



WASHINGTON COUNTY CENTER
Springdale, AR

**DESKTOP EMERGENCY
PROCEDURES HANDBOOK**

Important Phone Numbers in Case of Emergency

NWACC Department of Public Safety (DPS)
479-619-4229

NWACC Department of Public Safety (at WCC)
479-725-4671

Office of Institutional Policy, Risk Management and Compliance
479-936-5173 or 479-619-4188

1. Introduction

Each member of our campus can act to make our community a safer place to study and work. As a college employee, you may be responsible for making timely decisions that will affect people's lives in the event of an emergency. The best way to successfully navigate an emergency situation is to familiarize yourself with the response protocols contained in this document before an actual emergency occurs.

In any emergency situation, it is important that you not panic. Panic will compound problems and result in serious injury and/or loss of life.

2. NWACC Emergency Notification Systems

NWACC uses its emergency notification systems to transmit important information to students, employees, and visitors as soon as possible during an emergency. This information will assist you in reacting properly to the incident to minimize harm.

Depending on the incident and its location, NWACC may use one or more of the following emergency notification systems:

- A. Building Evacuation Alarms (such as fire alarms)
- B. Mass Notification Boards (voice commands; alarms)
- C. Springdale Alert Automated Emergency Messaging system
 - Sign-up at: <http://www.springdalear.gov/425/Sign-Up-for-Alert-Notifications>
- D. BCAlert Emergency Text Message System (Benton County Alert)
 - Sign-up at: <http://www.bcalert.com/>
- E. LiveSafe Smart Phone App
 - Downloading instructions: <https://www.nwacc.edu/web/administrativeservices/emergencyprocedures>
- F. Cisco Phone system – desktop notification systems via speaker phone
- G. Voice Commands, Whistles, Horns
- H. Emails to Employees and Students
- I. Messages on NWACC Homepage, My NWACC Connection, and social media (Facebook, Twitter, Instagram, etc.)
- J. Local media outlets

3. Emergency Building Evacuation Procedure

- A. **ACT IMMEDIATELY.** If a building fire alarm sounds or if evacuation directions are given on another 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.
- 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, offices, or labs safely by leading them to the nearest exit.
 - Ensure all students are accounted for when exiting and once again when outside the building.
 - 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.
 - If applicable, **DO NOT USE THE ELEVATOR.** DPS or Emergency Response Coordinators should assist wheel chair bound or otherwise disabled persons to the stairwells where they will remain until emergency personnel arrive.
 - After exiting the building, gather in a safe assembly area away from the building, beyond the parking lot.
 - **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, Springdale Alert notification, LifeSafe Alert Notification, 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. If these spaces are not available, shelter in place in an area away from glass and dangerous equipment.
- 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. NWACC 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. In the event of a severe weather warning, NWACC DPS or Physical Plant personnel will disable the elevator to prevent its use.

5. WEATHER CANCELLATIONS

- A. The Chief Academic Officer 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 of classes and/or other activities will be released through the appropriate NWACC personnel to local television and radio stations for broadcast and provided to employees and students through social media, email notification, NWACC website, Springdale Alert, 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 479-725-4671 (WCC officer on duty) or 479-619-4229 (Bentonville location DPS/24hrs a day). NWACC does not have health personnel on campus. Do not call the Health Professions Office.
 - 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 479-725-4671 (WCC officer on duty) or 479-619-4229 (Bentonville location DPS/24hrs a day).
- 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.

7. BOMB THREAT

- 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 479-725-4671 (WCC officer on duty) or 479-619-4229 (Bentonville location DPS/24hrs a day) 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.

8. FIRE/EXPLOSION

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

- A. Activate the nearest fire alarm pull-station. The alarm will be automatically communicated to the Springdale 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 479-725-4671 (WCC officer on duty) or 479-619-4229 (Bentonville location DPS/24hrs a day).

9. NATURAL GAS LEAK

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

- A. Activate the nearest fire alarm pull-station.
- B. Notify DPS at 479-725-4671 (WCC officer on duty) or 479-619-4229 (Bentonville location DPS/24hrs a day).
- C. Evacuate the building following the procedures found in Section 3 of this document.

10. CAMPUS VIOLENCE (ACTIVE 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 own best judgment. If there are minor students in your class, ensure that they follow your instructions to either RUN, HIDE, or FIGHT:

- **Run:** if there is an accessible escape path, attempt to evacuate the premises as quickly as possible.
- **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.

- **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):

- **FIRST, CALL 911.** From a campus phone dial “9” then 911. From a cell phone, dial 911.
- 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 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:

- Your location, building name, office, or room number.
- The number and location of assailants and identity (if known), race and gender, clothing, description, physical features, weapons, backpack, etc.
- The number of people at your location, number and type of injuries if any.

What to Expect from NWACC DPS:

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

Unsecuring an Area:

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

11. 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 license to do so pursuant to Ark. Code Ann. § 5-73-322. Please report any violation of the prohibition against weapons to DPS at 479-725-4671 (WCC officer on duty) or 479-619-4229 (Bentonville location DPS/24hrs a day).

Communicating False Alarms.

Any instances of individual(s) communicating a false alarm either by telephone, in person, or by mechanical means such as a fire pull-station, should be reported as promptly as possible to DPS at 479-725-4671 (WCC officer on duty) or 479-619-4229 (Bentonville location DPS/24hrs a day).

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 479-725-4671 (WCC officer on duty) or 479-619-4229 (Bentonville location DPS/24hrs a day) or to the office of Risk Management at 479-936-5173.