or in a manner that makes you suspicious or uncomfortable, write down the license number, color of the car and description of the individual(s), and call the police. Be sure to inform your Supervisor and Campus Security of your suspicion immediately!
- Pay attention to who is in your work area and know who belongs in your work area. Become familiar with the faces of people who belong in your building. Pay attention to people who behave suspiciously, i.e., someone who loiters in the area with no apparent purpose. Be particularly aware of a person you have seen loitering more than once.
- Keep purses, coats and other valuables safely locked in a storage area or desk. Most thieves know you keep your purse in the bottom drawer or under your desk or that your wallet is in your inner jacket pocket. If no secure place for valuables exists, and none can be created, remove money, credit cards, and other valuable items from purses and coats and keep them on your person. Reduce the amount of cash you carry and don't discuss how much money you are carrying – someone may listen. Don't leave keys lying out in the open.

#### 3. Ask Questions!

- Make a habit of politely asking strangers if you may help them find someone or something. This technique can allow you to determine the individual's reason for being in the area and will often deter or discourage potential criminals. Most criminals are opportunists. If the opportunity is not there, or is too difficult, they will move on. They do not want to be spotted, especially by alert people who will report and identify them. A polite offer of assistance will not offend customers, clients, or others with a legitimate reason to be on the premises. It will put the individual looking to steal on notice that he or she has been seen and could be recognized or described.

#### 4. Visibility

- Keep doors and windows clear. Post any necessary signs to the side, top or bottom of the display windows to allow maximum visibility into and out of the school.
- Make sure interior lighting always provides good visibility in the school. Outdoor lighting should be even and directed toward the sides of the building, not outward where glare can create hiding places for robbers.

### 5. Identification

- Greet each visitor. Establish eye contact and remember their general appearance. Good customer service discourages hesitant robbers as well as other thieves. This attention to detail conveys control and puts people on notice they have been observed and can be identified later.
- Place height markings along the vertical frame at the entrance. This allows employees the ability to tell how tall the robber is at a glance so employees can tell a Police Officer how tall the robber is.
- Consider installing a quality video camera and recorder kept high on the wall but visible. Do not use fake cameras. Robbers know the difference. Have several cameras connected to the system, some visible, some not.

### 6. Call 9-1-1 when:

- A crime is in progress.
- A situation is about to escalate into an emergency (endangering life or major property).
- A crime has just occurred (especially if you can describe the suspect and the direction in which he or she fled).

### 7. Call the non-emergency number when:

- Your business was burglarized last night.
- Your business car was broken into last night.
- You need to add additional information to a report you made last week.

### 8. Guidelines

- ALL guests must check-in with the Front Office, and an NCC representative must escort guests to their destination, which will make unescorted individuals stick out. All employees should be prepared to approach people who are not connected to the company or building and escort them to their destination.
- When you “challenge” a stranger, you do not have to be rude or threatening. Remember to be polite but assertive. The best thing to do is to ask the person, “can I help you find someone?”
- If you approach a stranger, asking if they need assistance, and the stranger says he or she does not remember the person’s name or department name, or gives vague or partial answers like, “the guy in accounting” or “Jennifer something” encourage him or her to return to the lobby and consult the Front Office for assistance. You could also tell the person that you are calling Campus Security to assist him or her in finding the appropriate office or person. This will let the individual know that wandering around is not acceptable and that help is available if he or she needs it.

### Power Outages – Low Risk

#### 1. "Most power outages last less than 5 minutes."

- If the Power Outage occurs, allow at least 5 minutes for the power to come back on.
  - A power outage that lasts for a small period of time is called a 'brown out' where lights in the buildings will dim and then come back on in a few minutes from a backup generator.
- Once 5 minutes have passed without any changes in power, **notify the below individuals**:
  - IT Manager, VP of Operations, CEO
- Please include the following in your communication:
  - What was the time frame of the power outage?
  - What campus locations were affected by this power outage?
  - If there are employees on campus, have you verified that they are safe?
- If you are in an unlit area, proceed with caution to an area with emergency lighting.
  - Utilize any flashlights or the backlighting on your phone for navigation purposes.
- If you are trapped in an elevator, stay calm. Dial 911 to alert public safety officers to your location.
- Ensure you do not leave the premises unless instructed to do so by the supervisor on duty.
  - \*\*This step is important, as all team members must be always accounted for.
- Refer to your departmental Power & Network Outage Contingency Plan.

#### 2. Non-Employee Close-Out

- Make sure to collect any information needed from the individuals including contact information and the purpose of their visit.
- Request that they stay calm and reassure them that their information is safe and will be protected.
- If necessary, complete any documents via paper form.
- Cash payments can be accepted if they can be secured, recorded and receipts provided.

#### 3. Employee Close-Out

- File customer information in a safe and secured location.
- Cash and any other payment information should be balanced out, locked up, and secured in the proper location before leaving your post.
- Connect with your supervisor before leaving the premises.

#### 4. Protect Electrical Equipment & Appliances

- To avoid damage from any surge when the power is restored, turn OFF and unplug any electrical devices, especially computers.
- Between the Security Team and the IT Team, please use the below checklist as a reference to conduct an interior walkthrough and an exterior perimeter check to verify all the necessary equipment is fully functioning after a power outage.
  - Verify all interior and exterior lights (including emergency exits and streetlights) are back on
  - Verify all interior and exterior security cameras are back on
  - Verify employee desktop computers are back on and were not compromised
  - Verify all employee work phones are back on
  - Verify printers are back on
  - Verify all refrigerators are back on (including the market on Main Campus)

#### 5. Timeclock

- Any time that was not recorded during the outage should be communicated to the employee's supervisor for time clock adjustments.

### Power Outages – High Risk

#### 1. If there is a blackout on-campus

- In most buildings only the alarm systems and emergency lighting are connected to a backup generator. These systems may experience a brief (less than 10-second) interruption as power is switched to an emergency generator or when power to the building is restored. Elevators usually will not function during a power outage.
- Notify the below individuals immediately:
  - IT Manager, Maintenance Manager, VP of Operations, CEO
- When contacting each of these individuals by phone, please provide a brief description of the power outage, so the above individuals can properly assess the measures that need to be implemented.
  - When each of these individuals are contacted, the next steps will be discussed for the safety of all employees.
  - Depending on the severity or length of the power outage, the CEO will assess the situation to determine whether the employees need to be sent home.
  - NCC will send a mass communication message (via phone or email) to all employees if they will be sent home until the issue is resolved.
  - Each employee is responsible for following their respective department's Contingency Plan for the time being.
- It is then important that all the information from this power outage be documented via email as well. Within this email, please attach the completed incident report to document the necessary information from the 'brown out' and ensure you are answering the below questions.
  - What was the time frame of the power outage?
  - What campus locations were affected by this power outage?
  - If there are employees on campus, have you verified that they are safe?

#### 2. General steps to take

- Remain calm and stay where you are unless there is an imminent threat to your safety (e.g., a fire). Since most power outages last less than 5 minutes, it may be best to remain in place, rather than attempt to evacuate the building. If you are in an unlit area, proceed with caution to an area that has emergency lighting. The backlighting on your cell phone may help you navigate. If you are trapped in an elevator, stay calm. Dial 9-1-1 to alert officers of your location. Persons with disabilities should dial 9-1-1 for mobility assistance.
- Eliminate unnecessary travel, especially by car. Traffic lights will be out, and roads will be congested. Keep clear of power lines. Check with local authorities to be sure your water is safe.
- In hot weather, stay cool and drink plenty of fluids to prevent heat-related illness. In cold weather, wear layers of clothing, which help to keep in body heat.

#### 3. Protect electrical equipment and appliances

- To avoid damage from any surge when the power is restored, turn off and unplug non-essential electrical devices, especially voltage-sensitive equipment like computers. Leave one light turned on to let you know when the power comes back on. Keep the doors to refrigerators and freezers closed as much as possible to help them stay cold.
- Between the Security Team and the IT Team, please use the below checklist as a reference to conduct an interior walkthrough and an exterior perimeter check to verify all the necessary equipment is fully functioning after a power outage.
  - Verify all interior and exterior lights (including emergency exits and streetlights) are back on
  - Verify all interior and exterior security cameras are back on
  - Verify employee desktop computers are back on and were not compromised
  - Verify all employee work phones are back on



- Verify printers are back on
- Verify all refrigerators are back on (including the market on Main Campus)

#### 4. Keep your food safe

- Keep refrigerator and freezer doors closed as much as possible. An unopened refrigerator will keep foods cold for about 4 hours.
- First use perishable food from the refrigerator, then use food from the freezer. A full freezer will keep the temperature for about 48 hours (24 hours if it is half full) if the door remains closed.
- Use your non-perishable foods and staples after using food from the refrigerator and freezer.
- Use a food thermometer to check the temperature of chilled food right before you cook or eat it. Throw away any food that has a temperature of more than 40 degrees Fahrenheit.

#### 5. Safe water

- Use only bottled, boiled, or treated water until your supply is tested and found safe. If you use bottled water, be sure it came from a safe source. Check health department advisories on the safety of tap water. When power goes out, water purification systems may not be functioning fully.

#### 6. Classroom and assembly spaces

- Faculty should instruct the class to remain in place and await the restoration of power.
- If power does not return in 15 minutes, an orderly evacuation should be attempted.

#### 7. Laboratories

- Cease work, close containers in fume hoods and close the sash. In most buildings, the fume hoods are not connected to generator power. Do not use hazardous materials or enter areas that require mechanical ventilation during the outage.
- Maintain a log of equipment that must be reset, restarted, or that requires special attention following an outage.
- Equipment that runs unattended should be programmed to shut down safely and not restart when power returns.
- After the outage, reset or restart equipment. Check air flow in hoods.

#### 8. Extreme heat

- Be aware of health risks in extreme heat. They include exhaustion, cramps, fainting, or even heat stroke.
- If you feel dizzy, weak, or overheated, go to a cool place. Sit or lie down, drink water, and wash your face with cool water. If you don't feel better soon, get medical help quickly.
- Heat stroke requires special precautions. It is the most serious heat illness. It happens when the body can't control its own temperature and its temperature rises rapidly. Permanent disability or even death can result if emergency care is not given. Warning signs of heat stroke vary but can include:
  - Red, hot, and dry skin (no sweating)
  - Rapid, strong pulse
  - Throbbing headache
  - Dizziness, nausea, confusion, or unconsciousness
  - An extremely high body temperature (above 103°F)
- If you suspect someone has heat stroke:
  - Immediately call for medical attention.
  - Get the person to a cooler area.
  - Cool the person rapidly by immersing him/her in cool water. If the humidity is low, wrap the person in a cool, wet sheet and fan him/her vigorously.
- Monitor body temperature and continue cooling efforts until the body temperature drops to 101-102°F.

- If emergency medical personnel do not arrive quickly, call the hospital emergency room for further instructions.

### 9. Extreme cold

- Move around. Physical activity raises body temperature.
- Hypothermia requires special precautions. It happens when a person's core body temperature is lower than 35°C (95°F). Some of the warning signs of hypothermia are:
  - As the body temperature decreases, the person will be less awake and aware and may be confused and disoriented. Because of this, even a mildly hypothermic person might not think to help himself/herself.
  - A victim may be unconscious.
- If you suspect someone is hypothermic:
  - Even someone who shows no signs of life should be brought quickly and carefully to a hospital or other medical facility.
  - Do not rub or massage the skin.
  - Do not use direct heat or hot water to warm the person.

### 10. First aid and electrical shock

- If you believe someone has been electrocuted:
  - Look first. Don't touch. The person may still be in contact with the electrical source. Touching the person may pass the current through you.
  - Call or have someone else dial 9-1-1 for emergency medical help.
  - Turn off the source of electricity if possible. If not, move the source away from you and the affected person using a dry, non-conducting object (e.g., something made of cardboard, plastic, or wood).
  - Once the person is free of the source of electricity, check the person's breathing and pulse. If either has stopped or seems dangerously slow or shallow, begin cardiopulmonary resuscitation (CPR) immediately, if you have been trained and know how.
  - If the person is faint or pale or shows other signs of shock, lay the person down with the head slightly lower than the trunk of his or her body and the legs elevated.
  - Don't touch burns, break blisters, or remove burned clothing. Electrical shock may cause burns inside the body, so be sure the person is taken to a doctor.

### Flood

#### 1. What Causes a Flood:

- Flooding is a temporary overflow of water onto land that is normally dry. Floods are the most common natural disaster in the United States.
- Floods may:
  - Result from rain, snow, coastal storms, storm surges and overflows of dams and other water systems.
  - Result from prolonged rain falling over several days.
  - Result from intense rain falls over a short period of time.
  - Develop slowly or quickly. Flash floods can come with no warning.
  - Cause outages, disrupt transportation, damage buildings, and create landslides.
- A **flood watch** means a flood is possible in your area.
- A **flood warning** means flooding is already occurring or will occur soon—and you should be prepared to evacuate at a moment's notice.

#### 2. What To Do During a Flood:

- If a pipe is leaking or has burst, you may just need to turn off the water and start the cleanup process. But what if you're dealing with widespread flooding from a storm? If you learn that a major flood is likely to happen in your area, here's what you should do.
- **Monitor the News:** Use radio, television, and internet reports to stay on top of the latest information.
- **Move to Higher Ground:** In the event of a flash flood, move immediately to higher ground. Do not wait for instructions.
  - Just six inches of moving water can knock you down, and one foot of moving water can sweep your vehicle away.
- **Stay Aware:** Know in advance those areas that are known to flood quickly. Flash floods can occur suddenly in areas such as streams and drainage channels.
- **Stay Away from Floodwaters:** Floodwaters can carry raw sewage, chemical waste, and other disease-spreading substances. If you encounter the water, wash immediately with soap and disinfected water. Never drink flood water!
- **Evacuate if Necessary:** If you are ordered to evacuate by your local government officials, secure your property by bringing outdoor furniture inside and moving essential items to upper floors. Turn off utilities at the main switches and disconnect electrical appliances.

#### 3. What To Do After a Flood:

- Listen to authorities for information and instructions. Return home only when authorities say it is safe.
- Avoid driving except in emergencies.
- Be aware of the risk of electrocution. Do not touch electrical equipment if it is wet or if you are standing in water. If it is safe to do so, turn off the electricity to prevent electric shock.
- Be aware of areas where floodwaters have receded. Roads may have weakened.
- Clean and disinfect everything that got wet.
- Listen for news reports to learn whether the community's water supply is safe to drink.

#### 4. For more information on flood preparation, safety, and recovery, visit these helpful sites:

- U.S. National Flood Insurance Program
- Federal Emergency Management Agency
- American Red Cross

### Fire

#### 1. When You Hear the Fire Alarm

- Stop what you're doing immediately. Secure any confidential work quickly. If this is not possible, take it with you.
- Go to the nearest stairway or designated exit. Do not carry coffee, soda, or food. Take only what is necessary.
- Enter the stairway and move to the inside railing. Allow personnel from lower floors to intertwine with you as you go down the stairs.
- Once you exit at the ground floor (or designated exit level), do not stop. Go away from the building for at least 100 feet, or to your designated safety area.
  - The designated safety area is located on the Evacuation Plan. Each campus location has a designated safety area, and rollcall will be taken for all employees and students to inform the Fire Department who has and has not successfully exited the building. Refer to the Designated Safety Area portion of the Emergency Response Manual for more information.

#### 2. If a Fire Occurs in the Building

- Call 9-1-1.
- Before leaving, feel the door. If the door is hot, or if smoke is seeping through, do not open it. Try another door if available. If you open the door, do so cautiously, and follow the Evacuation Plan.
- Close doors as you leave to confine the fire as much as possible.
- Walk quickly, keep calm, and pull the building fire alarm if it's not already ringing.
  - If you are unable to locate the fire alarm, yell **FIRE** as you exit the building.
- If you encounter smoke, stay low where the air is better. Take short breaths until you reach the stairwell. Once in the stairwell, you're in a relatively safe area and can move at a more normal pace.
- If you're trapped in your building and cannot reach an alternate exit, keep the door closed and seal off any cracks. Call 9-1-1, if possible, report that you're trapped, and give your location in the building. Then go to a window and signal for help. Do not panic or jump.
- Evacuate by using the stairway, not the elevator. The elevator is reserved for use by the Fire Department.
- Don't re-enter the building until directed by the Fire Department.

#### 3. Fire Extinguisher Instructions

- P – PULL safety pin from handle.
- A – AIM (nozzle, cone, horn) at base of the fire.
- S – SQUEEZE the trigger handle.
- S – SWEEP from side to side (watch for re-flash).

**IMPORTANT:** Lighters and flammable objects are **NOT** allowed on campus. Space heaters are provided on an as needed basis. Employees are **NOT** permitted to bring in their personal space heater devices.

### Earthquake

#### 1. If an Earthquake Occurs

- Take cover immediately under a desk, table, or chair.
- Drop and cover your head for protection from material that might fall from the ceiling, walls, or bookshelves.
- If you are outdoors, keep away from buildings, poles or other structures that could collapse or overturn.
- Be alert for aftershocks.
- Remain calm and do not panic.
- Assist others. Report injuries to Campus Security Authority.
- If the emergency is impacting your building's evacuation location, or if you are instructed to do so by Campus Security Authorities or first responders, proceed to the alternate primary or secondary assembly area and await further directions from officials.
  - The exact locations of the alternate or secondary sites may differ based upon the nature of the emergency. You will be instructed where these are located by officials during the evacuation process.

#### 2. Potential Hazards

- Water system breaks
- Exposure to pathogens from sanitary sewer system breaks
- Exposed and energized electrical wiring
- Exposure to airborne smoke and dust (asbestos, silica, etc.)
- Exposure to bloodborne pathogens
- Exposure to hazardous materials (ammonia, battery acid, leaking fuel, etc.)
- Natural gas leaks creating flammable and toxic environments
- Structural instability
- Insufficient oxygen
- Confined spaces
- Slip, trip or fall hazards from holes, protruding rebar, etc.
- Struck-by hazards from falling objects
- Fire
- Struck by heavy equipment such as cranes or excavators
- Sharp objects such as glass and debris
- Secondary collapse from aftershock, vibration, and explosions
- Unfamiliar surroundings
- Adverse weather conditions
- Noise from equipment (generators/heavy machines)
- Workplace violence from robbing and looting

#### 3. After an Earthquake

- Exit the building if safe to do so and move to the designated Evacuation Location.
- If the building loses power during the earthquake and you are unable to safely navigate your way out of the building due to low visibility; remain in place and notify the Campus Security Authorities.
- Move to the designated Evacuation. Location and take account of your co-workers, students, and peers; report missing persons to Campus Security Authority.
- Do not re-enter any building until it is cleared by emergency response personnel.

- The Campus Security Authority will assess buildings for damages, chemical and physical hazards, and utility failures prior to authorizing re-occupancy of buildings.
  - If you witness trapped or injured person, contact the Campus Security Authority, or call 911.

### Gas Leak

#### 1. Detection of Natural Gas

- Do not turn electrical switches on or off.
- Do not use a phone or a cellular phone inside the building.
- Do not use any potential ignition sources or open flames.
- Use common sense and never take risks that may endanger you or others, do not return to the building unless advised to do so by the Campus Security Authorities.
- If it is possible, open the doors and windows, to ventilate the building.
  - However, do not spend additional time opening doors or windows if there is an imminent danger of explosion or fire that would jeopardize your safety.
- Always leave the building quickly by the fastest possible route.
- Sound the fire alarm.
  - Because of its low odor threshold, natural gas is sensed far in advance of high concentrations and pulling the fire alarm will not add to the fire risk already present by static electricity and electrical and mechanical equipment in the building.
- Do not use elevators; always use stairs.
- Go to a safe area or to a pre-assigned exterior assembly area for your building (refer to the Emergency Evacuation Locations).
- Call 9-1-1 from the nearest phone in safe area.
- Await emergency response personnel at safe location.
- If you know or suspect that someone is missing or trapped, contact the emergency personnel outside the building.
- If you are trapped during a gas release/emergency, close all doors between you and the gas leak. Stuff the cracks around the doors.
- Open windows or other exterior openings for fresh air and ventilation. Wait at a safe window and signal/call for help. If there is a phone in the room, call 9-1-1 and tell them exactly where you are.
- Investigate other buildings in the immediate area to determine the presence of escaping gas therein.

#### 2. Safety Guidelines

- Keep all combustible materials away from the flame of your gas appliances.
- Follow manufacturer's instructions in the care and operation of gas-fired appliances.
- Don't block furnace room air vents. Gas appliances require air to burn fuel completely and operate efficiently. A yellowish flame can signal improper operation.
- If the pilot flame on a gas appliance goes out, shut off the gas supply at the appliance's valve and allow time for accumulated gas to escape before attempting to re-light pilot flame.
- Have qualified personnel handle natural gas-related repair and installation jobs.
- When the gas supply is to be turned off, it is the duty of the qualified agency to notify all affected users.
- Shut off the supply of gas to the areas involved. Lock-out/tag-out any closed valves where necessary.
- The leak is to be located by means of an approved gas detector, a non-corrosive leak detection fluid, or other approved leak detection methods.
- All gas piping installations, equipment installations, and modifications to existing systems are to be performed with the gas turned off and the piping purged in accordance with the National Fuel Gas Code (NFGC), NFPA-54 and the International Fuel Gas Code (IFGC).



## Vandalism & Suspicious Activity

### 1. What To Look For:

- Someone screaming or shouting for help
- Unusual noises (breaking glass, pounding, gunshots)
- Property being taken out of student rooms or classrooms that are closed
- Expensive property being carried out of a building, especially at unusual hours
- Vehicle driving slowly, and aimlessly, back and forth on a street or in a parking lot
- Anyone being forced into a vehicle
- Someone running from a vehicle, building or area while carrying property, computers, furniture, luggage
- Any abandoned vehicles on campus
- Someone hanging around bike racks
- Someone looking into building windows or windows of parked vehicles, or trying to open them
- Any form of vandalism, such as spray painting a sign or building; graffiti; removing benches or signs; pulling up or removing plants and shrubbery
- Recently broken doors or windows
- A tense situation that's about to blow up (fighting, threatening, verbally abusive behavior)
- Any emergency, such as an accident, a fire, a critically ill or injured person
- A person staggering about, appearing intoxicated, disoriented, or in need of medical attention
- Anything "unusual" for the area you are in

### 2. What To Do:

- Remain calm
- Keep away from the suspicious person(s) or activity
- Avoid taking any risks
- Notify the Police immediately by using 9-1-1

### 3. What Not to Do:

- Approach the suspicious person(s) or activity
- Try to apprehend or hold the suspect(s)
- Take any risks with your safety
- Delay reporting the incident unnecessarily

### 4. Reporting:

- Stay on the line with the dispatcher if he/she requests
- Let the dispatcher know if there are any changes in the circumstances
- Stay in the area and meet with the officer if it is safe to do so
- Leave the area if you believe that you are in any danger

### Medical Emergencies & Other Medical Issues

#### 1. How to Prepare for a Medical Emergency

- All Northwest Career College Employees will be required to complete first-aid training via Knowledge City.
- The Student Development Department offers CPR classes to students, staff, and faculty (along with any members of the public who are interested). Offering CPR classes shows that Northwest takes the health and well-being of all NCC affiliates seriously.
- While OSHA does not require every employer to have someone trained in CPR on-site, it does stipulate that “an employer must ensure prompt first-aid treatment for injured employees, either by providing for the availability of a trained first-aid provider at the worksite, or by ensuring that emergency treatment services are within reasonable proximity of the worksite.”
- OSHA also dictates that first-aid supplies be available on-site. For work environments with more than two or three employees, additional kits or supplies are required. Remember that kits should not be purchased only to be left in the closet until an emergency arrives. Instead, they need to be monitored and maintained to ensure the necessary supplies are available when needed.
- As an employer, it is our responsibility to ensure that first aid is available in the critical moments between when an emergency occurs and when an employee can receive attention from a medical professional.

#### 2. How to React to a Medical Emergency

- **Call 9-1-1.**
  - In the case of most medical emergencies, the sooner you call 9-1-1, the better. Make sure someone is responsible for dialing 9-1-1 before taking any other steps. It’s always better to be safe than sorry.
- **Take a few deep breaths.**
  - It may seem counterintuitive to pause (as opposed to flying into action) but taking a few moments to gather yourself will help you think more clearly and act more effectively. Before you start to act, make sure you breathe and center. It may be helpful to count to 10 and/or remind yourself that you can respond to the situation at hand.
- **Assess the situation.**
  - Are there any potential hazards that could be dangerous to the injured party or onlookers? (For example, if a person is having a seizure, check to see if they’re surrounded by hard objects that could cause damage). If you notice any hazards, do your best to neutralize them. Be extremely cautious about moving the injured person, especially if you think there’s any chance, they have a spinal injury. Only move the injured person if not moving them would prove life-threatening.
- **Assess the injured person.**
  - Assess if the injured person is alert, coherent, and breathing, and confirm that you’re able to find their pulse. If they’re breathing and have a pulse, keep them as comfortable as possible and stay with them until emergency professionals arrive.
- **Be prepared to administer CPR until professionals arrive.**
  - If the injured person isn’t breathing and/or you can’t find a pulse, be prepared to begin CPR. This is where the training outlined above becomes critically important.
- **Address the most life-threatening issue.**
  - In some cases, an injured person might present with multiple issues. As much as you’re able, attempt to address the most life-threatening issue first. For example, severe bleeding or stopped breathing is likely a greater priority than a broken bone.

- **Assist professionals once they arrive.**
  - Follow instructions closely and provide as much information as possible so they're equipped to respond appropriately.
- **Notify the injured person's emergency contacts.**
  - They'll want to know what's going on and will be able to keep the victim company at the hospital or medical center.
- **Make a record.**
  - Once the emergency is over, write down as accurately as possible your memory of the events that transpired. (It might be helpful to collaborate with a few observers.) This will be useful if anyone needs to review what happened. It will also assist in planning for future emergencies.
    - The Medical Assistant Department and the Campus Security Department have in-house reporting protocols to document a Medical Emergency.

◆ **It is important to remember:**

- Do not ask NCC staff/faculty members for medical advice or use NCC lab equipment to attempt a diagnostic assessment of the affected employee.
- Stay calm and wait for help.
- For other medical issues, refer to the Managing Medical Issues in the Workplace SOP.

## Infectious Disease - Health Security Plan

Below are the steps to be followed if an Infectious Disease Outbreak has been classified by the Centers for Disease Control and Prevention. Please refer to this link for additional resources: <https://www.cdc.gov/>

### 1. **Be Informed!**

- The Executive Team will regularly monitor news outlets and public health web sites to stay aware of potential infectious threats.
- The Executive Team will work with a group of individuals to evaluate the impacts of the institution, its students, and employees and provide prompt updates regarding action that should be made including actively monitoring or signing up for e-mail delivery of federal, state, and local alerts regarding potential natural or man-made epidemics.
- It is important to spread one unified message and ensure that the message is controlled to avoid the possibility for misinformation to be spread throughout the institution.

### 2. **Be Vigilant!**

- Northwest Career College must maintain a high index of suspicion when evaluating all staff and students who present an infectious threat.
- Every effort should be made to halt the spread of infection. Scrupulous infection control, cough etiquette, respiratory and hand hygiene are essential for the college to avoid accelerating the epidemic.
- More frequent cleaning and the adequate disposal of hazardous waste will be critical.

### 3. **Be Accessible!**

- Take steps to meet the potentially enormous surge in demand that an infectious disease epidemic could create. These might involve contacting future students to reschedule or postpone their scheduled tours until further notice.

#### **4. Be Proactive!**

- Communication at every level will be critical. Be prepared to report suspected epidemic cases to public health authorities and to consult infectious disease experts when necessary.
- Language-appropriate signage, instructions and education materials should alert staff and students to report symptoms, use appropriate cough etiquette, and provide basic care for themselves and their families.

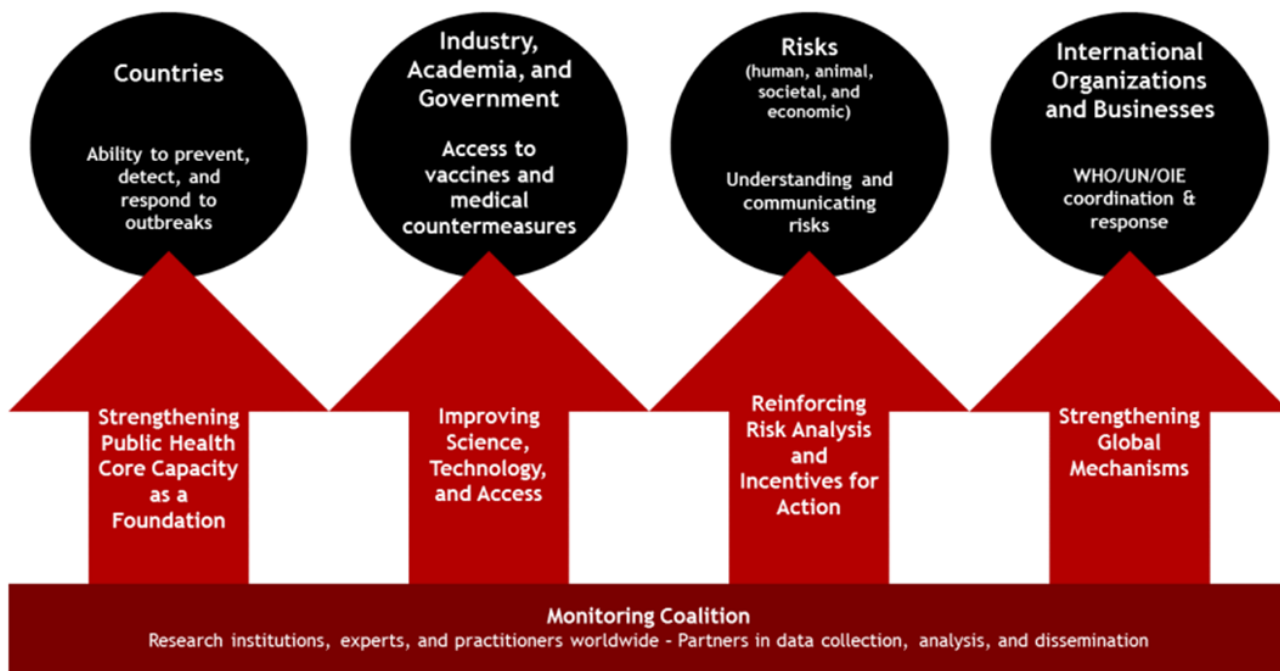
#### **5. Be Ready For “Business as Usual”!**

- Planning should also focus on office recovery and reconstitution once the epidemic subsides. It may take weeks or months, but eventually, the college will return to normal.
- Stay calm and remember to focus on following safety measures and maintaining work productivity when possible.

#### **6. Plan!**

- The Health Security Plan describes the arrangements, roles, responsibilities, and activities required to enable Northwest career College to function adequately in an emergency.
  - The roles and responsibilities of each department in an emergency of an infectious disease (per your Executive).
  - Northwest Career College’s management system to coordinate the college’s response to an infectious disease emergency.
  - The role of Northwest Career College with respect to the community and health sector response including coordination functions and lines of communication.
  - Procedures for activating the Health Security Plan (following an early warning from health authorities, hospital-based or local emergencies, or a local or national declaration of an epidemic).
  - Standard Operating Procedures applicable to emergency situations in the Emergency Response Manual.
  - Measures required to ensure the safety of Northwest Career College’s staff and students per the Emergency Response Manual.
  - Continuity of essential routine procedures and services of campus maintenance (to the extent compatible with priority health emergencies).
  - The capacity needed to cope with concurrent health emergencies via information and communication from Human Resources.
  - Assuming leadership and making decisions (per the Executives).
  - Developing situation awareness, specific management objectives and response and recovery strategies covering the duration of the epidemic or other emergency.
  - Acquiring and deploying the necessary resources and creating and maintaining the necessary infrastructures (per the Executives).
  - Ensuring the availability and allocation of skilled personnel and other resources to respond directly to problems arising from the emergency (per the Executives).
  - The nature and magnitude of the emergency and its likely impact on the health sector assessments and evolving situational and needs assessments.

- Additional equipment, supplies, medicines, and staff needed to cope with the emergency over and above existing day-to-day needs.
- Measures to be taken to prevent or control spread of infection in the college, such as environmental controls and the use of recommended personal protective equipment.



### FERPA

#### 1. FERPA Defined

- **FERPA (*Family Educational Rights and Privacy Act*)** is a federal law that protects the privacy of student education records. The law applies to all educational agencies and institutions that receive funds under any U.S. Department of Education program (termed "schools" below). FERPA gives parents certain rights with respect to their children's education records. These rights transfer to the student when he or she reaches the age of 18 or attends a school beyond the high school level. Students to whom the rights have transferred are "eligible students." The Family Policy Compliance Office at the U.S. Department of Education administers FERPA. FERPA protects the rights of parents or eligible students to
  - Inspect and review education records.
  - Seek to amend education records; and
  - Consent to the disclosure of personally identifiable information (PII) from education records, except as specified by law.

#### 2. FERPA Regulations

- For a thorough review of FERPA, in addition to what is provided in this document, please see the implementing regulations for FERPA, found in Title 34 of the Code of Federal Regulations (CFR).
- Educational records can be, but are not limited to:
  - Transcripts
  - Disciplinary records
  - Test results
  - Records on services and accommodations
  - GPA
  - Financial information

#### 3. FERPA Authorized Individuals

- During the completion of enrollment paperwork at NCC, all new students are given an opportunity to identify a "FERPA Authorized Individual". This individual is granted access to the student's academic records for the duration of the student's program. The following parties are permitted to receive disclosures on a student's record without being listed as a FERPA Authorized Individual:
  - School officials
  - Schools to which a student is transferring
  - Specified officials for audit or evaluation purposes
  - Appropriate parties in connection with financial aid to a student
  - Organizations conducting certain studies for or on behalf of the school
  - Accrediting organizations
  - Appropriate officials in cases of health and safety emergencies
  - To comply with a judicial order or lawfully issued subpoena
  - Parents/guardians with students listed as a dependent on their taxes (*students 24 years old and under*)

*\*\*Only if parent/guardian specifies this information. NCC will need to obtain proof to release any student*

## Campus Security & Incident Reporting

Campus Security Officers complete interior and exterior perimeter checks of each Northwest Career College campus. During these perimeter checks, it is the duty of the Campus Security Officers to be observant and report any observations made of unwarranted behaviors or incidents that occur on campus.

Below is a more detailed explanation of the escalation procedures that the Campus Security Officers are required to use to ensure the safety of Northwest Career College Employees and Students. Designated Security Personnel have been listed, as well as their contact information, when an incident or observation has been on campus.



### Designated Security Personnel (CSAs)

Institution's CSAs Defined	NCC Department/Position Titles
<b>"Campus security authority" is a Clery Act-specific term that encompasses four groups of individuals and organizations associated with an institution.</b>	
<ul style="list-style-type: none"> <li>A campus police department or a campus security department of an institution. If your institution has a campus police or security department, all individuals who work for that department are campus security authorities. A security department can be as small as one person.</li> </ul>	<ul style="list-style-type: none"> <li>Campus Security Department</li> </ul>
<ul style="list-style-type: none"> <li>Any individual or individuals who have responsibility for campus security but who do not constitute a campus police department or a campus security department (e.g., an individual who is responsible for monitoring the entrance into institutional property). Include individuals such as those who provide security at a campus parking kiosk, monitor access into a campus facility, act as event security, such as for sporting events or large, registered parties, or escort students around campus after dark (including other students).</li> </ul>	<ul style="list-style-type: none"> <li>Front Office Department</li> </ul>



<ul style="list-style-type: none"> <li>Any individual or organization specified in an institution's statement of campus security policy as an individual or organization to which students and employees should report criminal offenses. As mentioned in Chapter 1, your institution must publish a number of safety- and security-related policy statements. (These are discussed in Chapters 7 and 8.) If you direct the campus community to report criminal incidents to anyone or any organization in addition to police or security-related personnel, that individual or organization is a campus security authority.</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
<ul style="list-style-type: none"> <li>An official of an institution who has significant responsibility for student and campus activities, including, but not limited to, student housing, student discipline and campus judicial proceedings. An official is defined as any person who has the authority and the duty to act or respond to particular issues on behalf of the institution.</li> </ul>	<ul style="list-style-type: none"> <li>Executives</li> <li>Vice-Presidents</li> <li>Program Chairs</li> <li>Lead Instructors</li> <li>Academic Affairs Department (Director, Advisors Only)</li> <li>Career Services Department (Director, Advisors Only)</li> <li>Student Development Department (Director, Advisors Only)</li> <li>Compliance Department</li> </ul>

For a complete list of employee names, please visit [Northwestcareercollege.edu](http://Northwestcareercollege.edu)

### 1. Annual Training

- Training is performed on an annual basis for all CSA's. New employees who fall under the CSA criteria are introduced to training during their new employee onboarding experience.
- Training includes providing awareness of what defines a CSA, Title IX, the reporting process, and any other information to support the role of a Campus Security Authority.

### 2. Reporting Incidents

- Report the criminal offenses described in 34 CFR § 668.46(c) and the Crime Statistics section of the Annual Security Report (ASR) to one of the CSAs for the purposes of making timely warning reports and the annual statistical disclosure.

### Campus Security Officers

#### 1. Campus Security Officer (CSO) Availability

- NCC has Campus Security available 7-days/week.
- Campus Security is available to assist all students and employees with escalated measures that may require Campus Security assistance.
- Security can be reached at any time on campus communication platforms (i.e., Teams Chat, email, phone).

#### 2. Campus Security Officer (CSO) Responsibilities on Campus

- Identify opportunities for improvement for campus grounds security.
- Interface with campus vendors and coordination of drop-offs and pick-ups.
- Provide support to Inventory/Distribution Coordinator for package drops and inventory control.
- Communicate with the Shuttle Driver, Parking Enforcement Officer, and the Campus Security Officer Supervisor via email, Walkie-Talkie, and Teams.
- Ensure all parking cones and signs are being placed in their designated locations consistently by PEO's.
- Perform exterior perimeter check-ins and interior campus walkthroughs to ensure area security.
- Enforce parking restrictions in no-parking, handicap, and tow-away zones.
- Provide shuttle parking flyers or directions to individuals who need alternative parking.
- Assist individuals with the shuttle service by contacting the shuttle driver if necessary.
- Provide customer service to all individuals on or surrounding our campus.
- Maintain the campus grounds by picking up any trash or debris.
- Provide daily wrap-up email at end-of-shift.
- Document any incidents or observations and report them to the Campus Security Officer Supervisor immediately.
- Conduct interior walkthroughs and exterior perimeter checks of all Northwest campus locations.
- Allow employee's access to all Northwest campus locations.
  - Campus Security Officers have key access to all campus locations, as well as key access to all campus classrooms and should be contacted via Teams when assistance is needed.

#### 3. Campus Security Officer (CSO) II Responsibilities on Campus

- Maintain a professional highly visible presence on the facility/grounds assigned.
- Monitor the environment, with the ability to detect suspicious and unsafe activity.
- Utilize de-escalation techniques to diffuse situations that may arise.
- Know the facility, policies, and procedures of the position and enforce them within the limits of the position.
- Perform required patrols of each campus location and other designated areas on foot or in vehicle.
- Perform perimeter check-ins to ensure area security.
- Maintain effective and precise communication with clients, customers, site leads, supervisors, and officers.
- Conduct virtual walkthroughs and perimeter checks utilizing the security camera system.
- Record all Incident and Observation Reports on Campus.
- Conduct a quarterly audit of the Emergency Response Manual.
- Conduct a quarterly audit of the Security Department Resource Manual.

#### 4. Hands-Off Policy

- Campus Security Officers are to always maintain a Hands-Off policy.

- Hands-Off policy is defined by using de-escalation methods such as verbal communication or verbal escalations to avoid engaging with a potentially harmful or violent individual.
- Campus Security Officers are to use this threat assessment plan.
  - **IDENTIFY** situations/Person of concern.
  - **INVESTIGATE** and gather Information.
  - **ASSESS** person/situation.
  - **MANAGE** the situation/mitigate risk.
- If de-escalation techniques do not diffuse the situation, law enforcement should be notified immediately.

### Campus Security Escalation Codes

#### Campus Security Notification System

- The following codes should be communicated via walkie talkie or the PA system when an emergency is identified and in need of escalation. The below emergency codes are to be memorized by the Executive Team, Directors & Supervisors, Campus Security, Employee Services, and the Front Office department.
- **Code Red:** Fire
- **Code Blue:** Medical Emergency
- **Code Pink:** Infant Abduction
- **Code Purple:** Child Abduction
- **Code Yellow:** Bomb Threat
- **Code Green:** Unmarked Vehicle
- **Code Orange:** Fender Bender
- **Code Brown:** Unauthorized Individual
- **Code Gray:** Combative Person
- **Code Silver:** Person with a Weapon, Active Shooter, and/or Hostage Situation

### Post-Incident Reporting

#### Following an Incident - Campus Security

- An incident is defined as “likely to happen because of/resulting from an event or occurrence”.
- Once an incident has taken place and has been de-escalated, the Campus Security Officer (CSO) is to complete an **Incident Report (within 24-hours)**.
  - A description of the incident is to be completed on the Incident Report immediately following the incident.
    - Any events leading up to the incident need to be recorded in the Incident Report, as well as any eye-witness testimony or explanations from the complainants themselves.
  - If any photos or video footage is available, it will be included as an attachment.
- Incident Reports and supplemental information is stored in the Campus Security Binder along with a digital copy housed in the Security Shared Drive.
- All Incident Reports are to be emailed to the CEO and the VP of Operations to deem if any follow-up action is necessary and/or required.
  - If the reported incident is a student-facing issue, the Incident Report is to be sent to the CAO/ Dean of Students, in addition to the CEO and the VP of Operations.
- The goal of the Incident Report is to learn from the incident, create a plan-of-action, and implement new policies and procedures to eliminate future incidents from occurring again.

### Post-Observation Reporting

#### Following an Observation – Campus Security

- An observation is defined as “a remark, statement, or comment based on something one has seen, heard, or noticed”.
- Once an observation has taken place, the Campus Security Officer (CSO) is to complete an **Observation Report (within 24-hours)**.
  - A description of the observation is to be completed on the Observation Report immediately following the observation.
    - Any events leading up to the observation need to be recorded in the Observation Report.
  - The Observation Report is to be signed by the Campus Security Officer.
- Observation Reports and supplemental information is stored in the Campus Security Binder along with a digital copy housed in the Security Shared Drive.
- All Observation Reports are to be emailed to the CEO and the VP of Operations to deem if any follow-up action is necessary and/or required.
  - If the reported Observation is a student-facing issue, the Report is to be sent to the CAO/Dean of Students, in addition to the CEO and the VP of Operations.
- The goal of the Observation Report is to learn from the incident, create a plan-of-action, and implement new policies and procedures to eliminate future incidents from occurring again.

### Emergency Notification Protocol

#### 1. Emergency Notification Defined

- An Emergency Notification is a notification that is immediately circulated to the campus community upon confirmation of a significant emergency or dangerous situation involving an immediate threat to the health or safety of students or employees occurring on the campus. Emergency Notifications are provided to the student and staff population in instances in which an actual emergency has occurred on campus or in an adjacent building.

#### 2. When Notifications are Provided

- Notifications are provided as soon as possible, while considering the safety of the student population and community and ensuring that any notification will not compromise the mitigation of the emergency. Examples of on-campus emergencies include terrorist incidents, armed intruder(s), gas leak, or bomb threats. In the event of an actual emergency, students and employees will be notified in the following ways:
  - The campus community at large will be notified by e-mail to prevent anyone off campus from becoming involved in the emergency. Students and staff are responsible for regularly checking their e-mail prior to coming to campus; and,
  - Designated security personnel will personally visit each classroom, lab, and office; advise those present of the nature of the emergency; and instruct those present as to what action they should take. Possible actions may involve waiting for further information, moving to another part of the building, or evacuating the building.
  - If designated security personnel are unable to reach a classroom, lab, or office due to the circumstances of the emergency, they will utilize NCC’s phone system to contact the individual(s) and notify them of the emergency.

- Designated security personnel may designate a supplemental support employee to contact 911 in case of an emergency that requires dissemination of information to the larger community. The information needed for such a notification will be provided to the employee via the email alert. The Campus Security Authority (CSA) will be responsible for ensuring notification to the larger community occurred properly upon completion of in-person notifications to the affected parties on campus.

### Mass Employee & Student Emergency Notification Process

**1. In the case of a minor or major emergency on campus, the Employee Services Department will be responsible for notifying all staff/faculty:**

- When the incident occurs
- When the incident is resolved

**2. Below are the types of incidents that would initiate this procedure to go into effect:**

- Active Shooter
- Acts of Terrorism
- Lockdown
- Civil Unrest
- Hostage
- Gang Activity
- Stalking
- Sexual and Gender-Based Violence
- Human Trafficking
- Dating Violence
- Break-Ins
- Power Outages
- Flood
- Fire
- Earthquake
- Vandalism and Suspicious Activity
- Medical Emergencies and Other Medical Issues
- Infectious Disease – Health Security Plan

**3. In the case of these types of emergencies, the following steps should be taken by ANY staff member who has identified an issue:**

- The staff member who identifies the issue should send an email to the following parties with a brief description of the issue at hand (i.e., Elevator is non-functional).
  - VP of Operations
  - Chief Executive Officer
- The Operations Department will investigate the problem and see if any of our on-site specialists can resolve the issue (i.e., Facilities, IT, etc.).
- If no immediate resolution is available, Operations will send an email to the Employee Services designated representative with the details of the situation.

4. Employee Services will communicate the details of the situation at hand with the appropriate group, in the appropriate method, using the following grid:

Type of Incident:	Method of Communication:	Groups Contacted: (BCC:)
<i>Active Shooter</i>	Email (all) Text (all) Canvas Announcement	staff@northwestcareercollege.edu, faculty@northwestcareercollege.edu
<i>Acts of Terrorism</i>	Email (all) Text (all) Canvas Announcement	students@northwestcareercollege.edu staff@northwestcareercollege.edu, faculty@northwestcareercollege.edu
<i>Lockdown</i>	Email (all) Text (all) Canvas Announcement	students@northwestcareercollege.edu staff@northwestcareercollege.edu, faculty@northwestcareercollege.edu
<i>Civil Unrest</i>	Email (all) Text (all) Canvas Announcement	students@northwestcareercollege.edu staff@northwestcareercollege.edu, faculty@northwestcareercollege.edu
<i>Hostage</i>	Email (all) Text (all) Canvas Announcement	students@northwestcareercollege.edu staff@northwestcareercollege.edu, faculty@northwestcareercollege.edu
<i>Gang Activity</i>	Email (all) Canvas Announcement	students@northwestcareercollege.edu staff@northwestcareercollege.edu, faculty@northwestcareercollege.edu
<i>Break-Ins</i>	Email (all) Canvas Announcement	students@northwestcareercollege.edu staff@northwestcareercollege.edu, faculty@northwestcareercollege.edu
<i>Power Outages</i>	Email (all) Text (all) Canvas Announcement	students@northwestcareercollege.edu staff@northwestcareercollege.edu, faculty@northwestcareercollege.edu
<i>Flood</i>	On-Site Alert System Email (all) Text (all)	students@northwestcareercollege.edu staff@northwestcareercollege.edu, faculty@northwestcareercollege.edu
<i>Fire</i>	On-Site Alert System Email (all) Text (all)	students@northwestcareercollege.edu staff@northwestcareercollege.edu, faculty@northwestcareercollege.edu
<i>Earthquake</i>	On-Site Alert System Email (all) Text (all)	students@northwestcareercollege.edu staff@northwestcareercollege.edu, faculty@northwestcareercollege.edu
<i>Gas Leak</i>	On-Site Alert System Email (all) Text (all)	students@northwestcareercollege.edu staff@northwestcareercollege.edu, faculty@northwestcareercollege.edu
<i>Vandalism and Suspicious Activity</i>	Email (all) Canvas Announcement	students@northwestcareercollege.edu staff@northwestcareercollege.edu, faculty@northwestcareercollege.edu

<i>Infectious Disease – Health Security Plan</i>	Email Canvas Announcement	staff@northwestcareercollege.edu, faculty@northwestcareercollege.edu
<i>FERPA Breach</i>	Email (all)	students@northwestcareercollege.edu staff@northwestcareercollege.edu, faculty@northwestcareercollege.edu

5. When the issue has been determined that the situation has been resolved – Employee Services will be notified with the details of resolution.

- NOTE: Employee Services will communicate the details of the resolution using the same method of communication provided in step 4.

6. After the resolution has been communicated to all parties, Operations will put together a “write up” of the situation, including:

- Details of the events (i.e., Type of incident – Location of Incident)
- Length of downtime/issue (i.e., Internet was down for 2.5 hours)
- Method of resolution (i.e., Called in 3<sup>rd</sup> party to reset network card)
- Steps taken to ensure this issue does not occur again, as provided by the specialist on campus (i.e., We have reinforced the bathroom’s water pipe so that it will never have a leak again).

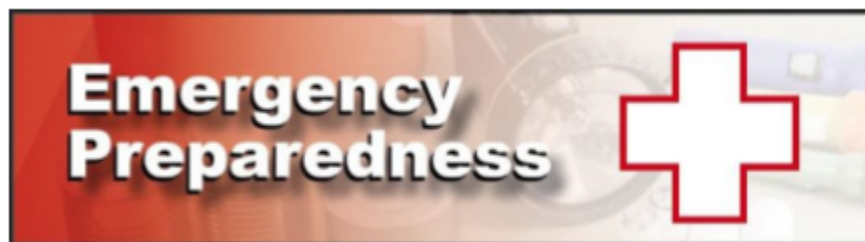
7. Any issues of this type will be reviewed by the Operations team in their upcoming meeting to ensure that we can resolve any macro-level issues that may have caused these individual issues.



## Emergency Preparedness Plan

The following is Northwest Career College's Emergency Preparedness Plan. This plan is reviewed every year during the fourth quarter to **Identify Risks, Qualify Risks, Monitor & Manage Risks, Establish Media Protocols** and **Conduct Proper Training**.

The complex nature of our business means we must be prepared to respond to a range of possible disruptions. Potential threats come in many forms such as major accidents, political instability, or extreme weather. We maintain a strong emphasis on training to develop effective emergency response capabilities. If a spill or other unplanned event occurs, we have plans and processes in place to ensure we can respond effectively. We also conduct thorough investigations of all significant incidents to understand the root cause, share lessons learned and prevent future incidents.



### Identify Risks

*Northwest is committed to staying in compliance with local, state, and federal safety requirements at all times. The below will be conducted to identify potential risks to be assessed and rectified:*

**1. Emergency Response Manual:**

- Ensure all content is up-to-date and in a centralized location for all employees and students to view
- Provide Annual Security Report to Staff and Students and store in a centralized location for ease of access

**2. Evacuation Procedures:**

- Review Building Changes
- Review Staffing Changes
- Research Environmental and Community Changes

**3. Campus Walk Through to Review Preparedness for:**

- Natural Disasters
- Fire
- Flood
- Gas leak
- Water unavailable
- Elevator out of order
- Facility/Maintenance Emergencies
- Power Outages
- Chemical Spills
- Vandalism
- Employee/Student-based Emergencies
- Medical Emergencies
- Active Shooter
- Physical/Verbal Altercations
- Weapon Possession

**4. Incident & Observation Reports:**

- Review any incident reports from the last review and assess any additional areas that may pose a risk

**5. Training Plans:**

- Review employee and student training materials and research training that can be implemented immediately or in the following calendar year.

## Qualify Risks

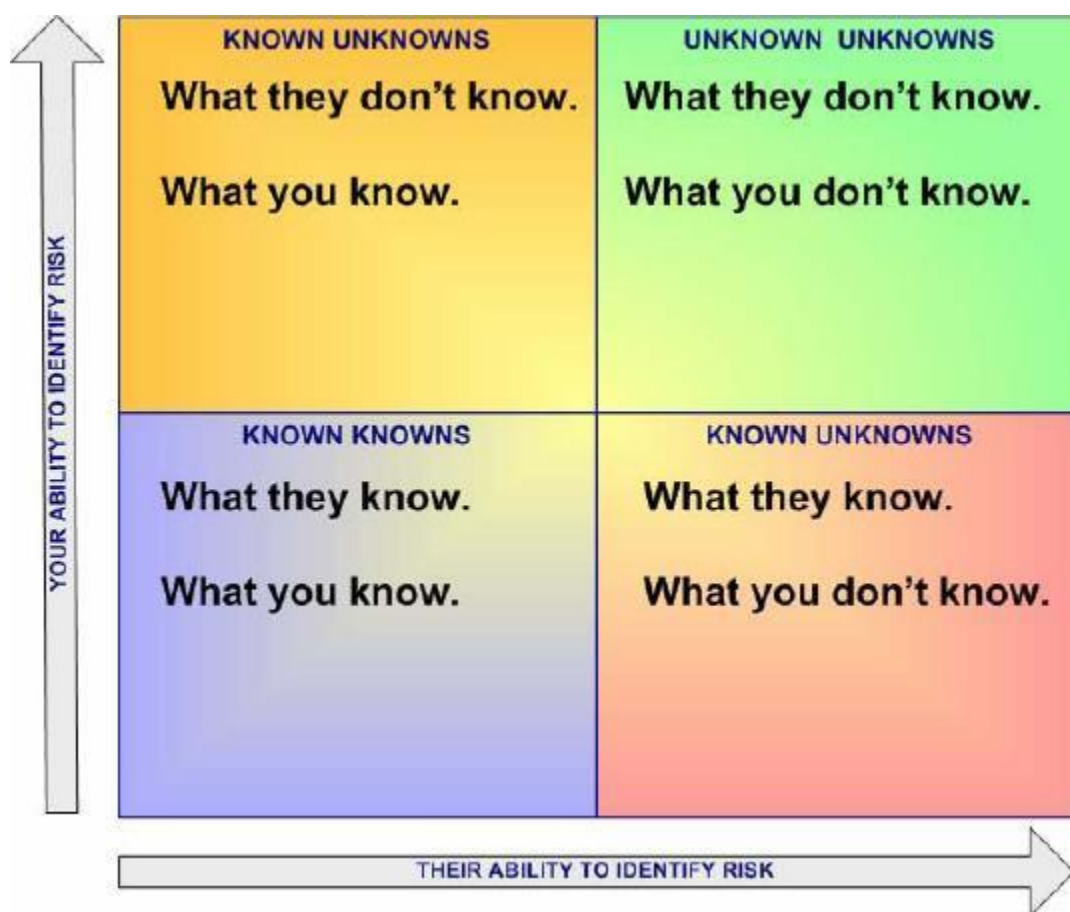
*Once risks have been identified, the Northwest Safety Committee will qualify each risk by categorizing the level of risk and creating an action plan to make the necessary changes. See below for steps:*

### 1. Isolate and Identify Findings

- Create an Action Plan to Eliminate the Risk
- Create a list of risk triggers and how to handle the risk if it occurs
- Establishing Action Items to Resolve any Findings
- This Action Plan is to be clear and easily identifiable

### 2. Determining Risk Assessment

- Determine how a risk assessment will fit within the NCC Risk Management Processes and eventual risk management plan. The best approach is one that is scaled to fit the organization, and our team. The below Risk Assessment Matrix is the start of the Risk Assessment Process.



## Monitor and Manage Risks

### 1. Quarterly Meetings with the Emergency Response Council (ERC)

- Once risks have been identified, the Emergency Response Council (ERC) will meet Quarterly to review all findings.
- Once all findings have been reviewed, the ERC will take the necessary steps to develop a resolution plan and notify the necessary parties to ensure the matter is resolved moving forward.
- Risks will remain on future agendas until the resolution has proven effective.
- Ongoing review of the risk mitigation plan is required to ensure that it is meeting the needs of the organization. Review all mitigation strategies, including the status and effectiveness of the actions you have taken. Surveying those strategies not implemented also ensures that your plan is moving forward. Ensuring that all requirements of your risk management plan are being implemented is critical.
- When there is a change to the risk impact or its probability, it may make sense to adjust the mitigation strategy or the regular risk assessment schedule. Use of current implemented strategies would be the ideal to use, making changes as warranted. A complete change in the strategy may not be necessary, but adjustment to the implementation may be an option.
- Continual attention to Risk Prevention provides better and more efficient execution, less effort overall, and better results.

## Emergency Media Protocols

### 1. Timely Warning Notification Protocol

- The manner of dissemination to alert the campus community may include one or more of the following methods: e-mail, voice mail, and text messages. NCC may also utilize the school website, campus bulletin boards, or its social media pages to post relevant warnings, updates, and advisories. NCC may also decide to issue an alert about a crime occurring outside of NCC's Clery geography if it determines such a notification to have value to the student and employee populations, although such a crime would not be included in the annual report.

### 2. Designated persons who may address the media in an emergency event:

- Public information regarding campus emergencies will be released by the Chief Executive Officer (CEO) only.
- It will be the policy of the school to release all appropriate information as rapidly as possible to allay anxiety and rumors for all students, parents, faculty, staff, and the general public. The Crisis Response Team will be involved where possible and appropriate.

### Evacuation Plan

#### 1. Emergency Assessment Protocol

- Campus Security Authority (CSA) is ultimately responsible for assessment of the situation, confirmation that there is a significant emergency or dangerous situation involving an immediate threat to students or employees, and determination of the appropriate actions in response to the emergency. If the CSA is not present during an emergency, the first available designated security personnel will assume responsibility for emergency assessment. However, students and employees are encouraged to use appropriate discretion if they are the first person to encounter an emergency and should act accordingly.
- Upon confirmation of the emergency, the Campus Security Authority (CSA) will determine the appropriate segment or segments of the campus community to receive a notification as well as the appropriate content of the notification and then initiate the notification system described below. By default, all departments on campus and students will be notified of emergencies to ensure the safety and security of Northwest students, personnel, and members of the public. If the CSA decides to limit the notification to specific segments of the campus community, there will be a continuing assessment of the situation and that additional segments of the campus community may be notified if a situation warrants such action.
- Campus Security Authority (CSA) will determine how much information is appropriate to disseminate at different points in time and will delegate email notification regarding the emergency to the first available designated security personnel after specifying the contents of the initial notification. The CSA will be then personally responsible for initiating in person notifications throughout the campus facility with the assistance of supplemental support personnel. If the CSA is not present at the time of the emergency, the first available designated security personnel will assume responsibility for coordinating the emergency response and initiating the notification system. In the event of an emergency or situation that will affect the community at large, the CSA, CEO or another designated employee will notify local authorities by calling 911.

#### 2. Procedure Review and Exercise Protocol

- Emergency response and evacuation procedures are reviewed, and simulations are conducted annually during scheduled training sessions. These procedures are all discussed with employees during their employee orientation.
- Emergency response and evacuation procedures are also evaluated using a minimum of one announced test evacuation each summer during school hours to practice coordination between campus security personnel for successful execution of a campus lockdown and campus evacuation. Unannounced tests may be conducted at any time at the discretion of the Campus Security Authority (CSA).
- Students are interviewed by the designated security personnel after the test to obtain feedback about the effectiveness of the drill. They also receive reminders about the emergency response and evacuation procedures from employees and the Campus Security Authority (CSA) prior to announced tests and are reminded about the availability of these procedures in hard copy via the ASR.
- For each test, the Campus Security Authority (CSA) is responsible for recording a description of the exercise, the date, the time the test started and ended, and whether it was announced or unannounced.
- Evaluations and corrective action reports, which are designed for assessment and evaluation of emergency plans and capabilities, are completed after each test to ensure everyone involved in the emergency response and notification procedures understands his or her role and responsibility. The Campus Security Authority (CSA) will assess whether the test met its goals or not and propose any necessary adjustments to improve subsequent tests

## Training & Resources

Northwest Career College Employees are required to complete quarterly Knowledge City training courses. These courses not only provide the knowledge of how to de-escalate an emergency situation, but also bring aware awareness of the resources that are available before, during, and after an emergency has occurred.

Resources have been listed below that all employees and students are eligible for through Northwest Career College, as well as by law in the State of Nevada.

Northwest Career College publishes an Annual Security Report that all NCC affiliates have access to. This report includes all policies and procedures in place within the institution.





---

### Professional Compliance Training Courses – Emergency & Workplace Safety

---

1. Professional Compliance Training Courses are completed by all Northwest Career College employees on a quarterly and annual basis. A few courses that are required to be completed by all employees are as follows:
  - Sexual Harassment Prevention
  - Active Shooter: Surviving an Attack
  - Bullying and Disruptive Behavior for Employees
  - Workplace Harassment in the Office
  - Emergency Planning
  - Evacuation Procedures
  - Office Safety
  - Workplace Violence
  - Sexual Assault Prevention
  - Creating a Culture of Diversity and Inclusion
  - Title VI Compliance: Agencies and Programs Receiving Federal Assistance
  
2. The above Professional Compliance Training Courses will highlight the following areas of growth for Northwest Career College employees:
  - Campus Safety
  - Workplace Safety
  - Diversity and Discrimination
  - Post-Secondary Laws and Regulations

## Conflict De-Escalation Techniques

### 1. Potential signs of conflict escalation:

- A person clenching his or her fists or tightening and untightening their jaw.
- A sudden change in body language or tone used during a conversation.
- The person starts pacing or fidgeting.
- A change in type of eye contact.
- The “Rooster Stance” – chest protruding out more and arms more away from the body.
- Disruptive behaviors – Such as yelling, bullying, actively defying, or refusing to comply with rules.

### 2. What can you do to help de-escalate a conflict situation? Here are some tips, and remember, this isn't a step-by-step list, but rather a menu of options that may prove useful. And remember, without specialized training: never consider the use of physical force as your first response.

- First, calm yourself before interacting with the person.
- If you are upset, it is only going to escalate the situation. Calm down and then begin to look at the situation and how you can intervene safely.
- Take a deep breath.
- Use a low, dull tone of voice and do not get defensive even if the insults are directed at you.
- Becoming aware of your situation is also critically important. This can include:
  - Other people in the room,
  - Objects, such as chairs, tables, items on a table,
  - and the space around you, like exits or openings, and if you are blocking the person so that they are made to feel trapped.
- Try to look as non-threatening as possible.
- Appear calm and self-assured even if you do not feel it.
- Maintain limited eye contact and be at the same eye level. Encourage the customer to be seated, but if he/she needs to stand, stand up also.
- Maintain a neutral facial expression.
- Place your hands in front of your body in an open and relaxed position.
- Do not shrug your shoulders.
- Do not point your fingers at the person.
- Avoid excessive gesturing, pacing, fidgeting, or weight shifting.
- Maintain a public space distance, which is 12 feet or more.
- Make a personal connection. Something as simple as asking, “What’s your name?” can diffuse a situation quickly.
- People respond positively to their own name and can make the dialogue more personal.
- Listening to the persons concerns. - Acknowledge the other person’s feelings without passing judgment on them.
- Empathy needs to be shown during conflict situations. Even if you do not agree with the person’s position, expressing an understanding why that person feels a particular way will help resolve the conflict.
- Clarifying, paraphrasing and open-ended questions all help to ensure that the person is aware you have understood their frustrations completely.
- Ask to take notes.
- Ask for their ideas or solutions.
- Help them talk out angry feelings rather than act on them.
- Shift the conversation to the future, create hope, and you make yourself less threatening.
- Using “what” and “we” helps include the person in those future plans.
- Get them to say yes.
- It is very hard for someone to stay angry towards you if they are agreeing with you.

- No person, group, or set of conditions can guarantee that a conflict will proceed constructively.
- Use the A.C.T.I.O.N. acronym!
  - **Awareness**
    - Noticing the event, interpreting it as a problem, and assuming personal responsibility to help.
  - **Create**
    - Create possible solutions. Think in through and pick your strategy.
  - **Tag Team**
    - Stay Calm. Get help if you can.
  - **Intervene**
    - Intervene when safe and appropriate.
  - **Open Dialogue/ Observe options**
    - Be aware of your delivery style.
  - **Negotiate Solution**
    - Draw a line. Know the appropriate “next step.”

### 3. Intervention Strategies

- **Presence** - Campus Security should be maintaining their presence throughout multiple campuses as a preventive measure. Individuals will have less time to even think of causing trouble.
- **Clarification** – When questioning individuals, this will usually stop and prevent any consequences.
- **Silent Stare** - People tend to stop what they are doing when they notice they are being looked at.

### 4. Defusing Techniques

- Match the intensity of volume, use a similar tone to match, and bring it down.
  - “I feel (emotion) when you (yell) because (it is hard for me to talk with you) and I would like you to talk with me so we can resolve this.”
  - “I understand how this is frustrating to you”
  - “I can appreciate where you’re coming from. However,”
  - “I understand your position, And...”
  - “Right now, this is a small issue. Let us work together so it doesn’t become.

### 5. Paraphrasing

- A summary in your words as to what the individual has told you, and in doing so, it creates empathy in showing that you are listening and understanding.
  - For example: “Are you telling me...” or “Are you saying...”

### 6. Open-Ended Questions

- Using open-ended questions will get the person talking and will focus on their feelings since these questions cannot be answered with a yes or no.
- Begin these questions with words like “How” “When” “What” or “Where”.

### **If de-escalation is not working, stop!**

- If the situation feels unsafe, leave, and call for help.
- Remember to be patient, calm and aware of the situational surroundings should a conflict arise in your workplace.
- Most importantly, have a plan to protect yourself if the worst-case scenario unfolds; how do you escape, defend your life, or protect other colleagues.

**Reference:** <https://vividlearningsystems.com/safety-toolbox/conflict-de-escalation-techniques>

## Conflict-Resolution Procedures

### 1. How should you resolve conflict?

- There are seven steps to successfully negotiating the resolution of a conflict:
  - Understand the conflict
  - Communicate with the opposition
  - Brainstorm possible resolutions
  - Choose the best resolution
  - Use a third-party mediator
  - Explore alternatives
  - Cope with stressful situations and pressure tactics

### 2. Understand the Conflict

- Conflicts arise for a variety of different reasons. It is important for you to clearly define your own position and interests in the conflict, and to understand those of your opponent. Here are some questions to ask yourself so that you can better define the conflict.
- Interests:
  - What are my interests?
  - What do I really care about in this conflict?
  - What do I want?
  - What do I need?
  - What are my concerns, hopes, fears?
  - Possible Outcomes
  - What kinds of agreements might we reach?

### 3. Communicate with the Opposition

- Now that you have thought through your own interests and those of the other party, you can begin to communicate directly with your opposition. Here are some tips for productive talks:
  - Listen. Their opinions are important to you because their opinions are the source of your conflict. If something is important to them, you need to recognize this. Recognizing does not mean agreeing, of course!
  - Don't, however, react to emotional outbursts! Try an apology instead of yelling back. Apologizing is not costly and is often a rewarding technique.
  - Be an active listener. Rephrase what you're hearing as a question: "Let me see if I'm following you. You're saying that... Have I got that right?" You can still be firm when you're listening.
  - Be concrete, but flexible. Speak about your interests, not about your position.
  - Avoid early judgments. Keep asking questions and gathering information.
  - Don't tell the opposition, "It's up to you to solve your problems." Work to find a solution for everyone.
  - Find a way to make their decision easy. Try to find a way for them to take your position without looking weak, but don't call it a way for them to "save face." Egos are important in negotiations!

### 4. Brainstorm Possible Resolutions

- Now that you know what the interests of both parties are, and how to better communicate with the opposition, you can start thinking about solutions. Look at all the interests you have listed, for you and for your opponents, and look for common interests.

### 5. Choose the Best Resolution

- The goal here is to use both groups' skills and resources to get the best result for everyone. Which resolution gives both groups the most? That resolution is probably the best one.

### 6. Use a Third-Party Mediator

- As you are brainstorming and choosing a good resolution, you may want to use a third-party mediator. This is a person who is not from your group or your opponent's group, but whom you both trust to be fair. Your mediator can help both sides agree upon a standard by which you'll judge your resolution. Standards are a way to measure your agreement. They include expert opinions, law, precedent (the way things have been done in the past), and accepted principles.

### 7. Explore Alternatives

- There may be times when, despite your hard work and good will, you cannot find an acceptable resolution to your conflict. You need to think about this possibility before you begin negotiations. At what point will you decide to walk away from negotiations? What are your alternatives if you cannot reach an agreement with your opponent?

### 8. Cope with Stressful Situations and Pressure Tactics

- So far, we've talked about how to negotiate with a reasonable opponent. However, you need to be prepared to negotiate with all kinds of opponents, both reasonable and unreasonable. What if your opponent is more powerful and influential than you are? What if they refuse to meet or talk with you?
- All these situations are stressful and intended to put extra pressure on you to make a quick decision in the opposition's favor. When a situation like this takes place, stay calm and go slow. Don't get angry or make a rushed decision. Instead, talk about the pressure tactic without judging.
- HERE ARE SOME POSSIBLE SITUATIONS:
  - **My opponent is more powerful:** If you have already decided on your best alternative, you have nothing to fear. You can walk away at any time and go that route instead. Think about everything that you can do, and that your mediator can do. Although you may be less powerful, at least you will be negotiating with all the available information.
  - **My opponent won't budge:** In a situation like this, you may be tempted to do the same thing: "If you won't change your mind, neither will I!" However, you will fail if you insist on sticking to your position. Instead, treat your opponent's position as a real possibility. Ask lots of questions. Listen to their logic. Understand what their interests are, and what it is that they really want. Learn what their criticisms of your idea are. The more you know about where they're coming from, the better a resolution you can create.

### Identify and Respond

#### 1. Maintaining Awareness – Detect

- Ensure Security Officers have a constant visual of all campuses via camera, so they can identify unknowns on the interior and exterior of all campuses.
- Familiarize yourself with campus schedules.
- Identify the different shifts (morning, afternoon, night) of when students are on campus at each campus location.
- Identify the employee schedules of when employees begin and end their shifts at each campus location.
- Identify when there will be the most foot-traffic expected at each campus.
- Identify when vendors frequently visit each campus location.
- Gather an abundance of information while conducting interior walkthroughs and exterior perimeter checks on-foot at each campus location.
- Verify the location of students and employees, as some campuses may have several more employees and students than others.
- Familiarize yourself with neighboring businesses, both on Professional Court and Prairie Falcon.
- Knowing the hours of operation of neighboring businesses is important, so you can properly identify if an unidentified individual you observe on their property is warranted/unwarranted, as this will prevent crime on Northwest and neighboring businesses property.
- By continuously observing neighboring businesses, you have allowed a professional relationship to form, so they feel comfortable informing you if they have witnessed any suspicious activity that is worth noting.
- Familiarize yourself with employee vehicles and utilize the Employee Vehicle Report to support your findings.
- If you identify something that appears abnormal, communicate with any additional Security Officers on-duty, and utilize a report (incident or observation) if necessary.

#### 2. Knowing the Proper Responses – Respond

- If any Security Officer or Northwest employee is the witness to an incident, please contact the proper authorities immediately.
  - Security Officers are **NOT** authorized to interfere with any physical altercation or engage in a physical altercation per Northwest's **Hands-Off Policy**.
  - Refer to the **De-Escalation** section of the **Emergency Response Manual** for further information on how to properly de-escalate specific incidents.
- If a member of the Security team has encountered an unwarranted individual who displayed inappropriate/aggressive behavior and that individual has re-accessed a campus location, please contact 9-1-1 immediately.
  - When an unwarranted individual is asked to leave a campus location and does not comply, this is classified as trespassing and will be documented by local law enforcement as such.
- While waiting for law enforcement to arrive, "Intercept" this individual, so they do not access any further points of campus.
  - If you see this individual attempt to approach a student or employee, and you can determine that it is a safe situation to intervene in, make your presence known to this individual and ask in a professional manner their purpose for being on campus.
    - If done so politely, a Security Officer is authorized to interrupt the unwarranted individual from further engaging with a student or employee, where the Security Officer can use the opportunity to inform the unwarranted individual of the policies and procedures in place for campus safety.

- Once law enforcement arrives and the unwarranted individual is escorted off the premises, complete the appropriate incident report and attach the police report to the report you have completed into your daily wrap-up email.
  - If you can capture a photo on the cameras of this individual, please do so, and attach it to the incident report as well.
  - It is important that this information also be sent to FO@northwestcareercollege.edu, as Security cannot be at all five campus locations at once, and the Front Office can assist in identifying an individual who is not permitted on campus to inform Security and law enforcement immediately.

### **3. Deter and Delay**

- Maintaining a constant security presence is the best deterrent for unwanted activity on campus.
  - Interior walkthroughs and exterior perimeter checks are not only to identify suspicious and unwanted activity, but to prevent such activity from happening on campus as well.
- Not only does a Security Officer presence on campus delay unwanted activity on campus, but it is equally as important to always ensure doors are locked and alarms are set.
  - Delay tactics are especially important to implement when law enforcement has been notified and you are waiting for them to arrive to campus.



### Employee Assistance Program

#### 1. Employee Assistance Program (EAP)

- The State's Employee Assistance Program (EAP) provides support, resources, and information for personal and work issues. Services are confidential and provided at no charge to qualifying employees and their dependents.

#### 2. Services include financial information and resources, legal support and resources, work-life solutions, clinical counseling, and critical incident stress management.

- **Financial Assistance**
  - Financial provides telephonic consultation and information with financial experts (e.g., certified financial planners, certified public accountants) on budgeting, debt, credit, tax issues, retirement planning and real estate.
- **Legal Assistance**
  - Legal provides telephonic consultation and information with licensed attorneys for family law, ID theft, custody, real estate, estate planning and tax questions. Additionally, it provides local referrals for in-person legal consultation with discounted fees.
- **Work life Assistance**
  - Work life provides customized research and referral support for childcare, elder care, education, government programs, health/wellness, personal convenience, and moving/relocation.
- **Clinical Counseling**
  - Clinical counseling includes assessment, short-term counseling, referral, and follow-up services to address personal and work-related issues, with access to local in-person counseling through KEPRO. Counseling covers four (4) free, in-person counseling sessions (to include referral, if appropriate) per issue per year. If a referral is made for further counseling, every effort will be made to refer qualified employees and dependents within the State's health plan.
- **Critical Incident Stress Management (CISM/CISD) Services**
  - Critical incident stress management (CISM) refers to crisis intervention services which can include education, briefings, debriefings, defusing, counseling and follow up. Crisis situations could include natural disasters, line of duty death, a colleague's suicide or any other significantly and overwhelming distressing event.
  - CISM services may be obtained by an appointing authority contacting KEPRO at (888) 319-8282.
  - [http://hr.nv.gov/StateEmployees/Employee\\_Assistance\\_Program\(EAP\)/](http://hr.nv.gov/StateEmployees/Employee_Assistance_Program(EAP)/)

## Student Assistance Resources

### 1. Financial Assistance

- Clark County Social Service Department
  - (702) 455-4270
  - Rent and housing assistance is available
  - Bus tickets and transportation assistance
  - Medical bill assistance
  - Utility bill assistance
- Nevada Check Up
  - (877) 543-7669
- Nevada Free or Low-Cost Community Clinics
  - (755) 887-0417
- Nevada 211 (Housing Assistance, Food Pantries, Local Support and Events)
  - Call 211 or (866) 535-5654
  - [www.Nevada211.org](http://www.Nevada211.org)
- Help of Southern Nevada (Pre-Employment Services, Holiday Assistance, Emergency Resources)
  - (702) 369-4357
- Child Care Development Fund (CCDF)
  - (800) 992-0900
- Supplemental Nutrition Assistance Program (SNAP)
  - Toll free number is (800) 992-0900
  - Northern Nevada dial is (775) 684-7200
  - Southern Nevada dial is (702) 486-1646
- WIC (Women, Infants, and Children)
  - (800) 863-8942
- Las Vegas Urban League (Life Skills, Online Job Search, Resume Development, Job Placement)
  - (702) 636-3949

- Safe Nest (Shelter, Counseling, Advocacy, Prevention)
  - (800) 486-7282
- The Rescue Mission (Men and Women Shelter)
  - 480 W. Bonanza Rd. Las Vegas, NV 89106
  - (702) 382-1766
- The Shade Tree (Women and Children Shelter)
  - 1 W Owens Ave, North Las Vegas, NV 89030
  - (702) 385-0072

## 2. Community Provided Assistance

- Addiction Counseling & Treatment (Substance Abuse & Gambling)
- Clothing
- Coordinated Intake hubs (For adults without children)
- Crisis lines
- Disability services
- Domestic Abuse
- Education Services
- Employment services
- Family services
- Food and meals – food pantry
- Food and meal – hot meals
- Government services
- ID assistance
- Legal services
- Medical & dental services
- Mental health services & referrals
- Outreach workers
- Relocation services

- S.A.F.E. house
- Senior services
- Services for people with HIV/AIDS
- Shelter
- Showers
- Suicide prevention
- Transportation
- Veteran services
- Youth & young adult services

### **3. Transportation**

- RTC Club Ride
  - Club Ride is a free program designed to encourage and coordinate carpooling, biking, or riding transit
  - [Rtcsnv.com/Club Ride](https://rtcsnv.com/Club Ride)
  - (702) 288-RIDE (7433)
- Downtown Transportation Center (DTC)
  - 300 N. Casino Center (at Stewart Ave.)
  - (702) 228-7433
- Greyhound Bus Depot
  - 200 S. Main St.
  - (702) 384-9561
- RTC Paratransit (disabled only)
  - (702) 228-4800

#### 4. Pregnancy

- First Choice Pregnancy Services
  - 860 E. Sahara Ave. Ste. 1, LV, NV 89104
  - (702) 294-2273
- Women's Resource Center
  - 2915 W. Charleston Ave. Ste. 1, LV, NV 89104
- Safe & Sound for Women
  - 3131 La Canada St., LV, NV 89169
  - (702) 221-7233
- A-Z Women's Center
  - 1670 E. Flamingo Rd., LV, NV 89119
  - (702) 892-0660
- Planned Parenthood – East
  - 3300 E. Flamingo Rd. #25, LV, NV 89121
  - (702) 547-9888
- Planned Parenthood – West
  - 3220 W. Charleston Blvd., LV, NV 89102
  - (702) 878-7776
- Summit Family Planning
  - 872 E. Sahara Ave., LV, NV 89104
  - (702) 853-2281
- Desert Inn Women's Clinic
  - 1900 E. Desert Inn Rd., LV, NV 89169
  - (702) 735-1960

*\*A full list of resources can be found in the Student Resource Manual available to all students via their Canvas course.*

## Annual Security Report

The Annual Security Report (ASR) is designed to provide a guide to safety and security for our students. The ASR is published annually and can be found on our website [northwestcareercollege.edu](http://northwestcareercollege.edu).

### 1. The Annual Security Report provides information but not limited to:

- Introduction and Purpose
- Purpose of the Annual Security Report
- Annual Security Report Preparation Protocol
- Definitions of Important Terminology
- Institutional Security Policies
- Institutional Policy Statement
- Campus Security Features
- Campus Security Personnel
- Campus Safety Educational Programs
- Drug and Alcohol Abuse Prevention Policy
- Sexual Assault Prevention Policy
- Information Regarding Registered Sex Offenders
- Procedures for Reporting Crimes
- Timely Warning Reports
- Procedures for Reporting Life-Threatening Emergencies
- Emergency Response and Evacuation Procedures
- Comparison of Timely Warnings and Emergency Notifications
- Monitoring of Noncampus Criminal Activity
- Missing Student Procedures
- Fire Safety Procedures
- FERPA Disclosure
- Prohibition on Retaliation
- Crime Statistics

- Annual Disclosure of Crime Statistics
- Crime Recording Policies
- Clery Geography
- Criminal Offenses
- Hate Crimes
- VAWA Offenses
- Arrests and Disciplinary Referrals
- Unfounded Crimes



**northwest**  
**CAREER COLLEGE**