

EMERGENCY PROCEDURES

HOSTILE PERSON

1. If an individual exhibits uncontrolled anger, reassure him/her that you are going to help
2. Reiterate the problem so they know you understand
3. If you can, offer options so they feel back in control
4. Don't become defensive or allow yourself to react
5. If you can't resolve the problem quickly, call your immediate supervisor or subject matter expert to assist
6. If possible, take the individual to your supervisor's office or the dean's or academic chair's office
7. If the situation feels out of control, ask a fellow worker to call security – prearrange that security means a call to 911

MEDICAL EMERGENCIES

1. If someone needs immediate medical attention, call 911, even if they protest or later refuse medical services
2. Provide first aid to the extent of your ability and training
3. Keep the injured or ill person as comfortable as possible; do not move (unless remaining would cause additional injury or risks.)
4. Notify Supervisor and the Campus Dean's office

BIOMEDICAL & HAZARDOUS MATERIAL

1. Do not attempt to clean up suspicious or unidentified spills or substances that appear to be dangerous
2. Get upwind and vacate the area
3. Notify the Campus Dean's office, who may call 911
4. If you are familiar with the hazardous material, follow the Material Safety Data Sheet (MSDS) protocol for that substance.

FIRE

1. Activate the nearest fire alarm, alert others in the area
2. Evacuate the building. Close doors to confine fires
3. Move well away from the building when evacuating.
4. Call 911 from another location to report the fire
5. As soon as possible notify the Campus Dean's office

BOMB THREAT BY PHONE

1. **DON'T HANG UP.** Keep the caller on the line as long as possible
2. Stay as calm as possible and try to get as much information as possible about the caller, the bomb, the location and motive
3. Identify who the threat is directed at
4. In writing, notify someone that there is a threat so they can call 911 and the Campus Dean's office
5. Evacuate the campus if directed to do so by the Campus Dean or President

SUSPICIOUS PACKAGE

1. Notify the Campus Dean's office, who may call 911
2. Stay clear of the package and advise others to do so

POISONOUS ANIMALS/INSECTS

1. If victim shows signs of allergic reaction (facial swelling, difficulty breathing) - or was bitten by a snake, call 911
2. If the insect has been killed, preserve it in a closed container for verification at the hospital or doctor's office
3. Notify the Campus Dean's office

ACTIVE SHOOTER

1. Call 911 if you believe they have not been called
2. Notify the Campus Dean's office to activate an emergency alert
3. Lock down your office – lock doors, close shades, turn off lights
4. Move away from doors or windows, stay on the floor
5. If the shooter is near and you can't talk, leave the phone off the hook so the dispatcher can hear what's going on
6. Do not attempt to overpower the shooter
7. Stay in place until you are given an all-clear by a voice you recognize and/or the incident commander

NATURAL DISASTER

1. ONLY if safe, secure your area: lock doors, files, safes, vital records, and money. Shut down electrical equipment
2. If possible, restrict both employee and visitor movement
3. Prepare for evacuation or relocation
4. Await directions from emergency services, Campus Dean or President's office

UTILITIES EMERGENCY (GAS, WATER, ELECTRICAL)

1. Notify facilities who will call the utility company
2. Use extreme caution around appliances, equipment or outlets near water
3. Evacuate the area
4. Instruct staff and students to stay clear of utility works and equipment
5. Follow directions given by emergency personnel and/or Campus Dean or Incident Commander

EVACUATION

1. Only if safe, secure your area including locking doors, files, safes, vital records, and money. Shut down electrical systems
2. Assist disabled persons
3. Proceed in an orderly manner to your predetermined gathering area
4. Follow directions given by emergency personnel and/or Campus Dean or Incident Commander

PERSONAL SAFETY

1. Always lock your office when you are not in the area
2. Always park in well-lighted areas and lock your car
3. If you see suspicious loitering on campus notify the Campus Dean's office

**IF ANY OF THE ABOVE EMERGENCIES
OCCUR AN INCIDENT REPORT IS
REQUIRED WITHIN 24 HOURS.**