



Emergency Response Manual

Last Updated 1/30/2020



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.

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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 are 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.

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Campus Guide




ADDRESSES & PROGRAM LOCATIONS

MAIN CAMPUS



ADDRESS: 7398 SMOKE RANCH RD., LAS VEGAS, NV 89128

PROGRAMS:

-  Dental Assistant
-  Medical Assistant
-  Phlebotomy Technician

STUDENT SUCCESS CENTER



ADDRESS: 2420 PROFESSIONAL CT., LAS VEGAS, NV 89128

PROGRAMS:


-  Business Administrative Assistant

MASSAGE THERAPY CENTER



ADDRESS: 2471 PROFESSIONAL CT., LAS VEGAS, NV 89128

PROGRAMS:



-  Massage Therapy

LEGAL & BUSINESS CENTER



ADDRESS: 7365 PRAIRIE FALCON RD. #110, LAS VEGAS, NV 89128

PROGRAMS:



-  Criminal Justice
-  Paralegal Studies

PHARMACY & ADMIN CENTER



ADDRESS: 7361 PRAIRIE FALCON RD. #130, LAS VEGAS, NV 89128

PROGRAMS:

-  Dental Administrative Assistant
-  Legal Assistant
-  Medical Administrative Assistant
-  Medical Billing & Coding
-  Pharmacy Technician

Main Campus

First Floor



EVACUATION PLAN







-  FIRE EXTINGUISHER
-  PRIMARY EVACUATION ROUTE
-  SECONDARY EVACUATION ROUTE
-  Assist individuals with mobility disabilities to a safe location
-  Call 911 on a pay phone (no coin required) and report the fire location, injuries, and trapped or disable individuals
-  Report information concerning the emergency to responding police and fire personnel

 **If you hear a fire alarm, feel doors for heat:**
If warm:

- Do not open door
- Place a blanket or towel at the base of the door
- If there is a phone in the room, report your situation by calling 911
- Stay where you are and proceed to an exterior window and call for help

If normal temperature:

- Open the door slowly
- Leave and close the door
- Follow the safest exit route

 **If a fire starts that is beyond your control to extinguish:**

- Call 911
- Activate the nearest fire alarm pull station
- Close the door as you leave to contain the fire
- Follow the safest exit route

 **In the event of an earthquake:**

- Duck, cover, and hold
- Keep away from windows

Second Floor



EVACUATION PLAN







-  FIRE EXTINGUISHER
-  PRIMARY EVACUATION ROUTE
-  SECONDARY EVACUATION ROUTE
-  Assist individuals with mobility disabilities to a safe location
-  Call 911 on a pay phone (no coin required) and report the fire location, injuries, and trapped or disable individuals
-  Report information concerning the emergency to responding police and fire personnel

 **If you hear a fire alarm, feel doors for heat:**

If warning:

- Do not open door
- Place a blanket or towel at the base of the door
- If there is a phone in the room, report your situation by calling 911
- Stay where you are and proceed to an exterior window and call for help

If normal temperature:

- Open the door slowly
- Leave and close the door
- Follow the safest exit route

 **If a fire starts that is beyond your control to extinguish:**

- Call 911
- Activate the nearest fire alarm pull station
- Close the door as you leave to contain the fire
- Follow the safest exit route

 **In the event of an earthquake:**

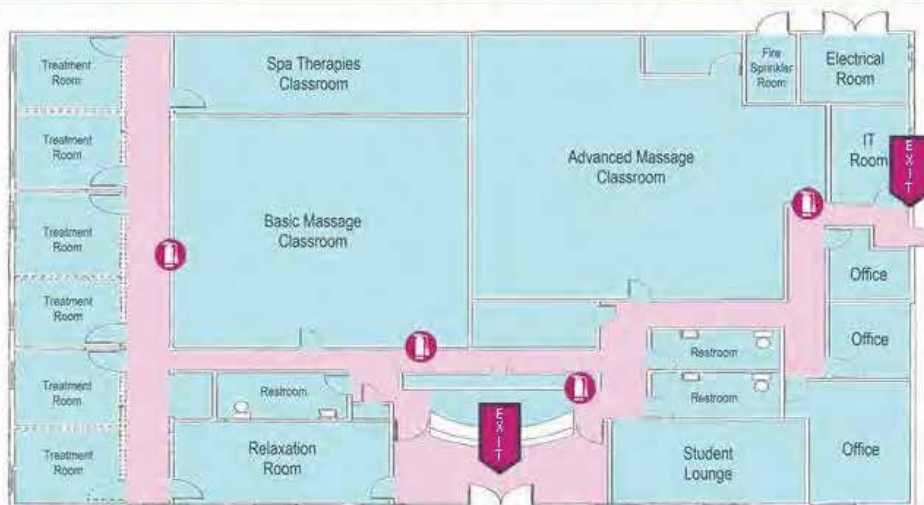
- Duck, cover, and hold
- Keep away from windows

Massage Therapy Center



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EVACUATION PLAN



FIRE EXTINGUISHER



PRIMARY EVACUATION ROUTE



SECONDARY EVACUATION ROUTE



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- Follow the safest exit route



If a fire starts that is beyond your control to extinguish:

- Call 911
- Activate the nearest fire alarm pull station
- Close the door as you leave to contain the fire
- Follow the safest exit route



In the event of an earthquake:

- Duck, cover, and hold
- Keep away from windows
- Evacuate only after the shaking has stopped



Assist individuals with mobility disabilities to a safe location



Call 911 on a pay phone (no coin required) and report the fire location, injuries, and trapped or disabled individuals



Report information concerning the emergency to responding police and fire personnel





EVACUATION PLAN







 **YOU ARE HERE**

 **FIRE EXTINGUISHER**

 **PRIMARY EVACUATION ROUTE**

 **SECONDARY EVACUATION ROUTE**

 Assist individuals with mobility disabilities to a safe location

 Call 911 on a pay phone (no coin required) and report the fire location, injuries, and trapped or disabled individuals

 Report information concerning the emergency to responding police and file personnel

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- Close the door as you leave to contain the fire
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 **In the event of an earthquake:**

- Duck, cover, and hold
- Keep away from windows
- Evacuate only after the shaking has stopped



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EVACUATION PLAN



PRIMARY EVACUATION ROUTE



Assist individuals with mobility disabilities to a safe location



Call 911 on a pay phone (no coin required) and report the fire location, injuries, and trapped or disable individuals



Report information concerning the emergency to responding police and fire personnel



If you hear a fire alarm, feel doors for heat:

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If a fire starts that is beyond your control to extinguish:

- Call 911
- Activate the nearest fire alarm pull station
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In the event of an earthquake:

- Duck, cover, and hold
- Keep away from windows
- Evacuate only after the shaking has stopped

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 will be posted on all of the doors of each campus, so all 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	DESCRIPTION	CONTACT / ESCALATION <i>If an emergency should arise, follow the escalation contact protocols listed in purple.</i>
LEVEL 1 Minor Emergency	Incidents involving a limited area that causes minimal impact or interruption to the campus/workplace. <ul style="list-style-type: none"> Interdepartmental conflict Non-life-threatening injury Elevator out of order Internet Unavailable CANVAS Unavailable Campus NEXUS Unavailable Telephones Unavailable Drugs on Campus 	<ul style="list-style-type: none"> Interdepartmental conflict Non-life-threatening injury Drugs on Campus <ul style="list-style-type: none"> Notify Supervisor <ul style="list-style-type: none"> Supervisor to Notify Employee Services Elevator out of order <ul style="list-style-type: none"> Notify VP of Operations Internet Unavailable Campus NEXUS Unavailable Telephones Unavailable CANVAS Unavailable <ul style="list-style-type: none"> Notify Supervisor <ul style="list-style-type: none"> Supervisor to Notify Director of IT
LEVEL 2 Moderate Emergency	A significant emergency that disrupts an entire department, building, or classroom that may require assistance from the Security team or an external organization. <ul style="list-style-type: none"> Power Outages Water Unavailable Flood Earthquake Physical Altercation Weapons Possession 	<ul style="list-style-type: none"> Power Outages <ul style="list-style-type: none"> Follow Department Contingency Plan Water Unavailable <ul style="list-style-type: none"> Notify VP of Operations Flood Earthquake <ul style="list-style-type: none"> Follow Evacuation Plan Weapon Possession <ul style="list-style-type: none"> Notify Supervisor Call 911 if deemed a threat Physical Altercation <ul style="list-style-type: none"> Follow de-escalation procedures Call 911 (if applicable) Notify Supervisor
LEVEL 3 Major Emergency	A major emergency that involves multiple buildings or impacts the entire campus and the surrounding community. <ul style="list-style-type: none"> Medical Emergency Large Gas Leaks Significant Earthquake Fire Acts of Terrorism Active Shooter Bomb Threat 	<ul style="list-style-type: none"> Medical Emergency <ul style="list-style-type: none"> CALL 911 Notify Supervisor <ul style="list-style-type: none"> Supervisor to Notify Employee Services Large Gas Leaks Significant Earthquakes Fire Acts of Terrorism Active Shooter Bomb Threat <ul style="list-style-type: none"> CALL 911 Follow Evacuation Plan <p><i>Remember to ALWAYS Remain Calm!</i></p>

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 in the event that 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 Operating Officer	MC	106	702-682-4055	Patrick.kenny@northwestcareercollege.edu
Dr. Thomas Kenny	Chief Academic Officer	MC	176	702-496-8724	Thomas.kenny@northwestcareercollege.edu
Dr. Stephanie Kenny	Chief Financial Officer	MC	115	702-496-6016	Stephanie.kenny@northwestcareercollege.edu
Michael Kenny	Director of Finance	MC	116	702-677-0039	michael.kenny@northwestcareercollege.edu
Leslie Tran	VP of Operations	MC	124	702-600-9026	Leslie.tran@northwestcareercollege.edu
Employee Services		MC	164	N/A	Employeeservices@northwestcareercollege.edu

For department supervisor contact information, refer to the Namely Directory or contact the Front Office for extension information.

Emergency Incident Categories

Below are six emergency incident categories explained:

1. [Active Shooter](#)
2. [Lockdown](#)
3. [Power Outages](#)
4. [Flood](#)
5. [Fire](#)
6. [Vandalism and Suspicious Activity](#)

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.

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 link below for additional resources:

- 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.

Lockdown

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

- Lock all doors and windows immediately. If a door can't be locked, attempt to quickly block the door with heavy items.
- 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.
- Keep students inside of the classroom.
- Silence televisions, cell phones and other electronics.
- 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.
- Remain indoors and under lockdown until you receive an "all clear" from an 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.

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 provides good visibility in the school at all times. 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 at 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

Refer to the Emergency Assessment Grid on Page 3.

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.
- Once 5 minutes have passed without any changes in power, **notify your supervisor.**
- 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 accounted for at all times.**
- 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 as long as 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.
- Keep the doors to any refrigerated areas closed to preserve items.

5. **Timeclock**

- Any time that was not recorded during the outage should be documented per the Timeclock Outage Sign-in Sheet at the Front Office.

Flood

Refer to the Emergency Assessment Grid on Page 3.

1. 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.
- **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 come in contact with 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.

2. 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

Refer to the Emergency Assessment Grid on Page 3.

- Call 911.
- Evacuate the building immediately and go to the designated area provided during the normally scheduled fire drill.
- Use the stairs – NEVER use elevators.
- Close doors as you leave to confine the fire as much as possible.
- If the alarm is NOT already sounding, pull the fire alarm on your way OUT of the building.
 - If you are unable to locate the alarm, yell FIRE as you leave.

1. 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. Personal space heaters are NOT permitted.

Vandalism & Suspicious Activity

Refer to the Emergency Assessment Grid on Page 3.

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

Refer to the Emergency Assessment Grid on Page 3.

- 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.
- ❖ 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.

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

1. Personnel, Students, and Employees:

- 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 following individuals for the purposes of making timely warning reports and the annual statistical disclosure:
 - **Campus Security Authority:** Michael Kenny
 - **Chief Operating Officer:** Patrick Kenny
 - **School Director:** John Kenny
 - **Chief Academic Officer:** Thomas Kenny
- These security personnel complete training annually on evaluation of relevant evidence and how it should be used during a proceeding; proper techniques for questioning witnesses; basic procedural rules for conducting a proceeding; and avoiding actual and perceived conflicts of interest.

2. Supplemental Support Personnel

- If a student or employee cannot immediately locate one of the designated support personnel, they are encouraged to locate a member of the Front Office Department, the Student Development Department, or the Academic Affairs Department, who will then contact the Campus Security Officers for assistance so they may report the criminal offense in a timely manner.

Campus Security Officers

1. Campus Security Officer (CSO) Availability

- CSO hours are from 7:30 am – 10:30p, Monday – Thursday (or until all students and closing staff have departed from the building).
- Campus Security is available during their scheduled hours to assist all students and employees with escalated measures that may require campus security assistance.
- The Front Office and Campus Security are equipped with a Walkie Talkie to stay in communication in emergency situations.
- Security can be reached at any time on campus communication platforms.

2. Hands-Off Policy

- Campus Security Officers are to maintain a Hands-Off policy at all times.
- 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.
- If de-escalation techniques do not diffuse the situation, law enforcement should be notified immediately.

Campus Security Escalation Codes

1. 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 Gray:** Combative Person
- **Code Silver:** Person with a Weapon, Active Shooter, and/or Hostage Situation

Post-Incident Reporting

1. Following 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.
 - The Incident Report is to be signed by the Campus Security Officer, Complainant, and an Operations Team Member.
 - If any photos or video footage is available include as an attachment for the next steps.
- Incident Reports and supplemental information is stored in the Campus Security Binder along with a digital copy housed in the Administrative Materials.
- All Incident Reports are to be scanned and emailed to the Chief Operating Officer 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 Director of Academic Affairs, in addition to the Chief Operating Officer 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

1. Following 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 Administrative Materials.
- All Observation Reports are to be scanned and emailed to the Chief Operating Officer 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 Director of Academic Affairs, in addition to the Chief Operating Officer and the VP of Operations.
- The goal of the Observation Report is to follow-up and create an action plan to eliminate this observation from turning into a future incident.

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 taking into account 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:
 - Flood on Campus
 - Water unavailable on Campus
 - Electricity out on Campus
 - Gas Leak on Campus
 - Fire on Campus
 - Elevator – out of order
 - Restrooms – out of order
 - Internet unavailable on Campus
 - Wireless Internet unavailable on Campus
 - Telephones unavailable on Campus
 - CampusNEXUS/Portal/NAS/CANVAS unavailable
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 (ie. Elevator is non-functional).
 - VP of Operations
 - Chief Operating Officer
 - The Operations Department will investigate the problem and see if any of our on-site specialists can resolve the issue (ie. 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>Non-Life Threatening Injury</i>	Email	staff@northwestcareercollege.edu, faculty@northwestcareercollege.edu
<i>Drugs on Campus</i>	Email (all)	students@northwestcareercollege.edu staff@northwestcareercollege.edu, faculty@northwestcareercollege.edu
<i>Flood on Campus</i>	Namely, Email (all)	students@northwestcareercollege.edu staff@northwestcareercollege.edu, faculty@northwestcareercollege.edu
	Namely, Email (all)	students@northwestcareercollege.edu

<i>Natural Disaster</i>	Text (all)	staff@northwestcareercollege.edu, faculty@northwestcareercollege.edu
<i>Weapon Possession</i>	Email (all)	students@northwestcareercollege.edu staff@northwestcareercollege.edu, faculty@northwestcareercollege.edu
<i>Physical Altercation</i>	Email	staff@northwestcareercollege.edu, faculty@northwestcareercollege.edu
<i>Medical Emergency</i>	Email	staff@northwestcareercollege.edu, faculty@northwestcareercollege.edu
<i>Acts of Terrorism</i>	Namely, Email (all) Text (all)	students@northwestcareercollege.edu staff@northwestcareercollege.edu, faculty@northwestcareercollege.edu
<i>Active Shooter</i>	Namely, Email (all) Text (all)	students@northwestcareercollege.edu staff@northwestcareercollege.edu, faculty@northwestcareercollege.edu
<i>Bomb Threat</i>	Namely, Email (all) Text (all)	students@northwestcareercollege.edu staff@northwestcareercollege.edu, faculty@northwestcareercollege.edu
<i>Water unavailable on Campus</i>	Namely, Email (all)	students@northwestcareercollege.edu staff@northwestcareercollege.edu, faculty@northwestcareercollege.edu
<i>Power Outages on Campus</i>	Email (all) Text (all)	students@northwestcareercollege.edu staff@northwestcareercollege.edu, faculty@northwestcareercollege.edu
<i>Gas Leak on Campus</i>	Email (all) Text (all)	students@northwestcareercollege.edu staff@northwestcareercollege.edu, faculty@northwestcareercollege.edu
<i>Fire on Campus</i>	Email (all) Text (all)	students@northwestcareercollege.edu staff@northwestcareercollege.edu, faculty@northwestcareercollege.edu
<i>Elevator – out of order</i>	Namely Email (all)	students@northwestcareercollege.edu staff@northwestcareercollege.edu, faculty@northwestcareercollege.edu
<i>Restrooms – out of order</i>	Namely Email (all)	students@northwestcareercollege.edu staff@northwestcareercollege.edu, faculty@northwestcareercollege.edu
<i>Wireless Internet unavailable on Campus</i>	Email and Text	staff@northwestcareercollege.edu, faculty@northwestcareercollege.edu
	Email	students@northwestcareercollege.edu

<i>CANVAS Unavailable</i>		staff@northwestcareercollege.edu, faculty@northwestcareercollege.edu
<i>CampusNEXUS/Portal/ NAS Unavailable</i>	Email	staff@northwestcareercollege.edu, faculty@northwestcareercollege.edu
<i>Telephones unavailable on Campus</i>	Email	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 (ie. Type of incident – Location of Incident)
 - Length of downtime/issue (ie. Internet was down for 2.5 hours)
 - Method of resolution (ie. Called in 3rd party to reset network card)
 - Steps taken to ensure this issue does not occur again, as provided by the specialist on campus (ie. 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

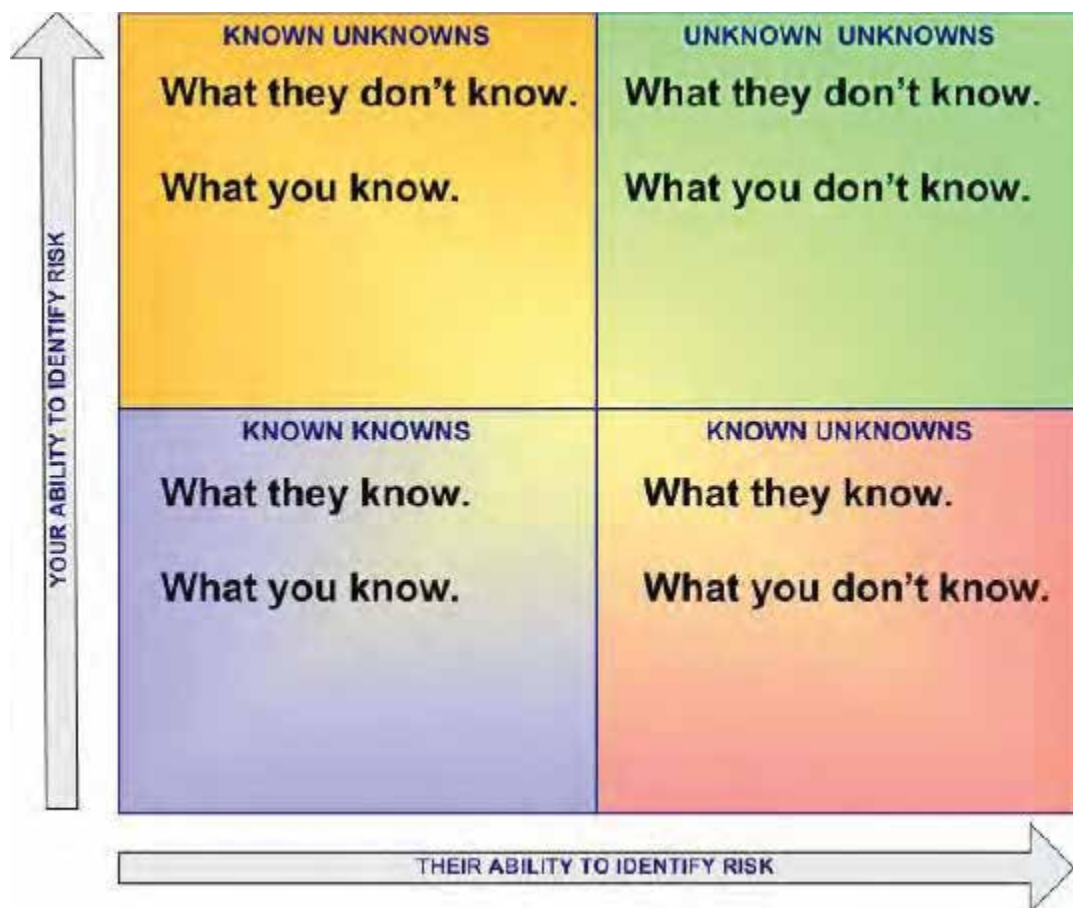
Once risks have been identified, the Northwest Safety Committee will qualify each risk by categorizing the level of risk, and creating an action plan to make the necessary changes. See below for steps:

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 Operating Officer (COO) 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

- The 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 the 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.
- The 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 inperson 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, COO 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 of the policies and procedures in place within the insituation.



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. For recognition, here are some 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 in order 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.

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 define clearly 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 of 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 fairly 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 of 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.

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.
- **Worklife Assistance**
 - Worklife provides customized research and referral support for child care, 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
- 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
 - (702) 288-RIDE (7433)
- Downtown Transportation Center (DTC)
 - 300 N. Casico 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. Chareleston 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

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.

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

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