



## The American University of Kurdistan Emergency Response Procedures Policy

Policy Number: FS001  
Effective Date: October 4, 2020

### CONTENT

- I. Introduction
- II. Roles and Responsibilities
- III. Emergency Response Procedure Policy Statement
- IV. Emergency Response Procedures
- V. Campus Closing – Inclement Weather/Other Procedures
- VI. Terrorism
- VII. Coordinated Civil Attack
- VIII. Policy History

### I. INTRODUCTION

- a. **Authority:** The Board of Trustees (herein referred to as “Board”) at The American University of Kurdistan (herein referred to as “AUK” or “University”) is authorized to establish rules and regulations to govern and operate the University and its programs.
- b. **Purpose:** The purpose is to set forth policy and procedures to reflect the basic response individuals should take in the most common emergencies likely to be experienced at the University, and to define the management model to be employed when the University must respond to major emergencies of all types.
- c. **Scope:** This policy applies to all departments, staff, faculty and students.

### II. ROLES AND RESPONSIBILITIES

- a. **Responsible Executive:** Vice President for Administration and Finance Office
- b. **Responsible Administrator:** Manager of Campus Services
- c. **Responsible Office:** Office of Vice President for Administration and Finance
- a. **Policy Contact:** Office of Vice President for Administration and Finance

### III. EMERGENCY RESPONSE PROCEDURES POLICY STATEMENT

In responding to major emergencies priority will always be placed on preventing or minimizing harm or injury to individuals, minimizing damage to University assets, and restoring normal operations in the shortest possible time frame. AUK is committed to maintaining a high state of emergency preparedness by educating AUK community members of their roles and responsibilities, conducting regular vulnerability assessments, regularly reviewing and revising policies and procedures, providing prepositioned emergency response resources, and routinely testing and evaluating emergency response plans.

The Office of Campus Services is the authorized administrator that has the responsibility to respond and assess situations or incidents that may pose an immediate or ongoing threat to the safety and health of the University community. Upon confirming an immediate threat to the safety of the University community or specific segments thereof, the Office of Campus Services will determine the content of the emergency notification notice and will use part or all of the emergency notification systems to communicate the threat to the entire campus population or segments thereof.

The Office of Campus Services operates a campus-wide emergency notification system that enables authorized personnel to quickly notify students, faculty, and staff about any campus emergency through the PA system and with personalized voice, text, and e-mail messages. To execute the process effectively, personnel shall collect the current contact information from students and employees and identify their preferred method of notification.

#### **Responsibilities of Emergency Response and Evacuation**

##### **Note: Evacuation Plan (Appendix A)**

Assigning responsibilities during an emergency response and evacuation is important. Timely and responsible evacuation often becomes the responsibility of a few key individuals.

- a The administrator in charge shall be responsible for the supervision of the evacuation of all departments and Colleges under his/her jurisdiction. The faculty, under the supervision of the appropriate department chairs and deans, shall be responsible for the orderly evacuation of students.
- b For evening classes, the same procedures as outlined in these policies will be followed with the exception that the evening administrator on duty will be the administrator in charge. In the event of an actual emergency during evening hours, the following personnel shall be notified, President, Vice Presidents, who will communicate with the Board of Trustees.
- c In the event of an emergency when the college is not in session, any employee learning of the emergency should notify the President, or Vice Presidents, who will communicate with the Board of Trustees and determine subsequent action to be taken.
- d Under emergency conditions, students may be dismissed from the campus at their own request and be subject to the assumption of full responsibility of their own personal safety. The authority of this decision shall be vested in the administrator in charge at the time of the emergency.
- e **Floor Marshals:** A designated Floor Marshal is assigned to each floor in the Mustafa Barzani Building and a designated Floor Marshal is assigned to the Residence Hall. Floor

Marshals facilitate the safe evacuation of University building and assist emergency responders. When an evacuation is necessary, the Floor Marshals are responsible for:

1. Designating Emergency Assembly Areas where employees and students will gather after evacuating.
  2. Assisting in the safe and complete evacuation of each floor.
  3. Identifying the names and last known locations of anyone not accounted for and passing the information to the Manager of the Office of Campus Services.
  4. Assisting the Office of Campus Services and Duhok City Fire Department in preventing re-entry by non-emergency responders until the floor has been deemed safe and reporting injured or trapped persons to emergency responders.
- f **Wing Captains:** A designated Wing Captain is assigned to each Wing in the Mustafa Barzani Building. The Wing Captain is responsible for checking classrooms, offices, bathrooms, and other spaces before being the last person to exit an area. They are also tasked with ensuring that the fire doors are closed when exiting. Wing Captains provide status updates to their designated Floor Marshal.
- g **Critical Operations Officers,** designated by the Manager of the Office of Campus Services, are responsible for ensuring that certain equipment and processes are shut down. The Manager of the Office of Campus Services must review their operation and determine whether total and immediate evacuation is necessary for the specific type of emergency at hand.
- h All employees remaining behind must abandon the operation or task and evacuate when they perceive that their lives are in danger.
- i Evacuation of Special Populations:
1. Students and employees who are mobility-impaired should let the Manager of the Office of Campus Services and the Floor Marshal know the location of their usual work area and special needs.
  2. Mobility-impaired individuals should arrange in advance with their co-workers, professors, or other students for their assistance in the event of an evacuation or other emergency. The Floor Marshal may facilitate development of a "buddy system" in support of special evacuation needs within the building.
  3. Mobility-impaired individuals should also be aware of exit routes and the designated Emergency Assembly Areas. This information is available through the Floor Marshal and the Office of Campus Services.
  4. Those assisting mobility-impaired individuals should quickly determine the safest method to evacuate and ask what aid the individual needs.
- j Designating Emergency Assembly Areas:
1. Fountain area in front of the Mustafa Barzani Building
  2. Flagpole area outside the Mustafa Barzani Building
  3. Parking lot in front of the Residence Hall

- k Drills, Exercises, and Training: Annually, AUK conducts emergency management exercises to test emergency procedures. The Office of Campus Services changes scenarios for these exercises from year-to-year and include departments from across campus. These exercises may include drills, tabletop exercises, emergency operations center exercises, or University-wide emergency response exercises. The Office of Campus Services conducts after-action reviews of all emergency management exercises.

#### **IV. EMERGENCY RESPONSE PROCEDURES**

##### **Employees, Faculty, and Staff are responsible for:**

1. Being familiar with and following emergency plan when required.
2. Participating in drills and training as required.
3. Conducting orientation for students with a brief overview of emergency.
4. Ensuring that emergency protocol is reviewed and understood to follow when the alarm system goes off.
5. Learning where the nearest exits are located.
6. Informing and assisting visitors unfamiliar with building procedures as appropriate prior to and during an emergency.

##### **Responsibility of IT manager**

1. Create an emergency email for staff and students:  
[emergency.auk.staff@auk.edu.krd](mailto:emergency.auk.staff@auk.edu.krd)  
[emergency.auk.students@auk.edu.krd](mailto:emergency.auk.students@auk.edu.krd)
2. Make sure the sound system and internet are working properly.

##### **Responsibility of HR Manager**

1. Update the list of new staff on weekly basis.
2. Provide a list of employees with needed details.

##### **Medical Emergency**

- a. Learn life-saving skills such as CPR, First Aid and how to use an AED. Know the location of the nearest first aid kit.
- b. Call the Office of Campus Services at 0751-5051661, or extension 1202.
- c. Provide your name, location, number of people injured, and description of the medical emergency. Give a call back number in case of dropped calls and stay on the phone for instructions.
- d. Do not approach or move the victim unless it is safe to do so.
- e. Send someone to meet and direct emergency responder.
- f. If it is safe to do so, stay with the victim until help arrives.
- g. Provide aid if you are trained and if it is safe to do so.

## **Fire**

- a. Become familiar with the nearest fire alarm and fire extinguisher in the building and your work area. If one discovers a fire, explosion, or smoke, immediately call the Office of Campus Services at 0751-5051661, or extension 1202, or 1-1-5 to contact Duhok City Fire Department.
- a. Extinguish small fires if you have been trained and it is safe to do so.
- b. If you see a fire, activate the fire alarm. Notify others if you can.
- c. If you hear a fire alarm:
  1. Evacuation is mandatory to the Designating Emergency Assembly Areas. **Do not use the elevators.**
  2. Do not open doors if they are hot.
  3. Take personal belongings with you (keys, wallets, etc.)
  4. Follow instructions from supervisors, fire department, or the police
  5. Help those needing assistance to move from the area.
  6. Do not re-enter the building until authorized to do so by emergency personnel.

## **Severe Weather**

- a. Monitor local TV stations, radio stations, any weather related Internet sites, etc.
- b. Be prepared to take shelter on the lowest level of the building.
- c. Do not pull the fire alarm.
- d. Stay away from windows.
- e. Move to an interior hallway.
- f. Wait for an all clear notification prior to returning to your work area, class, or residence room.

## **Earthquake**

- a. Earthquake proof items on walls and shelves. Ensure desk, chairs, and other items do not block exits if moved during shaking.
- b. Drop, cover, and hold until the shaking stops. Protect your head, neck and spine.
- c. Stay away from windows, filing cabinets, bookcases, and other heavy objects.
- d. Prepare for the possibility of aftershocks.
- e. Evacuate the building if there is visible damage, gas odors, or other signs that it is unsafe to remain indoors.
- f. If evacuated, do not return to building until a safety assessment has been done.
- g. Seek assistance from the Campus Security or emergency responders.

## **Chemical Spill/Hazardous Materials Emergency**

- a. Call the Office of Campus Services at 0751-5051661, or extension 1202.
- b. Provide information on the type of chemicals (if known), size of the spill, and possible exposures.
- c. Evacuate the area and the building based on instructions from emergency personnel.
- d. The evacuated area should remain evacuated until an all clear indication is given by the appropriate authorities.
- e. Do not leave the area as you may need to be decontaminated.

### **Armed Intruder or Active Shooting (RUN - HIDE - FLIGHT!)**

- a. Call the Office of Campus Services at 0751-5051661, or extension 1202.
- b. If you think you hear gunfire, don't wait for others to confirm it.
- c. In case of an immediate life-threatening event, each individual should take whatever actions are necessary to protect his or her own life.
- d. If it is possible to flee the area safely and avoid danger, do so, RUN to safety.
- e. If you cannot run, HIDE. Barricade the door (use chairs, cabinets or furniture) and turn off lights. Silence cell phones.
- f. Hide in a room or play dead if you cannot escape.
- g. If flight is impossible, lock (or barricade) all doors and secure yourself in a safe area or play dead if you cannot escape. But prepare to FIGHT!
- h. Remain in place until an "all clear" is given by an authorized person or law enforcement official

### **Criminal Activities and Suspicious Behavior**

- a. Everyone is asked to assist in making the AUK a safe place. If you see a crime in progress, observe behavior that you believe may be criminal or you are a victim of a crime, **immediately report it to the Office of Campus Services** at 0751-5051661, or extension 1202 from a safe location.
- b. Take Security Precautions
  1. Know and use safe routes for entering and exiting the campus and buildings.
  2. Call the Office of Campus Services for escort services at night and when you feel unsafe.
  3. DO NOT prop open building entrance doors or windows. Rectify situations when you observe them. If you see a door or window propped open, close it.
  4. Do not allow unknown persons walk into a locked building or office area behind you.
  5. Do not leave keys or personal belongs unattended or give them to a person unauthorized to use them.
- c. Your Personal Safety Comes First
  1. Use any campus phone to report a crime or suspicious person.

2. Do not approach or attempt to apprehend a crime suspect.
3. Do not panic. Keep a safe distance. Use available cover.
4. Surrender property. Escape if you can! Property can be replaced. Your life cannot.
5. Avoid conflict whenever possible.

### **Building Evacuation**

- a. Know where all the building exits are located. Review AUK Evacuation Procedures and Emergency Evacuation Assembly Sites.
- b. Stay calm. Do not rush or panic.
- c. Safely stop your work.
- d. If it is safe to do so, gather your personal belongings and exit. If not, just leave.
- e. **Do not use the elevators.**
- f. Proceed to designated Emergency Evacuation Assembly Areas. Keep streets and walkways clear.
- g. Report persons needing evacuation assistance to emergency responders.
- h. Wait for instructions and additional information from emergency responders.
- i. Evacuation from the University
  1. Watch for cars, pedestrians, and emergency vehicles. Your safety and the safety of others is important.
  2. Assist disabled and injured persons. Find emergency responders if assistance is needed.
  3. Follow the instructions provided by emergency responders and go with the flow of exiting traffic. Be prepared to take alternative routes.

### **Lockdown**

Campus Services will broadcast a lockdown warning from a safe location.

An act of violence in the workplace could occur without warning. If loud “pops” are heard and gunfire is suspected:

1. Everyone should hide and remain silent.
2. Seek refuge in a room.
3. Close and lock the door and barricade the door if it can be done quickly.
4. Hide under a desk, in the corner of a room and away from the door or windows.

## V. **CAMPUS CLOSING – INCLEMENT WEATHER/OTHER PROCEDURES**

In the event of inclement weather, students and employees may obtain information regarding the University's operational status by following the steps below:

- a. Call the Office of Campus Services at 0751-5051661, or extension 1202 from a safe location at 6:00 a.m. to find out the operational status of the University.
- b. Check the University email message at 6:00 a.m. regarding the operational status of the University.
- c. Although the University's operational status during inclement weather is often reported to local television news media, please **DO NOT** rely on these sources to confirm the University's status.
- d. For the most accurate update, it is important that students and employees access the information lines referenced above.
  1. On Campus: When bad weather strikes during the hours of normal business operations, please follow the steps below to determine school closings: 1. Call the Office of Campus Services at 0751-5051661, or extension 1202 to find out the operational status and check the e-mail -- messages will be sent regarding the College's operational status.
  2. Print a copy of the email and keep it on file for future reference. Doing so will eliminate confusion and ensure that you have the most up-to-date information regarding University's operational status.

## VI. **TERRORISM**

### **Terrorism and Weapons of Mass Destruction Response Plan**

Departmental Emergency Contact: Campus Services 0751-5051, Extension 1202

These procedures are to be followed by the student body, faculty, and staff in the event of a terrorist attack using a weapon of mass destruction. Implementation of these procedures whenever necessary should minimize loss of life, injury, and disruption of scheduled activities.

a. **Priorities:**

A terrorist attack will likely come without warning. The best way to prepare for a terrorist attack or any emergency is to have an emergency plan in place. Campus Services recognizes the terrorist threat and believes all members of the campus community must work in partnership to ensure everyone's safety.

b. **Expectations for Employees and Students:**

Working in partnership to protect students, faculty, staff, and the learning environment on our campus requires vigilance and the sharing of information. All members of the campus community must constantly remain vigilant. If you see something suspicious or out of place, call Campus Services 0751-5051, extension 1202.

c. **Communications:**

University may communicate with the campus community by any of the following means:



- ALERT Notification System — Beacons within campus buildings, also includes instant messaging system for the campus' networked computers
- WU Alert — Teams text/SMS and voice messages for all subscribers
- Email — Messages to faculty/staff/student distribution lists
- Web — Updates on [www.auk.edu.krd](http://www.auk.edu.krd) and detailed information on [www.auk.edu.krd/emergency](http://www.auk.edu.krd/emergency)
- Face to Face — Direct contact
- Runner — Group contact by individuals moving from area to area
- Media — Communication via local radio and television stations

d. Responsibility and Control:

Emergency responders will have total control of the scene. If the situation dictates, the Incident Command System will be used as directed by the Incident Management System.

The university will also assemble the Critical Incident Management team to make university-related decisions.

The Police Department will operate an Emergency Operations Center (EOC) located in the Facilities Management Operations Center. The President and/or Vice President Admin and Finance or a designee will be in continuous communications with the Police.

e. Emergency and Training Plans:

Specific Actions: a terrorist attack will likely come without any warning. The following specific actions will be taken to ensure the safety of AUK student body and staff.

f. Preparation:

1. Be alert and aware of your surroundings. Report anything suspicious.
2. Be familiar with AUK's emergency response plans.
3. Know the emergency exits of the buildings and the residence halls.
4. Do not open mail which looks suspicious (e.g., excessive postage, unknown origin, overseas return address).

*During the Incident:*

1. Never rush into a suspected terrorist event. You probably will not know what agent has been released.
2. Decrease your time, increase distance, and shielding from the suspected incident.
3. If you are exposed to an agent, do not flee the scene, you may expose others.
4. If an emergency responder directs you to do something, do it immediately.

*After the Incident:*

1. If you are a victim of a terrorist incident, expect to undergo decontamination on scene. This will probably involve the fire department using water to wash you down.

2. Do not try to enter the scene from a safe location to help affected individuals. You may become a victim yourself. Report any suspicious activity to law enforcement.
3. Remember, some of the victims may actually be suspects.
4. It may be necessary to "Shelter in Place" if a weapon of mass destruction incident occurs. Please follow the Shelter in Place plan.

### **Information and Description of Terrorists Threats**

#### **a. Chemical Threats:**

A chemical attack is the deliberate release of a toxic gas, liquid, or solid that can poison people and the environment.

1. Quickly try to define the area which was affected and seek "clean air."
2. Stay upwind, uphill, and upstream from any suspected contaminated areas.
3. Signs and symptoms of individuals who have been affected by chemical agents include convulsions, difficulty breathing, loss of consciousness, nausea, vomiting, and severe coughing.
4. Certain chemical agents like mustard gas will redden the skin and cause severe skin and eye irritation.
5. Remove all clothing and other items in contact with the body. Cut off contaminated clothing to avoid contact with eyes, nose, and mouth.
6. Decontaminate exposed skin with soap and water.
7. Flush eyes with lots of water.
8. Seek immediate medical assistance.

#### **b. Biological Threats:**

Biological attacks are the deliberate release of germs or other biological substances that can make people sick. Biological agents are dangerous because they can be spread by natural convection or air currents. Ventilation systems in buildings or transportation facilities may actually become part of the dissemination system.

1. Signs and symptoms of individuals who have been exposed to biological agents vary depending on the organism. Most signs and symptoms include flu-like symptoms (i.e. nausea, vomiting, diarrhea, severe fever).
2. These signs will probably be reported by health care officials at local hospitals.
3. If you suspect your skin or clothing has come into contact with a potentially infectious substance, remove and bag your clothing. Wash yourself with soapy water immediately. Put on clean clothes and seek medical assistance.

#### **c. Radiological Threats:**

Radiological attacks, commonly referred to as "dirty bombs" are the use of conventional explosives to spread radioactive materials over a targeted area.

While the explosion will be obvious, the presence of radiation will not.

1. If you hear an explosion and/or you are warned of a radiation release, cover your nose and mouth and go inside to a place of shelter that has not been damaged.
2. Close windows and doors; turn off air conditioners, heaters, or other ventilation systems.
3. If you think you have been exposed to radiation, take off your clothes and wash your body as soon as possible.
4. Stay where you are and check official news as it becomes available.

**d. Nuclear Threats:**

A nuclear blast is an explosion which creates intense heat, a pressure wave, and widespread radioactive material which can poison the air, water, and ground surfaces.

1. Take cover immediately to limit the amount of radioactivity absorbed.
2. If you take shelter, go as far underground as possible.
3. Decrease your time of exposure; increase your distance and shielding to reduce your risks.
4. Use available information to assess the threat of radioactive exposure. If you think you have been exposed to radiation, health care authorities may advise you to take potassium iodide. Potassium iodide is the same stuff added to your table salt to make it iodized, and it protects your thyroid gland which is particularly vulnerable to radioactive poisoning.

**e. Explosive Threats:**

1. If there is an explosion, take shelter against anything sturdy.
2. If the explosion is in the building you are in, exit immediately without using the elevators.
3. If you see smoke, crawl on the floor.
4. Use a wet cloth or anything available to cover your mouth and nose.
5. Never go back into a burning building.
6. If you are trapped in debris from a collapsed building, avoid unnecessary movement so you don't kick up dust. Breathing in dust can be dangerous.
7. If possible, use a flashlight or whistle to signal rescuers.
8. Always assume that an explosion is releasing some dangerous material.
9. Decrease your time of exposure; increase your distance and shielding to avoid any potential contamination.

**f. Suspicious Packages and Envelopes**

Call Campus Services on 0751-5051 extension 1202

*Characteristics:*

Ticking sound; excessive weight; lopsided or uneven envelope; misspellings of common words; inappropriate or unusual labeling; protruding wires or aluminum foil; oily stains,

discoloration, or odor; not addressed to a specific person; incorrect titles or title without a name; handwritten or poorly typed addresses; marked with any threatening language; strange return addresses or no return addresses; excessive packaging material such as masking tape, string, etc.; marked with restrictions such as Personal, Confidential, or Do Not X-ray; powdery substance felt through or appearing on the package or envelope; etc.

*Handling:*

1. If the package or envelope appears suspicious, do not touch it. Leave it alone.
2. Do not sniff, touch, taste, or look closely at it or any contents which may have spilled.
3. Alert others in the area about the suspicious package or envelope. Leave the area, close any doors, and take actions to prevent others from entering the area. If possible, shut off the ventilation system.
4. Wash hands with soap and water to prevent spreading potentially infectious material to face or skin. Seek additional instructions for exposed or potentially exposed persons.
5. If possible, create a list of persons who, where in the room or area when this suspicious letter or package was recognized and a list of persons who also may have handled this package or letter. Give this list to both the health authorities and law enforcement officials.

## **VII. COORDINATED CIVIL ATTACK**

Immediate notify Campus Services on 0751-5051 extension 1202 if the following occurs:

Civil attack/disturbance occurring in or near the premises of University, or that such an event is imminent; or that there has been unauthorized entry into the premises by a disaffected person or group.

1. Notify the Police and request assistance.

Where there is prior knowledge of possible unrest the Emergency Management Group should prepare an action plan for the protection of the University community and assets.

2. Alert other members of the Emergency Management Group as required.
3. Initiate action to:
  - a. restrict entrance to the building/area
  - b. restrict contact between the demonstrators/attackers and the building occupants; and
  - c. ensure continual surveillance of disaffected person or group.
4. Notify Building/Area/Floor Wardens and Heads of Departments.

Heads of Departments are to assist in the withdrawal of staff where necessary, supervising the security of records and offices, cash, and valuable property.
5. Removal of disaffected person or group should be performed by police/military

**VIII. POLICY HISTORY**

- a. **Approved by:** Board of Trustees
- b. **Adopted:** October 3, 2020
- c. **Amended:** October 3, 2020