

**ASHFORD**  
**UNIVERSITY**<sup>®</sup>  
FOUNDED 1918

**EMERGENCY  
REFERENCE GUIDE**

**FALL 2010**

**Ashford University**  
400 North Bluff Blvd.  
Clinton, Iowa 52732

**Emergency Contact Information:**

**Police/Fire/Rescue**

**911**

Campus Security	ext. 4900 (from campus phones) 563.242.2752
Information Technology	563.242.4023, ext. 1501
Legal Inquiries/Issues	
Bridgepoint Vice President of Compliance	800.798.0584, ext. 2219
Media Inquiries/Statements	
Bridgepoint Director of Public Relations	800.798.0584, ext. 2515

**After Hours Contact Information:**

Clinton Police Department	563.243.1458
Director of Campus Security	815.718.5685
Director of Student Success	563.249.0988
Associate Director of Student Success	563.249.3183

Fire alarm location \_\_\_\_\_

Fire extinguisher location \_\_\_\_\_

Emergency exits location \_\_\_\_\_

Weather shelter location \_\_\_\_\_

Defibrillators location \_\_\_\_\_

Person(s) trained in CPR \_\_\_\_\_

Evacuation meeting place \_\_\_\_\_

Persons needing help during evacuation should meet \_\_\_\_\_

Nearest emergency call box location \_\_\_\_\_

Nearest weather radio location \_\_\_\_\_

**In all situations:**

Your first priority is your personal safety and the safety of others.  
Remain calm, follow the steps outlined below.

- **Notify Campus Security and/or 911 immediately.**
- Do not attempt to move the victim unless he/she is in danger of further injury.
- Properly trained individuals should begin CPR and/or Automated External Defibrillator (AED) on an unresponsive victim who is not breathing normally.
- Properly trained individuals should commence first aid while awaiting an ambulance, particularly to stop heavy bleeding.
- If alcohol poisoning is suspected, keep the person awake.
- See Emergency Event Overview for follow-up instructions.

In the event of overly threatening behavior constituting an immediate threat to self or others, **notify Campus Security and/or 911**.

In non-emergency situations, refer students to the Director or Associate Director of Student Success; refer faculty and staff to Employee Assistance Program (1.800.538.3543).

- Express your concern directly to the individual.
- Make referral in the presence of the individual and offer to accompany them.
- Watch for changes in behavior:
  - Significant changes in academic or work performance;
  - Changes in hygiene, speech, attentiveness, or social interaction;
  - Excessive drinking or drug use;
  - Severe loss of emotional control;
  - High levels of irritability;
  - Impaired speech or garbled/disjointed thoughts;
  - Excessively morbid, violent or depressing themes in written assignments;
  - Verbal expression of suicidal or violent thoughts.
- See Emergency Event Overview for follow-up instructions.

- Stay calm and unhurried in your response to the person.
- Be empathetic and show your concern.
- Try to sit down with the person, as sitting is a less aggressive posture than standing or moving around.
- Be helpful. Schedule an appointment for a later time, take notes.
- Provide positive feedback such as, “We can get this straightened out,” or “I’m glad you’re telling me how you feel about this.”
- Stay out of arm’s reach.
- Limit eye contact.
- Do not argue, yell or joke.
- Do not touch the person.

If the person’s agitation increases, attempt the following:

- Leave the scene.
- Notify Campus Security.
- Alert co-workers using an agreed-upon code word to indicate trouble.
- Do not allow menacing behavior to go unreported. Alert Campus Security and co-workers immediately after the person leaves.
- See Emergency Event Overview for follow-up instructions.

- Indicators of a violent crime in progress:
  - Intermittent alarm
    - *(Alarm sound = tone-tone-tone (1 second pause) tone (10 second pause) repeat.*
  - Text message indicating event.
  - Email message indicating event.
  - Voicemail message indicating event.
- If exiting the building safely **is possible**:
  - Exit the building immediately.
  - Notify others as you exit the building.
  - Be aware of your surroundings.
  - **Notify Campus Security and/or 911 immediately upon reaching a safe location.**
- If exiting the building safely **is not possible**:
  - Go to the nearest room or office.
  - Close and lock the door.
  - Cover the door windows.
  - Be quiet and act as if no one is in the room.
  - DO NOT answer the door.
  - **Notify Campus Security and/or 911 as soon as you are able.**
- See Emergency Event Overview for follow-up instructions.

- **Notify Campus Security and/or 911.**

- Take cover under study furniture or evacuate the building if directed to do so by authorized emergency personnel.
- Signal for help by shouting or hanging an article of clothing from a window, but do not linger by windows.
- If possible, move away from the site of the hazard to a safe location.
- Do not use elevators.
- Be careful of fallen debris, and of glass or heavy objects that might fall.
- See Emergency Event Overview for follow-up instructions.

- Do not use a cell phone because it may trigger an explosive device.
- Do not move, open, cover, or interfere with the package.
- Move away from suspicious items.
- Do not use radios, pagers, or cell phones because they may trigger an explosive device.
- **Notify Campus Security and/or 911 from a safe location.**
- Follow Security or Police instructions.
- See Emergency Event Overview for follow-up instructions.

**Consider all bomb threats as serious. Notify Campus Security and 911 immediately.**

**For telephone threats:**

- Remain calm, note the exact words used by the caller, and note the time of call.
- Check caller ID for information.
- Do not hang up the phone on an incoming call.
- Signal or email a co-worker to **Notify Campus Security and 911 immediately.**
- Keep the caller on the line for as long as possible, and ask the following questions:
  - When will the bomb explode?
  - Where is the bomb?
  - What does it look like?
  - What kind of bomb is it?
  - What will cause it to explode?
  - Where did you place the bomb?
  - Why did you do it?
  - Where are you calling from?
  - What is your address?
  - What is your name?
- Make a note of the tone, rate, and affect in the caller's voice.
- Is the voice familiar to you?
- Note background noises.
- Note the telephone number receiving the call.

**For written threats:**

- **Notify Campus Security and 911 immediately.**
- Do a quick visual inspection of your area. Do not touch or move any suspicious objects.
- Do not use radios, pagers, or cell phones because they may trigger an explosive device.
- Follow evacuation procedures...
- See Emergency Event Overview for follow-up instructions.

- Activate fire alarm by pulling on alarm box.
- Alert people in the immediate area of the fire and evacuate safely.
- Confine the fire by closing doors as you leave the area.
- **Notify Campus Security and 911 immediately noting the location and size of the fire. Always call from a safe location.**
- Evacuate the building. Do not use elevators unless directed to do so by authorized emergency personnel.
- Do not re-enter the building until authorized emergency personnel give the “all clear” signal.
- If smoke, heat, or flames block your exit routes, stay in the room with the door closed.
  - Place cloth (damp if possible) over your mouth and nose to act as a filter.
  - Signal for help using a bright-colored cloth at the window.
  - If there is a telephone in the room, call 911 to alert authorities of your whereabouts.
- Report all fires to Campus Security, even those which have been extinguished.
- See Emergency Event Overview for follow-up instructions.

- **Notify Campus Security immediately.**

- If possible, try to identify the type of material for the operator.
- Do not touch the material.
- Confine the exposure by shutting doors or cordoning off the area.
- If possible to do safely, extinguish all flames and ignition sources.
- Notify people in neighboring offices and classrooms.
- Sound the building fire alarm to initiate evacuation.
- Evacuate to a pre-established safe area, such as the gravel parking lots away from the building.
- Do not return to the building until instructed that it is safe to do so by University personnel or authorized emergency personnel.
- See Emergency Event Overview for follow-up instructions.

### **Building Evacuation Procedure**

Leave your building immediately when an alarm sounds or if you are instructed to do so by a member of the Evacuation Response Team or authorized emergency personnel.

- Notify others on your way out.
- Secure hazardous operations if possible.
- Take only important personal items. Leave non-essential items.
- Close doors behind the last person out of the room.
- Walk quickly and orderly to the nearest safe exit.
- Do not exit using elevators unless Evacuation Response Team or authorized emergency personnel tell you to do so.
- Do not re-enter the building until Evacuation Response Team or authorized emergency personnel give the “all clear” signal.
- Report any missing or trapped persons to Evacuation Response Team or authorized emergency personnel.
- Move away from the building to an established evacuation area (area will be determined based on the emergency and condition of the campus).

If you are required to leave the building immediately but are unable to do so due to a physical disability, injury or obstruction:

- Go to the nearest area where there are no hazards. Hazard-free stairwell landings are the best areas to await assistance.
- **Notify Campus Security and/or 911 from a safe location.**
- Signal out the window to emergency responders, if possible.
- Remain calm; responders will arrive.

Instructors and supervisors should be cognizant and proactive with persons who may need assistance during evacuation.

**Assisting Persons who are Blind/Visually Impaired:**

- Clearly announce the type of emergency.
- Offer your arm for guidance.
- Tell the person where you are going and alert him/her to obstacles along the way.

**Assisting Persons who are Deaf/Hearing Impaired:**

- Turn lights on and off to gain attention.
- Indicate directions with gestures or a written note.

**Assisting Persons who are Mobility Impaired/Wheelchair Users:**

- Elevators should not be used for evacuation unless Evacuation Response Team or authorized emergency personnel tell you to do so.
- Volunteers may assist students/personnel needing aid to the nearest hazard-free stairwell landing to await assistance.
- One individual should remain with the person(s) if that can be done without unreasonable personal risk.
- Others should advise emergency personnel of the location of those needing aid in order to complete the evacuation.
- If an imminent danger situation exists and the person requests assistance in evacuation before emergency personnel can arrive, volunteers may evacuate the person per his/her instructions.
- **Emergency evacuation chairs are located on floor 3 of the main St. Clare stairwell and floor 3 of the Regis stairwell.**

### **Building system failures**

- Activate alarm/emergency systems, if necessary.
- **Notify Campus Security immediately.**
- Turn off all utilities and equipment.
- Extinguish flames if it is possible to do so safely.
- Ventilate the room if time and situation permits.
- Evacuate as necessary and specifically in cases of water or gas leaks.
- See Emergency Event Overview for further instructions.
- Report any persons trapped by calling security.

### **Utilities failures**

- Electrical outage
  - Evacuate as necessary and specifically in cases of water or gas leaks.
  - In laboratory buildings, fume hoods do not operate during a power outage and most laboratories should not be used until ventilation is properly restored.
- Gas leak/Unusual odor
  - Cease all operations immediately.
  - Do not use cell phones or electronic equipment.
  - Do not switch lights on or off.
  - Evacuate as soon as possible.
- Flooding/Plumbing failure
  - Cease using all electrical equipment.
  - Avoid contact with water.
  - Evacuate the area.

**Note:** Do not use the elevator or light matches/candles or utilize lighters or anything that may cause a spark.

- See Emergency Event Overview for follow-up instructions.

**All campus buildings are equipped with a weather radio which broadcasts news of weather watches and warnings.**

### **Tornado**

- Evacuate to designated areas – typically the lowest level of the building.
- Move to interior of room, avoid windows.
- Crouch down into a ball position and cover your head.
- Avoid glass-enclosed places or areas with wide-span roofs, such as auditoriums and gymnasiums.
- If outdoors, get into a building or, in case of tornado, find a low-lying ditch and lay down.
- Avoid trees, power lines, and other hazards.
- Wait for the “all clear” signal from authorized emergency personnel.

### **Flash flood**

- Follow instructions given by authorized emergency personnel.
- Do not seek shelter in ditches or low-lying areas.

### **Weather closing information**

Refer to the notices posted on the Ashford University homepage at [www.ashford.edu](http://www.ashford.edu).

**Connect-ED**

The service used to transmit brief messages of an urgent nature to the Ashford University community.

Transmissions will be made via cell, home or office phone numbers.

**Web site:** [www.ashford.edu](http://www.ashford.edu)

**Weather radio stations: FM 94.7, FM103.7, AM 1340 and AM 1390**

**Media Inquiries**

Comments made to the press are handled through the Bridgepoint Education (BPI) Public Relations department or assigned designees.

Refer all media inquiries to the BPI Director of Public Relations.

**Legal Inquiries/Issues**

Bridgepoint Education Vice President of Compliance

800.798.0584 ext. 2219

**Media Inquiries/Statements**

Bridgepoint Education Director of Public Relations

800.798.0584, ext. 2515

If approached in person by media personnel, please state "no comment" and refer to them to the Campus Director or BPI Director of Public Relations.

**Statements to Authorities:**

As an eyewitness to an event you may be asked to provide authorities with a statement. You may do so in accordance with your civic responsibility.

## **Campus Security**

This office oversees the safety and security for the Ashford University Campus and is available 24 hours a day/7 days a week.

## **The Crisis Response Communication Center (CRCC)**

Located in St. Clare Hall, A268, the CRCC is designated as the primary control point for coordination and handling of the University's response to Level 5 emergencies occurring on campus.

## **University Crisis Response Plan and Communication Plan**

These plans are available from the Director of Security or Director of Communications.

## **Evacuation Response Team members include:**

- Crisis Management Team Coordinator, responsible for:
  - Providing overall management/supervision of the emergency evacuation.
  - Handling all external (e.g. local authorities) and internal communications.
  - Making all decisions related to building emergencies and evacuation.
- Floor Warden (Suite Monitor), responsible for:
  - Organizing and directing the students/staff/faculty Emergency Response Team for the assigned suite and common areas of the floor.
  - Keeping the Director of Security informed of absences of the Emergency Response Team members who are responsible for common areas.
  - Ensuring all common areas on assigned floor are evacuated.
- Stairwell Monitors, responsible for:
  - Managing orderly evacuation through the stairwell entryway.
  - Directing traffic to the identified evacuation area.

## **Event Response Notes**

Complete the Events Response Notes (included in this guide) and notify Crisis Management Coordinator to make proper/appropriate notifications.

## **Incident Report**

Involved employees should work with Campus Security and/or Human Resources to complete an incident report for any emergency event.

## **Victim Services/Counseling**

The Director of Student Success will coordinate victim services/counseling for students and will coordinate with Human Resources to make arrangements for staff and faculty.

Witnesses to emergency/crisis events should complete the following information to provide to their immediate supervisor and/or campus crisis management coordinator. **Note:** This form is for internal use only. Law enforcement officials who want a statement will complete their forms. Upon termination of the incident, all University personnel will meet with their department supervisor for information and a debriefing.

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Location: \_\_\_\_\_

Individuals involved: \_\_\_\_\_

Witnesses names: \_\_\_\_\_

Brief description of incident/event: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Who has been contacted/notified? \_\_\_\_\_

Did any injuries occur?      Yes                  No

Hospital location(s): \_\_\_\_\_

### **Event Response Review**

Were there any employees in danger or injured?      Yes                  No

If so, how many? \_\_\_\_\_

To which hospital(s) were they taken? \_\_\_\_\_

Have any family member(s) been notified?      Yes                  No

Has the situation been secured and is everyone currently safe?      Yes                  No

What impact/damage is there to the facility, if any? \_\_\_\_\_

\_\_\_\_\_

### **Describe the event:**

Time: \_\_\_\_\_

Location: \_\_\_\_\_

Persons involved: \_\_\_\_\_

Details of the event: \_\_\_\_\_

\_\_\_\_\_

What action has been taken? \_\_\_\_\_

University personnel?      Yes                  No

Law enforcement and/or emergency personnel?      Yes                  No

Who have you contacted to notify of the situation? \_\_\_\_\_

What instructions have been given to employees/students? \_\_\_\_\_

\_\_\_\_\_

Is there media coverage      Yes                  No

Who is currently in charge of the scene? \_\_\_\_\_

If there is another person nearby, discretely signal that you are receiving a bomb threat. If not, wait to notify someone. Do NOT hang up the phone on which the call was received.

Exact time of call: \_\_\_\_\_ Length of Call: \_\_\_\_\_ Date: \_\_\_\_\_

Exact words of caller: \_\_\_\_\_

### Questions to ask

(Keep them on the line as long as possible and stay calm)

1. When is the bomb going to explode? \_\_\_\_\_

2. Where is the bomb? \_\_\_\_\_

3. What does it look like? \_\_\_\_\_

4. What kind of bomb is it? \_\_\_\_\_

5. What will cause it to explode? \_\_\_\_\_

6. Where did you place the bomb? \_\_\_\_\_

7. Why? \_\_\_\_\_

8. Where are you calling from? \_\_\_\_\_

9. What is your address? \_\_\_\_\_

10. What is your name? \_\_\_\_\_

### Caller's voice (circle)

calm	slow	crying	slurred	stutter
deep	loud	broken	giggling	accent
angry	rapid	stressed	nasal	lisp
excited	disguised	sincere	squeaky	normal
well spoken	irrational	incoherent	message read	taped
foul				

Voice familiar? \_\_\_\_\_ Who did it sound like? \_\_\_\_\_

### Were there any background noises? (circle)

street	music	factory	other	animal
house	voices	noises	pa system	booth
static	motor	local	office	long dist.

Person's name receiving call: \_\_\_\_\_

Telephone number at which the call was received: \_\_\_\_\_

If no second person, **call 911** from another phone. \_\_\_\_\_