

# Security & Safety Department

## Emergency Response Plan



# Table of Contents

<i>Introduction.....</i>	<i>3</i>
<i>Reporting an Emergency.....</i>	<i>3</i>
<i>Emergency Response Team.....</i>	<i>4</i>
<i>Emergency Response Protocol.....</i>	<i>7</i>
<i>Basic Emergency Guidelines for the Community.....</i>	<i>9</i>
<i>Evacuation Plan.....</i>	<i>10</i>
<i>Fire or Explosion .....</i>	<i>11</i>
<i>Earthquake .....</i>	<i>13</i>
<i>During the Earthquake: .....</i>	<i>11</i>
<i>Bomb Threat .....</i>	<i>14</i>
<i>Pandemic flu .....</i>	<i>15</i>
<i>Electrocution .....</i>	<i>15</i>
<i>Chemical or Hazardous Material Spill .....</i>	<i>16</i>
<i>Vehicle Accident .....</i>	<i>16</i>
<i>Crisis Cases.....</i>	<i>18</i>
<i>Psychological Emergency.....</i>	<i>18</i>
<i>Suicide Attempts.....</i>	<i>19</i>
<i>Death on AUI Premises .....</i>	<i>20</i>
<i>Death of a Student .....</i>	<i>21</i>
<i>Death of Faculty or Staff.....</i>	<i>21</i>
<i>Death of a Guest.....</i>	<i>21</i>
<i>Death of an Exchange Student or International Visitor.....</i>	<i>22</i>
<i>General Provisions.....</i>	<i>22</i>
<i>Sexual Assault or Rape.....</i>	<i>22</i>
<i>Safety Rules for the Prevention of Assault .....</i>	<i>23</i>
<i>Missing Student.....</i>	<i>24</i>
<i>Power Failure at Night time .....</i>	<i>25</i>
<i>Severe Weather.....</i>	<i>26</i>

# Introduction

The present Emergency Response Plan is designed 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 guidelines that shall be reviewed periodically 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 deal with emergency situations. An emergency is defined as any situation endangering or threatening:

- Lives or health of people
- 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, or violent or threatening behavior by an individual or group.

## Reporting an emergency

When receiving an emergency by phone, the operator should record in the emergency report the following information:

Name of the person making the call;

- The caller's number phone;
- Type of emergency;
- Location of the emergency (Building number, name, and floor);
- Number of people injured, if any.

The caller should remain calm and remain on the phone until message is confirmed and the operator gathers sufficient information about the emergency.

# Emergency Response Team

The Emergency Response Team (ERT) is designated by and will report to the President. The team shall be composed of:

- VPSA
- VPFA
- VPAA
- Dean SHSS
- Dean SBA
- Dean SSE
- Language Center Director
- Director of Enrollment
- Director of Communication and Development
- Director of International Programs
- Director of Security
- Director of GM
- Director of Housing
- Manager of the Health Center
- Director of International Program
- AUI Counselors

The ERT will conduct a yearly training session for all its members and potential substitutes to evaluate and practice the emergency response and management procedures.

When a crisis occurs, or is anticipated and imminent, or threatens to harm the health and safety of the AUI community, the following steps will be taken:

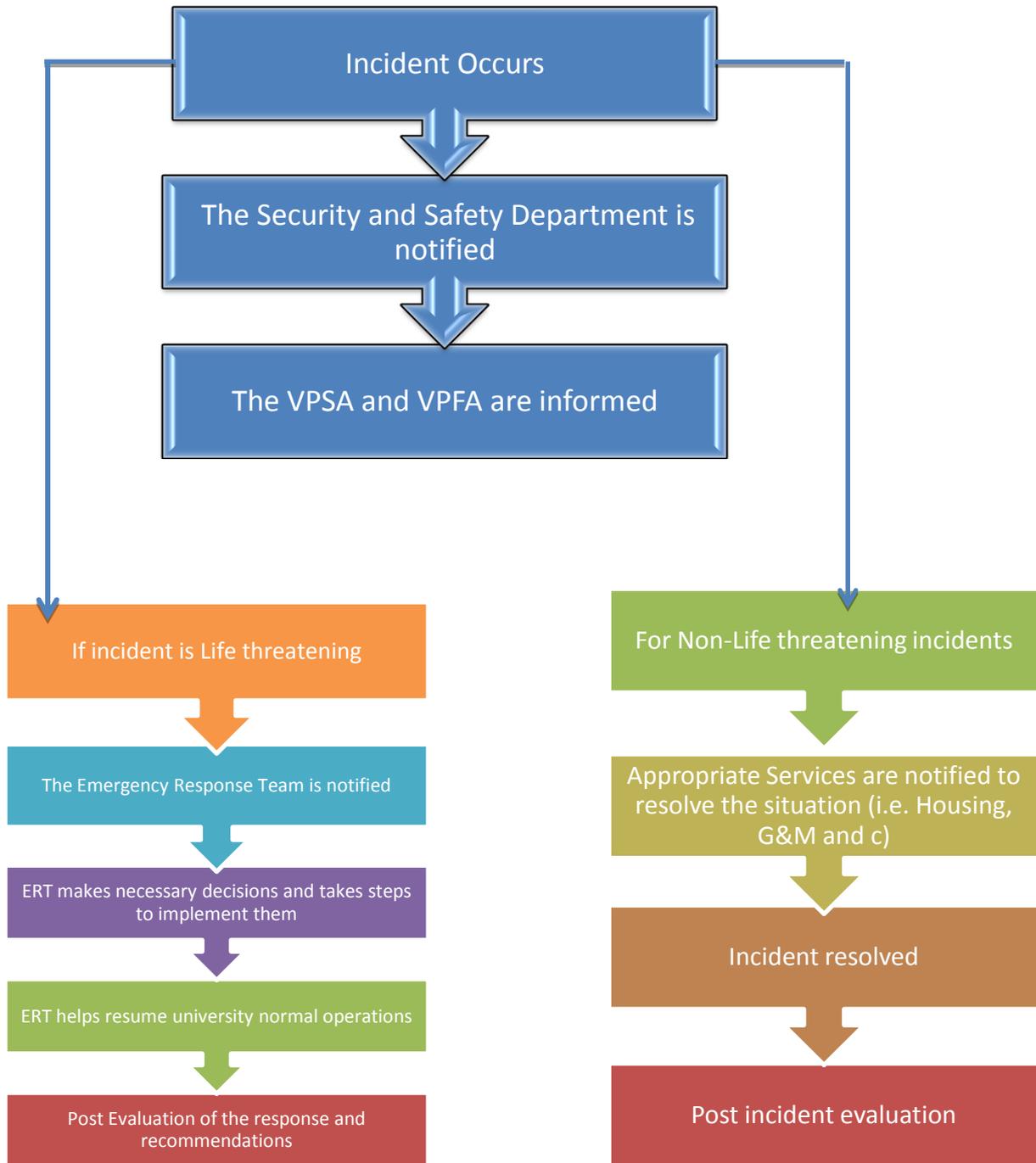
- The Director of Security immediately informs the VPSA and the VPFA or any member of the ERT if neither VP can be reached immediately;
- Any member of the ERT who becomes aware of a crisis should call a meeting of the team;
- The VPSA or the member of the ERT who learns first of the crisis will assure that team members are aware of the incident and briefed. The VPSA will inform the President and other officers as appropriate;

The ERT will meet as soon as possible upon notification. During the meeting the ERT members will:

- Gather all available information regarding the emergency situation.
- Identify all affected parties and assign specific people to follow-up with each of those parties.
- Where the incident involves alleged "victims," assure that all services possible (medical or psychological) are made available to the victims while protecting their privacy.
- Where the incident involves alleged "perpetrators/violators," assure that local police are informed and provide appropriate follow-up with violators.
- Establish contacts for parents and families as appropriate.
- Establish the "University position and statement" and who will make the initial statement (the communication director or one of the VPs as assigned).
- Agree on the information to be conveyed to the campus and/or public by any other members of the Team. Implement the crisis communication plan.
- Direct the use of the university resources and facilities
- Agree on the steps to be taken to manage the specific crisis. The ERT will consider:
  - ❖ Academic Program decisions such as cancelling classes, closing the University and so on.
  - ❖ Establishing emergency meal hours if necessary and secure emergency food supplies.
  - ❖ Alternative energy sources and shelters.

- Inform AUI community and the public of the University's position through the designated university representative or spokesperson or the President in the most serious cases.
- Inform all necessary University personnel of the incident and the specific emergency response plan; involve others as appropriate in managing the crisis to the best of their ability.
- Communicate again after the crisis unfolds to facilitate crisis debriefing sessions for the University community, review the crisis management plan, evaluate the responses to the crisis from various departments, and make recommendations for improvements;
- Write a brief report for each incident and place on file. The report may include the facts of the incident, an analysis of the situation, any recommendations resulting from the incident, and other pertinent information

# **Emergency Response Protocol**



### Emergency Management Requirements

<b>Flash lights/Bull Horns</b>	<b>Walkie-talkies</b>	<b>Mobile Ladders</b>
<b>Emergency resource list with phone numbers</b>	<b>Database of Students' photos and phone numbers</b>	<b>Parents' contact information</b>

Defibrillator and First Aid Kit

An emergency Siren for the campus

Employees and faculty lists and phone numbers

## Emergency Resources Directory

	Security & Safety Department: Dial Ext.: 2222 Main Gate: 2161 / 2165
	Health Center 24/7 Dial Ext. : 2055 Psychological Counseling: 2034 during office hours
	Housing: Dial Ext. : 3333 / 555
	Maintenance: Dial Ext. : 777
	Campus Ambulance: Dial Ext. : 777 / 2600 ***Isaaf Mondiale Assistance if an accident occurs 25 km away from Ifrane or more
	Police: Dial Ext. : 19 112 911 *Not from campus phone
	Protection Civil/Fire Department: Dial Ext. : 15
	Gendarmerie Royale Dial Ext. : 117
	Anti-Poisoning Center: 05 37 68 64 64 or 08 01 000 180

# Basic Emergency Guidelines for the Community

In every emergency situation, each student, faculty, and staff member should:

**BE PREPARED TO ACT.**

**Safety of our people is the highest priority. Knowing what to do in an emergency is critical to everyone's safety:**

- If you discover an emergency situation, remain calm and use common sense.
- Call Security at 2222 or 2323 or 2165.
- Depending on the situation, evacuate or find a safe place inside.
- Evacuate immediately upon request of authorities, upon hearing an alarm, or when remaining inside is dangerous or life-threatening.
- Stay inside and move to an interior room if exiting the building is dangerous.
- Make one phone call to your family contact and be brief.
- Check official communication sources and avoid the spread of rumors.
- Protect yourself. Do not jeopardize your life or the lives of others by attempting to save personal or University property.
- Follow instructions from the ERT and from authorities. Do not cross official police barriers without authorization.
- Assist others, but do not exceed your training or knowledge when attempting to render first aid.
- Try to be supportive, calm, and reassuring.
- Keep the roads free for emergency vehicles.

## **WHEN DEALING WITH A PERSON IN DISTRESS**

- Offer emotional support if possible. This involves understanding, patience, and encouragement.
- Engage the person in conversation and listen carefully.
- Do not disparage feelings expressed, but point out realities and offer hope.
- You can acknowledge that things are bad now, and then promote the idea that things are going to get better.
- Emphasize the temporary nature of the situation. Explain that the crisis will pass.
- Encourage the members of the community to follow-up with counseling.

# **Evacuation Plan**

In case of any emergency that requires the evacuation of a building such as fire, smoke, or a threat to the safety of individuals, the following should be respected:

- In the event of an alarm sounding or other sign of emergency, all persons including students, faculty, staff, and visitors should leave the building through the nearest exit in a calm and orderly manner.
- Security Agent(s), Hall Directors, Resident Assistants, or any designated responders should direct students and others to designated evacuation sites keeping them together.  
**The ERT will designate the evacuation sites.**
- Any Faculty or Staff member present in the premises of the incident should help with the evacuation and make sure that all students evacuate the building in a prompt and orderly manner before joining the designated evacuation point.
- Security agents should supervise and assist in the evacuation and maintain a clear path of access for emergency vehicles.
- The evacuation should be at least 250 meters away from the building. In case of severe weather conditions, the evacuated persons should be gathered in the Gymnasium located in building 13.
- The evacuation team should make a list of those evacuated. The names of possible missing students should be collected and information reported to the ERT.
- Students, faculty and staff should not return to the evacuated building unless they are authorized by a member of the response team.
- When the risk is eliminated, the response team will inform everyone that normal university activities can resume.

# Fire or Explosion

The person who first becomes aware of the emergency should remember the following guideline:

**DO NOT PANIC- (R.E.D)**

**RESPOND** - Take indication of smoke or fire **seriously**. Warn others, activate the alarm. If there is no alarm scream loud to warn others in the building.

**EVALUATE** – Assess the level of threat to the immediate area.

**DECIDE** – Either follow the evacuation plan and leave immediately, or move to a safe area (see evacuation plan).

- Call security department on 2222 or 2323 or 2165
- 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.
  - Your name and phone number.

## **GENERAL PROCEDURES:**

The Operator should:

- inform the first responders team so that they can take the steps necessary and provide feedback about the seriousness of fire;
- Call the fire department. If the fire becomes very difficult to manage, call the local authorities at 0535566674 or 0661129600;
- Inform the security director or his associate
- Inform the housing director if the fire is in housing;
- Inform the duty officer if on weekend or holiday;
- In case of serious fire, ask security agents who are off report to work;
- Notify Maintenance agents immediately;
- Notify the Health Center staff and request an ambulance;
- Victims are evacuated to the Health Center immediately, if needed;
- The doctors at the Health Center administer first aid, and then refer the victims to appropriate hospitals and clinics, as required;
- The team of first responders should immediately start extinguishing the fire and help people evacuate;
- The team should make sure to preserve evidence at the scene that may help in the investigation;
- Witnesses and victims should be asked to submit reports to help with the investigation;
- The Security Director submits an incident report to VPSA & VPFA including photographs of fire damage.

### CO2 (Carbon Dioxide) Extinguishers

This type of extinguisher suitable for use on fires involving burning liquids but is also an excellent solution for quenching fires involving electrical appliances, as it does not cause damage to them and does not cause the system to short circuit. It is important to remember that after using CO2 extinguishers the fire may reignite if the source of the fire is not removed (e.g. switching off the power supply). Please be aware that CO2 extinguishers that are not fitted with double-lined swivel horns may cause your fingers to freeze to the horn during the deployment of the CO2 gas.

### Powder Extinguishers

Also called ABC extinguishers, or dry powder extinguishers are suited to fight class A,B and C fires. Powder extinguishers have a good firefighting capacity, but this agent does not soak into materials and does not have a cooling effect on the fire. This could result in the fire reigniting, if it is not properly extinguished. Care must be taken when using powder extinguishers and they should not be used in small confined spaces where there is a risk of inhalation of the powder.

### Water Extinguishers

These are good for tackling fires involving burning paper, wood and soft furnishings, as the water soaks into the materials (Class A fires). This type of extinguisher does not leave a residue, but does have a comparatively low rating. Due to this factor water extinguishers are larger and heavier to overcome their lacking in fire fighting power. It is important to remember that water is a electrolyte and conducts electricity. Care must therefore be taken with regards to accidental use on mains power. These problems can; however be overcome by installing water extinguishers with additive.

Source: <http://www.budget-fire.co.uk/fire-extinguisher-guide/>

**Depending on the type of fire, the users should use the appropriate extinguisher.**

\*AUI buildings are equipped with fire extinguishers

# Earthquake

It is best that you take precautions before an earthquake hits. It is recommended that you secure or remove objects above you that may fall and cause injury during an earthquake.

## **DURING THE EARTHQUAKE:**

- **IF YOU ARE OUTSIDE,** Move quickly to an open area away from buildings, trees, power lines, and gas lines, if any.
- **IF INSIDE A BUILDING,** do not leave the building to go outside;
- Unplug all appliances;
- Take cover under an internal door-frame, table, or desk
- Keep away from windows and mirrors;
- Follow instructions of rescue team;
- Leave as you are asked and watch for debris, falling objects, and electric wires.

### **THE OPERATOR SHOULD:**

- Inform the “PC Provincial de Security” at 05-35-56-66-74 or 0661129600;
- Call the supervisor and gather the first intervention team;
- Inform the Health Center’s physician and nurses on duty;
- Inform the VPSA, VPFA, and Housing Services;
- Inform the Weekend Duty Officer if it’s a weekend or holiday

### **AFTER THE EARTHQUAKE, THE FOLLOWING SHOULD BE CARRIED OUT:**

- Assess the damage and notify the local Fire Department of any damage or danger resulting from the earthquake;
- Inform the Health Center of any people with injuries who need medical help;
- Seriously injured persons should not be moved until the physician or personnel from the fire department authorizes it, or if the victim is in immediate danger;
- Inform Grounds and Maintenance and check electric cables and water pipes in and around campus for damage. Special attention will be directed to detect natural gas leaks;
- Evacuate and lock all buildings with the help of Housing personnel until such a time that it has been determined by the Director of G & M that it is safe to re-enter the buildings and direct evacuees to gather in designated safe areas;
- Instruct non-authorized personnel not to touch Cables or electric wires;

- Make sure Psychological Counselors, the Health Center, and Housing Services are prepared for community members who are in a state of shock;
- Grounds and Maintenance should assess damages and submit report to the VPSA and VPFA.

# Bomb Threat

- If a bomb threat is called in, remain calm and try to get the following information from the caller and use the form provided:
- 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 plant 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.)
- Any clues that may help identify or apprehend him/her.

***After all the information above is recorded:***

- Security should immediately inform the police department;
- The Emergency Response Team should be informed;
- 
- Any suspicious object or potential bomb should not be handled
- If necessary, the security department should proceed to an immediate evacuation of the perimeter (buildings or area);
- Security should cordon off the site, and not allow anyone to enter the suspected area;
- Police and the security department should search the area to ensure that no one is left in the evacuated perimeter;

- After the search is conducted and the area is judged to be safe, ERT should announce to the AUI community that normal activities can resume;
- The Security director should prepare and submit the incident report to VPSA &VPFA.

**Note:** Please be advised that pulling a hoax in any and all emergency situations is punishable under the University Code of Conduct.

## Pandemic flu

- In case of a pandemic flu, the Health Center's physicians should inform and coordinate with the local health authorities.
- Patients should be asked to leave the university and take medication and treatment.
- Patients may not return unless they have totally recovered and are cleared to rejoin the University.

## Electrocution

- If you witness an electrocution, do not take any risks and follow the instructions below:
- Do not attempt to touch the person electrocuted.
- Turn off the power preferably from the main switch.
- Free the victim using preferably a dry wooden object that will not act as an electricity conductor (such as a stick).
- Call Security at 222 or 2323.

### **THE OPERATOR SHOULD:**

- Inform maintenance immediately;
- Inform the supervisor and the first intervention team;
- Inform the Health Center's physician and nurses on duty;

**THE INTERVENTION TEAM SHOULD:** Perform first aid if needed, including CPR, until the medical team arrives.

## 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 the Security Department, should in turn inform the Fire Department and the “PC Provincial de sécurité”;
- When reporting the incident to Security, the caller should be specific about the nature of the material involved and the exact location of the spill. The Security department will contact the appropriate authorities and medical personnel;
- The Security department should notify the Dean of School of Science and engineering, or faculty who are familiar with chemical substances and their effects;
- Everyone is asked to evacuate the area and the site of the accident should be cordoned off;
- Security should assist first responders as requested;
- Those that may be contaminated by the spill should be referred to the Health Center for first aid;
- The cleanup should be left to qualified authorities or should be carried out as instructed by them;
- Individuals are asked to move to a clear area at least 300 meters away from the affected building;
- No one is allowed to return to an evacuated building unless authorized by security.

## Vehicle Accident

- When the operator is notified about an accident s/he should gather necessary information using the accident report form.
- **If the accident occurs farther than 15 kilometers**, the accident victim should call local authorities. The victims should also inform the security department about the accident and leave their phone number. Security should inform the Health Center personnel to make sure that the victim is transported by the “Protection Civile” ambulance to the nearest hospital or partner clinic.
- **If the accident occurs within a radius of 15 kilometers** from the city, the university provides help and assistance if needed. The accident victim is advised to notify the security department at 05 35 86 22 22.

### GENERAL PROCEDURE:

- The victim or the caller should provide security with their name and describe the nature of the accident, location, number of injured persons, and nature of injuries.

- The security department informs the “Protection Civile” and the Police or the Gendarmerie Royale if the accident has taken place outside the city limits.
- The operator calls for an ambulance and informs the AUI physician on duty who will assess the injured and decide whether the victim(s) should be transported and accompanied to the appropriate medical unit.
- *\*\*By law, only the “Protection Civile” may transport accident victims to a hospital unless there is imminent danger to life.*

The operator informs the Director of Security, Housing Director, and Duty Officer during weekends or holidays.

- The security supervisor on duty drives to the scene of the accident to provide assistance, if needed, until help arrives.
- The supervisor may preserve and secure all evidence and belongings of the victim (s).
- The supervisor on duty might assist local authorities, if requested; otherwise he/she should not interfere with the work of authorities.
- The supervisor needs to write a detailed report of the accident using the accident forms.
- The parents should be informed by the physician on duty and victims are encouraged to obtain counseling to avoid post trauma crisis.
- In the case of a very serious accident, the “P.C. Provincial de Sécurité” should be contacted at 05-35-56-66-74 or 0661129600.
- The Director of Security prepares a detailed report about the accident and sends it to the VPSA &VPFA.

## Crisis Cases

*A crisis is “a dramatic emotional or circumstantial upheaval in a person’s life” and “a stage in a sequence of events at which the trend of all future events, better or worse, is determined: a turning point.” (Random House)*

- The first responder (s) should actively listen to the caller or victim. It is very important to understand what he or she is saying. The person in crisis should feel that his point of view is important and that it is heard and understood. This is done through active listening techniques. When listening to a person in crisis or a victim of sexual assault, it

is important to show empathy **not** sympathy. **Empathy** is to put oneself in another's shoes. It is an understanding of how someone feels and what they are going through. **Sympathy** is feeling sorry or bad for someone and therefore is not recommended.

## Psychological Emergency

- A mental health emergency exists when a situation involves an individual or group of individuals who are unable to appropriately manage themselves and their behavior threatens the community or may cause injuries to them. These situations may include the following:
  - An individual threatening to harm themselves and /or others;
  - An individual with a psychological disorder that is disturbing to the community.

### PROCEDURE TO FOLLOW IN SUCH CASES:

- The security department should be informed about any individual deemed to be threatening or dangerous;
- Security informs the VPSA, Housing Services, the Health Center, and the Counselor;
- The Physician or the Counselor (if they can) should inform the parents who will take the patient in case they need to be hospitalized. A person having a psychological disorder may not return to campus until a psychiatric or psychological evaluation has been performed by the university counselor or psychiatrist and the patient is cleared.

### WHEN DEALING WITH A PATIENT:

- Never try to handle a situation that is potentially dangerous to you or others. Call the professionals;
- Have with you a second person if possible.
- Make verbal contact in a calm voice.
- Body language is important. Maintain eye contact and the most positive posture possible.
- Do not touch or come close to a person who is or may become violent.
- Keep the person talking and show concern at a safe distance.

## Suicide Attempts

All information about a possible suicide attempt should be taken seriously. As in all emergencies, the person with relevant information regarding an attempt should remain calm and call security at 2222. The operator should:

- Take immediate action by notifying the team of first responders (the security supervisor and the agent in the proximity of the emergency), the Director of Security, the Duty Officer (during weekends and holidays), Housing Services, and the Health Center.
- The supervisor puts the first responders plan into action.
- If possible, the person should be moved to the Health Center, or if necessary, be transported to a designated clinic, and put on suicide watch;
- All evidence should be conserved (letters, medication, etc);
- A report is prepared;
- The Health Center (physicians) should take all the necessary measures;
- If the suicide attempt is in progress, the university Counselor should be called to engage the person in distress and try to convince him/her to abandon their attempt;
- The Counselor should examine the updated suicide attempt archives, because persons who have made prior suicidal attempts may be at greater risk of actually committing suicide;
- Otherwise the person should be required to make an appointment with the Counselor ASAP;
- The Counselor should inform the VPSA about the person at risk;
- The Health Center physician should inform the parents of the incident even if the patient does not consent. In case there are questions concerning the notification of the parents, the physician should refer the case to the VPSA for a decision. *General Instructions on How to Deal with a Suicidal Person* When dealing with a person who has threatened/attempted suicide, follow the steps below.
- Inform the Health Center's physician and nurses on duty;
- Pay close attention to the person and try to listen to her/him.
- Put their feelings into words. Make sure you understand what the person is saying. **Do not** make assumptions, ask questions, and verify your understanding.
- React agreeably and do not argue.

## Death on AUI Premises

Regardless of where or when an incident occurs, any individual with information about a member of the community's death or serious injury should remain calm and contact the security department at once at 2222.

- The on-duty security supervisor must immediately notify the Security Director, the Health Center physician, the Psychologist, the counselors, Housing, the Duty Officer during weekends and holidays, and the VPSA;
- The on-duty security supervisor should make sure the area is cordoned off and curious onlookers kept at bay;
- The body should not be moved or handled in any way whatsoever and the belongings of the victim should be secured;
- The security department should inform the local authorities immediately;
- Only the authorities are allowed access to the scene to do their job and the physician to examine the body and issue a death certificate;
- The psychologist and counselors should provide the necessary support to those who need it;
- The person reporting the incident must be interviewed ASAP to gather as much information as possible and to find out the following:
  - Where was the body found?
  - Who found the body?
  - Who reported the death?
  - How did the death occur (if known)?
  - Who else is aware of the death?
- The security director should prepare and submit a full report to the VPSA.

## **Death of a Student**

- The Emergency Response Team (ERT) decides who will contact the family.
- If the roommate(s) or friend(s) of the deceased are not aware of the incident, they should be notified by the counselor. The friends or roommates should be offered and provided with counseling services.
- Arrangements should be made to assign another room to the roommate(s).
- Residents of the building where the death occurred should be informed as soon as possible to come to grips with the situation and counseling should be provided.

- Never leave a person who attempted suicide alone, especially if they have a weapon. Remove any possible items they use to hurt themselves (sharp objects, medicines...etc.)
- Concentrate on the person and avoid making comments such as “Oh your suicide will only hurt your family”.

## **Death of Faculty or Staff**

The Security Director will ensure the notification of the following personnel:

- Human Resources Director;
- Department head where the deceased works;
- Coworkers or friends of the deceased;
- The ERT decides who contacts the family.

## **Death of a Guest**

- The Security Director informs the VPFA, VPSA, VPAA, the Director of Communication and the school or department hosting the guest;
- The ERT decides who contacts the family.

## **Death of an Exchange Student or International Visitor**

- The Security Director informs the VPFA, VPSA, VPAA, Director of the Office of International Development, Director of Communication and the school or department hosting the student or international visitor;
- The ERT decides who contacts the student’s embassy, his/her family, his/ her institution of origin and also make arrangements to repatriate the body to the country of origin.

## **General Provisions**

- Housing Director ensures that the person's family receives the help needed to pack up personal belongings.
- Security Director compiles all details of incident and submits a detailed report to VPSA & VPFA.
- The Communication Director informs the AUI community.

## Sexual Assault or Rape

- The victim of sexual assault or rape should report the incident to the security department. Security in turn informs the VPSA and the VPFA who will decide who else should be informed.
- The person taking the call should remain calm. S/he must not question the validity of what is being reported.
- Security must inform the physician and the counselor on duty who must provide the victim with necessary medical and counseling help.
- The victim should be encouraged to file a complaint about the incident with the police.
- If the victim does not feel comfortable in his/her room, arrangement should be made with housing services to accommodate the victim.
- All involved persons, including witnesses and the victim(s), are asked to submit written reports.
- If a suspect is a known AUI student, staff, or faculty, the security director meets with the suspect to take his/her statement and submits a written report to the VPSA.
- Anyone debriefing the victim should remember the following:
  - ***Never blame the victim.***
  - Assure the victim that she/he is safe now.
  - Avoid questions like, "Why didn't you scream?" or "Why were you ...?" "What were you wearing..." etc.
  - Avoid expressing your own anger. Phrases like "If I could find the creep, I'd kill him!"
  - Avoid touching the victim or having any physical contact and be conscious of sitting too close.
  - Avoid saying things like: "if only you did this or did not do that..."
  - \*Assault and rape prevention safety rules should be communicated regularly to the AUI community.

# Safety Rules for the Prevention of Assault

Assault prevention recommendations are not a guarantee to prevent incidents; however, when observed consistently, they will lower your risk of becoming a victim.

## PERSONAL SAFETY WHEN WALKING

- Avoid isolated areas such as the forest;
- Walk in groups at night. A person walking alone increases the chance of being assaulted. Attackers usually assault people who are alone and who cannot rely on a companion for aid;
- Select clothing that will not impede you from walking fast or running. In case you feel threatened and you have 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 set schedule all day. Make sure you get a copy of the schedule;
- When jogging, select a path that is secured, well lit and frequented by people. If you choose to run off-campus, we recommend staying close to the university in areas where you would be able to seek aid in case of trouble. Stay close to public places.

## WHAT TO DO IF YOU FEEL YOU ARE BEING FOLLOWED?

- Look at the person you suspect is following you and take note of any distinguishing physical characteristics in case you have to give an accurate description of the suspected person to the police or security.
- 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. Also try to memorize the suspect's license plate number, car color, make and so on.
- Use your mobile to call the police at 19 or if close to campus, call campus security at 05 35 86 22
- 22. If you don't have credit on your cell phone or you don't own a cell phone, go into a public place to seek help.

## Missing Student

- If there is reason to believe that a student may be missing, inform security immediately. Security will take steps to locate and determine the student's state of health and well-being.

- If the student lives on-campus AUI Security will conduct a preliminary investigation in cooperation with housing before getting in touch with the police.
- If the student lives off-campus, Security will ask the police to help locate the person's whereabouts.
- If the person cannot be located within 24 hours, the VPSA will notify the family.
- If the missing person lives off-campus, his/her family members are encouraged to file a missing person report with the police.
- If the missing person is an international student, the Office of International Programs is informed. The Office will in turn inform all involved.
- If the person is found and shows any signs of injuries, notify The Health Services.
- In case of serious injuries, Security should inform the police and take all necessary steps.
- The doctor on duty may call the university counselor, if needed, to assist the victim.

## **Power Failure at Night time**

Unscheduled electrical failure is an occurrence that can create inconvenience and certain dangers to the community. Problems encountered from electrical failure will vary greatly depending on time and place, and action required will vary accordingly.

- In case of campus power loss/failure, stop all activities;
- Remain where you are except when ordered to evacuate premises;
- Ask everyone to turn off or unplug electrical appliances so that the surge of power won't affect them when power is restored. Keep the refrigerator and freezer doors closed;
- The emergency generators activate automatically in approximately 10 seconds. The generator will provide emergency lighting to allow everyone to go to a lighted area of the campus;
- Never use candles or other forms of open fire for lighting, only flash lights or the screen of your
- cell phone if needed;

- Be alert to possible theft or vandalism;
- Immediately contact security at 2222 or 2323 from a campus phone. From a cell phone or external landline, first dial 05-35-86 + the extension number.

## **STEPS TO FOLLOW BY UNIVERSITY DEPARTMENTS**

- Security will inform Maintenance, Housing, and the Duty Officer if it is on a weekend or holiday;
- Security should maintain presence around residential buildings;
- Maintenance will contact O.N.E. to report the power failure and to get the details of the failure;
- The Maintenance Department will provide information to the community regarding the approximate length of the power outage;
- If the power failure is likely to be for an extended period of time, the ERT should be informed so that they can determine its impact on the academic activities and student life (restaurant, residence halls, and sport facilities);
- If the power failure happens during the cold season, members of the community should be evacuated to building 38 or to the gym.

# **Severe Weather**

Severe weather includes rain, snow, ice, flooding, strong winds, or similar acts of nature that could affect the operational capability of the university or threaten the safety of students or employees.

- The Security Director or the appropriate university department, upon notification of a forecasted or in-progress severe weather event, will:
  - Inform the ERT.
  - Ensure coordination with local authorities.
  - Inform the Grounds and Maintenance Director so that they can plan for any possible scenario.

Decisions to close the University due to snowstorms or other events are made by the President. Decisions made during workdays are communicated to the Vice Presidents, who notify the departments under their supervision. Closing information is immediately disseminated and posted. On weekends and during holidays, decisions are communicated by the Weekend Duty Officer.