



**Northeastern
University**

Oakland

EMERGENCY RESPONSE GUIDE

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INTRODUCTION

This guidebook was designed to provide members of the university community a ready-to-use reference on how to respond in case of an emergency on or near the campus. Campus safety and emergency preparedness is a responsibility we all share. All community members play a critical role in keeping students, faculty, staff, and our guests safe on campus. Here is how you can do your part:

Always carry your Husky Card or Access Badge.

In an emergency, you may find yourself locked out of your building or area as some doors have an auto-lock feature. Carrying your Husky Card and keys will ensure you can move about if necessary.

If you see something, say something.

Reporting crimes, suspicious behavior, and safety concerns to DPS or local authorities helps keep us all safe. Program local emergency numbers into your cell phone and don't hesitate to make a report.

NU Alert.

NU Alert is the best and quickest way to get information during an emergency. Emergency situations can develop and change very quickly. NU Alert keeps you informed as the situation changes. Keep your contact information current on Student Hub or WorkDay to receive messaging.

continued ►

INTRODUCTION *continued*

Safe Zone.

A cloud-based mobile application that allows users to send a real-time alert to emergency personnel allowing resources to quickly respond to emergency situations. Quick access to call Oakland PD and DPS is available through the app. Location information is only sent when the user activates an alert using the app. Additional information on the Safe Zone app can be found at nupd.northeastern.edu/safezone/

Plan.

The time to think about what you would do in an emergency is now. Please take a few minutes to read through these procedures and consider how you would respond.

RUN – HIDE – FIGHT

In the case of an active threat or emergency situation:

RUN – if you can.

- Make an escape route and plan to evacuate in advance.
- Leave your belongings behind.
- Keep your hands visible to responding police officers.

Hide – if you cannot run.

- Hide in an area out of view.
- Block entry to your hiding place and lock doors.
- Silence cell phones.

Fight – only if you must.

- As a last resort and only when your life is in imminent danger.
- Attempt to incapacitate the aggressor.
- Act with physical aggression. Throw items, if possible.

Call **Oakland PD** at **911** and then notify **DPS** at **510-430-3333**.
Additionally, you may activate the **SafeZone** mobile safety app from anywhere in the world.

RUN – HIDE – FIGHT

SHELTER-IN-PLACE

Shelter-in-place is designed to keep you safe while indoors if dangerous environmental conditions exist, such as extreme weather, man-made threats, or a hazardous materials release. The goal is to limit exposure of students, faculty, staff, and others to danger or hazard.

If a Shelter-in-place is ordered on-campus:

You will receive a NU Alert via text message and email – ensure your personal information is updated via Student Hub and Workday.

- If outside, seek shelter in the nearest building, preferably in an interior room with few windows.
- Depending upon the threat or hazard, lock doors when possible.
- Warn others of the situation.
- Close all exterior doors, windows, and any other openings to the outside.
- Avoid overcrowding by selecting several rooms, if necessary.
- Monitor NU Alert and university email for further instructions.

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SHELTER-IN-PLACE

SHELTER-IN-PLACE *continued*

- Report any emergency or unusual condition to **OPD** at **911** and **DPS** at **510-430-3333**.
 - Do not leave the building until receiving the “all clear” from a police officer, Public Safety officer, NU Alert message, official email, or website communication at:
nupd.northeastern.edu/safety-notifications/
-

EMERGENCY CONTACTS

Department of Public Safety	Non-emergency 510-430-5555 Emergency 510-430-3333
On & Off-Campus Emergencies	911
Weather Delays and Information	617-373-2000
Facilities Management	510-430-2146 business hours 617-373-2754 after hours
Northeastern Travel Support Network	1-857-214-5332
Office of Emergency Management	617-373-2121 oem@northeastern.edu
Counseling and Psychological Services	510-430-2111 Oakland-counseling@northeastern.edu
Student Access and Support Services Office	510-430-3307 oaklandaccess@northeastern.edu

continued 

**EMERGENCY
CONTACTS**

EMERGENCY CONTACTS *continued*

Student Health Center	510-431-1108 Northeastern@onemedical.com
Employee Assistance Program	800-624-5544 Company Code: Northeastern University EAP.ndbh.com
Media Relations	media@northeastern.edu

FIRE

- Activate the fire alarm system by pulling a fire alarm station on your way out of the building.
- If time permits, stabilize lab procedures, turn off stoves and ovens, and unplug or disable any device that could make a dangerous situation even worse.
- Leave the building via the nearest exit. Warn others as you leave.
- Do not use elevators.
- Feel doors for heat with the back of hand before opening, and close doors and windows as you leave if safe to do so.
- Report the fire to the local fire department by calling **911** then contact **DPS** by calling **510-430-3333** once outside.
- If trapped, keep the doors closed and place cloth under them to keep out smoke. Signal for help by hanging an object (e.g., jacket or shirt) out window to attract attention.
- Remain a safe distance away from the building and await further instructions. Keep roadways open and beware of approaching emergency vehicles. Notify emergency responders of anyone trapped or any special conditions in the building.
- Do not go back in the building for any reason until an authorized university official deems it safe to re-enter.

see PASS diagram on next page ►



FIRE

HOW TO USE A FIRE EXTINGUISHER



¹PULL



²AIM



³SQUEEZE



⁴SWEEP

BOMB THREAT

Bomb threats usually come by telephone. If you receive a bomb threat call, remain calm and obtain as much information as possible from the caller.

- When will the bomb explode?
- What kind of bomb is it?
- What will cause it to explode?
- Where is it right now?
- What does it look like?
- Did you place the bomb?
- Who placed the bomb?
- Why did you place the bomb?
- How many bombs are there?
- What is your address?
- What is your name?
- Call **OPD** at **911** immediately and notify **DPS** at **510-430-3333** to give the information you have obtained.
- Do not touch suspicious packages. Be sure to inform emergency responders of any suspicious packages, items, or people in the area.

continued ►

BOMB THREAT

BOMB THREAT *continued*

- Take a photo of the device from a safe distance away to provide to responders.
 - Follow instructions from first responders regarding evacuation assembly areas.
-

SUSPICIOUS PACKAGE

Do not open the suspicious item. If you have opened it, remain calm.

- Call **OPD** at **911** immediately. Notify **DPS** at **510-430-3333**.
- Do not move the letter/package or examine it further.
- Keep others out of the area. Close off the area if possible.
- If possible, limit the use of two-way radios and cell phone communications near the suspicious item.
- If the package is leaking a substance or powder and you came into contact with the substance, keep your hands away from your eyes, nose, mouth, and any part of your face. Do not touch others or let others touch you.
- Wash your hands and arms from the elbow down with soap and hot water.
- Do not attempt to clean or cover anything that might have spilled from a package.
- Follow all instructions given by emergency responders.

**SUSPICIOUS
PACKAGE**

HAZARDOUS INCIDENTS

Environmental Compliance & Occupational Safety (ECOS) and Office of Academic and Research Safety (OARS)

OARS is primarily responsible for laboratory safety, both research and academic, including oversight and training related to the university's chemical, biological, and radiation safety programs.

ECOS, which is embedded with Facilities, is responsible for occupational safety and environmental compliance associated with campus building operations/maintenance, grounds management, construction, and renovation.

Chemical Spill

- Contact appropriate emergency personnel.
 - Oakland Fire Department - **911**
 - DPS – **510-430-3333**
- Do not attempt to clean up the spill unless you are trained to do so.
- Remove yourself and others from the area.
- Turn off any ignition sources and close doors to isolate the area.
- If anyone had contact with the hazardous material, they should be isolated and await treatment by emergency personnel. Do not leave the site until you are cleared by emergency responders.
- Do not pull the fire alarm unless there is a fire.
- Provide first responders with information about the spill, chemical, and the spill area.

continued ►

**HAZARDOUS
INCIDENTS**

HAZARDOUS INCIDENTS *continued*

- Evacuate the building if first responders issue the evacuation order.
- Re-enter the building only when an “all clear” is provided by first responders.

Major Biological Spill

- In the event of a major biological spill (a spill that cannot be safely cleaned using the procedures above or a spill you are not comfortable cleaning up), clear lab of all personnel and quarantine area of spill.
- Please remember undergraduate students may NOT clean up a minor or major spill.
- If safe to do so, ensure all windows and openings are closed before leaving the lab.
- Label all doors as ‘DO NOT ENTER’ to prevent personnel from entering space or releasing biohazardous materials.
- Contact appropriate personnel.
 - Oakland Fire Department - **911**
 - DPS – **510-430-3333**

Oil/Fuel Spill

- Assess safety of situation
- Account for all personal and evacuate employees a safe distance from the spill, if necessary.

continued ►

HAZARDOUS INCIDENTS *continued*

- Protect storm drains/water ways.
- Contain spill using spill response materials (Speedy dry, Pads, Booms, Socks)
- If the quantity of spilled or released product exceeds a reportable quantity, notify as appropriate, the national response center, the state of emergency response commission, and local emergency planning committee.
- Document time frame, volume, location, & source
- Contact appropriate personnel
 - Oakland Fire Department - **911**
 - DPS – **510-430-3333**

Hazardous Incident Emergency Response Numbers

Emergency Services.....	911
CA STATE Warning Center OES	800-852-7550
National Response Center (NRC).....	800-424-8802
Poison Control Center.....	800-222-1222
Local Unified Program Agency (UPA)	510-567-6700

Agency Notification Phone Numbers

CA Department of Toxic Substances Control (DTSC)	916-255-3545
Alameda County Department of Environmental Health	510-567-6700

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HAZARDOUS INCIDENTS *continued*

Regional Water Quality Control Board (RWQCB)	510-655-2300
U.S. Environmental Protection Agency (US EPA)	800-300-2193
CA OSHA	916-263-2800

EMERGENCY NOTIFICATION

One or more of the following methods may be used to notify the campus community of various emergency events that may impact students, staff, faculty, and visitors on the campus.

- **NU Alert:** Important emergency alerts, notifications, and updates are sent to all registered devices, including cell phone and email accounts. Students and employees may opt to receive messaging from the NU Alert into the university's records management system on both the Student Hub and Workday.
- **NUPD Website:** Critical information is posted on NUPD's home page and may be viewed both internally (students, faculty and staff) and externally (Parents, alumni and other constituents). Through the main university website as well as the NUPD website, the university will provide updates to the community as needed. The NUPD web address follows:
nupd.northeastern.edu/safety-notifications/
- **Email:** Broadcast emails are sent to Northeastern students, faculty and staff.
- **Telephone:** Broadcast voice mails are sent to faculty, staff and RAs, and can be accessed both on and off campus through individual voice mail accounts.
- **Campus Information:** Individual regional campuses may have additional methods of communication, including campus websites and notification systems.

EMERGENCY
NOTIFICATION

EVACUATION

BUILDING EVACUATION

- All building occupants are required to evacuate when the fire alarm sounds or upon the order of an authorized university official.
- If time permits, stabilize lab procedures, turn off stoves and ovens, and unplug or disable any device that could make a dangerous situation even worse.
- Move to the closest exit and proceed down the EXIT stairwell in a safe and orderly manner. Take personal belongings with you. Do NOT use elevators.
- Remain at a safe distance from the building and await further instructions. Keep roadways open and beware of approaching emergency vehicles. Notify emergency responders of anyone trapped or any special conditions in the building.
- Do not go back in the building for any reason until an authorized university official deems it safe to re-enter.

LARGE-SCALE EVACUATION

- If evacuation of part or all the campus is necessary, monitor NU Alert, e-mail, and the university website for additional information.
- Based on campus and resources available, those in need of transportation will be directed to areas to await transport to an off-campus site.

EVACUATING THE DISABLED

- Pre-Planning is important. If you may need assistance evacuating in an emergency, make a pre-plan by contacting the **Disability Resource Center** at 510-430-3307. The DRC will assist staff, faculty, and students.

continued ►

EVACUATION *continued*

- Notify **Oakland PD** at **911** and **DPS** at **510-540-3333** if there is concern for your ability to evacuate independently in an emergency.
 - Provide your name, location, and reason for concern
 - DPS will provide further instruction
- Evaluate your need to identify as someone who requires assistance during an evacuation.
- Master the skill of giving quick information on how best to assist you. Be clear and concise. If you have difficulty speaking, consider using a carry with-you preprinted message.
- Establish a personal network consisting of people who are regularly in the same area as you. Do not depend on any one person as they may not always be available. Assess your own abilities and communicate your capabilities and limitations to those in your network.
- Determine all your evacuation options and prioritize them.
- Consider the pros and cons of each:
 - **Being carried** – You have a chance to get out but you and/or your helpers may be injured in the process.
 - **Areas of Refuge** – Areas of refuge are fire-resistant spaces where people unable to use stairs can call for help by way of two-way communication devices. An area of refuge is a good option if you feel that you may be injured if you evacuate using the stairs; however, they are typically not available in older buildings, and you may be overcome by smoke before getting help from rescue personnel.

continued ►

EVACUATION *continued*

- **Uses of elevators** – Elevators are useful in non-fire emergencies; however, they are shut down automatically if the fire alarm is activated. The elevator shaft can also become a chimney for smoke and the power can go out, leaving the elevator stuck between floors.

EVACUATION PROCEDURES

- Attempt a rescue evacuation only when the disabled person is in immediate danger and cannot wait for professional assistance.
 - If the building has an Area of Refuge, assist the disabled person to that area. If possible, at least one person should wait with the disabled person. For buildings that do not have an Area of Refuge, the disabled person should be moved to the nearest stairwell, or a room with the door shut which is well clear of any hazardous area.
 - Ask others leaving the building to notify emergency responders that a disabled person needs assistance in evacuating. Give the specific location.
 - Contact **OPD** at **911** as well as **DPS** at **510-430-3333**.
 - If waiting for rescue is not an option, two physically capable occupants of the building should be invited to volunteer to assist the disabled in evacuating. Ask how the disabled person can best be assisted or moved, and whether they require any special considerations or items that need to come with the person. Keep in mind that you may need to clear debris in order to safely evacuate.
 - Do not use elevators unless told to do so by emergency responders.
-

MEDICAL EMERGENCIES

Do not move a seriously injured person unless there is a life-threatening situation.

- Notify emergency services. On the Oakland Campus, call OPD 911 and then, DPS at (510) 430-3333. For all other locations, call 911.
- Give your name, location, and telephone number.
- Give as much information as possible regarding the nature of the injury or illness, whether the victim is conscious, etc.
- Do not hang up until directed to do so by the emergency operator.
- Return to the victim; administer first aid if you know how; and keep the victim as calm and comfortable as possible.
- Remain with the victim. Emergency services will respond to the scene and summon additional medical personnel, if necessary.

COMMUNICABLE DISEASE

A communicable disease is one that is spread from one person to another through a variety of ways that include: contact with blood and bodily fluids; breathing in an airborne virus; or by being bitten by an insect.

How do these communicable diseases spread? How these diseases spread depends on the specific disease or infectious agent. Some ways in which communicable diseases spread are by:

- Physical contact with an infected person, such as through touch, sexual intercourse, fecal/oral transmission, or droplets.
- Contact with a contaminated surface or object, food, blood, or water.

continued ►

MEDICAL EMERGENCIES *continued*

- Bites from insects or animals capable of transmitting the disease.
- Travel through the air.

General Safety Guidelines include:

1. Wash hands often.
 2. Clean and disinfect commonly used surfaces.
 3. Cough and sneeze into your sleeve.
 4. Avoid sharing personal items.
 5. Get Vaccinated.
 6. Stay home when sick.
 7. Follow local, state, and federal health and safety guidelines.
-

REPORTING CRIME

All crimes on campus should be reported to emergency services. Emergency personnel will respond and will call additional resources for assistance, if necessary, based on the location of the incident.

If you witness a crime in progress call emergency services immediately. Give your location, name, and phone number. Do not hang up until the emergency services operator tells you to do so. Remain at the location until an officer contacts you unless it is not safe to do so.

For situations on the Oakland campus, call **Oakland PD** at **911** and then, **DPS** at **510-430-3333**.

NUPD has launched **Safe Zone**, a cloud-based mobile application that allows users to send a real-time alert to emergency personnel allowing resources to quickly respond to emergency situations. Quick access to call Oakland PD and DPS is available through the app. Location information is only sent when the user activates an alert using the app. Additional information on the Safe Zone app can be found at nupd.northeastern.edu/safezone/

SEVERE WEATHER & NATURAL DISASTERS

Northeastern University implements the following procedures for announcing operational changes during periods of inclement weather:

The decision to delay, cancel classes, or suspended university operations due to inclement weather is made by the senior university officials, including facilities, DPS, and emergency management.

Adjusted operations and delays are announced using the following methods:

- NU Alert.
- Emergency/Weather Delay at 617-373-2000.
- University or Campus website.
- Broadcast voicemail messages.
- If a weather impact is possible, take any needed items from campus in advance as you may not be permitted to enter until roads are safe to travel and campus operations are approved to return.
- Discuss continuity within your department to plan ahead.

Delayed Opening. A delayed morning opening means that the first classes of the day will be those starting after 10:30am or as otherwise announced. Staff are instructed to report to work as soon as they are able, but not later than 10:30am or the specific time announced as well.

In-Person Class Cancellation. When in-person classes are cancelled, only those classes beginning after the determined time will be impacted. All other classes should continue as planned. Administrative and academic offices are expected to maintain their usual business schedules unless they are specifically instructed otherwise. Managers and supervisors will determine the most appropriate action for their respective areas.

continued ►

SEVERE WEATHER & NATURAL DISASTERS *continued*

Suspended Operations. While operations are suspended or altered, only emergency workforce personnel are required to report to campus. Department expectations during these times should be planned for ahead of time with managers and supervisors.

Tornado

A tornado watch is issued by the National Weather Service when tornadoes are possible in the area.

- A tornado warning is issued when a tornado has been sighted, or indicated by weather radar, in the area.
- Monitor local TV stations, NU Alert, and weather websites for severe weather updates.
- Be prepared to take shelter on the lowest level of your building or an interior space away from windows if a tornado warning is issued.
- Do not pull the fire alarm to alert others of a tornado warning.
- Stay away from windows and exterior doors.
- Move to an interior hallway for shelter if you are unable to shelter in an interior room or basement.
- Wait for an “all clear” notification prior to returning to your work area, classroom, or living area.
- If outdoors, lie in a ditch, low-lying area, or crouch near a building if shelter is not available or if there is no time to get indoors.

Earthquake

- Drop where you are onto your hands and knees
- Cover your head and neck with one arm and hand. Then crawl underneath the table or desk for additional shelter. Stay on your knees and bend forward to protect vital organs.

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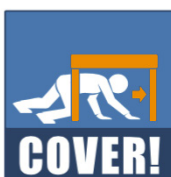
SEVERE WEATHER & NATURAL DISASTERS *continued*

- Hold on to your shelter with one hand covering your head/neck with your other hand.
- If you cannot get back up by yourself, do not drop to the ground.
- Wheelchair or walker, lock the wheels and set the brake.
- Monitor local TV stations, NU Alert, and weather websites for severe weather updates.
- Do not pull the fire alarm to alert others of earthquake.
- Stay away from windows and exterior doors.
- Wait for an “all clear” notification prior to returning to your work area, classroom, or living area.

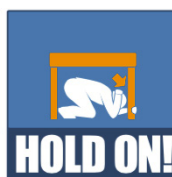
**IF
POSSIBLE**



DROP!



COVER!



HOLD ON!

**USING
WHEELCHAIR**



LOCK!



COVER!



HOLD ON!

Wildfire

You may have to leave your workplace quickly to stay safe. Know where you will go, how you will get there, and where you will stay. Have different escape routes from your workplace and community. Practice these routes so everyone in your work environment is familiar with them. Be sure to understand how your community will respond to a wildfire.

continued ►

SEVERE WEATHER & NATURAL DISASTERS *continued*

- You should:
 - Gather emergency supplies.
 - Plan to stay connected.
 - Understand health impacts.
 - Pay attention to your surroundings.
 - Keep track of weather and fires near you.
 - Be ready to leave quickly.
 - Keep children and pets included when developing a safety plan.
-

WELL-BEING CHECK

If you are in contact with a student or staff member who appears to be an immediate threat to his or her own safety or that of others, Oakland campus staff should call **OPD 911** and **DPS** at **510-430-3333** when safe to do so. DPS and OPD will work with appropriate resources to provide aid.

Quick reference for assisting individuals 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, self-harm, homicide, or death.

• Respond to the Student/Staff Member

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

• Refer to a Mental Health Professional at the Counseling and Psychological Services (CAPS)

- Be caring, firm, and straightforward in your referral.
- Consider calling the Student Health Center from your office or contacting CAPS, if appropriate.

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

- Student Health Center: 510-431-1108
- Counseling and Psychological Services (CAPS): 510-430-2111.
After hours crisis line: 510-430-2111, press '1'

• If you are experiencing feelings of self-harm or harming others by calling:

- Find@Northeastern – 877-233-9477 (U.S.),
855-229-8797 (Canada), or 781-457-7777 (International)
- Togetherall – togetherall.com/register/student

FACILITIES

Utility Failures

- Oakland campus utility failures should be reported immediately to Facilities Customer Service.
- If there is an emergency related to the outage, contact **DPS** at **510-430-3333** or local emergency services to report the situation.

Phone & Information Technology Failures

- Call the Information Technology Services Helpdesk at **617- 373-4357** to report an outage or issue.

MEDIA CALLS

The Media & Press Relations Office serves as the point of contact for all media inquiries. During an emergency, it is especially important that reporters be directed to the Media & Press Relations Office. The Media & Press Relations Office speaks on behalf of the university and has the most accurate and up-to-date information available about an incident. In addition, Media & Press Relations works closely with emergency responders to coordinate what information may be released to the general public.

When receiving any calls from a media representative, please take the following steps:

- Direct all media inquiries to the Media & Press Relations Office at media@northeastern.edu.
- To assist the Media & Press Relations Office in responding as quickly as possible, feel free to obtain the following information and forward it to Media Relations Office:
 - The reporter's name and phone number.
 - The media organization represented.
 - The type of information sought.
 - The reporter's deadline.

Regardless of the situation or what the media questions might be, never say "No Comment." A better response is "Thanks for calling. Allow me to refer you to our Media & Press Relations Office, who handles media questions, and they will be able to assist you."

Never talk "off the record" with the media. Always assume that they will use any information that they obtain in their report.

ELEVATOR ENTRAPMENT

If you become trapped in an elevator, the following actions should be taken:

- DO NOT panic. Use the elevator phone or your cell phone to call for assistance.
- Press the ALARM or HELP button to notify emergency services.
- Notify **DPS** at **510-430-3333** for immediate assistance.
- If there is an active emergency within the elevator, contact **911** immediately.
- DO NOT attempt to force the door open or attempt to climb out of the elevator car. The elevator may restart without warning.
- Your best course of action is to relax, get comfortable, and wait for professional assistance. Even if the air temperature feels warm, there is plenty of air circulating in the elevator and throughout the shaft.

Provide the following information to building management or security:

- Your name
- Total number of people in the elevator
- Report any injuries, medical conditions, or disabilities.

Building personnel will contact facility personnel and/or the fire department to get you out.

HOSTAGE SITUATION

IF YOU HEAR OR SEE A HOSTAGE SITUATION:

Immediately remove yourself from any danger, if possible.
Immediately call OPD 911 and then, DPS at 510-430-3333.

Be prepared to provide the following information:

- Location and room number of the incident.
- Number of possible hostage takers.
- Physical description and names of hostage takers, if possible.
- Number of possible hostages.
- Any weapons the hostage takers may have, if known.
- Your name.
- Your location and phone number.

IF YOU ARE TAKEN HOSTAGE:

- Remain calm, be polite and cooperate with your captors.
- DO NOT attempt escape unless there is an extremely good chance of survival. It is safer to be submissive and obey your captors.
- Speak normally. DO NOT complain and avoid being belligerent or argumentative.
- DO NOT draw attention to yourself with sudden body movements, statements, comments, or hostile looks.
- Observe the captors and try to memorize their physical traits, voice patterns, clothing, or other details that can help provide a description later.
- Avoid getting into political or ideological discussions with the captors.
- Try to establish a relationship with your captors and get to know them. Captors are less likely to harm you if they respect you.
- If forced to present terrorist demands to authorities, either in writing or on tape, state clearly that the demands are from your captors. Avoid making a plea on your own behalf.
- Try to stay low to the ground or behind cover from windows or doors, if possible.

continued ►

**HOSTAGE
SITUATION**

HOSTAGE SITUATION *continued*

IN A RESCUE SITUATION:

- DO NOT RUN. Drop to the floor and remain still. If that is not possible, cross your arms bow your head and stand still. Make no sudden moves that a responder may interpret as hostile or threatening.
- Wait for instructions and obey all instructions you are given from responders.
- Do not be upset, resist, or argue if a rescuer isn't sure whether you are a terrorist or a hostage.
- Even if you are handcuffed and searched DO NOT resist. You will be taken to a safe area, where proper identification and status will be determined.

International Safety

In an Emergency Abroad:

- Contact Northeastern International Safety Hotline
+1-857-214-5332
- If you require the immediate services of first responders in your location abroad, you will need to know how to contact the police, an ambulance, and/or the fire department. Not every country uses “911” as its emergency contact number. To find the emergency contact number for your location refer to travel.state.gov/destination. Search for your location and look for the emergency number(s) under “Safety and Security.” Please be advised that English-speaking operators may not always be available. If you are unsure about the quality or availability of emergency services in your location, contact the 24/7 travel assistance.

Before You Go:

- Register your itinerary and contact information in “My Travel Plans” on the Travel Plans portal
- Obtain a passport, required visas, and register with the embassy of your country of citizenship.

continued ►

HOSTAGE SITUATION *continued*

- Review your personal health insurance policy's international coverage.
- Obtain information about health concerns and recommended vaccines for your destination.

While You are Abroad:

- Keep local, international, and NU-based emergency phone numbers easily accessible.
 - Update "My Travel Plans" with any changes to your itinerary or contact information.
 - Contact the 24/7 travel assistance for medical/security advice or general assistance
 - Additional Resources:
 - US Department of State's Smart Traveler Program:
<https://step.state.gov/step/>
 - Centers for Disease Control and Prevention Travelers' Health:
<http://wwwnc.cdc.gov/travel>
-

FRAUD/SCAM

If you receive a call from an unknown or private phone number... do not answer.

If the caller is looking to speak with you, a voicemail will be left with information regarding their reason for calling and further instruction.

A fraud/scam caller may present as...

- A government agency
- Bank – debit or credit card information
- Deportation notice
- Warrant for Arrest notice
- Tax or money collector
- Social Security Investigator
- Eligible for tax or debt relief
- Threat/blackmail

Fraud/Scam Callers typically ask for...

- Social Security Number
- Credit/Debit card information
- Personal information
- Bank account numbers
- Money
- Gift cards

These types of calls are typically **not** legitimate, and **no** information should be provided to these callers. Contact via phone call or text message is very unlikely – a letter or in-person visit is more common from the government, bank or any legitimate company.

If you are unsure if a call, email, text or any type of contact is legitimate, call or visit DPS before providing any information or response to these types of calls/requests.

If you do provide any information (bank account information, money, gift cards, social security number, etc.) to a fraud/scam caller – contact DPS immediately to file a police report and notify your bank about monetary transaction or potential breach of security.

CYBER ATTACK

A cyber-attack can occur in multiple ways, including...

- Accessing your personal computers, mobile phones, gaming systems and other internet- and Bluetooth-connected devices.
- Damaging your financial security, including identity theft.
- Blocking your access or deleting your personal information and accounts.
- Complicating your employment or business services.

How to protect yourself and business...

- Limit the personal information you share online. Change privacy settings and do not use location features.
- Keep software applications and operating systems up to date.
- Create strong passwords by using upper- and lower-case letters, numbers and special characters. Use a password manager and two methods of verification.
- Watch for suspicious activity that asks you to do something right away, offers something that sounds too good to be true, or needs your personal information. Think before you click. When in doubt, do NOT click.
- Protect your home and/or business using a secure Internet connection and Wi-Fi network and change passwords regularly.
- Don't share PINs or passwords. Use devices that use biometric scans when possible (e.g., fingerprint scanner or facial recognition).
- Check your account statements and credit reports regularly.
- Be cautious about sharing personal financial information, such as your bank account number, Social Security number or credit card number. Only share personal information on secure sites that begin with https://. Do not use sites with invalid certificates. Use a Virtual Private Network (VPN) that creates a more secure connection.
- Use antivirus and anti-malware solutions, and firewalls to block threats.

continued ►

CYBER ATTACK *continued*

- Back up your files regularly in an encrypted file or encrypted file storage device.
- Do not click on links in texts or emails from people you don't know. Scammers can create fake links to websites.
- Remember that the government will not call, text or contact you via social media about owing money.
- Keep in mind that scammers may try to take advantage of financial fears by calling with work-from-home-opportunities, debt consolidation offers and student loan repayment plans.

During an attack...

- Check your credit card and bank statements for unrecognizable charges.
- Check your credit reports for any new accounts or loans you didn't open.
- Be alert for emails and social media users that ask for private information.
- If you notice strange activity, limit the damage by changing all of your internet account passwords immediately.
- Consider turning off the device that has been affected. Take it to a professional to scan for potential viruses and remove any that they find. Remember: A company will not call you and ask for control of your computer to fix it. This is a common scam.
- Notify Northeastern University Information Technology Services: 617- 373-4357.
- Run a security scan on your device to make sure your system is not infected or acting more slowly or inefficiently.
- If you find a problem, disconnect your device from the Internet and perform a full system restore.

After a cyber-attack...

- Notify DPS or your local police department if you believe you were the victim of a cyber-attack .
- Check your credit card and bank statements for unrecognizable charges.

continued ►

CYBER ATTACK *continued*

- Be alert for emails and social media users that ask for private information.
 - If you notice strange activity, limit the damage by changing all of your internet account passwords immediately.
 - Consider turning off the device that has been affected. Take it to a professional to scan for potential viruses and remove any that they find. Remember: A company will not call you and ask for control of your computer to fix it. This is a common scam.
 - Let work, school or other system owners know what happened.
 - Run a security scan on your device to make sure your system is not infected or acting more slowly or inefficiently.
 - If you find a problem, disconnect your device from the Internet and perform a full system restore.
-

GLOBAL NETWORKS

Arlington

- Emergency **911**
- **Campus Main** 571-206-8719
- Local Resources arlingtonva.us

Boston

- Emergency **617-373-3333**
- Off Campus **911**
- NU Non-emergency 617-373-2121
- **Campus Main** 617-373-2000
- Local Resources Boston.gov

Burlington

- Emergency **911**
- Burlington PD 781-272-1212
- **Campus Main** 781-238-8452
- Local Resources Burlington.org

Charlotte

- Emergency **911**
- Non-emergency 704-336-7600
- Local Resources Charlottenc.gov

London

- Emergency **999**
- Non-emergency 101
- **Campus Main** +44(0)20 7637 4550
- Local Resources Cityoflondon.gov.uk

Miami

- Emergency **911**
- Non-emergency 305-630-6640
- **Campus Main** 305-990-2763
- Local Resources miami.gov

Nahant

- Emergency **911**
- Non-emergency 781-581-1212
- **Campus Main** 781-581-7370
- Local Resources Nahant.org

continued ►

GLOBAL NETWORKS *continued*

Oakland

- Emergency **911**
- DPS emergency 510-430-3333
- DPS non-emergency 510-430-5555
- Local Resources oaklandca.gov

Portland

- Emergency **911**
- Non-emergency 207-874-8479
- **Campus Main** 207-376-9960
- Local Resources Portlandmaine.gov

Seattle

- Emergency **911**
- Non-emergency 206-625-5011
- **Campus Main** 206-467-5480
- Local Resources Seattle.gov

San Jose

- Emergency **911**
- Non-emergency 408-277-8900
- **Campus Main** 408-229-2292
- Local Resources Sanjoseca.gov

Toronto

- Emergency **911**
- Non-emergency 416-808-2222
- **Campus Main** 888-660-6938
- Local Resources Toronto.ca

Vancouver

- Emergency **911**
 - Non-emergency 604-717-3321
 - **Campus Main** +1 604-328-7454
 - Local Resources Vancouver.ca
-

PREPAREDNESS TIPS

Get a kit of emergency supplies.

Be prepared to improvise and use what you have on hand to make it on your own for at least three days, maybe longer. While there are many things that might make you more comfortable, think first about fresh water and food. Always have a ready supply of water along with some non-perishable food – enough to get you through a few days. Think about all possible situations and where you would likely be during an emergency – think about being prepared in your home, your car, and your office.

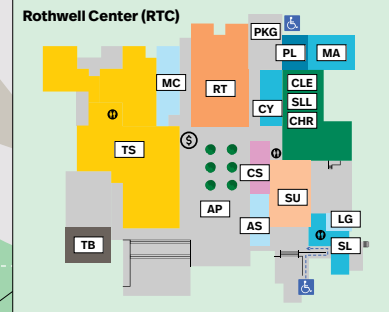
Plan for what you will do in an emergency.

Plan what you will do in an emergency. Be prepared to assess the situation. Use common sense and whatever you have on hand to take care of yourself and your loved ones. Work out a communication plan with you family if cell service is not available. Consider how far you would have to travel to get home and where you might go if you were unable to initially go home. Do you have friends or relatives within driving distance to Northeastern? Communicate in advance with your family if you lose communication with them (do not forget about social media as another form of communication to your friends and family).

Be informed about what might happen.

NU Alert is the University's primary method of emergency communication. Go to nupd.northeastern.edu to learn more about the NU Alert system and confirm your information is current on the Student Hub or Workday portals. Some of the things you can do to prepare for the unexpected, such as assembling a supply kit and developing a family emergency plan, are the same for both a natural and manmade emergency. However, there are significant differences among potential terrorist threats, which will impact the decisions you make and the actions you take. By beginning a process of learning about these specific threats, you are preparing yourself to react in an emergency.

CAMPUS MAP



Academic and Service Buildings

- C1 Aron Art Center (ARC)
- C1 Art Museum (ART)
- C2 Botanic Garden/
Gaia House (BGH)
- C3 Carnegie Hall (CNG)
- C1 Ceramics Studio (CRM)
- B2 Chapel (CHP)
- B2 Cowell (COW)
- B3 CPM (CPM)
- B3 Education Complex/
Children's School (EDC)
- C2 F. W. Olin Library (LIB)
- B3 Fine Arts Annex (FAX)
- D2 Founders Commons (FND)
- C2 Graduate Art Studios (GAS)
- B2 Greek Theatre (GRK)
- B4 Kimball House (KIM)
- C2 Larsen House (LRS)
- B2 Lisser Hall (LIS)
- B2 Littlefield Concert Hall (LCH)
- B2 Lokey School (GSB)
- C3 Mills Hall (MLS)
- C3 Moore Natural Sciences
Building (NSB)
- B2 Music Building (MUS)
- C1 Painting Studio (PNT)
- C1 Photography Studio (PTG)
- C2 Reinhardt Alumnae House (RAH)
- A1 Richards Lodge (RCH)
- C2 Ross House (ROS)
- C2 Rothwell Center (RTC)
- C3 Sage Hall (SGH)
- C1 Sculpture Studio (SCL)
- B2 Stern Hall (STN)
- B3 Student Health Center (SHC)
- B4 Wetmore Lodge (WET)
- C2 Vera M. Long Building (VML)
- B2 Visitor Center (VTC)

Residential Buildings

- A2 Courtyard Townhouses (CYT)
- D2 Ege Hall (EGE)
- B3 Ethel Moore Hall (EMH)
- A4 Faculty Village (FAV)
- B3 Mary Morse Hall (MMH)
- B2 Orchard Meadow Hall (OMH)
- B2 Prospect Hill Apartments (PHA)
- C2 Reinhardt Hall (RNH)
- A2 Underwood Apartments (UWA)
- C1 Warren Olney Hall (WOH)
- C2 White Hall (WTH)

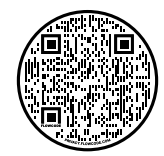
Rothwell Center

- Adams Plaza (AP)
- Apparel Store (AS)
- Café Suzie (CS)
- Center for Leadership, Equity,
and Excellence (CLE)
- Community Health Resource
Center (CHR)
- Cyclone Rec Room (CY)
- LGBTQIA2S Space (LG)
- Mail & Copy Center (MC)
- Package Lockers (PKG)
- Prieto Tech Bar (TB)
- Mary Atkins Legacy Lounge (MA)
- Parenting Lounge (PL)
- Rothwell Theater (RT)
- Solidarity Lounge (SL)
- Student Leadership Lounge (SLL)
- Student Union (SU)
- Tea Shop (TS)

Recreation

- A2 Community Farm (CF)
- B2 Haas Pavilion (HP)
- A1 Hellman Soccer Field (SF)
- B1 Meyer Tennis Courts (TC)
- B1 Trefethen Aquatic Center (AC)

Campus Map



Scan the QR code for department and office locations.

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