**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 voice 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 Territorial 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.

**Hostage or Armed Hostage or Armed Confrontation**

**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.

**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 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.

**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 drive of location.
- Provide First Aid in accordance with your ability and training.
- Call supervisor and report.

**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.

**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 fee from structure; take roll call.

**Evacuations**

- 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.

**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.

**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:
  - 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.

**Environment**

- 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 Sever 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.