


<b>Standard Operating Procedure</b>	
Procedure #: 4-1 V2	Issue Date: 8/23/2022
Title: Desktop Emergency Handbook	Approved by: Tim Rose, Business Ops. Manager

**Purpose:** To establish a procedure for handling emergencies.

**Procedure:**

### **Important Phone Numbers in Case of Emergency**

NWACC Department of Public Safety (DPS)

(Available 24/7/365 for all locations)

**479-619-4229**

**This number should be priority when contacting DPS in emergencies**

Brightwater Executive Director

**312-218-3670**

Office of Institutional Policy, Risk Management and Compliance

**479-936-5173 or 479-619-4188**

Director of Operations/Facility Manager

**901-277-8039**

Business Office Manager

**402-517-5758**

**Revision Date: August 2025**

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## 1. Introduction to NWACC Emergency Response

Every member of our campus community plays a role in maintaining a safe and secure environment. As a college employee, you may find yourself in a position to make quick decisions that impact the safety and well-being of students, colleagues, and visitors during an emergency. Being prepared is the first and most effective step in ensuring a calm and coordinated response.

This guide provides simplified emergency response protocols designed for quick reference during specific situations. It is not a replacement for the college's comprehensive Emergency Operations Plan but serves as a practical tool to support frontline decision-making when immediate action is required.

Please take the time to review and familiarize yourself with the procedures outlined in this document **before** an emergency arises. Having a basic understanding of your role and the appropriate response can significantly reduce confusion, help prevent injury and potentially save lives.

Above all, remain calm. Panic can worsen the situation. Your ability to stay focused and follow procedures can make a critical difference in ensuring the safety of yourself and those around you.

## 2. NWACC Emergency Notification Systems

Emergency Notification Systems at NorthWest Arkansas Community College are designed to get relevant information to College students, employees and visitors at any affected NWACC location as soon as possible when an emergency incident occurs. This information is designed to assist College students, employees and visitors to react to the incident properly and minimize harm to them. The following systems exist at NWACC and the appropriate system shall be used, depending on the incident and its location.

- A. Building Evacuation Alarms (ex: fire alarms)
- B. BCalert Emergency Text Message System (Benton County Alert)
  - Sign-up at: <http://www.bcalert.com/>

C. Mass Notification System

D. LiveSafe Smart Phone App

- Downloading instructions:  
<https://www.nwacc.edu/web/administrativeservices/emergencyprocedures>

E. DesktopPhone system – desktop notification systems via speaker phone

- Planned for Fall 2025: The college will shift to soft phones for most employees. Desktop phones will be located in key areas only.

F. Voice Commands, Whistles, Horns

G. Emails to employees and students

H. Messages on NWACC Website Homepage, My NWACC Connection, and social media

I. Notification through local media outlets

### 3. Emergency Building Evacuation Procedure (FIRE)

A. **ACT IMMEDIATELY.** If a building fire alarm sounds or if evacuation directions are given on the Mass Emergency Notification System or other system, immediately evacuate the building.

- Do not assume it is a drill or wait to see what others do.
- Do not waste time gathering unnecessary items or completing activities.
- If you are using hazardous materials and are able to quickly and easily secure them, do so. Otherwise, proceed with evacuation immediately. \
- During normal business hours 0700 to 1700 Brightwater senior leadership (Executive Director, Director of Operations, and Department Chair) will act as fire marshals responsible for ensuring the building is cleared, receive accountability reports from instructors, and coordination with DPS and local fire captains on site.
- The senior instructor in the building during night classes will be the designated fire marshal and responsible for contacting Brightwater senior leadership, interaction with DPS, and local fire leaders on site until Brightwater senior leadership arrives.

B. **EVACUATE IN A CALM AND ORDERLY MANNER.** Follow the direction of DPS or other emergency responders. Emergency exit routes are posted throughout the building.

- Instructors should assist students to leave classrooms, kitchens, or labs safely by leading them to the nearest exit.
- After exiting the building, gather in a safe assembly area away from the building, beyond the parking lot. Brightwaters designated assembly area is the grass area near the green house.
- If inclement weather rain or cold Brightwater will open the greenhouse for shelter and accountability.
- Ensure all students are accounted for when exiting and once again when outside the building.

- Report to senior management (Designated Fire Marshal) at the assembly area details of any missing student.
  - Close doors behind you if possible. Fire doors will close when the alarm sounds; however, they do not lock. Simply open the doors to exit the area.
  - DO NOT block roadways, fire hydrants, or gather in parking lots.
- C. **RE-ENTRY**. An evacuated building may be re-entered only when it is officially cleared by appropriate emergency personnel, NWACC college officials, or DPS personnel. No one is permitted to re-enter any evacuated facility until the building is officially cleared.

#### 4. SEVERE WEATHER/SHELTER IN PLACE

The sounding of the public warning sirens, an NWACC Mass Notification System announcement, or a BCAlert notification constitutes the official and immediate notice to move to a place of shelter. No additional announcement is required. Go to the nearest severe weather shelter area immediately. Systems are tested periodically but will be clearly announced as tests.

- A. The College will provide supplemental notification of severe weather using various methods of communication.
- B. Established safe areas are marked as “Severe Weather Shelter” area on posted evacuation maps. Faculty and staff are expected to know the locations of such areas close to their offices and classrooms and to coordinate the movement of students from class to shelter. For Brightwater, the designated shelter areas are:
- Restrooms located behind the reception area
  - Locker rooms
  - Lecture Room 132
  - Vestibule leading to the back hallway beyond Room 132
  - Culinary Theater Room 112

Please allow facility business partners to use Brightwater spaces if necessary for customers and staff.

If these spaces are not available, shelter in place in an area away from glass and dangerous equipment, such as other interior rooms within the 8<sup>th</sup> Street Market.

- C. Individuals leaving the building rather than taking shelter do so at their own risk. If minors are present in your class, they should not be allowed to leave unless a parent or guardian is present.
- D. Brightwater personnel should make every effort to ensure that people do not gather in locations with large glass areas or where falling structures might cause personal harm.

- E. Instructors and management should take accountability of students and staff once the event is over and it is safe to do so. In the event of injury or missing person notify management and proper authorities immediately.
- F. NWACC DPS and other emergency response team members closely monitor severe weather events in real time. Please note that while a county-wide weather warning may be issued, the impacted area is not always near the college. In such cases, a weather alert may be sent by national or county weather services/alert systems, but NWACC may not issue its own alert if the college is not directly affected. Take shelter if you feel it is necessary.
- G.

## 5. WEATHER CANCELLATIONS

- A. The President of NWCC or designee is responsible to make the decision to cancel or delay classes or other college activities due to inclement weather. Notices of cancellation or delay or modality shift of classes and/or other activities will be released through the appropriate NWACC personnel via local television and radio stations for broadcast and provided to employees and students through social media, email notification, NWACC website, BCAlert, and/or the LiveSafe App.
- B. Cancellations of daytime classes are normally announced no later than 5:30 A.M. of the day classes are being cancelled. Cancellations of evening classes are normally announced no later than 2:30 p.m.
- C. Decisions on the cancellation or time changes of Early College Experience (ECE) daytime classes at different locations may vary depending on the facility where the class is held. Consult NWACC's Inclement Weather Policy for contact information for more information.

## 6. ACCIDENT/INJURY OR ILLNESS

*(note that procedures may vary for employees and students/guests)*

- A. For any life threatening injury or illness, CALL 911 (9-911 from campus phone).
  - After you call 911, notify DPS at 479-619-4229. NWACC does not have health personnel on campus.
  - Following the arrangement of emergency medical treatment for an injured employee, the employee's supervisor must report the incident to Human Resources at 479-619-3155.
- B. For non-emergency incidents involving employees, contact NWACC's Company Nurse at 1-855-339-1893 for assistance.

- C. For non-emergency incidents involving students or guests, assist the student or guest in locating a first aid kit and call DPS at 479-619-4229.
- The injured person should render his or her own first aid using the first aid kit.
  - Do not render first aid unless you are a properly trained professional.
- D. Keep injured or ill person(s) calm, as comfortable as possible, and protected until arrival of qualified emergency personnel.
- E. If requested, complete an incident report for DPS.
- F. For Sudden Cardiac Arrest cases, Automatic External Defibrillators (AED) are located in all buildings on the Bentonville Campus. All DPS personnel know how to use an AED and where they are located. Instructions for use are located on the AED unit.
- G. All Brightwater faculty and staff should familiarize themselves with the Incident Reporting form and fill one out for each individual occurrence. This documents the appropriate information for insurance and liability reasons.

## 7. MENTAL HEALTH CRISIS

High Risk: Outward Distress: Acting aggressive toward self or others, erratic speech or behavior, access to means for harm to self or others, delusional state, medical distress, under influence of alcohol or drugs:

- A. If it is safe and you are able to do so, do not leave the person alone.
- B. Contact campus police at 479-619-4229 or using the LiveSafe App. If you feel it is an immediate life-threatening emergency, call 911 (and then call campus police)
- C. Campus police will contact the Counseling & Wellness Center

## 8. BOMB THREAT/SUSPICIOUS PACKAGE

- A. When a bomb threat is received, the person receiving the call should attempt to obtain the following minimum information if possible:
- Time of the call
  - Location of the bomb
  - Threat message content
  - Type of bomb

- Time of detonation
  - Time it was put in place
  - Any other details
  - Name, location, and phone number of person receiving the call. If you have caller ID, write down the information as it is listed on the phone display.
- B. IMMEDIATELY upon termination of the threat call, notify DPS at 479-619-4229 and provide your name, location, and the information obtained from the call.
- C. DPS will contact the appropriate emergency services to coordinate response measures with them.
- D. Should evacuation of the affected facility be necessary due to a bomb threat, DPS and the College Administration will initiate such evacuation using the appropriate notification systems.
- E. If the building is evacuated, follow the procedures found in Section 3 of this document.
- F. **SUSPICIOUS PACKAGE** – do not touch or move the package. Contact DPS immediately at 479-619-4229 and provide your name, location and information about the package. Follow instructions provided by DPS.

## 9. FIRE/EXPLOSION

Any person discovering a fire or explosion at the Brightwater campus should immediately:

- A. Activate the nearest fire alarm pull-station. The alarm will be automatically communicated to the Bentonville fire department.
- B. Immediately evacuate the building or move away from the fire. Follow the evacuation procedures given in Section 3 of this document.
- C. Notify DPS at 479-619-4229.

## 10. HAZARDOUS SPILL/NATURAL GAS LEAK

In the event of a hazardous spill or natural gas leak, building alarms may not automatically sound. You should:

- A. Avoid breathing the vapors or touching the materials
- B. Activate the nearest fire alarm pull-station if you can safely locate one
- C. Notify DPS at 479-619-4229.
- D. If possible, and without endangering yourself, close doors to isolate spill or leak.
- E. Do NOT attempt to clean up the spill or fix the leak.
- F. Evacuate the building following the procedures found in Section 3 of this document.

## 11. CAMPUS VIOLENCE (ACTIVE AGGRESSOR/SHOOTER)

If you are in a building or at a location when such an event occurs, you must quickly determine the most reasonable way to protect your own life using your best judgment. If there are minor students in your class, ensure that they follow your instructions to either RUN, HIDE, or FIGHT:

- A. **Run:** if there is an accessible escape path, attempt to evacuate the premises as quickly as possible. Brightwater leadership will establish a rally point at the **MOMENTARY pavillion**.
- B. **Hide:** if evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Lock and barricade doors, turn off lights, silence cell phones, and move away from doors and windows. Keep calm, quiet, and out of sight. Take protection behind desks, filing cabinets, and other large furniture and equipment.
- C. **Fight:** as a last resort, and only when your life is in imminent danger, attempt to disrupt the active shooter by acting aggressive, throwing things, using improvised weapons, yelling, etc.

### Contacting Authorities (when it is safe to do so):

- A. **FIRST, CALL 911.** From a campus phone dial "9" then 911. From a cell phone, dial 911.
- B. Second, call DPS at 479-619-4229 if off campus or dial 4229 from a campus phone. You may also email DPS at [departmentofpublicsafety@nwacc.edu](mailto:departmentofpublicsafety@nwacc.edu) or [communicate via the LiveSafe app](#) if you are not able to speak by phone. Police and the 911 system may be overwhelmed, so program the NWACC DPS number (479-619-4229) into your cell phone or consider using email if possible.

### What to Report:

- A. Your location, building name, office, or room number.



- B.** The number and location of assailants and identity (if known), race and gender, clothing, description, physical features, weapons, backpack, etc.
- C.** The number of people at your location, number and type of injuries if any.

What to Expect from NWACC DPS:

- A.** Their objective is to immediately engage assailants.
- B.** They will attempt to evacuate occupants if possible.
- C.** They will investigate the incident.

Unsecuring an Area:

- A.** Wait for instructions from law enforcement or college authorities before you unsecure any area.
- B.** If you are unsure about whether it is safe to do so, call 911 (9-911 from a campus phone).
- C.** Remember an assailant may be at large in a building or on the grounds and will not stop until engaged by an outside force.
- D.** Keep the area secure if in doubt about the safety of occupants.

For more detailed explanations, please see the separate document “Active Shooter Response Guide.”

## **12. OTHER SECURITY ISSUES**

Unauthorized weapon(s) on campus.

No person shall possess a weapon on NWACC property, with the exception of law enforcement personnel and individuals holding an appropriate enhanced concealed carry license to do so pursuant to Ark. Code Ann. § 5-73-322. Please report any violation of the prohibition against weapons DPS at 479-619-4229.

Communicating False Alarms.

Any instances of individual(s) communicating a false alarm either by email or other forms of electronic communications, telephone, in person, or by mechanical means such as a fire pull-station, should be reported as promptly as possible to DPS at 479-619-4229.

Other security and/or safety issues.

Any security and/or safety issues, concerns, questions, or other contacts should be referred as promptly as possible to DPS at 479-619-4229 or to the office of Risk Management at 479-936-5173.

### **13. POWER OUTAGE AND/OR UTILITY FAILURE**

Power outages are known to occur on average only once or twice a year. They do not generally pose an immediate health or safety risk. If a power outage occurs, call Public Safety at (479) 619-4229 to report.

Make sure flashlights or other battery-operated light sources are available and easily accessible. Learn where your closest exits are, as well as evacuation routes for all buildings in which you routinely spend time.

Please do not repeatedly call DPS or Facilities to inquire about a power outage. DPS officers and Facilities Management will not have information regarding class/work sessions continuing during a power outage or utility failure. It will usually take between 30-45 minutes to obtain accurate and reliable information regarding power restoration from the college's power provider.

Generally, most classes and activities will continue during daylight hours, if safe. Faculty has the authority to cancel classes and suspend lab hours if necessary. Faculty is the primary source of information for students during an outage. Faculty should contact the Director of Operations or the Executive Director for updates concerning class release and power restoration. Depending upon the duration of the outage, NWACC officials may utilize other means of communication such as the LiveSafe App or Emergency Notification boards.

Manually turn off computers, printers, copy machines, and other electronic equipment. There may be a power surge when service is restored that could result in damage to equipment.

Do NOT prop open doors. Some doors close automatically during a power outage for your safety and to prevent potential smoke from filtering through unaffected floors in case of fire.