EMERGENCY

Response Handbook

AUS Safety and Crisis Management

American University of Sharjah ensures and maintains the provision of a safe environment for its students, faculty, staff and visitors.

In support, we ask that AUS students, faculty, staff and their families prepare for emergencies by familiarizing themselves with this Emergency Response Handbook.

SAFETY FIRST

Emergency Supply Kit

It is recommended to prepare an emergency supply kit and keep it at your home ready for use during emergencies. The following items should be present in the emergency supply kit:
• first aid kit (including any prescription medication)
• toiletries (toothbrush, toothpaste, soap, etc.)
• flashlight
• power bank (fully charged) (minimum capacity of 5000 mAh per adult)
• mobile phone charger
• dust mask (or any cotton textile)
• cash
• important documents (including AUS ID card, Emirates ID and other identification documents)
• comfortable clothes and shoes
• safety whistle

Tips

• Always carry your AUS ID and Emirates ID.
• Be aware of AUS Alerts.
• Know the location of the nearest first aid kit, emergency exit and fire extinguisher.
• Add AUS emergency contact numbers to your phone.
• Always report unsafe conditions or suspicious activities or objects to AUS Security.

AUS Alerts

AUS Alerts is the primary emergency notification system on campus to inform the AUS community of any emergency preparedness and incident-related information. SMS, emails, fire alarms and verbal instructions will provide urgent campus information directly to you.

Follow all instruction received through AUS Alerts. If you are in class, notify your instructor and colleges about any messages received.

To sign up for AUS Alerts, visit **banner.aus.edu.** Add your mobile number to **Update SMS Emergency Mobiles** and review **Update E-mail Address(es).**

You may also add additional family members to receive emergency notifications via SMS and email.

Sign up
for AUS Alerts
visit banner.aus.edu

**Update your personal information
(including your mobile number)
to receive SMS
emergency alerts.**

SMOKE or FIRE

- **CLOSE** windows and doors behind you.
- **ACTIVATE** the nearest fire alarm box by breaking the glass and alert others of the fire.
- **EVACUATE** building using the nearest exit (or alternate exit, if blocked).
  DO NOT RUN; DO NOT USE ELEVATORS.
- **CALL AUS Security** on (ext.) **2222** from a landline or on **050 626 7818** from a mobile phone to report the fire. (Say **FIRE**, your **NAME**, and give your **LOCATION.**)
- **ASSEMBLE** at the nearest pre-planned designated assembly area and wait for further instruction from security guards or the Emergency Response Team (ERT).

- **Do not assume an alarm is false.**
- **Do not run during evacuation.**
- **Do not use the elevator during evacuation.**
- **If unable to exit the building, go to the nearest exit staircase and report your location to AUS Security (mobile 050 626 7818).**
- **If trained, use the correct fire extinguisher (if the fire is small, contained and the room is not filled with smoke.)**

MEDICAL EMERGENCY

- **CALL AUS UHC** on (ext.) **4911** from a landline or **050 635 7651** from a mobile phone. Provide information about the injury, current condition of the victim, and the location of the victim(s).
- **REMAIN** with the victim until emergency personnel arrive, if safe to do so.
- **PROVIDE** medical assistance **ONLY** if trained and necessary.
- **DO NOT** move the victim unless he/she is in immediate danger.

If the victim is **UNCONSCIOUS** and **NOT BREATHING**, start CPR only if trained, locate the AED device (Automated External Defibrillator), turn it on, and follow verbal instructions provided by the AED.

UTILITY FAILURE

Utility failures include power outages, gas leaks/unusual odors, flooding/plumbing problems, broken or malfunctioning life safety equipment and elevator entrapment.

- If power or any other utility failure occurs **CALL Facilities Department** Call Center on (ext.) **2100** from a landline or on **06 515 2100** from a mobile phone at any time 24/7.
- If potential dangers exist as a result of a utility failure, notify **AUS Security** on (ext.) **2222** from a landline or **050 626 7818** from a mobile phone. (Say your **NAME**, **REPORT** the emergency, and give your **LOCATION.**)
- If instructed to leave the building, do so in a calm, orderly manner.

SEVERE WEATHER

- **SHELTER-IN-PLACE** and unless necessary, stay indoors.
- **SEEK** shelter indoors in the lowest level of the building.
- **MOVE** to a windowless interior room and stay away from large objects that may fall.
- **TAKE COVER** against an interior wall.
- **MONITOR** updates through AUS Alerts and Operations Alerts, and wait for an "all clear" message before leaving your safe place.

CHEMICAL SPILL/BIOLOGICAL SUBSTANCE RELEASE

- **ALERT** all persons nearby.
- **SECURE** the area and do not attempt to clean unless you have a proper spill collection kit and you are trained in managing chemical or biological spills.
- **MOVE** to a safe area.
- **CALL AUS Security** on (ext.) **2222** from landline or on **050 626 7818** from a mobile phone. (Say your **NAME, REPORT** the emergency, and give the **LOCATION.**)

ASSISTING PEOPLE WITH SPECIAL NEEDS

- **Blind or Visually Impaired:**
  - **CLEARLY ANNOUNCE** the emergency.
  - **OFFER** your arm for guidance.
  - **LEAD** the person and alert them of obstacles.

- **Deaf or Hearing Impaired:**
  - **TURN LIGHT** on and off to get person's attention.
  - **ANNOUNCE** emergency by gestures or a written note.

- **Mobility Impaired:**
  - **GUIDE** the person to the nearest exit staircase or safe area of refuge.
  - **DO NOT** attempt to use elevators.
  - **CALL AUS** Security on (ext.) **2222** from landline or on **050 626 7818** from a mobile phone.
    (Say your **NAME, REPORT** the emergency, and give **LOCATION**.)
  - **STAY** with the person, if it can be done without unreasonable personal risk.
  - If in imminent danger and the person requests assistance before emergency personnel can arrive, find volunteers to evacuate the person.

VIOLENCE/ACTIVE SHOOTER

If an active shooter is in your vicinity:
- **CALL AUS Security** on (ext.) **2222** from landline or at **050 626 7818** from a mobile phone **when it is safe to do so.**
- Provide information, including the **LOCATION** and **number of shooters, description of the shooter(s), type of weapons used** (including white/cold weapons, such as knives or batons) and **number of potential victims.**

- **EVACUATE:** if you can evacuate the area.
  - **Try to stay calm.** Remember, escaping is your priority.
  - If a safe access does exist, take it as quickly as possible.
  - Continue running until you are far from the location of the threat. Report your location to AUS Security and a friend.

- **SHELTER-IN-PLACE:** if you cannot evacuate the area:
  - **Try to stay calm** and identify the location of threat.
  - **Take shelter** in the nearest office, classroom, closet or other area that can be secured.
  - **Barricade the door** using desks, bookshelves or other heavy objects.
  - **Look for other escape routes,** such as windows and other doors.
  - **Call AUS Security** and tell them what is happening and your location. Speak quietly and then set your mobile phone to vibrate or silent.
  - **Stay low to the ground** and remain as quiet as possible.
  - Once in a secured location, do not open the door for anyone. Do not approach police officers.
  - When the police arrive, **obey all commands.** You may be asked to keep your hands in the air; you may even be handcuffed until the police assess the situation. These steps are taken for safety reasons.

  - **TAKE ACTION:** as a **last resort** and **ONLY** when your life is in imminent danger, attempt to disrupt and/or incapacitate the shooter.
  - Use items around you as weapons to fight.
  - Commit to your actions.
  - When police arrive, obey all commands. You may be asked to keep your hands in the air; you may even be handcuffed until the police assess the situation. These steps are taken for safety reasons.

BOMB THREAT

- **OBTAIN as much information as possible** from the caller and report the threat **immediately** to AUS Security.
- **CALL AUS Security** on (ext.) **2222** from landline or on **050 626 7818** from a mobile phone. (Say your **NAME, REPOR**T the emergency, and give the **LOCATION.**)

Be sure to note:
- **PRECISE TIME** of the call.
- **CALLER'S EXACT WORDS.**
- **INFORMATION** regarding bomb and possible **LOCATION.**

LISTEN for any background noises, voice inflection or accents, and anything else that would help determine the origin of the call.

Ask the person questions, such as:
Where is the bomb located?
When will the bomb explode?
What does the bomb look like?
What kind of bomb is it?
What will cause it to explode?
Did you place the bomb?
What is your name?
What is your address?

EVACUATE the building(s) as instructed by security guards or AUS Emergency Response Team (ERT).

SUSPICIOUS PACKAGE

- **DO NOT** handle or open the item.
- **LEAVE** the area and close the door behind you.
- **CALL AUS Security** on (ext.) **2222** from a landline or at **050 626 7818** from a mobile phone. (Say your **NAME, REPORT** the emergency and provide a **DETAILED DESCRIPTION** of the item, and give its **LOCATION.**)

SUSPICIOUS PERSON

- **DO NOT** confront the suspicious person.
- **DO NOT** block the suspicious person's access to an exit.
- **CALL AUS Security** on (ext.) **2222** from a landline or at **050 626 7818** from a mobile phone. (Say your **NAME, REPORT** the emergency and provide a **DETAILED DESCRIPTION** of the person, and give his/her location.)
- **BARRICADE/SECURE** your area if you are unable to safely evacuate the area. Wait further instruction from AUS Security.

CYBER THREAT/ATTACK

As we use computer and technology in our day-to-day activities, be aware of possible threats caused by cyber-attacks, viruses and identity theft. Therefore:

- **BE AWARE** of phishing. Phishing is the act of fraudulently purporting to be a trustworthy source in an attempt to attain personal information, such as usernames, passwords and account numbers.
- **DO NOT** share your username and password with anyone. **Remember AUS will never ask you** for your password and user name via email or over the phone.
- If you have any questions, contact the AUS IT Service Desk **(ITServiceDesk@aus.edu or** (ext.) **2121)** or call your local technical support for verification and guidance.
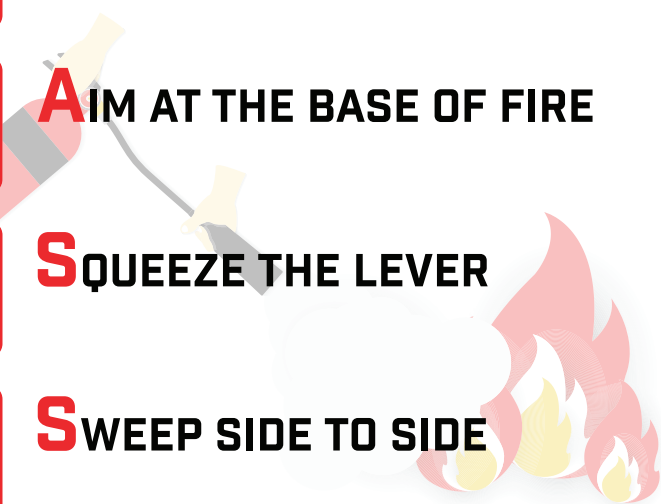
HOW TO USE A FIRE EXTINGUISHER

PULL THE PIN

AIM AT THE BASE OF FIRE

SQUEEZE THE LEVER

SWEEP SIDE TO SIDE

Emergency Contact Numbers

AUS Security
050 626 7818, 06 515 2222

Call Center
06 515 2100

IT Service Desk
06 515 2121

Sharjah Civil Defense
997

Ambulance
998, 999

Police
999

University Health Center
06 515 4911, 050 635 7651

Safety and Crisis Management
056 417 7060

Student Residential Life (Dormitories)
050 727 0448

AUS Safety and Crisis Management
safety@aus.edu