

**EMERGENCY RESPONSE**

**PROCEDURES**

NAU Office of Emergency Management

Early Learning and Development Center Updated January 2023

**DO NOT FILE**

**Post in Open, Conspicuous Area**

**In Any Life-Threatening Situation Immediately**

**CALL 9-1-1**

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| --- |
| Emergency Phone Numbers  ELDC Information |
| News Media  Fire  Earthquake  Flood  Severe Weather  Medical Emergencies  Hazardous Materials  Threats  Violence  Kidnapping or Missing Child  Emergency Materials/Other Information |

**EMERGENCY PHONE NUMBERS**

|  |  |
| --- | --- |
| Police - Fire - Paramedics (local) | **9-1-1\*** |
| NAU Campus Police Emergency | **928-523-3000** |
| NAU Campus Police Non-Emergency | **928-523-3611** |
| NAU Campus Safety Escort | **928-523-3611** |
| Director ELDC | **928-830-0025** |
| Dean, College of Education | **928-814-6753** |
| Flagstaff Police Non-Emergency | **928-774-1414** |
| Arizona Poison Control | **1-800-362-0101** |
| DCS Child Abuse Hotline | **888-767-2445** |
| DHS Child Care Licensing | **602-364-2539** |
|  |  |

**Early Learning and Development Center Information:**

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| --- | --- |
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755 N Bonito St. (Northeast Corner), Flagstaff AZ 86001

Phone: TBD

Email: ELDC@nau.edu

Director: Rebecca Cirzan

Director Phone: 928-523-4825

Director Email: rebecca.cirzan@nau.edu

Director Cell: 928-830-0025

**EMERGENCY PHONE NUMBERS**

**NEWS MEDIA**

1. To avoid misinformation, it is essential that all inquiries from the news media be directed to the Office of Communications and Media.
2. All employees not involved in the information chain are not to discuss the situation with anyone, except as necessary.
3. Contact the following NAU Public Information Officers (PIOs) in the order shown:

|  |  |  |
| --- | --- | --- |
| Kimberly Ott |  | 523-1894 |
| Heidi Toth |  | 523-8737 |
| Carly Banks |  | 5235582 |
|  |  |  |
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**NEWS MEDIA**

**FIRE**

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| --- | --- |
| * Call 9-1-1 and report location of fire. | * Follow your evacuation procedure and emergency personnel's instructions. |
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| * Activate fire alarm, alert others, move everyone away from area of fire. | * If your clothing catches fire …   **STOP … DROP … ROLL** |

**WHEN A FIRE ALARM IS ACTIVATED**

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| * Proceed to the nearest **EXIT. FOLLOW DIRECTIONS OF EMERGENCY PERSONNEL/BUILDING MANAGER/SUPERVISORS**. * Staff will gather the *Emergency Card binder, Daily Roster (on Brightwheel App),* and *first aid kit.* These materials should be stored near the door for easy access. | * Staff will notify the children there is a fire or fire drill and they need to line up.  Staff will support the children in lining up to get to the door.  Any children needing support in getting to the door will be attended to by the Co-Teacher or Student Workers, or the first available staff member that can attend to the manner. |
|  |  |
| * Do not attempt to save possessions at the risk of personal injury. | * DO NOT BREAK WINDOWS. Oxygen feeds fires. |
|  |  |
| * Feel the top of the door, if it is hot, or smoke is visible, **do not open**. | * Stay low if moving through smoke. |
|  |  |
| * Children will be kept together, provided with calming activities and comfort from the staff. * Staff and children will evacuate to the emergency location if needed, with the processes above followed. | * **ALL** fires, regardless of size, must be reported to Flagstaff Fire Department or NAU Police. |

**IF TRAPPED IN A ROOM**

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| * Place cloth material around/under door to prevent smoke from entering. | * **DO NOT** open or break windows unless neces­sary to escape (outside smoke may be drawn in). |
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| * Close as many doors as possible between you and the fire. | * Be prepared to signal your location through window. |
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| **IF CAUGHT IN SMOKE** | **ADVANCING THROUGH FLAMES** |
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| * Drop to hands and knees and crawl; hold breath as much as possible; breathe through a filter (blouse, shirt, jacket, etc.) and breathe through nose. | * If forced to advance through flame: hold your breath; move quickly; cover head and hair; keep head down; and keep eyes closed as much as possible. |

**FIRE**

**DURING AN EARTHQUAKE**

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| * Staff will prompt children to take cover underneath a desk or table. **PROTECT YOUR HEAD AND NECK.** | * Stay where you are - **DO NOT RUN OUTSIDE**, falling debris may cause injury. |
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| * Stay away from windows and objects which could fall on you. | * **IF OUTDOORS**, stay in an open area.   **DO NOT** enter the building. |
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**AFTER AN EARTHQUAKE - AFTERSHOCKS**

**IF YOU ARE STILL IN THE BUILDING:**

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| * Be prepared for AFTERSHOCKS. | * Replace telephone handsets, but **DO NOT USE THE PHONE** except to report fires or medical emergencies. |
|  |  |
| * **Do not** return to your office until directed. * Give first aid to injured personnel. | * Go to the interior of the building staying away from the exterior walls. Avoid glass and equipment. |
|  |  |
| * **DO NOT MOVE VICTIMS UNLESS**   **ABSOLUTELY NECESSARY.** | * Wait for and follow instructions from Emergency Personnel. * Assess the indoor and outdoor areas for any health or safety concerns before allowing children back into an area. |
|  |  |
| * Alert Emergency Personnel and/or Supervisors to anything needing their attention. * Notify families of the event and the procedures followed. | * Be prepared to evacuate if necessary. (See **“Evacuation”** section.) |

**EARTHQUAKE**

**EVACUATION**

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| * Inform the children what is happening in a developmentally appropriate manner, where they are going, and that their families will be notified of the evacuation. | * Staff will relocate the children to the evacuation area with the proper emergency supplies noted for each emergency. |
| * At a minimum, staff will always bring the Emergency Card Binder, daily attendance (through the Procare app), and a first aid kit. | * Once at the evacuation site, staff will take attendance of all of the children and cross-reference the daily attendance.  All adults in the building will be accounted for based on attendance. |
| * Proceed to your predetermined exit or alternate exit if necessary. Shut all doors as you leave. | * **DO NOT OPEN DOOR** if hot or if smoke is present. |
| * The Director or Director Designee is responsible for ensuring that all staff and visitors evacuate the area. * Support children or adults who require additional assistance as able. | * The staff will keep the children comfortable and calm by providing appropriate activities and comfort.  Staff will always remain with and care for the children during an event. |

**Family Notification and Reunification**

**ABOVE ALL, REMEMBER THROUGH BRIEF COMMUNICATION AND ASKING QUESTIONS, EVACUATION CAN BE QUICK AND SAFE.**

**Procedures for family notification:**

1. Staff will bring the Emergency Card binder for any evacuation outside of the classroom.
2. Families will be called at the evacuation site, starting with the youngest classroom.  Staff will provide a location for child pick-up.  The staff will call all contacts on the Emergency Card sheet until an individual identifies that they can pick up the child.
3. The staff will attempt to call all contacts for 30 minutes.

**Procedures for family reunification.**

1. After phone notification, families will be provided the location for picking up their children.  Families will be required to show an ID that matches the name of the individual picking up on the Emergency Card.
2. If a staff member is unable to reach a contact on the Emergency Card after 30 minutes of attempting, the staff member can call DCS or 911 to let them know a parent/guardian is unavailable to pick up the child.  DCS or 911 will decide what further actions should be taken.

**Transportation plan if needing to relocate to a temporary shelter:**

1. As a first attempt, the staff will contact families to pick up their child(ren) as outlined above.
2. The staff will contact NAU Police to determine the most appropriate transportation, including if NAU bus services should support with transportation.

**EVACUATION**

**FLOODING**

In the likelihood of flooding, where the safety of employees and visitors is threatened, Management will monitor National Weather Service and other emergency advisories to determine necessary action such as closure of certain NAU campuses facilities or offices.

In the event that the closing of an NAU campus, facility or office is necessary, the Office of the NAU President will communicate with all affected operational areas regarding authority for such closure.

Information concerning closure of an NAU campus, facility or office will be released by the Communications / Media Relations Office via the Public Information Officer (PIO).

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| **IF FLOODING OCCURS IN YOUR BUILDING:** |  |
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| * Notify a supervisor and appropriate agency. | * If you know the source of the water and can safely stop it, do so **CAUTIOUSLY**. |
|  |  |
| * Based on the unique elevation of the building, staff and children will shelter in place unless otherwise instructed | * If directed to evacuate, do so according to your evacuation plan. * Staff will follow all emergency instructions, which could include using bottled water at the site, moving towards the center of the building away from doors, and shutting off utilities in conjunction with Flagstaff Junior Academy and Flagstaff Unified School District. |
|  |  |
| * **USE EXTREME CAUTION** around appliances or outlets near the leak and/or water. |  |

**SEVERE WEATHER**

* We receive warning of severe weather by weather.gov and NAU’s emergency alert system.
* The safe gathering location *inside the building* is in Classroom Two (no windows, no exterior door) OR in the hallway outside of the gym.
* If children need to relocate from outside to inside quickly, the staff will use the East door that enters Flagstaff Unified School District’s Child Find location.
* Bring evacuation rooms to the areas where staff and children are sheltering in place.
* Determine if the facility needs to be closed.

**FLOODING/SEVERE WEATHER**

**MEDICAL EMERGENCIES**

**IMPORTANT: If you think a person requires immediate medical attention, CALL 9-1-1. (Voice/TDD)**

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| --- | --- |
| UNCONSCIOUS ADULT VICTIMS: | Conditions needing IMMEDIATE medical care: |
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| * Check for signs of life; rub your knuckles firmly against the sternum and shout "Are you okay?" | * Semi-conscious (able to arouse but extremely lethargic) or unusual confusion * Breathing difficulties, including rapid or labored breathing |
|  | * Severe bleeding |
| * If the person does not respond, YELL FOR HELP THEN CALL 9-1-1 OR HAVE SOMEONE ELSE CALL. Retrieve the Automated External Defibrillator (AED) or have someone else go. | * Unequal pupils |
|  | * First-time seizures or seizures lasting more than 15 minutes |
| * While waiting for the AED, start CPR compressions. Aim for the middle of the chest, press hard and fast (1 1/2" - 2", 100 compressions per minute). | * Neck or back injury |
|  | * Continuous clear drainage from the nose or ears after a blow to the head |
| * Ask someone to take over chest compressions if you tire before Emergency Medical Services (EMS) arrives. | * Hives that appear quickly and involve the face, lips, tongue, or neck |
|  | * Severe abdominal pain that causes the child to double up and scream |
| * When the AED arrives, open the AED and follow the voice prompts. Continue until EMS arrives and relieves you. | * An ill child that continues to get worse quickly * Possible broken bones |
| * If no AED is available: Continue chest   compressions until EMS arrives and relieves  you. Ask someone to take over chest  compressions if you tire before Emergency  Medical Services (EMS) arrives. |  |
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**MEDICAL EMERGENCY**

**HAZARDOUS MATERIAL INCIDENTS**

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| **HAZMAT SPILL OR RELEASE - INSIDE** | **HAZMAT SPILL OR RELEASE - OUTSIDE** |
|  |  |
| * **ACTIVATE FIRE ALARM**. * EVACUATE THE AREA. (see **“Evacuation”** section). | * Notify the NAU Emergency Manager, Flagstaff Fire Department, NAU Police and the NAU President's Office (see **“Emergency Phone Numbers”** section). |
|  |  |
| * Notify the NAU Emergency Manager, Flagstaff Fire Department, NAU Police and the NAU President's Office **when time and safety permit**. (See **“Emergency Phone Numbers”** section). | * Comply with directives from Emergency Personnel. * Evacuate (see **“Evacuation”** section). Familiarize yourself with alternative exits, away from the incident. |
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| * **TIME AND SAFETY PERMITTING**, shut down equipment, secure area and vital records. | * **TIME AND SAFETY PERMITTING**, shut down equipment, secure area and vital records. |
|  |  |
| * LIMIT ACTIVITY TO PROTECTION OF LIVES AND EVACUATION OF PERSONNEL - **DO NOT ATTEMPT TO RESPOND TO A SPILL OR RELEASE!** |  |

**IF YOU ENCOUNTER A SUSPICIOUS PACKAGE:**

|  |  |
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| * **DO NOT HANDLE.** | * Contact NAU Police. |
| * Refer to “Letter and Parcel Bomb Recognition Points” in the **“Bomb/Other Threats Checklist”** section. | * If item has been opened and is threatening or appears to be a suspicious device, **DO NOT HANDLE ANY FURTHER.** |
| * Secure the area. | * Keep everyone away until police arrive. |

**When you call 911 because you have opened an envelope with a powder in it, emergency responders will come to the scene and will give you instructions as to how to proceed. Stay calm and follow their instructions.**

**HAZARDOUS MATERIALS**

**THREAT BY TELEPHONE**

|  |  |
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| DURING THE CALL: | AFTER THE CALL: |
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| * **DON’T HANG UP!** | * Write down the exact threat; the entire statement if possible. |
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| * Stay as calm as possible. | * Notify your supervisor about the threat. |
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| * Attempt to find out why the caller is upset and/or the reason for the threat. | * If directed to evacuate proceed in accordance with the “Evacuation” section |
|  | . |
| * Identify the type of threat and who is being threatened. | * The Director will notify the families and appropriate NAU staff. |
|  |  |
| * Try to calm the caller down. |  |
|  |  |
| * Get as much information as possible about the threat and motive. (See **“Bomb/Other Threats Checklist”**) |  |
|  |  |
| * Notify Flagstaff Police. |  |

**THREAT**

**BOMB THREAT CHECKLIST**

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| --- | --- |
| **Description Detail Report** | **Callers Voice - Circle as applicable:** |
|  |  |
| **Questions to ask:** | • Calm • Nasal |
|  | • Angry • Stutter |
| 1) When is bomb going to explode? | • Excited • Lisp |
|  | • Slow • Raspy |
| 2) Where is it right now? | • Rapid • Deep |
|  | • Soft • Ragged |
| 3) What does it look like? | • Loud • Clearing Throat |
|  | • Laughter • Deep Breathing |
| 4) What kind of bomb is it? | • Crying • Cracked Voice |
|  | • Normal • Disguised |
| 5) What will cause it to explode? | • Distinct • Accent |
|  | • Slurred • Familiar |
| 6) Did you place the bomb? |  |
|  | If voice is familiar, who did it sound like? |
| 7) Why? |  |
|  | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| 8) What is your address? |  |
|  | **Background Sounds:** |
| 9) What is your name? |  |
|  | • Street Noises • Factory Machinery |
| Exact wording of the threat: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | • Street Noises • Factory Machinery |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | • Animal Noises • Voices |
|  | • Clear • PA System |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | • Static • Local Call |
|  | • Music • Long Distance |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | • House Noises • Phone Booth |
|  | • Motor • Office Machinery |
| Sex of Caller: Race: \_\_\_\_\_\_\_\_\_\_\_\_\_\_ | • Other |
|  |  |
| Age: Length of call: \_\_\_\_\_\_\_\_\_\_\_ | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
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| Number at which call was received: | **Threat Language:** |
|  |  |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | • Well Spoken (educated) |
|  | • Incoherent • Taped |
| Time: Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | • Foul • Message read |
|  | • Irrational by threat maker |
|  |  |
|  | Remarks: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
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**BOMB THREAT CHECKLIST**

**VIOLENCE**

VIOLENCE IN THE WORKPLACE MAY INVOLVE A CURRENT OR FORMER EMPLOYEE. ALERT YOUR HUMAN RESOURCES DEPARTMENT IF YOU BELIEVE AN EMPLOYEE EXHIBITS POTENTIALLY VIOLENT BEHAVIOR. INDICATORS OF POTENTIALLY VIOLENT BEHAVIOR MAY INCLUDE ONE OR MORE OF THE FOLLOWING:

* Increased use of alcohol and/or illegal drugs.
* Unexplained increase in absenteeism, and/or vague physical complaints.
* Depression/Withdrawal.
* Increased severe mood swings, and noticeably unstable or emotional responses.
* Increasingly talks about problems at home.
* Increase in unsolicited comments about violence, firearms, and other dangerous weapons and violent crimes.

**HOW TO RESPOND WHEN AN ACTIVE ASSAILENT / SHOOTER IS IN YOUR VICINITY**

QUICKLY DETERMINE THE MOST REASONABLE WAY TO PROTECT LIVES.

|  |  |  |
| --- | --- | --- |
| 1. EVACUATE | 2. HIDE OUT | 3. TAKE ACTION |
| * Have an escape route and plan in mind. | * Hide in an area out the active shooter’s view. | * As a last resort and only when your life is in imminent danger. |
| * Leave your belongings behind. | * Block entry to your hiding place and lock the doors. | * Attempt to incapacitate the active shooter. |
| * Keep your hands visible. | * **Silence Cell Phone** * Provide comfort to children. | * Act with physical aggression and throw items at the active shooter. |
| **CALL 911 WHEN IT IS SAFE TO DO SO** | | |

1. HOW YOU SHOULD REACT WHEN LAW ENFORCEMENT ARRIVES:

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| * + Remain calm and follow law enforcement’s instructions. | * + Avoid pointing, screaming and/or yelling.   + Keep hands visible at all times.   + Do not stop to ask law enforcement for help or direction when evacuating. Just proceed in the direction from which they are entering the premises |
| * + Immediately raise hands and spread fingers. |  |

2. INFORMATION YOU SHOULD PROVIDE TO LAW ENFORCEMENT OR 911 OPERATOR:

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

**VIOLENCE IN THE WORKPLACE**

**KIDNAPPING OR MISSING CHILD**

Be aware of custodial issues or concerns involving the child and pay attention to times when abduction may be likely.

If missing, check with other staff and friends of the child to determine if they know the child’s whereabouts before proceeding to the steps below.

If a child is kidnapped or removed without authorization from your facility:

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| --- | --- |
| * + Call 911 and provide information on the following:   Name, age, address, physical and clothing description, medical status, time and location last seen, physical and clothing description of the suspect, vehicle description and direction of travel | * + Notify family of the missing child and advise of the situation and the steps taken   + Keep other children calm and reassure them that they are safe   + Have the children’s information and photo, if possible, available for police |
|  |  |
| . |  |

**KIDNAPPING OR MISSING CHILD**

**Emergency Materials and Locations**

Depending on the type of evacuation or relocation, the following materials are available at the ELDC for emergencies:

* Children Emergency Cards, printed and in a binder in each classroom
* Staff Emergency Cards, printed and in a binder in each classroom
* Medication (if prescribed and approved to be stored at the ELDC)
* Charged cell phone (do we want this?)
* First Aid Kit
* Flashlights with extra batteries
* Battery operated radio with extra batteries
* Hand sanitizer
* Wet wipes and tissues
* Cups
* Water and non-perishable foods
* Diapers and formula (if applicable for the ages of the children)
* Blankets

Important Locations of Items:

The First Aid Kit is stored by each classroom door.  Emergency supplies are stored in the director’s office.  Medication is stored in a locked box in a locked cabinet in the director’s office.

Electric shut off location: In classroom 103 by door closest to gym

Water shut off location: In classroom 102 (vacant room)

Air vent shut off location:  In classroom 102 (vacant room)

**Other Information**

Staff receive training annually on the Emergency Plan.  This plan is reviewed quarterly.  Training documentation of the plan review is located in the DHS staff files for each staff member.  All full-time staff are CPR and First-Aid certified.

Families for all children have been informed of the Emergency Plan and its locations.  In developing this plan, we have consulted with NAU Police, the NAU Emergency Preparedness Team, the Arizona Department of Health Services and Flagstaff Unified School District.

All crimes and crime-related activity must be reported to the Director of the ELDC. In compliance with the Clery Act, the Director will make a report to NAU Police regarding the incident. You may find additional information on the Clery Act at <https://in.nau.edu/police-department/clery/>. For a list of Clery Act crime definitions used in the University’s statistical reporting, please visit <https://in.nau.edu/police-department/crime-definitions/>.

Individual plans to accommodate children with special needs will be attached to this plan.

**Staff-specific page: DO NOT POST IN CLASSROOM, provide to staff in training binder**

* To lock the front door at the end of the day or during a shelter in place/lockdown, use the code 8743#. This will freeze the door and will not allow any codes to enter. To open the door, use the same code and wait until the lights stop flashing. It will then return to the normal state.
* To notify the director or staff of an emergency without notifying the children, we will **use the code word**
* **First Aid kits and emergency kits** are in bathroom cabinets and under the sink. Two evacuation backpacks are in the classroom/lobby area.