



NORWICHTM
UNIVERSITY

Public Safety Information Student Reference Guide

"Green House", 88 Park Ave.

Emergencies: (802) 485-2525

Non-Emergencies: (802) 485-2499

Monday–Friday, 8 a.m.–4 p.m.

Facebook: www.facebook.com/NUPublicSafety

Email: publicsafety@norwich.edu

NORWICH UNIVERSITY DEPARTMENT OF PUBLIC SAFETY

Norwich University Public Safety personnel are dedicated to providing you with a safe and comfortable campus. **Officers are on duty 24 hours a day, 7 days a week.** We are located in the back of the Hayden Building.

BLUE LIGHTS

There are 26 blue lights on campus for emergencies. Blue lights allow you to speak directly to the officer on duty. For current map go to www.norwich.edu and click on "Campus Maps," and then "Emergency/Blue Lights."

ALARMS

Barracks and residence halls have smoke, fire and carbon monoxide alarm systems. If you hear an alarm, all must exit the building immediately. When it is safe to do so, please dial the emergency number (802) 485-2525 (x2525) to report the alarm. Do not return until the alarm is reset.

DISPATCH SERVICES

We have a 24-hour dispatch consortium that will route your telephone call. If you wish to speak to an on-duty officer, it will be routed to them. We unlock rooms after hours, provide vehicle jump starts/unlocks, and safety shuttles. Students also can contact emergency services if needed.

PARKING

Information for parking your vehicle can be found here:
<http://www.norwich.edu/pdfs/NUPS-Motor-Vehicle-Book-2025-26.pdf>

LOCKOUTS—DAY TIME

FIRST: Contact the appropriate lifestyle office
Corps Adjutant's Office: x2138
Civilian Residential Life: x2643

IF AFTER 4:30 p.m.—Call Public Safety

In all circumstances, please have your student identification card available for Public Safety or University verification.

ON-CAMPUS SHUTTLES/ESCORTS

24 Hours a Day

Norwich Public Safety offers shuttles and escorts 24 hours a day on campus for students and employees whether you need assistance because of a medical condition or you do not feel safe walking across campus alone. These shuttles are conducted by Public Safety Officers. If you are in need of a ride or are concerned for your safety walking alone, please call us, and we'll get you there safely.

NORWICH UNIVERSITY STUDENT HEALTH CENTER

The Student Health Center is located on the 1st floor of Marsilius Hall on Crescent Avenue and is operated by Central Vermont Medical Center. Students have seven-days-a-week access to health care including three board-certified family physicians, a physician assistant, registered nurses and support staff.

Norwich University Student Health Center provides comprehensive medical services to students similar to what they would receive at their primary care office, including X-ray, labs and orthopedic care. The Student Health Center does not house students overnight.

SERVICES OFFERED AT NUHS:

Illness evaluation • Injury evaluation • Women's healthcare • Sexually Transmitted Disease testing, treatment and education
Nutritional counseling • Access to necessary medications, with prescription delivery available through Northfield Pharmacy

Note: If a student is under 18 years old, they will need to sign a Consent to Release Information before we are able to speak with family members regarding their treatment.

Hours of Operation:

Walk-in nursing care: M-F 6:30 a.m. - 10:00 p.m.;
Appointments with providers: M-F 7:00 a.m. - 7:00 p.m.;
Weekend hours are from 8:00 a.m. - 12:00 p.m.

Phone: (802) 485-2552; fax: (802) 485-4577;
nuinfirm@norwich.edu

COUNSELING AND WELLNESS CENTER

4th Floor Kreitzberg Library

Contact: (802) 485-2134 • cwc@norwich.edu

Professional counselors provide support and resources to you in a confidential setting. The center is open weekdays for counseling, consultations, and crisis triage. Walk ins are always welcome at 8 a.m., or come by, email or call to set up an appointment when it fits your schedule. If you or a friend/classmate are having a mental health crisis, counselors are on call after hours at the below crisis lines.

On Campus

NU Public Safety 485-2525

Student Health Services/Infirmary 485-2552

Off Campus

Suicide Prevention Lifeline 1 (800) 273-TALK

Sexual Assault Crisis Line 1 (802) 479-5577

Crisis Text Line- Text "VT" to 741741

FACILITIES INFORMATION: FACILITIES OPERATIONS

HAYDEN BUILDING

Repair Request: (802) 485-2149

General Information: (802) 485-2148.

Email: facops@norwich.edu

Inter-Campus Mail: Address to Facilities Operations

Open 7:30 a.m.–4:30 p.m. Weekdays

If you have any concern related to your room or dorm and it requires repair, please fill out a FACOPS Work Order on your SSO. Every student (including Rooks and freshman) is not only allowed, but encouraged, to report problems immediately. Chain of command is not required for reporting problems. Please let us know directly. The sooner you let us know, the sooner we can help!

For any emergency outside the normal operating hours, please contact Public Safety at x2525. The officers will, if necessary, contact the "on-call" Facilities Operations staff as needed.

Heating systems: During the heating season, buildings are kept within a 68–72-degree range. Room thermostats and valves are subservient to master controls for each building. It is not unusual for you to find that the radiator in your room is cool to the touch. If your room is frequently above or below the accepted temperature, please contact us to report the problem. To help keep your room comfortable make certain that no furniture or material is blocking your room radiator. Keep windows closed during the heating season. If your room is too hot, please contact us.



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RAVE AND SHELTER IN PLACE

Norwich University recommends the RUN, HIDE, FIGHT PROCEDURES for all students in how to handle themselves in lock-down situations: www.youtube.com/watch?v=5VcSweJU2D0

Norwich University utilizes two main emergency notification systems: A siren/public address system (siren) and the RAVE Alert System that sends messages via phone, text and email. In the event of an emergency on campus that requires a lock-down/Shelter in Place, the NU campus community be notified in two situations:

In Wise Campus Center, Doyle, Andrews and Kreitzberg Arena, "Shelter in Place Immediately," will be announced three times. You must stay in fixed locations or remain inside buildings until the situation is resolved if it is safe to do so.

On the outside PA, a wailing siren will be heard for 30 seconds, pausing for 5 seconds, again for 30 seconds. This means Siren = Shelter in Place. A warning and additional information will also be sent out via email, text message and phone using the RAVE web-based emergency notification system.

When you are sheltered, be QUIET and WAIT FOR FURTHER INSTRUCTIONS. If you're inside STAY WHERE YOU ARE. Find an interior room, if possible. Shut and lock all windows and close (and lock when possible) all doors. If the room door cannot be locked, barricade the door to the best of your ability. Turn off all devices that make noise BUT keep your cell phone on with the ringtone off (set to vibrate). You should be able to receive notices sent out via the RAVE system. Turn off lights and draw the blinds. Stay away from doors and windows. Remain quiet. Wait for further instructions from law enforcement and/or Norwich officials.

IF YOU ARE OUTSIDE, GO INTO THE NEAREST CAMPUS BUILDING IMMEDIATELY. IF YOU CANNOT FIND SHELTER, VACATE CAMPUS GROUNDS. Note: In order for the RAVE system to be most effective, it is imperative that your personal information be up-to-date in Banner under "Emergency Notification."

AT THE CONCLUSION OF THE EVENT: First, the outside PA system will sound a steady 30 second tone which means "ALL CLEAR" message on both the PA system and RAVE systems will be repeated 2 times.

SUPPORT OR REPORTING ASSAULT AND STALKING

If you are approached by a victim of sexual assault, sexual misconduct, relationship violence, or stalking incident, take the following steps:

MAKE SURE THE PERSON IS SAFE. OFFER TO CONNECT WITH MEDICAL ASSISTANCE.

Depending on victim wishes, contact the following:

SACT 24-hour hotline—(802) 479-5577

Counseling and Wellness Center—(802) 485-2134

Title IX Office—(802) 485-2144

Norwich University Public Safety—(802) 485-2525

Rev. Bill Wick—(802) 485-2128

Reverend Wick, NU Infirmary, SACT and the Counseling & Wellness Center Services are confidential resources and are not required to report to EO Title IX Office.

TIMELY WARNING AND EMERGENCY NOTIFICATION IN YOUR EMAIL AND TEXT MESSAGES

If you receive a "Clery Notice" via email, text message, and posted to Norwich SharePoint, please understand that a serious or continuing threat may exist and you'll need to take appropriate action. This notice will contain information about the type of criminal incident that has occurred. Norwich officials issue a Clery Act notification which is intended to rapidly alert the Norwich campus population again of a credible serious and continuing threat to students, faculty, and staff which pose to be a dangerous situation on campus enabling you to protect yourself and your classmates from harm.

If you see something suspicious, tell someone. The safety of the Norwich community is the utmost importance. When the threat is deemed to be ended, you will receive a follow up notice that the threat is mitigated. If you witness any suspicious behavior, report it immediately to a supervisor, a University official, or Norwich Public Safety, (802) 485-2525

FIRE SAFETY IN CAMPUS BUILDINGS

BE ON THE ALERT FOR SIGNS OF A FIRE.
IF YOU DISCOVER OR SUSPECT A FIRE:

- Sound the alarm in the building, everyone must evacuate!
- Call Public Safety x2525: Important information to pass: Fire location, your name, your location. Public Safety will call the fire department.
- Attempt fire rescue efforts only when there is no immediate danger.
- Treat each alarm as if it was an actual emergency and exit the building as quickly as possible.
- If you are in your dorm room, close the windows and door when exiting. Please dress appropriately weather wise (footwear and outerwear, etc.)
- Exit by the nearest stairwell. Proceed to muster in a safe area and stay there so as not to congest the area. Stay clear of all roadways!
- Remain in the muster area until the alarm is turned off and the all clear is sounded by either Public Safety or Fire Department.

ACTIVE SHOOTER EMERGENCY RESPONSE

QUICKLY DETERMINE THE BEST WAY TO SAVE YOUR LIFE

EVACUATE: If you can safely exit the area, do so as quickly as possible. Run from the scene, keep your hands visible when you exit.

NEVER sound fire alarms in a non-fire emergency situation. When you get to safety call 911 and report what you observed or heard related to the shooter

HIDE OUT IF IT IS SAFER TO SHELTER IN PLACE

- Lock and barricade the door.
- Close the windows and blinds and hide from view.
- Take cover behind heavy items that might offer additional protection.
- Call 911 and report what you know. Then call Public Safety at (802) 485-2525 and report the same.
- Silence your cell phone but leave it on so that you can receive text message alerts.
- Remain in your location until evacuated/instructed otherwise by a safety or police officer.
- When the police arrive, immediately raise your arms and keep your hands and fingers visible. Follow officer's instructions and avoid pointing, screaming or yelling.