

# Department of Public Safety

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## EMERGENCY RESPONSE GUIDE

DEPARTMENT OF PUBLIC SAFETY  
ROSSEY HALL, ROOM 114

DISPATCH COMMAND CENTER: 201-200-3128 OR  
FOR EMERGENCIES: PRESS "55" ON ANY CAMPUS PHONE

## **PUBLIC SAFETY AT NEW JERSEY CITY UNIVERSITY**

The Department of Public Safety is dedicated to maintaining a safe learning, living and working environment for a diverse community, while employing the highest professional standards and providing exceptional customer service.

This Response Guide is intended to provide direction for faculty, staff and students in the event an emergency occurs at NJCU. Please contact our Department at any time with questions or for more information.

*—Public Safety Team*

Be sure to download NJCU's Rave Guardian App! Rave Guardian is a personal safety app that allows direct engagement and contact to our Dispatch Command Center. You can request a virtual escort, send confidential safety tips, and call the Department of Public Safety directly. To download, search "Rave Guardian" in the App Store or Google Play.



## **FIRE OR EXPLOSIONS**

If you discover an out-of-control fire or explosion, alert those in the immediate area, pull the nearest fire alarm, and contact Public Safety at **201-200-3128** or press “**55**” on any campus phone. There are pull station alarms on each floor next to each fire exit stairwell. To operate, open door (if applicable) and pull handle all the way down. If you or someone else is on fire: stop, drop and roll.

### **WHEN AN ALARM SOUNDS**

Evacuate immediately. Calmly and quietly direct students to designated fire exits, and close (but do not lock) all doors behind you.

### **DO NOT USE ELEVATORS**

If an exit is blocked by heat or smoke, proceed to the nearest alternate exit. Know all fire exits on your floor.

### **SAFE AREAS**

If a child or adult is unable to navigate the stairs, he/she should stay on the floor they are on and proceed to the designated safe area. Someone must stay with them (an adult must stay with a child, and an adult must also stay with an adult; no one should wait alone on any floor). Notify the Department of Public Safety of physically challenged people who are sheltering in place.

### **BE PREPARED**

Learn evacuation routes and fire extinguisher locations. Always remember: escape and account.

## MEDICAL EMERGENCIES

Call **911** (dial **9-911** if calling from a campus phone) in a medical emergency and call Public Safety at **201-200-3128** or press “**55**” on any campus phone.

**IMPORTANT:** if you contact **911** before notifying the Department of Public Safety of the emergency, please inform Public Safety that first responders have already been contacted.

A medical emergency is when someone is unconscious; unable to breathe, cough or talk; experiencing severe bleeding or chest pains; having a severe allergic reaction; and/or having a seizure.

There may be a short pause before **911** connects from school phones; this is normal. When the dispatcher answers, state “I have a medical emergency at NJCU” and provide your exact location on the campus. Do not hang up with 911 until the dispatcher instructs you to do so. If possible, have a colleague call Public Safety at **201-200-3128** or press “**55**” on any campus phone) while you call **911**.

If you are alone with the person, stay with them and continue to assess whether CPR is needed. Do not move the person unless they are in imminent danger. Try to keep them calm and assure them help is on the way.

Automated external defibrillators (AEDs) are located in every building. Use the evacuation map posted in the classroom or office for the AED location.

# BOMB THREAT

## IF A BOMB THREAT IS RECEIVED BY PHONE:

- Remain calm. Keep the caller on the line for as long as possible. **DO NOT HANG UP**, even if the caller does.
- Listen carefully. Be polite and show interest. Try to keep the caller talking to learn more information.
- If possible, write a note to a colleague to contact Public Safety at **201-200-3128** or press “**55**” on any campus phone.
- Using the checklist on the reverse side, collect and write as many details as possible. Try to get exact words used and copy the numbers displayed on the phone if you can.
- Immediately upon termination of the call, do not hang up, but from a different phone, notify Public Safety and await further instructions.

## IF A BOMB THREAT IS RECEIVED BY PACKAGE:

- Call Public Safety at **201-200-3128** or press “**55**” on any campus phone if a package appears to be suspicious due to strange odor, rigid or bulky, excessive tape, or excessive postage.
- **DO NOT** touch or tamper with the package until the Department of Public Safety arrives to investigate.
- If the package is suspected as a bomb, the Police Department will be notified and Public Safety will evacuate the area.
- The perimeter will be secured and personnel will be 300 feet away from the area.

## IF A BOMB THREAT IS RECEIVED BY HANDWRITTEN NOTE:

- Call Public Safety at **201-200-3128** or press “**55**”.
- Handle the note as little as possible.

## IF A BOMB THREAT IS RECEIVED BY EMAIL OR TEXT MESSAGE:

- Call Public Safety at **201-200-3128** or press “**55**” on any campus phone.
- Do not delete the message. **If an evacuation is imminent, follow the directions of Public Safety. Calmly and quietly direct students to the designated exit, and close all doors behind you.**

# **BOMB THREAT**

## **BOMB THREAT CHECKLIST:**

- Time call received?
- Time caller hung up?
- Bomb location (floor, room, etc.).
- What does the bomb look like?
- What kind of bomb is it?
- When will it go off?
- What will make it explode?
- Where is the caller located?
- Is there any background noise you can identify?
- Is the voice familiar?

## **MISSING STUDENT/ STUDENT WHO HAS RUN AWAY**

### **IF A STUDENT IS CONFIRMED TO BE MISSING:**

- Immediately call **911 (dial 9-911 if calling from a campus phone)**. Provide the student's height and approximate weight, ethnicity, complexion, hair color, last observed attire, any distinguishing features, and languages he or she speaks.
- Notify Public Safety at **201-200-3128** or press "**55**" on any campus phone and await further instructions.
- If the missing student has special needs or if Staff has any indication the student may have been abducted or is in an unsafe location, call **911 (dial 9-911 if calling from a campus phone)** immediately, and then notify Public Safety.

## PERSON(S) TRAPPED IN ELEVATOR

### IF YOU ARE TRAPPED:

- **REMAIN CALM.**
- Do not attempt to exit the elevator if doors should open between floors.
- Do not attempt to pry open elevator doors.
- Use the elevator emergency phone, alarm button, or your mobile phone to call Public Safety at **201-200-3128**.
- Stay in the elevator until help arrives.

### IF YOU SUSPECT A PERSON HAS BECOME TRAPPED:

- Notify Public Safety at **201-200-3128** or press “55” on any campus phone.
- Listen at the door for sounds such as banging, crying, or yelling.
- If you hear someone, talk to them through the elevator door. If possible, identify who is in the elevator.
- Help them to remain calm and remind them to stay in the elevator until help arrives. Remain with the trapped person(s) and let them know help is on the way. Report any injuries or medical conditions.

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# POWER OUTAGE/WATER LEAK

## POWER OUTAGE

- Notify Public Safety (**201-200-3128**) and Facilities Manager (**201-200-3191**).
- When the power returns, inspect your room or office and report damage that may have occurred to the Facilities Manager (**201-200-3191**).

## WATER LEAK

- Notify Public Safety (**201-200-3128**) and Facilities Manager (**201-200-3191**).
- If the leak threatens your work area, move items off the floor.
- **NEVER** touch electrical lines, appliances or devices in the vicinity of the leak.



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## **PSYCHOLOGICAL CRISIS/ SUICIDE THREAT**

If you come into contact with someone experiencing a psychological crisis who appears to be potentially dangerous, (person is aggressive or hostile, has a weapon, is threatening others or is otherwise unmanageable) do **NOT** attempt to handle the situation alone. Call **911 (dial 9-911 if calling from a campus phone)**.

If someone is contemplating suicide, remain calm and encourage others to do the same. If the threat is immediate or imminent, call **911 (dial 9-911 if calling from a campus phone)**. Do not leave the person alone. If the threat is not immediate, report the incident immediately to Public Safety at **201-200-3128** or press “**55**” on any campus phone. Try to provide a safe, quiet, secure space for the person until assistance arrives. Do not minimize their concerns, and be supportive and reassuring.

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# SCHOOL VIOLENCE/ INTRUDERS

An active shooter or hostile intruder is an individual actively engaged in harming or attempting to harm people in a confined area. It is important to know that most active shooter situations are unpredictable and evolve quickly.

## RUN

If there is an easily accessible, unblocked escape route, attempt to evacuate.

- Have an escape route planned before you leave your classroom or office by using the evacuation map posted in the area.
- Prevent others from entering an area where the active shooter or intruder may be.
- Upon exiting the school, keep your hands visible. Call **911** and notify Public Safety at **201-200-3128** once you are outside.

## HIDE

- If evacuation is not possible, find a place to hide where the shooter or intruder is less likely to find you.
- Close and lock all doors and windows. Cover doors and windows as much as possible. Blockade the door(s) with heavy furniture if you can.
- Turn off room lights and remain quiet.
- Turn off all cellphones and other technology devices that will make noise.

## FIGHT

As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the shooter or intruder. Act as aggressively as possible; throw items at him or her and yell. Commit to your actions.

In all cases, when Public Safety and/or Police arrive, put down any items you are holding and keep hands visible. Avoid quick movements and follow all instructions of responding Officers.

# **SHELTER IN PLACE/ LOCKDOWN**

## **SHELTER IN PLACE**

Shelter in place is appropriate for threats posed by environmental contaminations outside the school. These threats could include accidents or attacks involving chemical, biological or radiological hazards.

If shelter in place is necessary, it will be communicated via the school-wide address system. Shelter-in-place procedures are:

- Close and lock all exterior windows and doors to prevent inadvertent openings.

## **LOCKDOWN**

Lockdown is appropriate for threats posed from outside or inside the building. These threats could include a violent person attempting to enter the school, a perpetrator already inside (see School Violence/Intruder information), or nearby criminal or terrorist activity.

## **LOCKDOWN PROCEDURES ARE:**

- Move out of sight of door and windows.
- Close and lock all doors and windows. Cover doors and windows as much as possible. Turn off room lights and remain quiet. Turn off all cellphones and other technology devices that will make noise.

## IMPORTANT NUMBERS

ALL EMERGENCIES: CALL 911 (CALL 9-911 ON CAMPUS PHONES)

### PUBLIC SAFETY OFFICE:

- Dispatch:  
201-200-3128
- Office:  
201-200-3127
- Emergency:  
press 55 on any campus phone
- Health & Wellness:  
201-200-3456
- Facilities & Construction Management:  
201-200-3191
- Dean of Students:  
201-200-3525

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