

EMERGENCY PROCEDURES



EMERGENCY PROCEDURES
Security and Safety Department



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Introduction

The University has established procedures of an Emergency Plan to deal with various situations which might threaten the normal functioning of the university and the flow of its activities, resources, and the safety of its students, staff, faculty and the general public.

The goal of these procedures is to provide a living framework of guidelines that shall be reviewed annually so that when a crisis occurs, the University response will be effective and efficient. This document provides a set of specific procedures that can help AUI Community to deal with any emergency situation.

An emergency is defined as any situation creating imminent danger to:

- Lives or health
- Public or private property, or
- The ability of the University to reasonably carry on normal operations

An emergency could be caused by a natural disaster, human-caused catastrophe, civil disturbance, or other violent or threatening behavior by an individual or group.

**To report emergencies, the caller should
Dial 2222.**

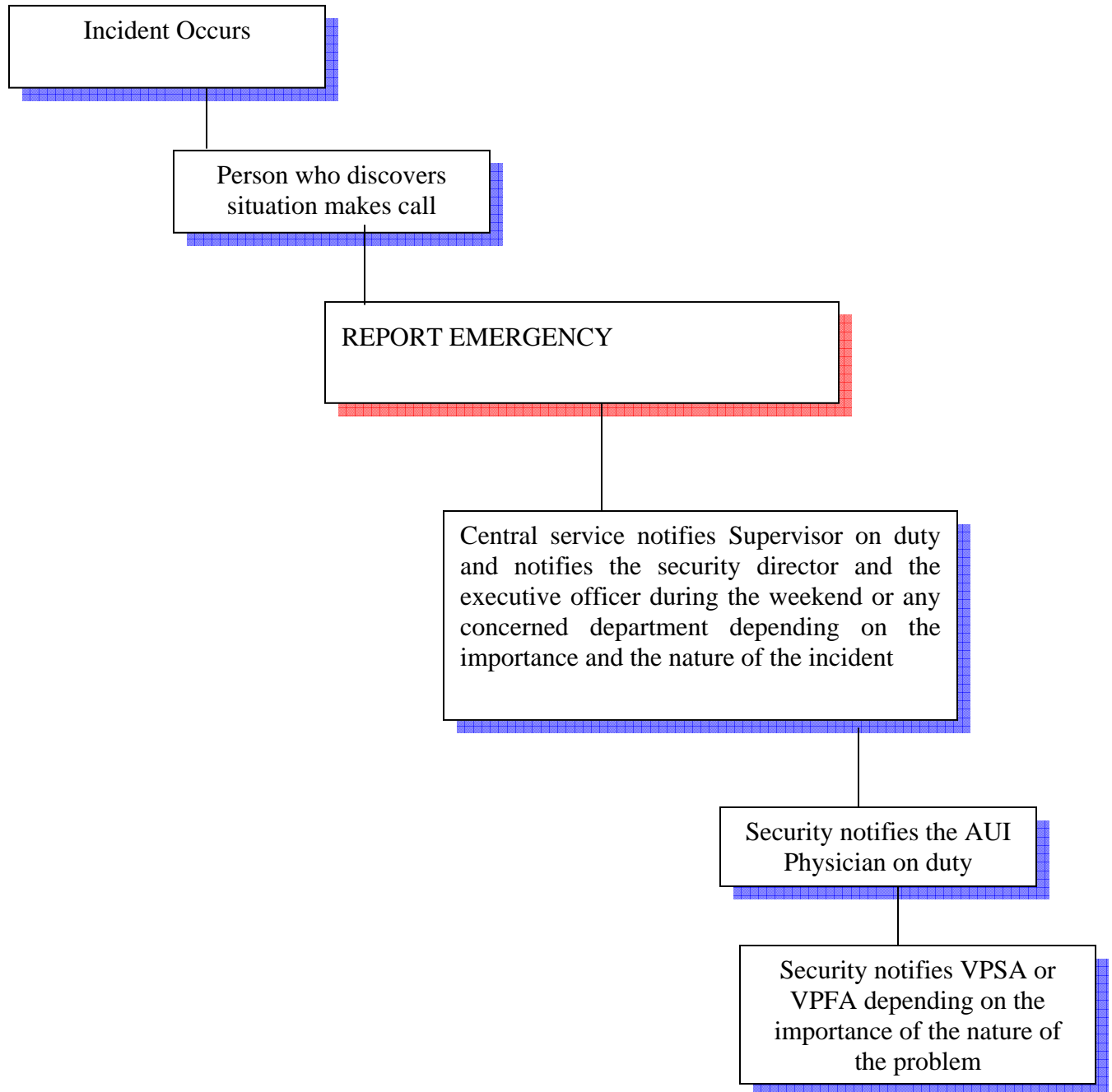
If off university premises, dial 05 35 86 22 22

Emergency information should be disseminated by:

- Sending an urgent e-mail to AUI community
- Using emergency message line by dialing 2222
- Notices
- Spreading urgent information by security department.

INFORMATION DISSEMINATION/ TELEPHONE CALL FLOW CHART

When an emergency takes place, The Security department will communicate what action to take by the following means:



Fire or Explosion

The person discovering the fire should follow the following instructions:




NOT PANIC – (R – E – D)

- **React** – Take alarms, indication of smoke or fire **seriously**. Warn others, activate the alarm.
 - **Evaluate** – Judge the level of threat conditions of immediate area, and needs of others.
 - **Decide** – Either follow the evacuation plan and leave immediately, or move to a safe area
-
- Should engage alarm system if any, and call security department on 2222.
 - Should be ready to provide the following vital information:
 - Location (building, room number, etc.)
 - Type of fire or explosion if known (i.e., trash, electrical, chemical, etc.)
 - Extent of the fire
 - Caller's name and phone number
-
- Evacuate the building following the established building evacuation procedures (see evacuation plan).
 - Should warn the other persons living in the same building so as to start the evacuation while waiting for the arrival of the security agents
 - Any Faculty or Staff member present in the premises of the incident should help for the evacuation and make sure that all students evacuate the building in a prompt and orderly manner before joining the designated evacuation point.
 - The evacuation should be at least 250 meters away from the building. In case of sever weather the evacuated persons should be gathered in the Gymnasium located in building 13.
 - Security agent should supervise and assist in the evacuation and maintain a clear path of access for emergency vehicles.
 - Security should call the fire department on 15
 - Maintenance agents are notified immediately by dialing 777.
 - Victims should be evacuated to hospital immediately.
 - The Security Director submits an incident report to VPSA & VPFA including photographs of fire damages.
 - Witnesses and victims will be requested to submit reports.

User guide for extinguisher



Fire extinguishers are divided into four categories, based on different types of fires.

Extinguisher Type	Type of Fire	Picture symbol
Class A	Ordinary Combustibles Fires in paper, cloth, wood, rubber, and many plastics require a water type extinguisher labeled A.	
Class B	Flammable Liquids Fires in oils, gasoline, some paints, lacquers, grease, solvents, and other flammable liquids require an extinguisher labeled B.	
Class C	Electrical Equipment Fires in wiring, fuse boxes, energized electrical equipment, computers, and other electrical sources require an extinguisher labeled C.	

All Al Akhawayn university buildings are equipped with fire extinguishers. To use the fire extinguisher, remove extinguisher from bracket and follow the PASS method:

- P** Pull the safety pin out and discard it
- A** Aim the nozzle at the base of the fire
- S** Squeeze the two handles together
- S** Sweep back and forth at the base of the fire

Earthquake

The best earthquake instruction is to take precautions before the earthquake (e.g., secure or remove objects above you that could fall during an earthquake).

During the earthquake:

- **If you are outside**, Move quickly to an open area away from buildings, trees, power lines
- **If inside a building**, Do not evacuate or go outside
- Take cover under an internal door-frame, table or desk
- Keep away from windows and mirrors.

After the earthquake:

- Housing and security department should check for injuries in the damaged buildings
- first-Aid should be applied if required
- Seriously injured person should not be moved unless in danger until the security officers give their instructions to do so,
- Electrical cables or the objects covered by the wires must not be touched to avoid the danger of electric shock.
- Security officer should evacuate the damaged building immediately in a calm orderly manner, using only the exits and directions given.
- Evacuated persons should be gathered in safe area gymnasium
- Central services should Contact the Health Center on 2057/2055 and emergency ambulance on 777
- Psychological counseling, Health Center and housing services should be prepared for after shocks
- All damaged building should be immediately reported to the VPSA and VPFA,

Bomb Threat

If Central service receives a phone call that a bomb or other explosive is placed on campus, the operator on duty should ask the caller:

- » When is the bomb going to explode?
- » Where is the bomb located?
- » What kind of bomb is it?
- » What does it look like?
- » Why did you place the bomb?

Keep the caller on the phone as long as possible; listen carefully to the caller and try to determine and record the following:

- » Date and Time of the call
- » Exact words of the Caller
- » Age and Sex of the Caller
- » Speech pattern and/or accent
- » Emotional state of the Caller
- » Background noises (i.e. Traffic, etc.)

THE OBJECT should not be touched

- Any suspicious object or potential bomb should not be handled and the area should be cleared immediately.
- The security department should immediately inform the police department.
- The security Department should immediately conduct a detailed bomb search in the area. Faculty and Staff are requested to observe their areas for suspicious objects and report their locations to the security department on ext.2222
- The security director informs the VPFA and the VPSA
- If necessary, the security department should proceed to an immediate evacuation of the perimeter before contacting the local police department.
- The security blocks off the site, and do not permit anyone to enter the area – people are required not to cross the police line (yellow tape).
- Police and the security department should search the area to ensure that no one is left in the evacuated building(s).
- The security agents should evacuate the buildings located in the perimeter of the bomb to enable the authorities to deal with the suspicious object,
- The Security director should submit the incident report to VPSA &VPFA.



Bomb Threat

Telephone guidelines

*Be Calm, Courteous, listen intently and do not interrupt the caller.
Notify others, by pre-arranged signal, regarding the call.*

Caller Receiver: _____ Time and date Received: _____

Exact word of caller: _____

Time caller Hung up: _____

Initial Question to Ask:

1. When is the bomb going to explode?
2. Where is the bombe now?
3. What kind of bomb is it?
4. What does it look like?
5. Why did you plant the bomb?
6. Where are you calling from?
7. What is your name?
8. What is your address?

Caller's voice description:

Male _____ Female _____ Adult _____ Young _____ Approx.Age _____

Voice Character	Background Sounds	Threat language
<input type="checkbox"/> Slow	<input type="checkbox"/> Street noise	<input type="checkbox"/> Well spoken
<input type="checkbox"/> Rapid	<input type="checkbox"/> Clear	<input type="checkbox"/> Incoherent
<input type="checkbox"/> Normal	<input type="checkbox"/> Music	<input type="checkbox"/> Irrational
<input type="checkbox"/> Exited	<input type="checkbox"/> House noises	<input type="checkbox"/> Taped
<input type="checkbox"/> Loud	<input type="checkbox"/> Office machinery	<input type="checkbox"/> laughing
<input type="checkbox"/> Angry	<input type="checkbox"/> Trains	<input type="checkbox"/> Emotional
<input type="checkbox"/> Sincere	<input type="checkbox"/> Airplanes	<input type="checkbox"/> Other _____
<input type="checkbox"/> Other _____	<input type="checkbox"/> Other _____	

Is the voice familiar? ____ If so, who did it sound like? _____

(Write Down everything you can recall)

Chemical or Hazardous Material Spill

In the event of a chemical spill, the following should be observed:

- Any spillage of a hazardous chemical should be reported immediately to Security Department at 2222.
- When reporting the incident to Security department, the caller should be specific about the nature of the material involved and the exact location of the spill. Security department will contact the necessary specialized authorities and medical personnel.
- Security department should notify the Dean of School of science and engineering, or faculty who are familiar with the chemical substances and their effects
- Everyone is asked to move away from the spill and help keeping others away.
- Those that may be contaminated by the spill should avoid contact with others, and gave their names to security Department. As necessary action, first aid and cleanup by specialized authorities should be started at once.
- Once outside, individuals are asked to move to a clear area at least 250 meters away from the affected building. The security department should assist the emergency crews as requested
- No one is allowed to return to an evacuated building unless allowed by security team.

Evacuation Plan



In case of any emergency that requires the evacuation of a building (fire, evident smoke, threat to the safety of individuals, the security department should follow the steps below:

- AUI community will have to act according to the instructions given by the Security & Safety Department and stick to the steps to follow and routes to use.
- As a group, (students, faculty & staff), should leave building immediately in a calm orderly manner, using only the exits and directions given.
- Security agent(s) and hall directors should stay with students, keeping them in a group.
- The responsible or any member of the evacuation team should count all students residing in the building(s) where the incident occurs and make them gather in a safe place far from any danger. **They should be gathered in the Gymnasium building 13.**
- Security and the Housing services department will immediately report any missing students to VPSA.
- Students, faculty and staff should not return to the evacuated building or move to another side of the building unless told to do so.

When the risk is eliminated, the security agent(s) and the hall directors will make efforts to get the evacuated persons back into their rooms/offices as soon as possible.

Reporting an incident

When reporting the incident by phone (2222), the following information shall be given to the security agent:

1. Name of the person making the call (Student, Faculty & Staff)
2. The caller's number phone
3. Location of the emergency
 - Building number and name
 - Floor
4. People injured if any
5. Type of emergency
6. The caller should remain on the phone until message is confirmed and the security agent gathers sufficient information about the incident.



Report N°:

EMERGENCY NOTIFICATION REPORT

Officer on duty	
Date of Notification	
Time of Notification	
Caller's name	Name: <input type="checkbox"/> Staff <input type="checkbox"/> Faculty <input type="checkbox"/> Student <input type="checkbox"/> Guest
Person in difficulty	
Type of emergency	
Place of emergency	Building : Room : Floor :
Caller's phone	Mobile : Extension:
Actions taken and persons involved	

Vehicle Accident

- **When the accident occurs** further than 15 kilometers from the city, the victim should notify the security department on 0535 86 22 22 in order to report the accident to the police.
- **When the accident occurs inside the city**, the victim should call the security department on 0535862222 for assistance.
- The supervisor on duty joined the victim in the place of the accident to check on the victim and provide necessary assistance
- The security department calls the police, the ambulance of fire department and the University ambulance with the presence of the physician on duty to drive the victim to the health center for necessary care in case of slight injuries.
- The supervisor on duty might assist local authorities while determining the cause of the accident, in order to fill in the accident report form and submit it to security director with photographs of damage
- The Security Director sends detailed report to VPSA &VPFA about the accident.

Suicide Threats

- In all cases, all information about an eventual suicide should be taken very seriously.
- Immediate action should be taken by notifying, the security department, the housing department, the health center and the physician.
- The patient should receive necessary care at the health center or could be evacuated to the clinic if necessary
- Health center (physicians) may call the university counselor, if needed, to assist the person in distress.
- The Housing officers handling the case should notify colleagues and supervisors to keep a very close supervision of the concerned person.
- Health center (physician) should inform the parents about the case even if the patient does not consent. In case there is an inclination that the parents are not to be notified, the physician should refer the case to the VPSA for discussion.
- Archive data of all involved residents in suicidal attempts must be updated, because persons who have made prior suicidal attempts may be at greater risk of actually committing suicide.
- University counselor should inform the VPSA about any risky case. This later should notify the Health center, Housing Services and Security Department.

Death Notification on Campus

1. Death of Student or guest

In the event of death involving a student, the following procedure should be implemented to ensure a timely notification.

- Upon determination that the victim is a student, the shift security supervisor shall immediately notify the security director, Housing director and VPSA.
- Once the security department is notified, the person discovering the death should provide the security with sufficient information as possible.
 - * Where the student died?
 - * Who discovered the death?
 - * How the death occurred (if known),
 - * Who else is aware of the death?
- The security department calls the local police.
- If the roommate(s) or close friend of the deceased ignore(s) the incident, he should be notified in a smooth and diplomatic way. This may involve provide counseling or other needed services, depending on the situation. The roommate(s) may feel uncomfortable in the room and may ask to stay somewhere else. Alternative arrangements need to be made.
- Housing Director contacts maintenance for any assistance needed with the physical location of the death
- VPSA contacts the family.
- Residents of the building where the death occurred should inform as soon as possible to handle their feelings and reactions.
- Housing Director arranges any assistance needed for the family with packing up the student's belongings.
- Security director gathers details of incident and submits a detailed report to VPSA & VPFA
- VPSA sends out a notice to all AUI community. The community is informed in a concise, caring manner, allowing the students time to process in the meeting with the counselor or other staff that may be available.

2. Death of faculty or staff

- Upon determination that the victim is either a faculty or a staff member, the shift security supervisor shall immediately notify the security director,
- Security Director will ensure the notification of the following personnel:
 - * Local Police
 - * VPSA, VPFA, VPAA
 - * Health Center
 - * Human Resources Director
 - * Housing Director.
 - * Department head where the victim works.
 - * Coworker or a close friend of the victim.
- The security supervisor making the death notification shall provide the Director with the details of the death to include:
 - * Nature of the death, if known
 - * Approximate time of the death
 - * Location of the death
 - * Synopsis of the death
 - * Location of the deceased
- Housing Director arranges any assistance needed for the family with packing up the victims belongings.
- Security Director gets details of incident and files a report to VPSA & VPFA
- VPSA sends out notice to all staff/faculty.



Death Notification Report

Officer making Notification _____

The person notified _____

Name of the deceased _____

Date of notification _____

Time of notification _____

Approximate time of the death _____

Location of the death _____

Synopsis of the death:

Location of the deceased _____

Supervisor's signature _____

Assault or Rape

- Assaults in progress or potential danger should be reported to the Security immediately at 2222.
- If the incident is over, the victim should call the security department in order to report the incident who should inform the housing services
- The receiver should remain calm. There should be no attempt to judge the validity member of the complaint, particularly when speaking with the survivor.
- The physician on duty are informed by security or housing for immediate care
- If the victim declines to talk with the counselor, the victim should be encouraged and assisted to fill a report with the police.
- The person handling the case should ask if the victim feels safe in her/his current living assignment, the hall director should contact the victim to review the options available for alternative housing.
- All involved persons including witnesses, and survivor are asked to submit written reports.
- If the suspect is known as an AUI student, the security director meets with the suspected student and submit a written report to the VPSA
- When talking with a survivor, the hall director or the security agent should try to remember as many of the following as possible:
 - Assure the victim/survivor that she/he is safe now.
 - Assure the victim/survivor that she/he is not to blame.
 - Avoid blaming questions like, “Why didn’t you scream?” or “Why were you ...?”
 - Avoid expressing your own anger. Phrases like “If you could find the creep, I’d kill him!” will do more harm than good.
 - Avoid touching the victim/survivor without asking and be conscious of things like sitting too close.
 - Know that you could not have prevented the assault, but helpful reactions from you can make a difference.
 - A safety rules should be communicated regularly to the AUI community

Safety Rules

Assault prevention techniques cannot guarantee your safety, but will, when practiced correctly and consistently, lower your risk of becoming a victim.

Personal safety in walking

- **Avoid isolated areas.** forest,
- **Walk in groups at night.** A person walking alone raises the risk of being assaulted. Attackers only assault people who are alone and cannot rely upon a companion for aid.
- **Select clothing that will not impede you from walking fast.** In case you feel menaced and you want to escape from an attacker, uncomfortable shoes or tight pants can make running very difficult.
- **Use the Van Shuttle.** The Shuttle can take you from and back to campus. It has a very precise schedule and provides rides even at night.
- **When jogging,** select path that are secured, lightened and frequented by people. If you choose to run off-campus, we recommend staying close to the university, and always in areas where you would be able to seek aid in case of trouble. Stay close to areas where you could go into a public place for protection or to call security.

If you're followed

- **Look at the person you suspect is following you.** By doing this, you let the person know that you won't be taken by surprise and will also enable you to give an accurate description of the suspected person to security.
- **Change direction.** If someone is following you in a car, abruptly turn around and walk the other way. It will take a bit longer for the driver to turn around, if this person persists on following you. Also try to memorize the suspect's license plate number.
- **Go into a public place or campus building.** Call security if on campus 2222 or the police at 19 .

Missing Student

- If there is reason to believe that a student may be missing, whether or not the student resides on campus, Security department, Housing services and the VPSA will make all possible efforts to locate the student and determine his/her state of health and well-being.
- If the student lives on-campus AUI Security will conduct a primary official investigation before getting in touch with the local police.
- If the student lives off-campus Security will enlist the aid of local police; that will endeavor to determine the student's whereabouts through contact with friends, associates and teachers.
- If the student is located and presents any signs of assault, immediate action should be taken to guarantee the student safety by notifying health services urgently and accompany the student to the health center.
- Health center (physicians) may call the university counselor, if needed, to assist a person in distress.
- If the student is not located, the VPSA will notify the family within 24 hours of receiving the initial missing student report that the whereabouts of the student is unknown.
- If the missing student lives off-campus, family members are encouraged to make an official missing person report to local police.

Theft

In case of theft on the Campus:

- The complainant should stop by security department to fill in the complaint form by describing the stolen items.
- When the security departments receive the complaint, the supervisor or the investigator on duty informed the housing service and started immediately their appropriate investigations by asking the following questions:
 - Who was the victim?
 - Who had the motive for committing the crime/theft?
 - What crime was committed?
 - What actions were taken by the suspect?
 - What do the witnesses know?
 - When was the crime discovered?
 - When were the authorities notified?
 - How was the crime committed?
 - Where was the crime committed?
 - With whom did the suspect associate?
 - How much property was taken?
 - How much damage was done?
 - Why was the crime committed?
 - Why were witnesses reluctant to tell everything?
 - With what tools the crime was committed?
 - With what other crime is this crime associated?
- Once the theft is resolved, the security Director submits report to the VPFA and VPSA.
- If the problem is not resolved the investigation should be continued.

N°:

جامعة الأخوين
AL AKHAWAYN
UNIVERSITY
Security and Safety Department
Lost Property Report

Full Name :

E-mail Address :

Phone Number :

Bldg / Room :

Office e-mail address:

Date of items lost :

General type of item:

- Money Book (s) Electronic / Computer related
 Jewelry Other

Building or area where items may have been lost :

Please provide a detailed description of the lost item(s): (i.e.Color,size,brand,serial#, lettering,etc)

Signature :

COMPLAINT FORM

Name of Complainant: _____ ID Number _____

School _____

Building / Room: _____

E-mail address: _____

Mobile Phone: _____

INCIDENT INFORMATION:

Date of Incident: _____ Time of Incident: _____ AM / PM

Location of Incident: _____

Nature of Incident:

Name of the Individual(s) involved: _____

Student : _____

Staff : _____

Faculty : _____

Any other Description: _____

Name of Witnesses: _____

Signature: _____ Date: _____

Robbery Cases

In case of a robbery off campus,

- The victim should call 0535862222 Campus Safety and Security right away. The first minutes after the incident occurs are critical to law enforcement.
- The victim should describe exactly what occurred with as many details as possible and give complete descriptions such as sex, race, age, height weight, hair color and clothing. If a vehicle is involved, the complainer should provide information about the type, brand, color, and license plate.
- The security department should notify the police immediately and encourage the complainer to file a complaint
- Security department should submit a report to VPSA and VPFA
- Safety rules should be communicated to the community regularly to prevent the occurrence of robbery

Robbery safety rules

- Don't resist. Give up your property; don't give up your life.
- Do not do anything other than what the robber asks. Listen carefully and pay attention to the robber's appearance and demeanor.
- One of the most important things to do if you are being robbed is to do as you are told and try to observe.
- Try to avoid sudden moves. The robber(s) are just as nervous as you.
- If you observe a crime in progress, stay calm and call 0535862222. Your action can prevent others from being victims.

Electrical Shock Hazard

Definition:

Electric shock is an injury caused by an electrical current passing through the body. The source of the current may be atmospheric (lightning) or man-made, as in high and low voltage lines. Injuries include burns, muscle contractions and seizures, fractures, tissue death, kidney failure and respiratory and heart failure.

Tips to follow in case of electrical shock:

Be safe. Here are a few tips to follow:

- Throw away or replace any worn or defective electrical cords.
- When working on any electrical equipment, check, and then double check, to be sure there is no source of electricity flowing.
- Keep a fire extinguisher handy in areas where you work with electronic equipment.
- Never assume that someone else has cut off the power source. Check for yourself.
- Never overload electrical circuits.
- Check electrical cords for fraying, signs of wear, and defects.
- Always cut off the power switches when working on equipment.
- Keep all electronic equipment away from dampness and water.
- Inspect your area for any electrical hazards.

- In case of an electrical fire, shut the power off and use a fire extinguisher on the fire.
- Never use water to put out an electrical fire! To do so could result in a fatal shock. Use fire extinguishers that are recommended for electrical fires only as C, BC, or ABC extinguisher.
- Never work alone with electricity. A co-worker could save your life in the event of an accident.

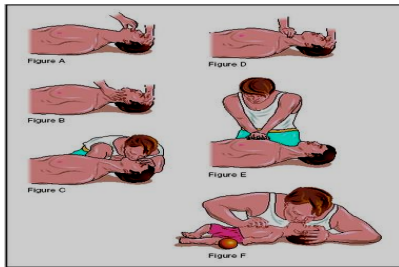
How to treat a victim of electrical shock:

- Immediately call for emergency assistance Health Center at 2057 and Security at 2222.
- Do not endanger yourself. If the victim is still in contact with the electrical current, you must be careful to avoid being shocked yourself. You cannot help if you become a victim, too.
- Do not touch the victim. The current can pass through you also.
- Do not touch the source of electricity.
- Break the current. Before you can do anything else, you must get the victim free from the current.

If the victim is not breathing, begin rescue breathing.



If it is needed, begin CPR (Cardiopulmonary Resuscitation)



Do not attempt to move the victim unless he/she is in further danger. Other injuries may have occurred that you are unaware of.

Cover the victim in a blanket and stay with him/her until help arrives. Do not leave him/her alone. Take steps to prevent or lessen the severity of shock.

Loss of power

Unscheduled electrical failure is an occurrence that can create inconvenience and certain dangers for AUI community. Problems encountered from electrical failure will vary greatly depending on time and place, and action required will vary accordingly. All halls should keep flashlights with live batteries available for emergency use.

- Anyone noticing a loss of power should contact the Security and Maintenance departments
- The Maintenance department should provide information about approximate length of outage.
- Inform the housing services who should spread the information
- Illuminate stairs and other appropriate areas if possible with emergency lighting, such as flashlights.
- Ask everyone to turn off or unplug electrical appliances except refrigerators to prevent a surge when the power comes back on.
- Be alert to possible theft or vandalism.
- If the power failure is likely to be for an extended period of time, the VPSA should discuss the impact of the power failure on the academic activity (labs) and student life (restaurant, sport facilities). Alternative plans may need to be made. In addition, decisions will need to be made on whether to evacuate students to other heated locations during the cold seasons such as the gymnasium.

Severe Weather

Decisions to close the University due to snowstorms or other events are made by the President. Decisions made during the workdays are communicated to the Vice Presidents, who notify the departments under their supervision.

Closing information is immediately posted on the University's Website, by phone, e-mails and notices. Closing decisions made overnight that involve a delayed start or all-day closing are also posted on the website.