



# **NORTHEASTERN UNIVERSITY MIAMI EMERGENCY OPERATIONS PLAN**

APRIL 2024

NORTHEASTERN UNIVERSITY | 230 NW 24th Street





## EMERGENCY OPERATIONS PLAN | MIAMI CAMPUS TABLE OF CONTENTS

### 1. INTRODUCTION

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- 1.1. PURPOSE
- 1.2. SITUATION OVERVIEW

### 2. CAMPUS ASSESSMENT

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#### MIAMI CAMPUS

- 2. CAMPUS INFORMATION
  - 2.1. SITE INFORMATION / COORDINATES / STRUCTURES
  - 2.2. EMERGENCY INFORMATION
  - 2.3. THREATS AND HAZARDS
  - 2.4. RESPONSE
    - 2.4.1. Initial Actions
    - 2.4.2. Executing Decisions
    - 2.4.3. Specific Hazard Response
      - 2.4.3.1. Fire, Alarm, or Explosion Response
      - 2.4.3.2. Medical Emergency Response
      - 2.4.3.3. Severe Weather Response
      - 2.4.3.4. On-Campus Violence Response
      - 2.4.3.5. Bomb Threats and Suspicious Packages
      - 2.4.3.6. Regional Emergency

### 3. ADDITIONAL RESOURCE SHEETS

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- Earthquake Emergency Instruction Sheet
- Suspicious Package Work Sheet
- Active Shooter Work Sheet
- Bomb Threat Work Sheet



## ACRONYM LIST

EC	EMERGENCY COORDINATOR
EOC	EMERGENCY OPERATIONS CENTER
EOP	EMERGENCY OPERATIONS PLAN
GSOC	GLOBAL SAFETY OPERATIONS CENTER
HR	HUMAN RESOURCES
IAT	INCIDENT ASSESSMENT TEAM
IT	INFORMATION TECHNOLOGY
NU	NORTHEASTERN UNIVERSITY
NUPD	NORTHEASTERN UNIVERSITY POLICE DEPARTMENT
OEM	OFFICE OF EMERGENCY MANAGEMENT
SCT	STRATEGIC CONTINUITY TEAM
SLT	SENIOR LEADERSHIP TEAM
SVP	SENIOR VICE PRESIDENT

## NOTE ON THE STRATEGIC CONTINUITY TEAM (SCT)

The Northeastern University Strategic Continuity Team is the primary executive policy group for Northeastern University during times of emergency. The SCT provides executive-level direction and guidance in response to critical situations, including, but not limited to, delegation of authority, strategic decision-making, resource allocation of limited assets, operational impact review, internal/external communications, and authority over campus response strategies and plans. The SCT is comprised of key leadership across Northeastern University and coordinates with emergency Campus Operations Teams in the Global Network. The team includes two levels by function: Core (major critical functions) and Expanded (supporting critical functions - activated depending on situation).

The SCT Core Team includes Emergency Management, Public Safety, Communications, General Counsel, and Student Affairs. The SCT Expanded Team can include any of the following Functions based on need: Academic Affairs & Provost's Office, Compliance, DEI, Facilities & Building Services, Finance & Business Services, HR, Information Security, Internal Audit, Information Technology Services, International Safety, President's Office, Regional Deans & Operations, Risk Services, Global Network, and Subject Matter Experts.



## 1. INTRODUCTION

### 1.1. PURPOSE

#### Northeastern University Mission Statement

Northeastern seeks to contribute to the individual fulfillment of each member of the campus, to the welfare of the surrounding communities, and to solutions that will address global and societal needs.

#### Purpose

The purpose of this plan is to give clarification and guidance for students, faculty, staff, and guests and to coordinate activities in times of an emergency or crisis. The primary objectives of the Emergency Operation Plan are:

**Preparation:** activities undertaken to provide the Miami campus with the operational capability to effectively respond to an emergency before it occurs.

**Mitigation:** activities that may either prevent an emergency from occurring or reduce the campus' vulnerability in ways that minimize the adverse effects of an emergency.

**Response:** activities that take immediate action to an emergency, which is either imminent or occurring.

#### Introduction

This emergency management plan provides a campus strategy for preparing students, faculty, staff, and guests in responding to emergencies on the Northeastern University Miami Campus.

An emergency is any event or condition that presents an imminent risk of death, serious injury or illness to persons, suspension, or significant disruption of university operations, significant physical or environmental damage, or significantly threatens the University's regional operations.

#### The Goal of the Plan

The goal is to maximize human safety and survival, minimize danger, preserve, and protect property and critical infrastructure, provide for responsible communications with the campus community and the local public during and after an emergency, and restore normal activities.

#### Scope



The Emergency Operations Plan (EOP) applies to all NU global networks, divisions, departments, and offices on the education centers; and other NU-related facilities. International travel and crises domestic and abroad are governed by plans through the Global Safety Office. The EOP does not supersede or replace the procedures for safety, hazardous materials response, or other procedures that are already in place at NU. It supplements those procedures with an emergency management structure, which provides for the immediate focus of management on response operations and the early transition to recovery operations. An emergency is defined as any incident, natural or human-caused, planned, or unplanned, that compels action to protect lives, public health, or property to best ensure the safety of the community. Emergencies include any incident that materially impacts or has the significant potential to impact, the ability of the university to carry out core functions. Impacts may include physical and/or mental harm to people; damage or disruption to campus property, facilities, roads, critical infrastructure, people, essential technology, access to commodities; or widespread impacts within the surrounding community that affect the university.



## 1.2. SITUATION OVERVIEW

### Miami Operations Team

The emergency **Miami Operations Team is responsible** to formulate and lead the campus response to an emergency. The campus operations team consists of the Regional Dean & CEO, Associate Dean & Campus Administrator, Director of Student Services, Campus Operations Manager, Campus Operations Assistants, and IT Support Specialist which are responsible for daily campus operations, including safety and security. The team will:

**Provide** essential training and education for all Miami campus staff.

**Maintain** relationships with local and Boston-based safety, health and emergency partners including NU Police, and Miami Emergency Management, Police and Fire Departments

**Facilitate** and promote the use of university resources when necessary, and

**Promote** awareness among students, staff, faculty, and guests utilizing the campus.

### Emergency Notification and Communications

The Regional Dean & CEO, Associate Dean & Campus Administrator, Director of Student Services, Campus Operations Manager, Campus Operations Assistants, and IT Support Specialist will initiate the communication plan to notify students, faculty, staff, and the public concerning all major emergencies (including weather and natural disasters), as well as other conditions that present a potential threat. If there is a potential impact to campus operations, the approach shall be as follows:

- Campus Operations Manager activate and request assistance.
- Strategic Continuity Team (SCT) along with the Regional Dean & CEO, Associate Dean & Campus Administrator, and Campus Operations Manager accumulate information around the issue, peer group approaches, local industry approaches, and send SVP for Global Network & Strategic Initiatives a recommendation for any campus outside of the BOS region to transition to remote operations.
- SVP for Global Network & Strategic Initiatives would then calibrate, aka challenge, the recommendation with the team, update as necessary, and then send to Senior Leadership Team (SLT) for discussion and approval.
- SLT then updates the President on our approach for the impacted campus, as appropriate.
- SCT and Emergency Management assists in coordination of resources for on-ground operations.



Notifications will communicate specific instructions, or suggestions, to all involved parties responding to the emergency. This communications strategy will use a myriad of resources, including email alerts, mobile text alerts, and media (including social media) in accordance with the communications plan.

## Facilities

The Regional Dean & CEO, Associate Dean & Campus Administrator, and Campus Operations Manager will work with building management to ensure that procedures are in place for the safe maintenance of the campus environment, as well as the critical utilities necessary for business continuity.

The Regional Dean & CEO, Associate Dean & Campus Administrator, and Campus Operations Manager will also work directly with the Senior Director of Global Site Security to ensure that the campus is following all protocols to promote and maintain the safety of students, faculty, and staff. Under the guidance of the Senior Director of Global Site Security, the campus will comply with *The Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (The Clery Act)*.

*The Clery Act* requires colleges and universities; both public and private, participating in federal student aid programs to disclose campus safety information, and imposes certain basic requirements for handling incidents of sexual violence and emergency situations. Disclosures about crime statistics and summaries of security policies are made once a year in an Annual Security Report (ASR), and information about specific crimes and emergencies is made publicly available on an ongoing basis throughout the year.

## Information Services

The Regional Dean & CEO, Associate Dean & Campus Administrator, and Campus Operations Manager has developed a protocol with Information Services to maintain administrative systems for network continuity; computer software, hardware, and network connections; and classroom technical support critical to business continuity on the campus.

## Interpersonal Violence Threats

In the event of a threat of violence to an individual staff, faculty, or student on campus, the Regional Dean & CEO, Associate Dean & Campus Administrator, and Campus Operations Manager will immediately dial 911 to refer the matter to the Miami Police Department and notify the appropriate university offices as feasible so that potential violence may be prevented.



## Communication Plan

The Regional Dean & CEO, Associate Dean & Campus Administrator, and Campus Operations Manager will coordinate with the SVP for Global Network & Strategic Initiatives and the Strategic Continuity Team to create approved language responses to any incident that potentially impacts campus operations. The SVP will bring the issue to the Strategic Continuity Team (SCT). The SCT will activate if there are any decisions to be made and will approve any and all communication that is to be sent. The Regional Dean & CEO, Associate Dean & Campus Administrator, and Campus Operations Manager have the same resources available as any emergency response team for Northeastern University.

The Regional Dean & CEO, Associate Dean & Campus Administrator, and Campus Operations Manager will develop a database of key contacts needed in a response to be stored on a shared database. Contacts should include:

- Emergency Management Contacts
- Law Enforcement & First Responders
- Local Elected Officials
- Media Relations/News Media
- Operations Team Members
- Students, Faculty, and Staff
  - Emergency Contact Information

## NU Alert System

The University employs the NU Alert system to communicate emergency notifications and timely warnings to the affected University campus. A test of the NU Alert system is conducted on an annual basis to ensure proper functionality. Messages sent from the NU Alert system are sent to university email accounts and to enrolled mobile phone numbers via text message. NU Alert messages will be sent to all community members with contact information associated with the affected campus. The NU Alert system is updated daily through centralized University databases. Members of the community are reminded to update their university contact information at the beginning of each semester, or at any time, by visiting the Student Hub for students, and Workday for employees. The Office of Emergency Management (OEM) plans, publicizes, and conducts a test of the NU Alert emergency response and notification system at least annually, and maintains a record documenting each test, including a description of the test, date, and time of the test, and whether it was announced or unannounced.





## Methods of NU Alert Communication

Emergency Notifications: NUPD, GSOC, or Campus Operations Team receives information through local municipal law enforcement, and other media sources. Reported emergencies will be confirmed by trained responders on the scene, through the use of security cameras, or a combination of both. If NUPD/local officials confirm, based on information received from these sources, or others, that there is an emergency or dangerous situation that poses an immediate threat to the health or safety of the University community, the University will, through NUPD or Campus Operations, without delay, and taking into account the safety of the campus community, determine the content of the emergency notification and initiate the notification system. The only reason an emergency notification would not be immediately issued for a confirmed emergency or dangerous situation would be if doing so would compromise efforts to assist a victim, contain the emergency, respond to the emergency, or otherwise mitigate the emergency. The emergency notification will contain information regarding the event, as well as instructions regarding immediate protective action that should be taken. The NU Alert system will send emergency notifications to the affected population via text message to mobile phones and via university email. Follow up messaging will be sent to the University community when such instructions are required and/or emergency conditions have abated utilizing the same methods of notification as the initial message at minimum.

Timely Warnings: The University, through NUPD, issues timely warnings concerning Clery Act crimes that occur on the University's Clery geography, where those crimes pose a confirmed, ongoing threat to the safety of the campus community. The decision to issue a timely warning is made on a case-by-case basis, as soon as pertinent information becomes available, and in light of all known circumstances surrounding a crime, including factors such as whether there exists a continuing threat to the campus community, whether the perpetrator has been apprehended, and the possible risk of compromising law enforcement efforts.

NUPD Advisories are a method of communication that may be used to facilitate mass email notifications to the University community, to specifically affected University populations, or through NUPD social media accounts. NUPD Advisories are utilized to share important information that does not necessarily rise to the level of an emergency notification or timely warning. They may also be used to inform the community about relevant safety awareness campaigns.



## Global Duty on Call

The Global Duty on Call is a high level on call supporting NU students anywhere in the world, focusing on students in the Global NUin Program, Semester in Programs, and our graduate Network Campuses.

The program is designed to act as a consultative resource for supporting major incidents involving or impacting students. In addition to consultation, the on-call system is a method for notifying senior leadership of significant issues that happen outside of standard operating hours.

GDOC is designed to be used by staff and the number should not be shared with students. The GDOC will work with staff to determine if all sides of a situation have been explored and work collaboratively to see if all (reasonably) possible steps have been taken. The goal of contacting the GDOC is for the staff member to have a clear plan of action for responding to a situation that brings the incident to a level of stasis until the next business day when the full scope of university resources can be engaged in the incident.



## University Status

The university categorizes emergencies in terms of their impact or potential impact to campus operations. Each category of emergency is named to identify what is happening and/or where it is happening.

University Status	Description	Emergency Level
Steady State	Normal operations	N/A
Enhanced Monitoring	Minor impact to campus operations, or the potential to impact campus operations; emergency Miami Operations Team, Office of Emergency Management (OEM) & IAT monitoring (e.g., water main break, facility utility disruption, snow emergency, weather emergency, etc.).	Level 3
Partial	High potential to impact campus operations; emergency Miami Operations Team, OEM & IAT monitoring and coordinating (e.g., demonstration, major weather emergency, Special Security Event).	Level 2
Full	Major incident is occurring with high impact to campus operations; Emergency Operations Center (EOC) is open, emergency Miami Operations Team, OEM & IAT monitoring and coordinating (e.g., pandemic, active threat).	Level 1



## 2. CAMPUS INFORMATION

### 2.1. SITE INFORMATION/COORDINATS/STRUCTURES

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#### Miami Campus

230 NW 24th Street, Fifth Floor,

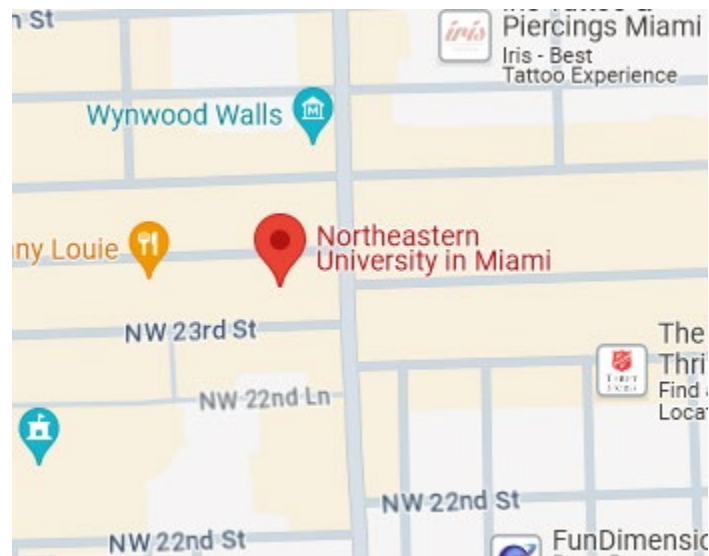
Miami, FL 33127

Miami@Northeastern.edu

305-990-2763

800-342-5126

Campus Coordinates: 25.80021158901895, -80.1989919326895



#### Building Description

Building name: CUBE Wynwood

Building address: 230 NW 24<sup>th</sup> Street

Building type: Office-over-retail building

Number of above grade stories: 9  
including roof top restaurant

Number of below grade stories: 0

Year of construction: 2019



## 2.2. EMERGENCY INFORMATION

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Miami Emergency Services | Police, Fire, and Medical

**Emergency** – 911

**Non-emergency Crime Reporting** – 305-579-6111

**Non-emergency City Information** – 311 | 305-468-5900

**Poison Control Center** – 1-800-222-1222

**Visit** – Miami-police.org

Building Operations

**Building Management Contact Number:**

Andrea Munoz-Rodriguez  
(305) 357-3838

Maxwell Peralta  
(305) 704-4826

Global Safety Operations Center [GSOC]

**Phone** – (617) 373-5000

**Toll-free Emergency** – +1-833-373-3303

**Email** – NUglobalops@northeastern.edu

Northeastern University Police Department [Boston]

**Emergency** – (617) 373-3333

**Non-Emergency** – (617) 373-2121

**Visit** – Nupd.Northeastern.edu



## 2.3. THREATS AND HAZARDS

### Natural Hazards

A natural hazard is a natural phenomenon that might have a negative effect on humans and other animals, or the environment. Natural hazard events can be classified into two broad categories: geophysical and biological.

### Human-related Hazards

Anthropogenic hazards or human-made hazards can result in the form of a human-made disaster.

### Technological Hazards

A hazard originating from technological or industrial conditions, including accidents, dangerous procedures, infrastructure failures or specific human activities, that may cause loss of life, injury, illness or other health impacts, property damage, loss of livelihoods and services, social and economic disruption, or environmental damage.

### Hazardous Materials Incident

Hazardous Materials Incident is defined as any incident involving the release, abandonment, discharge, or deposit of any hazardous material from its intended container, which, unless otherwise provided herein, has the potential to harm persons, property, or the environment.



## 2.4. RESPONSE

### 2.4.1. Initial Actions

When an emergency occurs, the **Miami Emergency Services** must be contacted as soon as possible. Dialing **911** is the preferred method of reporting an emergency. Secondary notification to building security, contract security and GSOC, when safe to do so.

When an emergency occurs, campus personnel must quickly determine what initial response actions are required. Determining the appropriate actions to take is a three-step process:

- Identify the type of emergency.
- Identify the level of emergency:
  - **LEVEL 1 EMERGENCY:** Major incident is occurring with high impact to campus operations; emergency Miami Operations Team, OEM & SCT monitoring and coordinating (e.g., major weather emergency, pandemic, active threat). Typically requires assistance from outside agencies. For LEVEL 1 Emergencies it is important to remember that the response time of outside agencies may be seriously delayed.
  - **LEVEL 2 EMERGENCY:** High potential to impact campus operations; emergency Miami Operations Team, OEM & SCT monitoring and coordinating (e.g., demonstrations, Special Security Events including high-profile guest visitors). A moderate emergency that may require assistance from outside agencies.
  - **LEVEL 3 EMERGENCY:** Minor impact to campus operations, or the potential to impact campus operations; emergency Miami Operations Team, OEM & SCT monitoring (e.g., water main break, facility utility disruption, snow emergency, minor weather emergency, etc.). A minor emergency that is handled by school/office personnel without assistance from outside agencies.

### 3. Determine immediate action(s) that may be required

Once the type and extent of an emergency has been identified, school personnel can determine if an *immediate response action* is required. The most common immediate actions initiated during school emergencies are:

#### 1. Shelter-in-place

A condition where the recommended action is for all people in a building to stay in or seek a room/area that can be locked or secured.

- Lock down.

A condition where a particular human threat exists, and a building or buildings needs to have exterior doors/entrances locked, to prevent an un-authorized person or persons from entering the building.

- Evacuation

The urgent immediate egress or escape of people away from an area that contains an imminent threat, an ongoing threat or a hazard to lives or property.

### 2.4.2. Executing Decisions



The emergency Miami Operations Team will immediately assemble (in-person or virtually). The emergency Miami Operations Team will promptly decide whether to activate an emergency response procedure. The emergency Miami Operations Team will designate the Regional Dean & CEO, Associate Dean & Campus Administrator, and/or Campus Operations Manager to brief the SVP for Global Network & Strategic Initiatives assess the emergency. Once initiated, the designated lead will brief the SVP for Global Network & Strategic Initiatives. Senior Leadership Team (SLT) is responsible for updating the President on the approach for the impacted campus, as appropriate. The Strategic Continuity Team (SCT) and Emergency Management team will assist in coordination of resources for on-ground operations.

The emergency Miami Operations Team will monitor major incidents in the Miami community. Decisions affecting the Miami campus or immediate vicinity will be communicated to all essential personnel in Miami along with Boston personnel to include SVP for Global Network & Strategic Initiatives.

### *2.4.3. Assisting People with Access and Functional Needs*

Blind or Visually Impaired Individuals:

- Clearly announce the emergency.
- Offer your arm for guidance.
- Lead the person and alert them of obstacles.

Deaf or Hard of Hearing Individuals:

1. Turn lights on and off to gain the person's attention.
2. Indicate directions with gestures or a written note.

Mobility-Impaired Individuals:

- Guide the person to the nearest exit stairwell or safe area of refuge.
- Do not use elevators.
- Alert a member of the emergency Miami Operations Team of their location.
- Stay with the person if it can be done without unreasonable personal risk.
- If in imminent danger and the individual requests assistance before emergency personnel can arrive, find volunteers to evacuate the person per their instructions.





## 2.4.4. Specific Hazard Response

### 2.4.4.1. Fire, Alarm, or Explosion Response

Upon discovering a fire, explosion, or smoke in the building:

- **Activate** the fire alarm system by pulling the nearest fire alarm.  
Check the integrity of the exit stairwells to ensure they are clear of smoke or any obstructions.
- **Immediately DIAL 911.**  
Secondary notification to on-site security and GSOC.
- **Be prepared** to provide:
  - Your Location
  - Location of fire/smoke
  - Type of incident (chemicals present, etc.)

In the event of a fire, alarm, or explosion:

- When the fire alarm system is activated, the entire building will be notified via strobe and alarm.
- Begin evacuation immediately by exiting the building via the exit system.
  - The use of elevators when the building is in alarm is prohibited except by guidelines set forth by the Fire Department.
    1. Passenger Elevators #1 and #2
      - a. Any heat detected in the elevator lobby on floors 2-9 will recall the elevator to the first-floor lobby immediately.
      - b. If any heat detected on the 1<sup>st</sup> floor elevator lobby, the elevator will be recalled to the nearest floor landing that the heat detector has not been activated.
    2. Service Elevator #3
      - a. Any heat detected in the elevator lobby on floors 2-9 will recall the elevator to the first-floor lobby immediately.
      - b. If any heat detected on the 1<sup>st</sup> floor elevator lobby, the elevator will be recalled to the nearest floor landing that the heat detector has not been activated.



Be familiar with the location of all exits / stairwells and select the safest exit/stairwell to use for evacuation based on the location of the fire and any information available. If affected by smoke, an alternate exit/stairwell shall be selected.

- The emergency stairwell is accessible from the common corridor on each floor, except the Ground Lobby/1<sup>st</sup> floor.
  - If fire alarm is activated, all doors on access control system will release.
    - Stairwell doors from floors 1-9 are on access control system.
  - If the fire alarm is not activated, you will only be able to discharge to the Ground Lobby/1<sup>st</sup> floor.
- Only, if possible, take your personal belongings and proceed to the nearest exit quickly. Do not return to your workstation for personal items. DO NOT RUN. Please exit to the right side of the door/stairwell leaving room for evacuation crews and first responders to enter.
- Assist individuals with mobility limitations to the area of refuge located in the fire exit stairwell that is located farthest away from the fire/smoke. Notify on-scene first responders of the individual in need of assistance. The Fire Department will dispatch firefighters throughout the building to evacuate those who need additional assistance, if necessary.
- Remain in Evacuation Assembly Point until you are given further instructions.

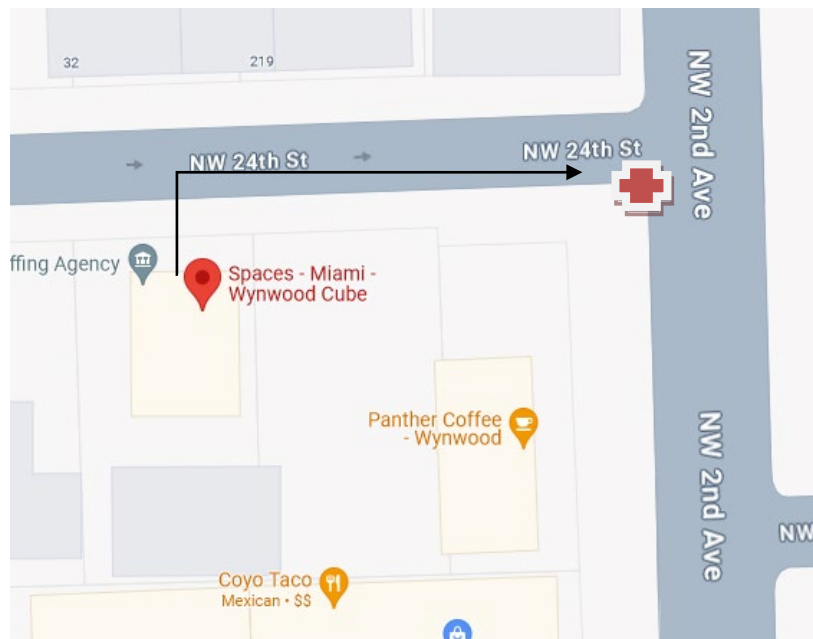


## Exit Systems:

FLOOR PLAN | LEVEL 05



## Assembly Location:



Please note that assembly locations are situation dependent.  
Follow the instruction of the first responders on-scene.



## 2.4.4.2. Medical Emergency Response

Do not move a seriously injured person unless they are in a life-threatening situation. *If the victim must be moved, support the head and the neck. Do not bend or twist the victim's body. Do not approach victims of electrocution or toxic exposure unless you are sure it is safe to do so.*

2. Remain calm. Alert your First Aid Attendant/Security.
3. Enlist help to call 911 and Building Personnel or Security.
  - a. Notify GSOC, when safe to do so.
4. Provide information about the nature of the emergency:
  - a. The exact location
  - b. Number of persons involved.
  - c. Condition and information of the patient (conscious and alert, age, gender, etc.)
5. Attend to the person and administer First Aid.
  - a. Instruction will be provided by 911 Call-taker.
6. Appoint someone to ensure that an elevator has been secured for arriving Emergency Responders.
7. Direct someone to meet arriving Emergency Responders to escort them to the location of the patient.

### Life Sustaining Resources:

- A First Aid Kit is located near the printing area in a locked cabinet.
  - Campus Operations has access.
- An AED is mounted to the wall near the printing area.



## 2.4.3.3. Severe Weather Response

- Inform students, faculty, staff, and guests of the location of the nearest emergency shelter location, either on or off campus.
- Severe Weather Watch:
  - Conditions are favorable for severe weather in or near the area. Continue with normal campus operations but monitor the situation.
- Severe Weather Warning:
  - Severe weather event is imminent or occurring in the warned area. Act based on the emergency at hand.



## 2.4.3.4. On-Campus Violence Response

### Active Threat & Weapons on Campus

- The University prohibits the use, possession, or sale of firearms, whether loaded or unloaded on campus by anyone other than University police or other law enforcement personnel, even if the person has a legal license or permit to carry the firearm.
- The University strictly prohibits the use or possession of all other dangerous weapons, including replicas.
- If you observe a suspicious person with a firearm or other weapon, whether actively shooting or acting in a suspicious/threatening manner, immediately DIAL 911 and alert on-site security and GSOC.
- If someone is actively shooting, quickly assess the situation and consider one of the following options:
  - Run: Evacuate, if possible.
  - Hide: Hide silently in as safe a place as possible, lock and barricade entryways.
  - Fight: Take action to disrupt or incapacitate the shooter, if necessary.
- If evacuation is not possible, turn off the lights in your area of campus. Lutron panels on the campus walls can be used to turn the lights off. The Campus Operations Manager also has access to the Lutron system via a mobile app.
- Do not activate the fire alarm in an active threat situation. If the fire alarm is activated, do not evacuate.
- If you are in an area without a lockable door, turn over desks for cover, and play dead if discovered.

*When Miami Police Department or other emergency personnel arrive on the scene, follow their instructions exactly.*

*Remember that in these situations, the responding police officers do not know who the shooter(s) are, and they do not know who you are. They must take certain precautions for everyone's safety.*



## 2.4.3.5. Student in Distress

If you are in contact with a student who appears to be an immediate threat to his or her own safety or to the safety of others, staff should call 911 for immediate assistance and follow up with GSOC when possible.

Quick reference for assisting students having difficulties:

### Recognize Symptoms

- Significant change in academic performance or classroom conduct.
- Unusual behavior or appearance.
- Traumatic event or change in relationships.
- Reference to suicide, homicide, or death.

### Respond to the Student

- Speak privately with student.
- Directly and candidly discuss your observations and concerns.
- Offer support and assistance.

### Refer to a Mental Health Professional

- Be caring, firm, and straightforward in your referral.
- 24/7 Support is available through Find@Northeastern at 877.233.9477 (+1.781.457.7777 Intl.).

Consult with Campus Resources – Discuss your concerns about a student with any of the following campus resources:

- University Health and Counseling Services: 617-373-2772
- We Care Student Support Office: 617-373-4384



## 2.4.3.5. Bomb Threats and Suspicious Packages

### Bomb Threat

Most bomb threats are made by telephone. If you are prepared, you can respond in a calm manner and ask specific information that may be vital in identifying the caller.

#### When a bomb threat is received:

- Listen. Remain calm and courteous.
- Do not interrupt the caller.
- Obtain as much information as possible.
- Do not hang up.
  - If possible, enlist the help of co-workers to call 9-1-1 from another phone to advise them of the situation.
- Complete the Bomb Threat Checklist.

If a suspicious package or object is located, **DO NOT TOUCH IT. Immediately DIAL 911.**

- Do not handle the written communication more than necessary.
- Immediately notify emergency services via 911.
- Try to determine the following information:
  - Who found it?
  - Who else was present?
  - Where was it found or how was it delivered?
  - When was it found or delivered?
  - Who touched it?
  - Have previous threats been received?

**BOMB THREAT & SUSPICIOUS PACKGE WORKSHEET ATTACHED TO PACKET.**





## Regional Emergency

**Miami Emergency Management**  
9300 NW 41<sup>st</sup> Street, Miami, FL 33178

**Email:** EOC@Miamidade.gov

**Website:** [Miamidade.gov/global/emergency/home.page](http://Miamidade.gov/global/emergency/home.page)

## Tornado & Severe Weather

Miami is vulnerable to tornadoes and severe weather. During a tornado or severe weather, immediately seek safe shelter, such as a safe room, basement, cellar, or a small interior room on the lowest level of a sturdy building. The bulk of damage that a tornado can cause originates from flying debris, destruction of buildings, vehicle damage and additional hazards. See Tornado Emergency Instruction Sheet attached.

**Tornado Watch** - Tornadoes are likely to occur in the watch area. Be ready to act quickly and take shelter and check supply kits. Monitor radio and television stations for more information.

**Tornado Warning** - Imminent threat - A tornado has been sighted in the area or has been indicated by radar. Take shelter immediately.

*Immediately following a tornado, Building Staff will check the integrity of the building and shut down utilities if necessary. Be prepared to stabilize and take control of your own floor space until Building Staff can assist or provide direction.*

As soon as it is safe to do so, evaluate your floor space by initiating and assigning individuals to do the following:

- Assess for damage.
  - Physical damage to the office and its contents, check for potential hazards.
- Fire Control Team
  - Check for and extinguish small spot fires, gas leaks, etc.
  - If you detect a gas leak or large fire, immediately evacuate the area, take all injured occupants and emergency supplies with you.
- Sanitation
  - Do not flush toilets!
- Listen for emergency updates.
- Once the floor has been stabilized, contact the Building Personnel to report:
  - Status of the floor
  - Number of injured
  - Amount of emergency supplies
- Follow directions of building personnel and/or first responders on scene.



## Fires

House or workplace fires spread extremely fast and emit heavy smoke that can cause suffocation. Following an earthquake, broken gas lines and power lines may cause widespread fires.

If a fire occurs within the building, immediately locate the safest emergency exit, and follow evacuation instruction.



## Hurricane & Tropical Storms

Please review [The Cube Tenant Hurricane Preparedness Plan](#)  
in addition to reviewing the following information:

**Tropical Disturbance** - A moving area of thunderstorms or other disturbed air mass that maintains its identity for at least 24 hours.

**Tropical Depression** - Closed circulation of an air mass at the surface. Maximum sustained winds of 38 mph.

**Hurricane** - Very strong, pronounced, counter-clockwise circulation of air (in the northern hemisphere) with sustained wind speeds of 74 mph or greater and usually having a defined eye. There are five (5) categories of hurricanes with the least damaging or threatening being category one (1).

**Category 1** - Maximum sustained winds of 74 to 95 mph.

**Category 2** - Maximum sustained winds of 96 to 110 mph.

**Category 3** - Maximum sustained winds of 111 to 130 mph.

**Category 4** - Maximum sustained winds of 131 to 155 mph.

**Category 5** - Maximum sustained winds of 156 or greater.

**Hurricane Watch** - Issued when the threat of a hurricane or hurricane conditions could exist within a period of 24 to 36 hours. Implementation of contingency plan.

**Hurricane Warning** - Issued when the threat of a hurricane or hurricane conditions could exist within 24 hours or less. A warning indicates that hurricane winds of 74 mph and higher, or any combination of dangerously high water and very rough seas, is expected in specified coastal areas. When a hurricane warning is announced, hurricane conditions are considered imminent and may begin immediately or at least within the next 12 to 24 hours. Activation of evacuation procedures and contingency plan.

When the National Hurricane Center issues a **Hurricane Warning** to our zone, the property will be ordered to evacuate, the building will close to the public and all tenants will be requested to secure their offices and leave the premises. Once that occurs, you will not be allowed back in the building.

When a **Hurricane Watch** has been issued, it is of the utmost importance that all precautionary measures and actions are taken immediately for the protection of life and property. If a **hurricane warning** is issued during after hours, tenants will not be allowed back to the property, the building will be closed, it is advised to be prepared and implement the contingency plan.



## Pre-Storm Preparation

- Create and distribute a communications plan with your employees. Review/update your contact information for each employee.
- Prepare a virtual office plan or address the necessity/identify an alternate work site for critical business continuation functions should the building be severely damaged or inaccessible.
- Review current emergency stores and procure necessary supplies to replace to full-stock levels. Checklists for supply levels are available from various sources.
- Encourage each employee to have individual family communications plans and ample supplies.
- Review your insurance policies, update contact information with your carrier. Photograph or videotape your office and materials; store these records off-site.
- Review/update your emergency contact information on-file with the Management Office.

## Prior to a Storm's arrival

- Stay abreast of weather developments: listen to a local station on the radio, television, or internet. The Management Office will close the building immediately following the issuance of a **Hurricane Warning** (hurricane conditions are eminent, reaching the area within 12-24 hours) for our zone. Tenants and visitors will have 2 hours to leave the property as the management staff prepares the building for the storm.
- Make multiple back-ups of all electronic data and files. Plan to have the copies taken off-site by several different individuals.
- Move all important or valuable items away from perimeter offices/ areas and store in interior rooms, enclosed area near the core of the building. Secure loose items in locked drawers. Lock all drawers and file cabinets.
- Close all blinds. DO NOT TAPE WINDOWS.
- Tenants having balconies/ terraces with any loose articles such as patio furniture or planters should plan to bring those into the suite.
- Close all perimeter doors.
- Leave all interior doors open in order to prevent atmospheric pressure problems.
- Unplug all lamps, computers and other electronic devices to avoid damage should a power surge occur. Cover computers with plastic bags for added protection against water damage.
- Notify the alarm system company (if your company has one) of the probable discontinuance of electrical service during the storm.
- Record a special voice mail containing appropriate information on how your employees and customers to reach the necessary individuals for business continuation during and after the storm. The power and phone services may be out, but most voice-mail systems are remotely located and will continue to function.
- Have all batteries for cell phones, laptops and other electronics fully charged.



- Dismiss employees as early as possible to avoid dangerous situations on the roadways and allow them ample time to reach and properly secure their homes and families.
- DO NOT leave automobiles in the parking garage. The landlord and management company do not assume liability should they become damaged in any way.
- Once the building is secured, all elevators will be stopped and secured, plan accordingly.

## During a Storm

- The Management Office will communicate all building access information via email, which will be updated as warranted by weather conditions.

## After a Storm

**The building will remain closed to all individuals until the management office receives notice the storm's danger has passed or the local authorities have lifted any travel bans and determined the area is safe for occupancy.**

- Be Patient. Make the personal safety of your family and home your top priority. Do not return to your workplace until clearance has been given by your employer.
- Continue to monitor local news and weather sources.
- Updates will be distributed via email. Implement your company's communication plan to make your employees and customers aware of your business's on-going status.
- Minimal or No damage: Once the Management Office confirms with local authorities regarding the safety of the structure, surrounding area and roadways, the building will be declared open allowing access by all individuals.
- Moderate or Major Damage: The Management Office will be in contact with tenants' emergency contacts to advise via email on next-steps and timeframes. Tenant emergency contacts and/or specialized service personnel may be requested to be on-site to assist in damage assessment, property containment or other tenant-specific issues regarding the building. Please limit access to only those personnel requested on-site by the management and engineering teams. Additional people will only make the business-recovery tasks more difficult.
- When allowed on-site, take inventory to determine and record losses, if any. Photograph or video tape the office and contents after the storm for comparison to the pre-storm recording.
- If there was damage to your suite, notify the management office of all severe flooding, leaks, fires, and structural damage.
  - Keep a detailed log of damage for insurance purposes.
- Take photos or video of damages.
- Temporary repairs may be started to your personal property as long as damage has been documented and discussed with your insurance company.
- Damaged goods and building materials should remain protected on site until released by the claim representative.



## Floods

Miami is susceptible to floods, and rainstorms can cause localized flooding. During floods, home and essential infrastructure may be damaged, sewers overflow, and public transit can be disrupted. With climate change, expect more flooding, especially along the waterfront and street storm drains due to the sea level rise, intense windstorms, and heavy rain.

If flooding does occur, remain on-campus until it is deemed safe to leave. Do not go to underground parking structures or loading docks. If on lower level, relocate to higher ground/floor of building using stairwell.

### Flood Preparation:

- Create a Communications Plan.
- Assemble an emergency kit.
- Know your risk.
- Sign up for notifications.
- Prepare your home, family, pets, workplace, etc.
- Charge your essential items.
- Leave when necessary.

### During:

- Stay informed.
- Get to higher ground.
- Obey evacuation orders.
- Practice electrical safety.
- Avoid flood waters.

### Recovery:

- Stay informed.
- Avoid flood waters.
- Avoid disaster areas.
- Heed road closed and cautionary signs.
- Be patient and wait for all clear notification.
- Make contact with your emergency contacts.



## Air Quality

The Air Quality Plan & Procedures is derived from the Air Quality Index (AQI) levels identified by the U. S Environmental Protection Agency (EPA) and partners on AirNow.Gov, the home of the U.S and Canada Air Quality Index.

Air quality for the United Kingdom is monitored by the Department for Environment, Food, and Rural Affairs, along with partners.

This plan is used to determine when the affected Northeastern University campus community should be notified about health concerns in relation to the air quality index and procedures to follow for health and safety.

Also, the plan is used by a select group to determine when campus operations of the affected Northeastern University campus community should be altered.

The select group making decisions regarding campus operations includes:

- a. Senior Director of Emergency Management
- b. Assistant Director of Emergency Management
- c. Senior Director of Global Site Security
- d. Senior Vice President of Global Networks & Strategic Initiatives
- e. Senior Vice Chancellor for Student Life
- f. Regional Dean & CEO, Associate Dean & Campus Administrator, and Campus Operations Manager of the affected campus

Once the select group decides to alter a particular campus' operations, only a communication approved by the Strategic Continuity Team (SCT) should be disseminated. Communication templates are stored in RAVE, the Emergency Notification System (ENS). The communication may only be authorized and issued by a member of the select group.



## Air Quality Operational Plan

Air Quality Index (AQI)	Operational Plan
0-149 AQI <i>Good to Unhealthy for Sensitive Groups</i>	<ul style="list-style-type: none"><li>• Normal Operations</li><li>• OEM Monitoring</li></ul>
150-199 AQI <i>Unhealthy</i>	<ol style="list-style-type: none"><li>1. Notify select group to monitor air quality in affected area.</li><li>2. Campus operations remain as scheduled.</li></ol>
200-300 AQI <i>Very Unhealthy</i>	<ol style="list-style-type: none"><li>1. Activate select group to develop details for communication using approved template.</li><li>2. Provide the option for department heads to offer flexibility for faculty and staff.</li><li>3. Email notification to Strategic Continuity Team.</li></ol>
301+ AQI <i>Hazardous</i>	<ol style="list-style-type: none"><li>1. Activate select group and the SCT to determine necessary communication.<ol style="list-style-type: none"><li>a. Text and email alert to community.</li></ol></li><li>2. Alter/Limit campus operations.<ol style="list-style-type: none"><li>b. Limit staff on campus, switch to hybrid/remote, postpone and/or move scheduled events indoors, recommend masks, etc.</li></ol></li></ol>





## Emergency Kit Recommendations

After an emergency, you may need to survive on your own for several days. Being prepared means having your own food, water, and other supplies to last for several days. A disaster supplies kit is a collection of basic items your workplace may need in the event of an emergency. To assemble your kit, store items in airtight plastic bags and put your entire disaster supplies kit in one or two easy-to-carry containers, such as plastic bins or a duffel bag.

A basic emergency supply kit could include the following recommended items:

1. Water (1 gallon per person, 3-day supply)
2. Non-perishable food (several day supply)
3. Can opener
4. Pencils and paper
5. Flashlights
6. Batteries
7. Whistle
8. First Aid Kit
9. Prescription medications (1 week supply)
10. Prescription eyeglasses
11. Multi-purpose tool
12. Personal Hygiene Items
13. Map
14. Cell phone
15. Chargers
16. Cash
17. Family and emergency contact information
18. Blanket
19. N-95 Mask
20. Copies of personal documents
  - a. Medication list
  - b. Medical Information
  - c. Proof of address
  - d. Passport
  - e. Insurance policies

## Maintaining Your Kit

1. After assembling your kit remember to maintain it so it's ready when needed:
  - a. Keep canned food in a cool, dry place.
  - b. Store boxed food in tightly closed plastic or metal containers.
  - c. Replace expired items as needed.



## Kit Storage Locations

Since you do not know where you will be when an emergency occurs, prepare supplies for home, work, and cars.

2. Home: Keep this kit in a designated place and have it ready in case you must leave your home quickly. Make sure all family members know where the kit is kept.
3. Work: Be prepared to shelter at work for at least 24 hours. Your work kit should include food, water, and other necessities like medicines, as well as comfortable walking shoes, stored in a “grab and go” case.
4. Car: In case you are stranded, keep a kit of emergency supplies in your car.



## Earthquake Emergency Instruction Sheet

### Protect Yourself During Earthquakes!

**IF  
POSSIBLE**



**USING  
CANE**



**USING  
WALKER**



**USING  
WHEELCHAIR**



[EarthquakeCountry.org/step5](http://EarthquakeCountry.org/step5)



## Suspicious Package Work Sheet

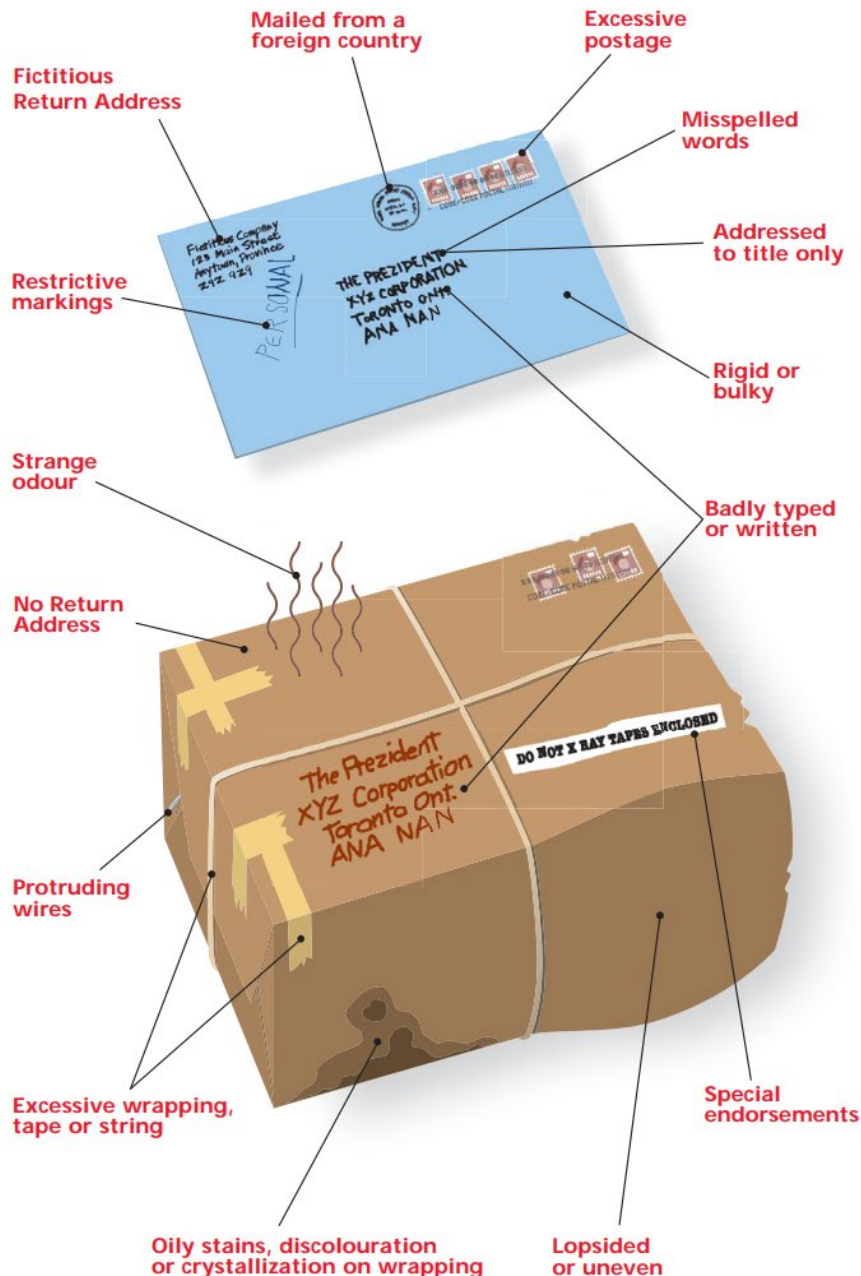
# Suspicious Mail Alert



From anywhere... to anyone

## If you receive a suspicious letter or parcel

(A COMBINATION of the following may constitute a suspicious mail item)



**1** Immediately advise local emergency services of the situation.

**2** Do not handle, shake, smell, or taste the suspicious article.

**3** Isolate the article, and evacuate the immediate vicinity.

**4** Anyone who has handled the article should immediately wash their hands with soap and water.

### If a letter or parcel is open and/or a threat is identified

#### For a Bomb:

- Evacuate area immediately
- Call local emergency services

#### For Biological or Chemical:

- Isolate – do not handle
- Evacuate area immediately
- Wash your hands with soap and warm water
- Call local emergency services

#### For Radiological:

- Limit exposure – do not handle
- Evacuate area immediately
- Shield yourself from object
- Call local emergency services

### Corporate Security

[www.canadapost.ca](http://www.canadapost.ca)





## Active Shooter Work Sheet

# HOW TO RESPOND WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY

QUICKLY DETERMINE THE MOST REASONABLE WAY TO PROTECT YOUR OWN LIFE. CUSTOMERS AND CLIENTS ARE LIKELY TO FOLLOW THE LEAD OF EMPLOYEES AND MANAGERS DURING AN ACTIVE SHOOTER SITUATION.

### 1. Run

- Have an escape route and plan in mind
- Leave your belongings behind
- Keep your hands visible

### 2. Hide

- Hide in an area out of the active shooter's view.
- Block entry to your hiding place and lock the doors

### 3. Fight

- As a last resort and only when your life is in imminent danger.
- Attempt to incapacitate the active shooter
- Act with physical aggression and throw items at the active shooter

**CALL 911 WHEN IT  
IS SAFE TO DO SO**

## HOW TO RESPOND WHEN LAW ENFORCEMENT ARRIVES ON THE SCENE

### 1. HOW YOU SHOULD REACT WHEN LAW ENFORCEMENT ARRIVES:

- Remain calm, and follow officers' instructions
- Immediately raise hands and spread fingers
- Keep hands visible at all times
- Avoid making quick movements toward officers such as attempting to hold 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

### 2. INFORMATION YOU SHOULD PROVIDE TO LAW ENFORCEMENT OR 911 OPERATOR:

- Location of the victims and 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

## RECOGNIZING SIGNS OF POTENTIAL WORKPLACE VIOLENCE

AN ACTIVE SHOOTER MAY BE A CURRENT OR FORMER EMPLOYEE. ALERT YOUR HUMAN RESOURCES DEPARTMENT IF YOU BELIEVE AN EMPLOYEE EXHIBITS POTENTIALLY VIOLENT BEHAVIOR. INDICATORS OF POTENTIALLY VIOLENT BEHAVIOR MAY INCLUDE ONE OR MORE OF THE FOLLOWING:

- Increased use of alcohol and/or illegal drugs
- Unexplained increase in absenteeism, and/or vague physical complaints
- Depression/Withdrawal
- Increased severe mood swings, and noticeably unstable or emotional responses
- Increasingly talks of problems at home
- Increase in unsolicited comments about violence, firearms, and other dangerous weapons and violent crimes



## Bomb Threat Work Sheet

### Bomb Threat Checklist

**Remember – keep calm – don't hang up – keep caller talking for as long as possible**

#### Call Information

Number call received at \_\_\_\_\_

Callers phone number \_\_\_\_\_

Recipient \_\_\_\_\_

Time \_\_\_\_\_ am/pm Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

#### Information on caller

Sex \_\_\_\_\_ Age \_\_\_\_\_ Race \_\_\_\_\_

Length of call \_\_\_\_\_

#### Caller's voice

- |  |                                     |                                  |
|--|-------------------------------------|----------------------------------|
| <input type="checkbox"/> Calm            | <input type="checkbox"/> Angry      | <input type="checkbox"/> Excited |
| <input type="checkbox"/> Slow            | <input type="checkbox"/> Rapid      | <input type="checkbox"/> Soft    |
| <input type="checkbox"/> Loud            | <input type="checkbox"/> Laughing   | <input type="checkbox"/> Crying  |
| <input type="checkbox"/> Normal          | <input type="checkbox"/> Distinct   | <input type="checkbox"/> Slurred |
| <input type="checkbox"/> Intoxicated     | <input type="checkbox"/> Stuttering | <input type="checkbox"/> Lisp    |
| <input type="checkbox"/> Cracking        | <input type="checkbox"/> Deep       | <input type="checkbox"/> Ragged  |
| <input type="checkbox"/> Clearing throat | <input type="checkbox"/> Disguised  | <input type="checkbox"/> Accent  |
| <input type="checkbox"/> Deep breathing  | <input type="checkbox"/> Familiar   | <input type="checkbox"/> Raspy   |

If the voice is familiar, who did it sound like?

\_\_\_\_\_

#### Ask the caller these questions:

Where is the bomb located? (building, room, floor)	
When will it explode?	
What does it look like?	
What kind of bomb is it?	
What will make it explode?	
Did you place the bomb?	
If not, who did?	
Are you mad at someone? If yes, why?	
Why did you place the bomb?	
When did you place the bomb?	
What is your name?	
Where do you live?	

#### Threat language

- |   |                                      |
|---|--------------------------------------|
| <input type="checkbox"/> Incoherent                   | <input type="checkbox"/> Speech type |
| <input type="checkbox"/> Taped message                | <input type="checkbox"/> Irrational  |
| <input type="checkbox"/> Abusive/foul                 |                                      |
| <input type="checkbox"/> Message read by threat maker |                                      |
| <input type="checkbox"/> Other                        |                                      |

\_\_\_\_\_

#### Notes:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

#### Background noises

- |   |   |
|---|---|
| <input type="checkbox"/> Street noises  | <input type="checkbox"/> Loud machinery   |
| <input type="checkbox"/> TV Noise       | <input type="checkbox"/> Animal noises    |
| <input type="checkbox"/> Conversation   | <input type="checkbox"/> Clear            |
| <input type="checkbox"/> PA system      | <input type="checkbox"/> Static           |
| <input type="checkbox"/> Music          | <input type="checkbox"/> House noises     |
| <input type="checkbox"/> Traffic noises | <input type="checkbox"/> Office machinery |
| <input type="checkbox"/> Public phone   | <input type="checkbox"/> Local call       |
| <input type="checkbox"/> Kitchen noises | <input type="checkbox"/> Aircraft         |