

## Contacts

- **ASU Counseling Services** – [eoss.asu.edu/counseling](http://eoss.asu.edu/counseling)
  - Office hours: **877-258-7429**.
  - Outside office hours: **480-921-1006**.
- **ASU Emergency Information** – [emergency.asu.edu](http://emergency.asu.edu)  
Toll-free: **1-844-864-8327**.
- **ASU Health Services** – [eoss.asu.edu/health](http://eoss.asu.edu/health)  
**480-965-3349**.
- **ASU Hotline** – 24/7  
[cfo.asu.edu/asu-hotline](http://cfo.asu.edu/asu-hotline)  
**1-877-786-3385**.
- **ASU Police Department** – [police.asu.edu](http://police.asu.edu)  
Non-emergency: **480-965-3456**.
- **Employee Assistance Office** – [cfo.asu.edu/eao-wellness](http://cfo.asu.edu/eao-wellness)  
**480-965-2271**.
- **Environmental Health and Safety** – [ehs.asu.edu](http://ehs.asu.edu)  
**480-965-1823**.
- **Facilities Development and Management** – [fdm.asu.edu](http://fdm.asu.edu)  
**480-965-3633**.
- **Incident Reporting** – [cfo.asu.edu/incident-reporting](http://cfo.asu.edu/incident-reporting)  
**480-965-1823**.
- **Workers' compensation**  
[cfo.asu.edu/benefits-guide-workers-compensation](http://cfo.asu.edu/benefits-guide-workers-compensation)  
**480-965-1823**.



Visit [cfo.asu.edu/emergency-guide](http://cfo.asu.edu/emergency-guide) for detailed information on the university's emergency response.



# Emergency Response

## Quick Guide



### Active shooter

Use the following options to protect your life.  
**Call 911** when it is safe.

#### Run

1. Flee the area to create distance between yourself and the attacker.
2. **Call 911** immediately and request assistance.

#### Hide

1. Shelter yourself.
2. Try to place solid items between you and the attacker, such as desks, bookshelves, tables, etc.

#### Fight

1. Fight back. Flee from fighting if the opportunity presents itself.
2. Emergency call boxes are located in high-traffic areas on each ASU campus. Push the speaker button to access your local police department immediately.



### Bomb threat via phone

1. Remain calm and **do not hang up**, even if the caller does. Keep the caller on the line as long as possible.
2. Listen carefully, be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to notify the authorities or, if the caller hangs up, notify ASU Police immediately from a different phone with information and await instructions. Remember: **Do not hang up**.
5. If you can, write down the caller's number or letters that appear on your phone.
6. Complete the Bomb Threat checklist immediately. Write down as much detail as you can remember. Try to get exact words.



Visit [cfo.asu.edu/suspicious-packages-or-bomb-threat](http://cfo.asu.edu/suspicious-packages-or-bomb-threat) for more information.



## Fire

### If you discover a fire or see smoke:

1. Activate the alarm pull station located near an exit.
2. **Call 911** from the nearest safe location.
3. Exit the building immediately.

### If caught in smoke:

1. Drop to your hands and knees, crawl towards the nearest exit and stay low.
2. Breathe through your nose and use a filter, such as a shirt or a towel.

### If trapped in a room:

1. Close as many doors as possible between you and the fire.
2. Wet a cloth and place it around or under the door
3. Be prepared to signal someone outside the window.



Visit [cfo.asu.edu/fire-or-evacuation](https://cfo.asu.edu/fire-or-evacuation) for more information.



## Hazardous materials

### A hazardous materials incident is considered a spill of any of the following:

- Chemicals – liquids and solids.
- Hazardous waste.
- Oils – diesel and gasoline.

### If the fire alarm is activated or you are informed of a fire:

1. Walk to the nearest exit. **Do not use elevators.**
2. Assist individuals with special needs if you can.
3. Notify emergency personnel if you know or suspect someone is trapped inside the building.
4. Gather outside at a designated area away from the building.
5. Do not attempt to reenter the building.

### Clothing on fire —stop, drop and roll:

1. Roll the person around on the ground to smother the flames.
2. Only drench them with water if a safety shower is immediately available.
3. **Call 911.**



Refer to [cfo.asu.edu/hazardous-materials-incident](https://cfo.asu.edu/hazardous-materials-incident) for more information.



## Natural hazard response

Thunderstorms, lightning, earthquakes, etc.

- Follow all advice from warning systems and authorities.
- Seek shelter if possible.
- Do not exit buildings unless evacuation order is given.
- Do not use elevators.
- Stay away from windows and doors until the event has passed.
- Avoid large hanging items and glass objects.



Visit [cfo.asu.edu/natural-disasters-or-inclement-weather](https://cfo.asu.edu/natural-disasters-or-inclement-weather) for more information.



## Power outage

1. Remain calm.
2. For storm-related outages, please call your local utility company.
3. For all other outages, please contact Facilities Development and Management at **480-965-3633** or visit [fdm.asu.edu](https://fdm.asu.edu).



Refer to [cfo.asu.edu/power-outage-and-flooding](https://cfo.asu.edu/power-outage-and-flooding) for more information.



## Suspicious package

1. **Do not touch, tamper with or move the package.**
2. **Call 911** immediately.
3. Alert others in the area.
4. Leave the area, close doors and prevent others from entering.



Visit [cfo.asu.edu/suspicious-packages-or-bomb-threat](https://cfo.asu.edu/suspicious-packages-or-bomb-threat) for more information.