



**Northeastern  
University**

# **EMERGENCY RESPONSE GUIDE**

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# INTRODUCTION

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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 may auto-lock to keep out intruders. 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 NUPD 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 develop and change very quickly. NU Alert keeps you informed as the situation changes. Keep your contact information current on myNortheastern to receive messaging.

## **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.

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# **RUN – HIDE – FIGHT**

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**In the case of an active threat or emergency situation:**

**RUN – if you can.**

- Have an escape route and plan in mind.
- 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 shooter.
- Act with physical aggression. Throw items, if possible.

Call NUPD at **(617) 373-3333** when it is safe to do so. If you are outside of the Boston campus, call **911** and follow up with NUPD. Additionally, you may activate the SafeZone mobile safety app from anywhere in the world.

**RUN – HIDE – FIGHT**

# SHELTER-IN-PLACE

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Shelter-in-place is designed to keep you safe while indoors if dangerous environmental conditions exist, such as extreme weather, man-made threat 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 Banner 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*

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- Report any emergency or unusual condition to NUPD on Boston Campus or to local security or emergency services where appropriate.
  - 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.
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# EMERGENCY CONTACTS

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Northeastern University Police Department-Emergency Columbus Place – 716 Columbus Ave	<b>(617) 373-3333</b> NUPD.northeastern.edu/ contact-us/anonymous-tips/
Emergencies Outside of the Boston Campus	<b>911</b>
Northeastern University Police Department Business Line Columbus Place – 716 Columbus Ave	<b>(617) 373-2121</b>
Weather Delays and Information	<b>(617) 373-2000</b>
Facilities Management (Boston) 10 Gainsborough Street	<b>(617) 373-2754</b> Facilitiescustomerservice@ northeastern.edu
International Emergency Assistance	<b>+1-857-214-5332</b> MyTravelPlans@ Northeastern.edu

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**EMERGENCY  
CONTACTS**

## EMERGENCY CONTACTS *continued*

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Environmental Compliance and Occupational Safety team (ECOS) 10 Gainsborough St.	<b>(617) 373-2754</b> ECOS@northeastern.edu
Office of Academic and Research Safety (OARS) 320 Renaissance Park	<b>(617) 373-2769</b> OARS@northeastern.edu
Office of Emergency Management Columbus Place – 716 Columbus Ave	<b>(617) 373-5760</b> Nupdemergencymanagement@northeastern.edu
Sexual Assault Columbus Place – 716 Columbus Ave	<b>(617) 373-2121</b>
We Care Student Support Office 354 Richards Hall	<b>(617) 373-7591</b> Wecare@northeastern.edu
Disability Resource Center 20 Dodge Hall	<b>(617) 373-2675</b> DRC@northeastern.edu

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# EMERGENCY CONTACTS *continued*

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University Health and Counseling Services 70 Forsyth St, 1st floor	<b>(617) 373-2772</b> UHCS@Northeastern.edu
Employee Assistance Program	<b>(800) 624-5544</b> <b>Company Code:</b> <b>Northeastern University</b> EAP.ndbh.com
Media & Press Relations	<b>(617) 373-5471</b> Media@northeastern.edu

# FIRE

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- 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 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 NUPD by calling **(617) 373-3333** 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



<sup>1</sup>PULL



<sup>2</sup>AIM



<sup>3</sup>SQUEEZE



<sup>4</sup>SWEEP

# BOMB THREAT

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**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?
- On Boston Campus, call NUPD at **(617) 373-3333** immediately to give the information you have obtained. For all other locations, call **911** and follow up with NUPD when it is safe to do so.
- Do not touch suspicious packages. Be sure to inform emergency responders of any suspicious packages, items, or people in the area.

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**BOMB THREAT**

## **BOMB THREAT** *continued*

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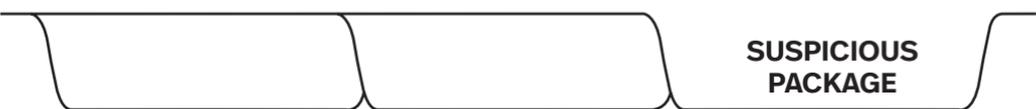
- Take a photo of the device from a safe distance away to provide to responders.
  - Follow instructions from first responders regarding evacuation assembly areas.
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# SUSPICIOUS PACKAGE

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

- Notify emergency services immediately. On the Boston Campus, call NUPD at **(617) 373-3333**. For all other locations, call **911**.
- 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.
- Follow up with NUPD at **(617) 373-3333** when it is safe to do so.



**SUSPICIOUS  
PACKAGE**

# HAZARDOUS INCIDENTS

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*Environmental Health and Safety* (EH&S) is now the **Office of Academic and Research Safety (OARS)** and **Environmental Compliance and Occupational Safety (ECOS)**.

- 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**

- Notify emergency services immediately. On the Boston Campus, call NUPD at **(617) 373-3333**. For all other locations, call **911**.
- Do not attempt to clean up the spill unless you are trained to do so.
- Remove yourself and others from the area.
- 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.

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**HAZARDOUS  
INCIDENTS**

## **HAZARDOUS INCIDENTS** *continued*

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- Provide first responders with information about the spill, chemical, and the spill area.
- Evacuate the building if first responders issue the evacuation order.
- Re-enter the building only when an “all clear” is provided by first responders.

### **Occupational & Environmental Health Network (OEHN)**

#### **Exposure Injuries**

- If you have experienced an exposure injury or potential exposure to a hazardous substance/research material (biohazardous material, recombinant material, chemical material, radiation, etc.) please call Occupational and Environmental Health Network at 866-360-8100. The occupational health provider will help to direct appropriate care. Be prepared to provide details about the material you were or may have been exposed to.
  - Contact NUPD if further medical assistance is needed
- OEHN: (866) 360-8100
  - \*Provides 24/7 help and support

#### **Biological Spill Response**

- \*Only personnel with current biological safety training should handle spills.
- \*Call OARS (617-373-2769) or email biosafety@northeastern.edu to report a bio spill.

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## **HAZARDOUS INCIDENTS** *continued*

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- Clear the area of personnel and wait for aerosol to settle before re-entering the spill area. Remove any contaminated PPE or clothing and place in a biohazard bag.
- Wear a disposable gown, gloves, and safety glasses for the cleanup.
- Use tongs to remove any glass or sharps if they involved and place into designated biological sharps container.
- Soak paper towels in disinfectant (10% bleach or other approved disinfectant) and place over the spill.
- Encircle the spill with additional disinfectant being careful to minimize aerosolization but assure adequate contact.
- Decontaminate all items in the spill area and allow a 20-minute contact time.
- Place contaminated materials and paper towels into burn box or other appropriate bio waste container.
- Wipe equipment or surfaces with 1:10 bleach solution followed by water or 70% ethanol rinse.
- Notify NUPD if further assistance is needed.
  - NUPD, Boston Fire Department Hazmat Team and OARS will respond.

### **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

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## **HAZARDOUS INCIDENTS** *continued*

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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.
- 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 NUPD at 617-373-3333 for immediate assistance.

### **Oil/Fuel Spill**

- Assess safety of situation.
  - Protect storm drains/water ways.
  - Contain spill using spill response materials (Speedy dry, Pads, Booms, Socks).
  - Document timeframe, volume, location, & source
  - Contact appropriate personnel.
    - NUPD – request ECOS be notified.
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# EMERGENCY NOTIFICATION

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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 below.  
[nupd.northeastern.edu](http://nupd.northeastern.edu)
- **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

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## 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.



**EVACUATION**

# EVACUATING THE DISABLED

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**Pre-Planning is Important.** If you may need assistance evacuating in an emergency you should pre-plan and contact the Disability Resource Center at (617) 373-2675. Disability Services works with the NUPD regarding the living arrangements and class schedules of disabled students. Disabled employees should contact the DRC or NUPD directly for assistance in pre-planning. The DRC will assist staff and students on regional campuses with planning as well.

- Notify NUPD at **(617) 373-3333** if there is concern for your ability to evacuate independently
  - Provide your name, location, and reason for concern
  - NUPD 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.

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**EVACUATING  
THE DISABLED**

## **EVACUATING THE DISABLED** *continued*

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- **Evacuation chairs** – Evacuation chairs are safer than being carried and you don't have to wait for the fire department to reach you. These take practice to use safely, however, and the device has to be nearby.
- **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.
- **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.

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## **EVACUATING THE DISABLED** *continued*

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- Ask others leaving the building to notify emergency responders that a disabled person needs assistance in evacuating. Give the specific location.
    - Contact NUPD at **(617) 373-3333** as well.
  - 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.
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# **MEDICAL EMERGENCIES**

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

- Notify emergency services. On the Boston Campus, call NUPD at **(617) 373-3333**. 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.

**MEDICAL  
EMERGENCIES**

## REPORTING CRIME

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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 Boston campus, contact NUPD at **(617) 373-3333**. All other locations, including Regional Campuses, should contact **911** directly and then follow up with NUPD as soon as possible.

NUPD has launched Safe Zone, a cloud-based mobile application that allows users to send a real-time, geo-located alert to emergency personnel allowing resources to quickly respond to emergency situations. Quick access to call NUPD is available through the app, as well as one-touch dialing to local emergency resources when outside of the Boston Campus and across the globe. Additionally, when a student or staff member is working or studying alone in an area on the Boston campus, the student can share their location by activating the check-in feature. Location information is only sent when the user activates an alert or checks in using the app. Regions, including Boston, regional campuses, and international locations, can also check-in during a disaster to help responders with accountability of students and staff. Additional information on the Safe Zone app can be found at [www.northeastern.edu/nupd/safezone](http://www.northeastern.edu/nupd/safezone).

REPORTING CRIME

# SEVERE WEATHER/WINTER STORM

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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, NUPD, and emergency management. Regional campus cancellations or change in operations may be determined by the individual campuses.

**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

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**SEVERE WEATHER/  
WINTER STORM**

## **SEVERE WEATHER/WINTER STORM** *continued*

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specifically instructed otherwise. Managers and supervisors will determine the most appropriate action for their respective areas.

- **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.
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# TORNADO

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## 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.



TORNADO

# EARTHQUAKE

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- **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.
- **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**



**USING  
WHEELCHAIR**



**EARTHQUAKE**

## WELL-BEING CHECK

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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, Boston campus staff should call NUPD at **(617) 373-3333** when safe to do so. NUPD will work with appropriate resources to aid. On the regional campuses, staff should call **911** for immediate assistance and follow up with NUPD when possible.

### **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 Center**
  - Be caring, firm, and straightforward in your referral.
  - Consider calling from your office or escorting student to UHCS, if appropriate.
- **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) 373-7591
- **If you are experiencing feelings of self-harm or harming others, 24/7 help line.**
  - Find@Northeastern – 1-877-233-9477 (U.S.), 855-229-8797 (Canada), or +1-781-457-7777 (International)

# FACILITIES

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## **Utility Failures:**

- Boston campus utility failures should be reported immediately to Facilities Customer Service (617) 373-2754.
- Regional campuses should immediately report utility failures to the building management or appropriate campus personnel (See “Campus Contacts” tab for additional information).
- If there is an emergency related to the outage, contact NUPD at (617) 373-3333 or local emergency services to report the situation.

## **Phone & Information Technology Failures:**

- Call the Information Technology Services Helpdesk at (617) 373-4357 between 8:00am-4:00pm EST to report an outage or issue.

# **MEDIA CALLS**

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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 (617) 373-5471.
- 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

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**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 others who may be nearby.
- DO NOT attempt to force the door open or attempt to climb out of the elevator car. The elevator may re-start 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

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## **IF YOU HEAR OR SEE A HOSTAGE SITUATION:**

Immediately remove yourself from any danger, if possible.

Immediately contact NUPD at **(617) 373-3333** on the Boston Campus. For all other locations call **911** and follow up with NUPD when safe to do so.

## **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*

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### **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

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## **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](http://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 myNortheastern portal.
- Obtain a passport, required visas, and register with the embassy of your country of citizenship.
- 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

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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 Northeastern University Police Department **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 Northeastern University Police Department immediately to file a police report and notify your bank about monetary transaction or potential breach of security.

# CYBER ATTACK

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## 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.
- 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. *continued* ►

## **CYBER ATTACK** *continued*

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- 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 Northeastern University Police Department 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.
- 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.

*continued* ►

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## **CYBER ATTACK** *continued*

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- 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

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## **Boston**

- Emergency (617)-373-3333
- Off Campus 911
- NU Non-emergency (617)-373-2121
- Campus Main (617)-373-2000
- Local Resources [Boston.gov](http://Boston.gov)

## **Burlington**

- Emergency 911
- Burlington PD (781) 272-1212
- Campus Main (781) 238-8452
- Local Resources [Burlington.org](http://Burlington.org)

## **Charlotte**

- Emergency 911
- Non-emergency (704) 336-7600
- Local Resources [Charlottenc.gov](http://Charlottenc.gov)

## **Dedham**

- Emergency 911
- Non-emergency (781) 751-9300
- Local Resources [Dedham-ma.gov](http://Dedham-ma.gov)

## **London**

- Emergency 999
- Non-emergency 101
- Campus Main +44(0)20 7637 4550
- Local Resources [Cityoflondon.gov.uk](http://Cityoflondon.gov.uk)

## **Nahant**

- Emergency 911
- Non-emergency (781) 581-1212
- Campus Main (781) 581-7370
- Local Resources [Nahant.org](http://Nahant.org)

## **Oakland**

- Emergency 911
- Non-emergency (510) 777-3333
- Campus Main (510) 430-3333
- Local Resources [oaklandca.gov/](http://oaklandca.gov/)

*continued* ►

## **GLOBAL NETWORKS** *continued*

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### **Portland**

- Emergency **911**
- Non-emergency (207) 874-8479
- **Campus Main** (207) 376-9960
- Local Resources [Portlandmaine.gov](http://Portlandmaine.gov)

### **San Francisco**

- Emergency **911**
- Non-emergency (415) 553-0123
- **Campus Main** (628) 800-7011
- Local Resources [SF.gov](http://SF.gov)

### **Seattle**

- Emergency **911**
- Non-emergency (206) 625-5011
- **Campus Main** (206) 467-5480
- Local Resources [Seattle.gov](http://Seattle.gov)

### **San Jose**

- Emergency **911**
- Non-emergency (408) 277-8900
- **Campus Main** (408)-229-2292
- Local Resources [Sanjoseca.gov](http://Sanjoseca.gov)

### **Toronto**

- Emergency **911**
- Non-emergency (416) 808-2222
- **Campus Main** (888) 660-6938
- Local Resources [Toronto.ca](http://Toronto.ca)

### **Vancouver**

- Emergency **911**
  - Non-emergency (604) 717-3321
  - **Campus Main** +1 604-328-7454
  - Local Resources [Vancouver.ca](http://Vancouver.ca)
-

# CAMPUS MAP



## Academic and Service Buildings

- |   |   |
|---|---|
| C1 140 The Fenway (140)                     | C2 Hastings Hall (HS)                                       |
| E2 177 Huntington (177)                     | C2 Hayden Hall (HA)   |
| E2 216 Massachusetts Ave (216)              | D2 Hillel-Frager (HF)                                       |
| E2 236 Huntington (236)                     | B2 Holmes Hall (HO)   |
| D2 271 Huntington (271)                     | C2 Hurtig Hall (HT)   |
| B1 O'Bryant African American Institute (AF) | B3 Interdisciplinary Science and Engineering Complex (ISEC) |
| C3 Alumni Center (CP)                       | A2 International Village (IV)                               |
| B2 Architecture Studio (AS)                 | B1 Kariotis Hall (KA)                                       |
| D1 Asian American Center (AC)               | B1 Knowles Center (KN)                                      |
| B2 Barletta Natatorium (BN)                 | B1 Lake Hall (LA)   |
| A1 Behrakis Health Sciences Center (BK)     | B2 Latinx Student Cultural Center (LC)                      |
| E2 Belvidere Place (BV)                     | C1 Marino Recreation Center (MC)                            |
| C2 Blackman Auditorium (BL)                 | D3 Matthews Arena (MA)                                      |
| C2 Cabot Physical Education Center (CB)     | B2 Merve Hall (ME)  |
| C1 Cahners Hall (CA)                        | C2 Mugar Life Sciences Building (MU)                        |
| B1 Cargill Hall (CG)                        | B2 Nightingale Hall (NI)                                    |
| D2 Catholic Center (CC)                     | A3 Renaissance Park (RP)                                    |
| B2 Churchill Hall (CH)                      | C2 Richards Hall (RI)                                       |
| C3 Columbus Place (CP)                      | C2 Robinson Hall (RB)                                       |
| C2 Cullinane Hall (CN)                      | C2 ROTC Office (RO)   |
| C1 Curry Student Center (CSC)               | A2 Ryder Hall (RY)  |
| C1 Cushing Hall (CU)                        | B2 Shillman Hall (SH)                                       |
| B2 Dana Research Center (DA)                | B2 Snell Engineering Center (SN)                            |
| B1 Dockser Hall (DK)                        | B2 Snell Library (SL)                                       |
| C2 Dodge Hall (DG)                          | C3 Badger & Rosen SquashBusters (SB)                        |
| C2 East Village (EV)                        | B1 Stearns Center (ST)                                      |
| B2 Egan Research Center (EC)                | A1 Visitor Center (VC)                                      |
| C2 Ell Hall (EL)                            | B1 West Village F, G, H (WV)                                |
| D2 Fenway Center (FC)                       |   |
| B2 Forsyth Building (FR)                    |   |

## Residence Buildings

- |                                |                                 |
|--------------------------------|---------------------------------|
| B3 10 Coventry (CV)            | D1 Kennedy Hall (KY)            |
| C1 106-122 Levine (106-122)    | C1 Kerr Hall (KH)               |
| C1 142-148 Hemenway St (142)   | D1 Light Hall (LH)              |
| C1 153 Hemenway St (LF)        | C1 Loftman Hall (LF)            |
| C2 319 Huntington Ave (319)    | C1 Melvin Hall (MH)             |
| C2 337 Huntington Ave (337)    | B1 Rubenstein Hall (RU)         |
| B1 407 Huntington Ave (407)    | D1 Smith Hall (SM)              |
| B3 768 Columbus Ave (768)      | C1 Spere Hall (SP)              |
| B3 780 Columbus Ave (780)      | C1 Stetson East (SE)            |
| B1 Burstein Hall (BU)          | C1 Stetson West (SW)            |
| C3 Davenport Commons A, B (DC) | A1 West Village A, B, C, E (WV) |
| C2 East Village (EV)           | B1 West Village F, G, H (WV)    |
| C2 Hastings Hall (HS)          | B1 White Hall (WH)              |
| A2 International Village (IV)  | B1 Willis Hall (WI)             |

## Parking Garages

- |  |
|--|
| C3 Columbus Parking Garage (CPG)         |
| E2 Belvidere Parking Garage (BPG)        |
| C2 Gainsborough Parking Garage (GPG)     |
| A2 Renaissance Park Parking Garage (RPG) |
| A2 West Village Parking Garage (WPG)     |

- Parking (permit required)
- Visitor parking (paid)
- Handicapped parking
- Handicapped-accessible entrance
- Bluebikes
- Emergency phone
- One-way street
- Pedestrian walkway
- Tunnel entrance

Whether you're an alumnus or alumna returning to campus, or a prospective student seeing Northeastern for the first time, we'll make every effort to ensure you enjoy your visit. We offer 60-minute campus tours on weekdays year-round, and on Saturdays from September through June. Learn more at [northeastern.edu/admissions/connect/visit](https://northeastern.edu/admissions/connect/visit).

**Campus Map**

Visiting Northeastern

LINK TO MAP

<https://campusmap.northeastern.edu/printable/campusmap.pdf>

**Northeastern University**

# PREPAREDNESS TIPS

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## 1. 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.

## 2. 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).

## 3. Be informed about what might happen.

- NU Alert is the university's primary method of emergency communication. Go to [www.neu.edu/nupd](http://www.neu.edu/nupd) to learn more about the NU Alert system and confirm your information is current on the myNortheastern Portal. 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



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