

CAMPUS FRONT DESKS | AVAILABLE 8:00 A.M.—4:30 P.M.  
HUTCHINSON EXT. 8555 (or 320.234.8555) | WILLMAR EXT. 6099 (or 320.222.6099)  
**AFTER HOURS DIAL 911**

## THREATS

### HOSTAGE OR ARMED CONFRONTATION

- **Be calm**, cooperative, and patient.
- **Offer** to listen, don't judge or argue with perceptions, treat each concern as important and valid.
- **Maintain** eye contact; keep gestures and body language open and non-threatening; use a low, soft, slow void when speaking; ask/tell the person before making any moves.
- **Be truthful**. Assure the person you will do everything you can to resolve their grievances fairly.
- **Ask** aggressor to suggest a solution—a person in crisis will be more accepting of a solution that they have helped formulate.
- **Be observant**. Note as much as possible about the aggressor,



including type and number of weapons, state of mind and what was said.

#### Observing a Terroristic Situation

- **Evacuate** away from threat if possible.
- **If not possible** to evacuate, close, lock, and barricade doors; close curtains; lie on the floor; if in an open space, hide and silence all cell phone.
- **Assign** one person to call 911 if safe; provide as much detail as you know; follow policy instructions; do not expose yourself or others until notified by police that it is safe.
- **Notify** others on campus through telephone or email of what you know and what actions you have taken, if safe.

### BOMB THREATS



- **Remain calm** while obtaining information.
- **Record** time of threat and exact words of aggressor.
- If bomb threat is written, handle it minimally to preserve evidence.
- If received on computer, do not forward or turn off computer.

#### Report

- Call 911 from a different phone than the one on which the threat was received so that tracing can be done.
- Call campus assistance.

#### Remember

- **Do not use** radios or cell phones.
- If evacuation is ordered by college authority, Fire, or Police, proceed calmly to outdoor location 300 feet from building and take roll.
- **Do not re-enter** building until

given "All Clear" from college authority, Fire or Police.

### SUSPICIOUS PACKAGE

- Do not move or open suspicious mail.
- Leave room and lock door.
- Inform your supervisor and call 911.



#### Suspicious Substance Found in Mail

- **Put down** package immediately, leave suspicious substance as is.
- **If bomb** is suspected, evacuate the immediate area, call 911 from a safe location, do not use a cell phone or a radio, call campus safety at 320.234.8607.
- **If suspicious** biological or chemical agent, minimize contact with substance and with others; minimize area of travel and wash hands gently; call 911 and have someone call campus safety at 320.234.8607.

## MEDICAL

### MEDICAL EMERGENCY

Absence of breathing, loss of consciousness, severe bleeding, shock, loss of body part, death.



#### During Business Hours (8:00a—4:30p)

- **Call 911** and campus safety at 320.234.8607.
- **Provide** attendant with location and type of emergency.
- **Provide** First Aid in accordance with your ability and training.

The attendant will:

- **Send** someone to assist you until the ambulance arrives.

- **Arrange** for someone to stay by outside door nearest the emergency to alert ambulance driver with location.
- **Call** a chain-of-command member.

#### After Hours or on Weekends

- **Call 911** immediately. Provide location of emergency and information request from 911 operator.
- **Send** a bystander to nearest outside door to alert ambulance driver of location.
- **Provide** First Aid in accordance with your ability and training.
- **Call** supervisor and report

situation after medical assistance has arrived.

### MEDICAL NON-EMERGENCY

- **Call** campus safety at 320.234.8607.
- **Provide** attendance with injury/illness information and location. Attendant will send someone to assist you and notify a chain-of-command member.
- **Provide** First Aid in accordance with your ability and training.
- **Help** the injured/ill call parent, spouse or friend for ride to medical provider and/or home.
- **Suggest** the injured/ill

independently seek medical treatment.

- **Call** your supervisor and report the situation.

### BLOOD OR BODY FLUID SPILL

- **Cordon** off spill and call campus maintenance at 320.212.1352 for cleanup.



## EVACUATIONS

### EVACUATION PROCEDURE

- **Shut off** machinery and equipment, if possible.
- **Evacuate** building calmly. Quickly follow evacuation routes posted in the area. Do NOT use elevators.
- **Proceed** to outside location at least 300 feet from structure; take roll call.



If you need assistance to evacuate due to your physical condition, work in advance with the Disability Services staff on your campus to develop a personal evacuation plan.

#### In Case of Fire

- **Pull** fire alarm.
- **Use** fire extinguisher only if the fire is very small and you are training—leave yourself a safe exit.

- **Close** doors and windows if safe.
- **Stay** as low as possible to avoid smoke and heat.

#### If Trapped

- **Alert** emergency providers of your location—try telephones if available; place an article of clothing or other signal in a window; whistle, shout, or use tools or debris to hit a solid surface at regular intervals.

- **Stuff** material in door cracks to minimize smoke, try to stay low near the floor where heat, smoke, and contaminants may be less.
- **Tend** to injured.

Saving lives is the first priority in an emergency. **Do not try to fight fire unless you have been trained!**



## ENVIRONMENT

### POWER OUTAGE

- **Consult** supervisor prior to releasing students.
- **DO NOT USE CANDLES!**
- **Open** hall doors to make use of emergency or natural lighting.
- **Be cautious** with valuables.
- **Limit** movement throughout building.
- **Do not use elevator**; use stairs until power is restored.



### UNKNOWN ODORS

- **Call** maintenance at 320.212.1352.
- **Describe** or identify source of odor.
- **Alert** someone and ask for assistance in evacuating the immediate area if symptoms such as dizziness, nausea, burning, or stinging occur.
- **Follow** the instruction of responding personnel.

### CHEMICAL EXPOSURE OR CHEMICAL SPILL

- **If exposed** to a chemical, rinse the area with clean, cool, running water for at least 15 minutes; if in eyes, hold eyes open while flushing with water.
- **Call 911** if:
  - Incident requires medical treatment.
  - Spill involves fire/explosion.
  - Spill is life-threatening.
  - Chemical is unknown.
- **Alert** your supervisor and anyone in the immediate area.
- **Review** appropriate Safety Data

Sheet (SDS) and follow treatment recommendations.

- **Cordon off** area and evacuate.

### TORNADO

- **Remain** inside building.
- **Proceed** quickly and calmly to nearest shelter area indicated on Evacuation Route and Severe Weather Shelter maps.
- **Close** doors and fire doors.
- **Get into crouched position** near concrete supporting wall and cover head; stay away from windows and overhead equipment.

