

EMERGENCY PREPAREDNESS GUIDE



EMERGENCY AND CONTACT INFORMATION

Quick Reference Numbers



In the event of fire, medical emergency or danger to life,
health or the environment

CALL 911

702-895-3669 **University Police Services (Emergency)**
702-895-3668 **University Police Services (Non-Emergency)**
702-229-3111 **Las Vegas Metro Police (Non-Emergency)**

702-651-7445 **Environmental Health and Safety**
702-651-4888 **Facilities Management**
702-895-4849 **Emergency Manager**
702-895-2748 **Emergency Management Coordinator**

Disability Resource Centers
West Charleston 702-651-5644
North Las Vegas 702-651-4045
Henderson 702-651-3795
Speech-to-text 702-651-4448, VP 702-475-4676

Counseling and Psychological Services
West Charleston 702-651-5518
Henderson 702-651-3099
North Las Vegas 702-651-4099



You can access many of these services right
from your phone using the
MobileSAFETY app!



Fire/Smoke/Explosion



What to know BEFORE an emergency exists

- › Know the locations of emergency exits and fire alarm pull stations in your building.
- › Know at least **two** ways out of your building.
- › Know where the stairs are located.
- › If you hear a fire alarm, evacuate! Do not assume it is a drill or a false alarm.
- › Check your evacuation route for smoke. If unsafe use your alternate route.
- › To seek medical and fire/rescue assistance; from a campus phone, call 911.

Reporting a Fire

- › Call 911 and notify University Police at 702-895-3669. Give the location of the fire (building/room).
- › Sound the fire alarm immediately by activating the pull station.
- › If the alarm fails to activate, warn nearby occupants by knocking on doors.
- › Immediately evacuate the building. Take the stairs, not the elevator.
- › Go to your predetermined evacuation location.
- › Begin to account for evacuated occupants and report any missing people to emergency officials.
- › DO NOT re-enter the building until emergency officials declare it safe to do so.

Clothing Fire

- › If your clothing is on fire, drop to the floor. If another's clothing is on fire, assist them to the ground as quickly as you can. Do not run, or allow the victim to run.
- › Roll yourself or the victim on the ground to extinguish flames. If a blanket is available, use it to smother the flames.
- › Remove smoldering clothing or hot material. Use care to avoid removing attached skin.
- › Cool the victim with water or ice packs. Take the victim to an emergency shower, if close by.

Using a Fire Extinguisher

Follow these easy instructions:

- P** Pull the pin. Some extinguishers require releasing a lock latch, pressing a puncture lever, or taking another first step.
- A** Aim low. Point the extinguisher nozzle (or its horn or hose) at the base of the flames.
- S** Squeeze the trigger or handle while holding the extinguisher upright. This releases the extinguishing agent.
- S** Sweep the extinguisher from side to side while keep the extinguisher aimed at the base of the fire. Sweep back and forth covering the area of the fire with the extinguishing agent until the fire is out. Watch the fire area. If the fire breaks out again, repeat the process.

Building Evacuations



A building evacuation may be required in an emergency, whether it is fire, earthquake, flood, or other urgent situation requires all occupants to immediately leave the building. Refer to the Building Evacuation Plan posted in classrooms for your assembly location.

- › Know where the emergency exits and fire alarm pull stations are in your building.
- › Include this information in your new employee orientation.
- › Develop a plan to account for everyone in your workgroup or classroom at the assembly location.
- › If you need assistance evacuating – whether you have a temporary or permanent need – please review the guidelines at the end of this section.

During the emergency

- › Stay Calm. Give clear instructions to others to help ensure a prompt evacuation.
- › If primary evacuation route is obstructed, use your alternate route.
- › Close doors behind you as you exit.
- › DO NOT use elevators to evacuate, use the stairs.
- › Keep low to the floor if smoke is present.
- › Report to your emergency assembly location.
- › Immediately report any missing people to emergency officials.

Take the following precautions before leaving the building, only if it is safe to do so. These activities must not significantly delay your departure. Exercise good judgment!

- › Faculty members ensure immediate evacuation of classes under their purview.
- › Shut off gas lines and heat-producing equipment (such as Bunsen burners, stoves etc.).
- › Return hazardous materials to proper storage units if time permits.
- › Close doors and windows, if possible. Close doors behind you as you leave.

Building Evacuation for Persons Who Need Assistance

All College personnel are responsible for the evacuation of persons who need assistance in their respective areas.

CSN's Disability Resource Center (DRC) maintains information regarding those students who are self-identified and have provided documentation of a disability at each of its campus offices. In the event of an evacuation:

- › CSN maintains equipment specifically utilized to evacuate individuals with significant mobility restrictions.
 - › In accordance with principles of universal design, exits are ramped to facilitate evacuation of all individuals from CSN buildings.
- Please review the following so that you can provide the most effective assistance to persons with disabilities if that is necessary to ensure their safety.

Persons with visual impairment:

- › Tell the person the nature of the emergency.
- › Offer to guide them to the nearest exit.
- › Have the person take your elbow and escort them.

Persons with hearing impairment:

- › Write a message indicating the nature of the emergency and the nearest evacuation route.
- › Tap the person's shoulder and point to the strobe lights on the fire alarms.
- › Indicate through writing a note or gesturing what is happening and what to do.

Persons with mobility impairment:

- › Escort the person(s) to the nearest exit or stairwell assembly point.
- › At least two people should remain with the person with disability to assist if further evacuation becomes necessary.
- › Do not attempt to carry persons with mobility impairments unless there is IMMEDIATE DANGER TO LIFE.
- › Do not attempt to move or lift a wheelchair without asking the person using the chair.

If you are unable to safely move the person; move them to a safe area and call for help and tell the dispatcher of your current situation and location.

Medical Assistance/First Aid



You may encounter a medical emergency on campus. In the event of a serious illness or injury, immediately call 911. Tell the dispatcher that you have a medical emergency and provide them with the following information:

- › Your name and telephone number
- › Nature of the illness or injury
- › Location of the emergency on campus (building, floor, and room number)
- › Number of people involved: Is victim(s) conscious, breathing, bleeding?
- › Remain on the line till the dispatcher has asked you all the questions and follow their instructions.

Guidelines for Assistance

- › Do not move a victim unless absolutely necessary.
 - › Do not jeopardize your safety or the safety of the patient. Wait for professional help if you are not trained to assist.
 - › If you are trained in first-aid or CPR, assist the patient up to the level you are trained.
 - › Report all accidents or injuries to Risk Management & Safety at 702-651-7445
- It is best practice to have someone, if available to meet the ambulance personnel and take them to the person that is ill or injured.

Choking (cannot speak or has a weak cough):

- › Call 911 from a landline or 702-895-3669 from your cellphone.
- › Start Heimlich Maneuver
- › Continue until airway is clear
- › Begin CPR if person becomes unresponsive

Fractures and Sprains

- › Call 911 from landline or 702-895-3669 from your cellphone.
- › Keep victim still
- › Treat for shock
- › Keep injury stabilized
- › Stop any life threatening bleeding

Fainting, Unconsciousness and Shock:

- › Call 911 from landline or 702-895-3669 from your cellphone.
- › Lie victim in recovery position (Left Side) if unconscious.
- › Keep victim comfortable and warm with a blanket.
- › Ask or look for a medical ID bracelet, necklace or card.
- › Start CPR if victim becomes unresponsive.
- › Never give an unconscious victim food or liquids.

Severe bleeding and wounds:

- › Call 911 from landline or 702-895-3669 from your cellphone.
- › Apply direct pressure on wound using clean cloth or hand
- › Apply tourniquet if available (2-inches above wound on arms and legs only)
- › If tourniquet isn't available pack wound with sterile cloth or dressing (legs and arms only)
- › Add more cloth or dressing if blood soaks through, DO NOT remove old cloth or dressing
- › Keep pressure on wound until help arrives
- › DO NOT remove tourniquet once applied

Medical Assistance/First Aid



Poisoning or Overdose:

- › Call 911 for immediate transport to hospital.
- › Save label or container for identification.

Heart Attack:

- › Call 911 from landline or 702-895-3669 from your cellphone
- › If victim is unresponsive start CPR and have someone retrieve an Automatic External Defibrillator (AED) if available.
- › Ask or look for medical bracelet, necklace or ID card.
- › Never give an unconscious victim food or liquid.
- › Continue CPR until help arrives.

The immediate and effective use of CPR, coupled with the use of an AED, improves the chances of survival from a sudden cardiac arrest.

Some buildings on campus have an Automated External Defibrillator (AED) available in the event that a patient exhibits no signs of breathing or pulse.

An AED is designed to analyze a patient's condition before delivering a shock, and will only shock a patient in cardiac arrest. By following the audible commands, an untrained person can safely use an AED.

Power Outage/Utility Failures



Power Outage:

- › Report a minor localized power outage during regular business hours (8 a.m. until 5 p.m.), from a campus phone, call Facilities Management at 702-651-4888. or call your Campus Operator.
- › Many buildings have emergency lighting which illuminate the stairwell and other essential building components for 90 minutes.
- › Use this time period to secure areas and evacuate the building if needed.
- › Follow any instructions given by emergency responders or utility workers.
- › Laboratory personnel should secure experiments and unplug electrical equipment as appropriate prior to leaving the laboratory. Chemicals should be stored in their original locations and all containers should be closed and sealed.
- › If a power outage is expected to last a considerable length of time, University Police will send an emergency notification out to the campus community.

If you and/or others are trapped in an elevator and unable to exit:

- › If you are inside the elevator, use the emergency phone in the elevator
- › If you are outside of the elevator, tell passengers to remain calm and that you are getting help by calling 911.
- › Notify University Police Services at 702-895-3669
- › If it is safe to remain in the building, stay near to passengers until assistance arrives.

Suspected Gas Leak:

Call 911 if you suspect a gas leak. Natural gas is odorless and colorless; gas companies add a distinctive odorant (similar to a “skunk” or “rotten egg” odor) to produce a smell that will alert users to a possible problem.

If you know that a gas cylinder, equipment or piping is leaking:

- › Immediately notify building occupants to evacuate the area using the preplanned evacuation route. This may also be accomplished by pulling the building alarm, if available.
- › Notify University Police Services 702-895-3669 Provide Building name, Floor/Room number.
- › DO NOT switch lights or electrical equipment on or off in the area near the leak; electrical arcing could trigger an explosion.
- › Building occupants are not to return to the building until the all clear is given by the Fire Department or emergency responders.

Water-related emergency:

- Water-related emergencies DO NOT always mean “flooding”. They may include lack of available drinking water, lack of available toilet facilities, in addition to standing water (e.g., ponding) and/or leaks that could cause equipment and building damage, and create hazardous conditions (slips/falls, etc.)
- › If such an event occurs during regular business hours between 8 a.m. until 5 p.m., please immediately contact Facilities Management 702-651-4888.
 - › If a water event occurs after hours or when classes are not in session, call University Police Services 702-895-3669.
 - › If you are responding to a water emergency but have not determined the water source, remember that the water may be contaminated and take appropriate precautions.

If you encounter standing water:

If there is standing water on the floor, there is a risk of electrical shock. Do not enter the area until you are sure the electricity has been turned off.

Flash Flooding/Severe Weather



During Severe Weather:

Check CSN's web site for up-to-date information. Check the local media outlets for information regarding road conditions. If you are on campus, check the Intercampus Communication System (the flat screen monitors located across campuses) for information regarding closures and other directions.

Lightning

Seek protective shelter immediately.

- If you are outdoors, do not stand underneath tall, isolated objects. Avoid projecting above the surroundings and landscape. Seek shelter in a low area under a thick growth of small trees. In open areas, seek a low spot such as a ravine.
- Get off or away from open water. Keep away from metal equipment or small metal vehicles such as motorcycles, bicycles, golf carts, etc. Stay away from wire fences, clotheslines, metal pipes, and rails. If you are in a group in the open, spread out, keeping people 15 to 20 feet apart.
- Remember, lightning may strike some miles from the parent cloud. If you feel your hair stand on end, lightning may be about to strike. Drop to a low crouching position with your feet together. Get onto the balls of your feet as quickly as possible to minimize ground contact. Put your hands over your ears to minimize acoustic shock from thunder and place your head between your knees. Do not lie flat on the ground.

Flash Flooding

Flash flood is a serious threat to the lives of drivers and (or) people in the floods' path. If you are in your vehicle driving and you come across a flooded road, it is important to remember to NOT enter flooded streets. DO NOT drive through a flooded area on campus. The depth of the water is not always obvious. Fast moving water, even only a few inches deep can quickly sweep you off your feet or float your car away.

- › If in the event of a major rain storm that may cause isolated flooding, it is safer for you to stay where you are and wait for the storm to end rather than attempting to drive anywhere.
- › Never drive through a flooded road or around barricades.
- › If your vehicle stalls in water, leave the vehicle immediately and move to higher ground.
- › Do not walk through or play in floodwater. Floodwater may contain toxic matter.
- › Stay out of flood channels and detention basins, which can rise as quickly as one foot a minute. Pay attention to the weather. If you are out hiking, seek higher ground immediately, as you may be in an area that can experience a flash flood.



Active Shooter



Although on campus shooting incidents are rare, it is critical that faculty, staff and students are prepared to ensure their own protection until help can arrive. All employees can help to prevent and prepare for potential active shooter situations.

CSN encourages all employees complete the FEMA Online Training Course: IS-907 – Active Shooter.

How to Respond When an Active Assailant is in Your Vicinity

Quickly determine the most reasonable way to protect your own life! Remember that customers and clients are likely to follow the lead of employees and managers during an active shooter situation.

RUN

If there is an accessible escape path, attempt to evacuate the premises. Be sure to:

- › Have an escape route and plan in mind
- › Evacuate regardless of whether others agree to follow
- › Leave your belongings behind
- › Help others escape, if possible
- › Prevent individuals from entering an area where the active shooter may be
- › Keep your hands visible
- › Follow the instructions of any police officers
- › Do not attempt to move wounded people
- › Call 9-1-1 when you are safe

HIDE

If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.

Your hiding place should:

- › Be out of the active shooter's view
- › Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door)
- › Not trap you or restrict your options for movement

Prevent an active shooter from entering your hiding place by:

- › Locking or barricading the door
- › Silence your cell phone.
- › Turn off any source of noise (i.e., radios, televisions)
- › Hide behind large items (i.e., cabinets, desks)
- › Remain quiet

If evacuation and hiding out are not possible:

- › Remain calm
- › Dial 9-1-1, if possible, to alert police to the active shooter's location
- › If you cannot speak, leave the line open and allow the dispatcher to listen.

FIGHT

As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

- › Acting as aggressively as possible against them.
- › Throwing items and improvising weapons
- › Yelling
- › Committing to your actions

How to Respond When Law Enforcement Arrives

Law enforcement's purpose is to stop the active shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard.

- › Officers usually arrive in teams of four (4)
- › Officers may wear regular patrol uniforms or external bulletproof vests, Kevlar helmets, and other tactical equipment
- › Officers may be armed with rifles, shotguns, handguns
- › Officers may use pepper spray or tear gas to control the situation
- › Officers may shout commands, and may push individuals to the ground for their safety

Active Shooter



How to Respond When Law Enforcement Arrives (continued):

- › Remain calm, and follow officers' instructions
- › Put down any items in your hands (i.e., bags, jackets)
- › Immediately raise hands and spread fingers
- › Keep hands visible at all times
- › Avoid making quick movements toward officers such as holding on to them for safety
- › Avoid pointing, screaming and/or yelling
- › Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises
- › Information to provide to law enforcement or 9-1-1 operator:
 - › Location of the active shooter
 - › Number of shooters, if more than one
 - › Physical description of shooter/s
 - › Number and type of weapons held by the shooter/s
 - › Number of potential victims at the location

The first officers to arrive to the scene will not stop to help injured persons. Expect rescue teams comprised of additional officers and emergency medical personnel to follow the initial officers. These rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist in removing the wounded from the premises.

Once you have reached a safe location or an assembly point, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned. **DO NOT** leave until law enforcement authorities have instructed you to do so.

Burglary/Robbery/ Vandalism



During a robbery attempt, the overriding concern is **SAFETY**. Our responsibility under these circumstances is the physical well-being of students, faculty, staff and visitors who may be present.

If a robbery attempt occurs, please remember to:

- › Take no action that might provoke a violent response
- › Do not attempt to delay or stall the robbery
- › Remain calm
- › Do what is asked of you, but only what is asked of you, nothing extra
- › Comply with the demands promptly, being careful not to move or gesture in a way that could be misunderstood as a defensive action or the triggering of an alarm.
- › Do not volunteer information or open drawers you have not been ordered to open
- › Make a mental note of facial features, stature, scars, marks, peculiarities and the color of clothing that can be later used for identification.
- › Look out windows to try and get directions of travel, description of cars and any other details.

Once it is safe to do so:

- › Contact 9-1-1. Give the dispatcher the information that you have.
- › Write down details as soon as possible, noting what was said, weapons used, descriptions of individual(s), what you handed out, and direction of travel.
- › Secure the area to protect any evidence.
- › If a note was given to you, lay it aside with as little handling as possible, so that it can later be reviewed for analysis.
- › If a weapon was fired, the ejected shell casings may prove to be valuable. Do not touch or move these items.

Vandalism

All acts of vandalism and/or damage to the facility or its furnishings (furniture, pictures, equipment, etc.) should immediately be reported to Facilities. If there is immediate danger, seek safe shelter.

It is important that signs (evidence) of forcible entry, cut or broken locks, or stripped wiring be preserved for investigative purposes. University Police will investigate the incident.

Acts of Violence



Never jeopardize your own safety. It is important that you are able to effectively handle any type emergency situation. For this reason, you should never put yourself in the middle of a physical altercation.

In the event a physical altercation occurs:

- › DO NOT attempt to break up the issue/event!
- › Contact 911 and notify University Police Services immediately: 702-895-3669
- › Inform them of the situation. Be ready to provide:
 - ◇ Your Name
 - ◇ Emergency Location
 - » Building: Student Union
 - » Floor Number: First, Second, Third
 - » Room Number or Location within the building
 - ◇ Type of Emergency
 - ◇ Any additional information requested by the Operator
- › Call additional staff members in the building for assistance (if needed) with crowd control.
- › Try to contain the situation by not allowing a crowd to gather around the altercation.
- › Take note of everything you observe:
 - ◇ Persons involved
 - ◇ Actions by the parties involved
 - ◇ Statements made

Keep in Mind...

- › A threat or act of violence can be verbal, made in gesture, or it can be unwanted physical contact such as pushing, grabbing or any other form of personal contact.
- › Threats can be in the form of verbal communication, gestures or simply implied. In any event, University Police Services will be responsible for responding to, evaluating, resolving the situation, and documenting all details of the threat. Do not take any threat lightly or ignore such situations.
- › Violence in the workplace is almost always preceded by obvious signs or threats before the actual violence takes place. Report any activity that you believe qualifies as a threat.
- › If you have taken out a Restraint Order by a court of law, University Police Services may provide additional security measures, such as personal escorts and monitoring of your office or meeting areas.

All students, staff, faculty, and visitors must comply with the direction given by University Police or other Law Enforcement officers.

Earthquake



Unlike other emergencies, the procedures to deal with an earthquake are much less specific. Since earthquake magnitude cannot be predetermined, everyone must initiate emergency precautions within a few seconds after the initial tremor is felt, assuming the worst possible case.

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 an earthquake:

- › Stay in the building. DO NOT evacuate.
- › Remain calm. If indoors, drop to the floor under a sturdy desk or table, cover your head and face with your arms. DROP, COVER and HOLD ON.
- › Stay away from overhead fixtures, windows, filing cabinets, bookcases and heavy equipment.
- › Assist any disabled persons out of the area and find a safe place for them.
- › If you are outside, stay outside. Move to an open area away from buildings, trees, power lines and roadways.

After an Earthquake:

- › Be prepared for aftershocks. Aftershocks are usually less intense than the main quake, but can cause further structural damage and injury.
- › Protect ourselves at all times.
- › Do not use elevators.
- › If outdoors, move quickly away from buildings, utility poles, overhead wires, parking garages and other structures. CAUTION: Avoid downed power or utility lines as they may be energized. Do not attempt to enter buildings until you are told you can by emergency personnel or CSN officials.
- › If in an automobile, stop in the safest place available, preferably an open area away from power lines and trees. Stop as quickly as safety permits and stay in the vehicle for the shelter it provides.

Evaluate the situation and call 911 for emergency assistance, if necessary.

DO NOT use flares, torches, cigarettes, candles, matches, and (or) any open flames, since gas leaks could be present. If a fire is caused or present by the earthquake, evacuate the building carefully. **DO NOT** operate electrical switches or appliances.

If the structural integrity appears to be deteriorating rapidly, evacuate the building. **DO NOT use the elevators.** Always use the stairs.

Should you become trapped in a building, stay calm! If a window is available, place an article of clothing (i.e. shirt or coat) outside the window as a marker for rescue crews. If there is no window, tap on the wall at regular intervals to alert emergency crews of your location.

If you or someone is injured, call 9-1-1 for help if possible and give or seek first-aid treatment if able.

If an evacuation is ordered:

Seek out any persons needing assistance in the area. Exit via the stairway. Do not use elevators. Beware of falling debris and electrical wires as you exit. Go to an open area away from buildings, trees, power lines and roadways and wait for further instructions from emergency personnel.

Chemical Spills



Major Chemical Spill

- Notify persons in the area.
- Evacuate the room, area, or building.
- Pull the nearest fire alarm if evacuation is required.
- Confine if possible. Close doors on the way out if possible.
- Assemble in a safe place.
- One person meets and informs emergency responders. Provide assistance as necessary.

If a chemical release should occur which cannot be contained in a room or building, or if an off-campus chemical release occurs, College personnel may be asked by emergency responders to "shelter in place." While people may be asked to evacuate, shelter in place is safer in many situations.

Minor or Small Chemical Spill

- Notify persons in the immediate area. Leave the hazardous area.
- If possible, turn off ignition sources and establish or maintain exhaust ventilation
- Close the door, and if it is safe to do so and if the window can be opened, open a window to the outside to allow the room to ventilate.
- Call Environmental Health and Safety at 651-7445; leave a message to activate the pager if no one answers.
- Follow specific instructions on the Material Safety Data Sheet (MSDS).
- Confine and clean the spill with appropriate protective clothing and equipment.
- Dispose of waste properly. Call Environmental Health and Safety at 651-7445 for information.

Chemical Splash to Skin

Call 911. Be prepared! Familiarize yourself with the Material Safety Data Sheets (MSDS) for chemicals that you are using.

- Remove contaminated clothing; wash the contact area with water for 10 minutes.
- Follow specific instructions on the Material Safety Data Sheet.
- From a campus phone, call 911 and/or seek medical assistance.
- Call College Police at 651-7911.
- Call Environmental Health and Safety at 651-7445 for additional information.
- Take Material Safety Data Sheet(s) to emergency providers.

Chemical Splash to Eyes

- Immediately wash with clean water of drinking quality (if available) for 15 minutes.
- Hold the eyelids open. Get the victim to roll eyes while irrigating.
- From a campus phone call 911 or seek medical assistance immediately.
- Call University Police services at 702-895-3669 or 651-7911.

Cybersecurity



Hackers continue to find new ways to infect your computer, making knowing what to look for and ensuring your computer is protected against attack extremely important.

Best Practices

- › Keep all software up to date
- › Think before you click. Malicious emails or links often come from people you don't know, but can also come from people you do.
- › Only download software from legitimate sources
- › Don't click on links in pop up banners
- › Check permissions to see what information an app may collect about you

Think Before You Click!

Viruses are designed to go unnoticed and spread quickly. Knowing what to look for, and carefully reviewing what you may click on, will help protect you from getting a virus.

You can get viruses from:

- › Clicking links on banner ads and pop-up messages, in emails, on social media, chat apps, text messages, etc.
- › Downloading files through peer-to-peer (P2P) file-sharing applications or websites
- › Opening email attachments
- › Attaching personal storage devices (like USB sticks or cell phones) to an infected computer, especially public computers
- › Apps for your mobile devices

What to look for:

Often, there are signs that an email or website shouldn't be trusted. Look for:

- › Short messages that give little context as to why someone is contacting you or what they are sending to you (e.g., "Check out these new pics!")
- › Unusual URLs and domain names (e.g., "csn.college.com" instead of "csn.edu.")
- › Unexpected attachments, or attachments with unusual file types, especially attachments that end in .exe, .vbs, or .lnk on a computer running Microsoft Windows
- › Strange notifications that don't look like the normal messages you see from the app or program
- › Apps that require excessive access to your device. For example, a flashlight application should not need access to your camera and text messages

When in doubt, never click or open something you think is unusual. If you aren't sure if something is a real message, contact the person by some other method, since some malware will automatically respond with legitimate-sounding replies.

If you think your computer may be infected:

For CSN computers:

- › Disconnect the computer from the Internet by disabling Wi-Fi or disconnecting the network cable
- › Contact the IT Help Desk

Suspicious Packages



Suspicious mail incidents across the United States, generally involve bio hazardous material(s) or explosive device(s). If you receive mail or discover object(s) that appear suspicious due to the presence of a powder, liquid coming out of the package or other substance, the following actions are recommended:

- › From a campus phone, immediately call 911. University Police will evaluate the threat level and determine if other emergency personnel need to be contacted.
- › Deny to everyone with the exception of emergency responders, access to the suspicious parcel/object. If possible place a trash can over the package. Once emergency responders access the scene, they will take custody of the questionable item(s).
- › Turn off any fans, window air conditioners and/or small area heaters.
- › Isolate the room area; evacuate the adjoining areas.
- › The individual who opened the suspicious item and anyone else who has come into contact with it should remain isolated in an area adjacent to the original location, until emergency responders arrive. Further instructions will be forthcoming from the emergency team.
- › The individuals who have had contact with the parcel should wash their hands and face with soap and water.
- › Create a list of people who were in the room where the package was received.

Suspicious Parcel Recognition Checklist:

Use the following to evaluate parcels that seem unusual:

- Handwritten or poorly typed address
- No return address
- Visual distraction on the package
- Excessive weight/rigid, lopsided, uneven envelopes
- Protruding wires or tinfoil
- Oily stains/discoloration on the package
- Incorrect titles
- Misspelling of common words
- Excessive Postage
- Restrictive markings such as “Confidential” or “personal”
- Excessive tapes or strings
- Unexpected international, special delivery and/or air mail

SUSPICIOUS MAIL ALERT

If you receive a suspicious letter or package:



- 1** Handle with care. Don't shake or bump.
- 2** Isolate it immediately
- 3** Don't open, smell, touch or taste.
- 4** Treat it as suspect. Call local law enforcement authorities

Bomb Threat



All bomb threats must be treated as a serious matter. To ensure the safety of the faculty, staff, students, and the general public, bomb threats must be considered real until proven otherwise. In most cases, bomb threats are meant to disrupt normal activities. The procedures described below should be implemented regardless of whether the bomb threat appears real or not.

In the event of a bomb threat, immediately 911. University Police will carefully evaluate all threats and provide the campus with specific information and instructions on how to respond.

- › College personnel receiving telephoned bomb threats should ask the caller for the exact location where the bomb has been placed where it is going to be planted.
- › Attempt to get as much information as possible about the caller, for example, male or female, accent, etc.
- › Listen for background noise which may indicate the location of the caller.
- › Complete the checklist below as soon as possible after receiving a bomb threat call. Writing down the details as soon as you have received the call, or during the call if you have the checklist available it will assist emergency personnel to respond to the threat.
- › University Police will use direct contact information in their investigation and determination of the threat level.
- › **Utilize the checklist on the next page** to detail the information that you gather from your conversation or other interaction with the person making the threat.

BOMB THREAT CALL PROCEDURES

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist (reverse side) immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of the call, do not hang up, but from a different phone, contact FPS immediately with information and await instructions.

If a bomb threat is received by handwritten note:

- Call (702) 895-3669
- Handle note as minimally as possible.

If a bomb threat is received by email:

- Call (702) 895-3669
- Do not delete the message.

Signs of a suspicious package:

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery
- Poorly handwritten
- Misspelled words
- Incorrect titles
- Foreign postage
- Restrictive notes

DO NOT:

- Use two-way radios or cellular phone; radio signals have the potential to detonate a bomb.
- Evacuate the building until police arrive and evaluate the threat.
- Activate the fire alarm.
- Touch or move a suspicious package.

WHO TO CONTACT

- University Police Services (702) 895-3669
- 911
- Follow your evacuation procedures, if directed.

BOMB THREAT CHECKLIST

Date: Time:

Time Caller Hung Up: Phone Number Where Call Received:

Ask Caller:

- Where is the bomb located? (Building, Floor, Room, etc.) _____
- When will it go off? _____
- What does it look like? _____
- What kind of bomb is it? _____
- What will make it explode? _____
- Did you place the bomb? Yes No _____
- Why? _____
- What is your name? _____

Exact Words of Threat:

Information About Caller:

- Where is the caller located? (Background and level of noise) _____
- Estimated age: _____
- Is voice familiar? If so, who does it sound like? _____
- Other points: _____

Caller's Voice

- Accent
- Angry
- Calm
- Clearing throat
- Coughing
- Cracking voice
- Crying
- Deep
- Deep breathing
- Disguised
- Distinct
- Excited
- Female
- Laughter
- Lisp
- Loud
- Male
- Nasal
- Normal
- Ragged
- Rapid
- Raspy
- Slow
- Slurred
- Soft
- Stutter

Background Sounds:

- Animal Noises
- House Noises
- Kitchen Noises
- Street Noises
- Booth
- PA system
- Conversation
- Music
- Motor
- Clear
- Static
- Office machinery
- Factory machinery
- Local
- Long distance

Threat Language:

- Incoherent
- Message read
- Taped
- Irrational
- Profane
- Well-spoken

Other Information:





CSN
COLLEGE OF
SOUTHERN NEVADA