Life threatening Emergency:

First use your judgment to decide if you have a life-threatening emergency in the immediate sense. If this IS a Life Threatening Emergency refer to:
CRISIS/EMERGENCY PROTOCOL

Non-Life-Threatening Emergencies: contact your supervisor

Or if unable to contact supervisor:

Facilities Services (M – F; 8 AM -5 PM): 265-3755 or 390-4308

After Hours and Weekends: 265-4308 or 390-3755

Police Department (For possible criminal or personal safety emergencies) - 265-4361

Protocols:

Introduction to Emergency Procedures for Individual Staff
- Elevator Entrapment
- Medical Emergencies
- Chemical Spills, Gas Leaks & Suspicious Odors
- Flooding and Water Damage
- Power Outage
- Explosion

Suspicious Behavior, Personal Safety and Workplace Violence
- Phone Threat, Mail Threat or Suspicious Object
- Fire
- Tornado
- Civil Disturbance
- Earthquake
- Emergency Evacuation Procedures
Introduction to Emergency Procedures for Individual Staff

This manual has been prepared for all staff in the event of emergencies. The procedures that follow provide step-by-step responses to specific types of emergency situations. This manual provides a brief overview of some of the types of emergencies we might face. It is intended to assist you as an individual staff member in understanding what to expect and how to respond initially.

In case of an emergency and if you have not been trained in the following emergency responses, refer to the covers of this Manual for Emergency Notification Protocol. MSU-Northern does not have a police department.

Note: Be sure your supervisor/administration has your current correct address, home phone number, and emergency notification information. If you expect to stay somewhere other than your home in an emergency, be sure your supervisor/administration knows how to reach you. If campus is closed, go directly to your planned destination via a familiar, well-traveled route. When you arrive notify a relative or friend that you have arrived. In an emergency tune your radio to KRYK (FM101.3), KPQX (FM92.5) or KOJM (AM610) for current information.
Introduction to individual Staff Emergency Procedures, cont...

Definition of key terms and concepts

1) **Life Threatening Emergency**: threatens life or safety in an immediate sense. For life threatening emergencies, follow Crisis/Emergency Notification Protocol.

2) **Non-life Threatening Emergency**: personnel or facilities emergencies without an immediate threat to life or safety. Refer to front cover of this manual for Emergency Notification Protocol, then to appropriate section herein.

3) **Emergency Alarm**: also known as the fire alarm. The alarm will ring in the building but will not ring through to the city fire department. Refer to outside back cover of this manual. A fire alarm is always considered a life-threatening emergency and requires evacuation.

4) **Evacuation**: When evacuation is directed or indicated refer to the Emergency Evacuation Section of this manual.

5) **Blood borne pathogens**: are diseases carried in the blood or other bodily fluids such as vomit or urine. Do not touch any bodily fluids with bare hands. Familiarize yourself with the location of the first aid kit.

6) **Emergency Response Team**: Administrative and staff members who are assigned emergency response.

7) **Emergency Response Protocol**: prioritized method of making decisions and getting the appropriate people notified. See covers of this manual.

8) **Supervisor**: buildings/department will designate a contact person for the purpose of this manual and a backup in case of the contact person’s absence.
Elevator Entrapment

Regular maintenance minimizes the chances of failure. However, if you are in the elevator, and it should fail for any reason, you will not run out of oxygen, emergency light will come on and remain on for approximately one hour.

1) In the event that an elevator stops operating for any other reason while you are inside:
   a) Do not try to force the doors open or get out of the elevator on your own.
   b) Press emergency alarm button in the elevator to notify someone that you are stuck. Whoever happens to hear the buzzer should call 265-4308. Facilities will open the door.
   c) There is a phone in the elevator which rings Otis Elevator who contacts Facilities Services or dispatches a technician.

2) If you are outside the elevator when it stops operating:
   a) Follow the notification protocol on the front cover of this manual.
   b) Assist other staff members and visitors in remaining calm.
   c) Provide other information to the supervisor and/or the Facilities Director as the situation changes.
Medical Emergencies

Familiarize yourself with the location of the nearest first aid kit. If unknown ask the Student Health Nurse (265-3599).

1) **Follow the Emergency Notification Protocol on the Covers of this Manual.** Give the following information: the location of the problem (using room number, if possible), a description of the situation, your name and the extension from which you are calling.

2) Do not attempt to move a person who has fallen and appears to be in pain.

3) Unless it is a life threatening situation, do not attempt to render any first aid before Emergency Responder.

4) Contact Student Health Nurse if possible (265-3599).

5) Avoid unnecessary conversation with, or about the ill or injured person. You might add to the person's distress or fears, increasing the risk of medical shock. Limit your communication to quiet reassurances.

6) Do not discuss the possible cause of an accident or any condition that may have contributed to the case.

7) Do not discuss any insurance information.

8) After the person has been given aid and the incident is over, remain available to help the investigation responding with pertinent information for an incident report. Write up the incident report for administration files immediately after the situation subsides while your memory is fresh (forms are available on the MSUN website).

9) If an injury or illness occurs to an employee, student employee or a volunteer, immediately contact their supervisor who will fill out the appropriate report form and turn into HR Director or Workers Comp for processing within 24 hours. (Forms are

10) **Blood-borne pathogens: see first aid kit. Annual training is provided to all employees.**
Chemical spills, Gas Leaks & Suspicious Odors

If a chemical spill occurs:

1) Follow the Emergency Notification Protocol on the Cover of the manual. If there is any immediate danger, evacuate your area. See section on Emergency Evacuation.
2) Notify your supervisor and/or Administration with details about any accident involving chemicals whether in solid, fluid or gaseous state. This includes mending, photography, copier or printer, chemical, broken fluorescent light and ballasts, asbestos, or unusual odors.
3) Give the following information: the location of the spill (using room number, if possible), the severity of the spill, your name and the extension from which you are calling. Indicate whether any people, or valuable materials or equipment are involved, or are in imminent danger.

If you detect gas, chemical fumes, or any suspicious odor:

1) Follow the Emergency Notification Protocol on the Covers of this Manual. If there is any immediate danger, evacuate your area. See section on emergency notification.
2) If you detect gas, chemical fumes, or any suspicious odor, leave the area immediately. Notify supervisor and physical plant (265-3755) IMMEDIATELY from outside the affected area. Give the following information: the nature and location of the odor (using room number, if possible), your name, and the extension from which you are calling.
3) All chemical spills and suspicious odors, no matter how small, must be reported to your supervisor IMMEDIATELY. Have a copy of the appropriate Material Safety Data Sheet (MSDS) available for emergency response personnel. Familiarize yourself with the location of Material Safety Data Sheets for hazardous materials stored and used in the building.
Flooding and Water Damage

Serious water damage can occur from many sources: leaking or burst pipes, clogged drains, broken skylights or windows or construction projects.

1) **Follow the Emergency Notification Protocol on the Cover of this Manual.** Give the following information: location of the leak (using room number if possible), the severity of the leak, your name and the extension from which you are calling. Indicate whether any people or valuable materials or equipment are involved, or are in imminent danger.

2) If there are electrical appliances (including computers) or outlets near the leak, avoid contact with appliances and/or water and evacuate the area.

3) If overhead leak, cover valuable materials or equipment with plastic sheeting if available.

4) If you know the source of the water and are confident of your ability to stop it (unclog the drain or turn off the water), do so cautiously.

5) Remove materials from the area to prevent further damage.

6) Be prepared to help as directed.
Power Outage

1) Follow the Emergency Notification Protocol on the Cover of this Manual.

2) PROVIDE ASSISTANCE to visitors in your immediate area.

3) Stand by for instruction, if directed to evacuate, the Physical Plant supervisor, and/or Emergency Response Team will assist all staff and visitors with any necessary evacuation. Refer to section on Emergency Evacuation. Refer to the Emergency Evacuation Section manual.

4) If you are in an elevator that stops running, stay calm push the emergency alarm button and wait for aid. If you hear the alarm, refer to the section on Elevator Entrapment.

5) If someone is in the elevator, report it to the supervisor, who will phone 265-3755.

6) MAKE SURE restrooms and shops are checked for occupants.

7) Provide assistance to people who are unable use stairs to reach an exit.

8) Turn off all electronic equipment including computers, printers, copiers, etc. Turn the equipment back on and login on computers when the power returns.
Explosion

In the event of an explosion:

1) Pull the nearest fire alarm to initiate building evacuation. Do not stop for Notification Protocol until the evacuation has been initiated.

2) Refer to section on Emergency Evacuation.

3) Follow Emergency Notification Protocol on cover of this Manual.

4) Do not move seriously injured people unless they are in obvious, immediate danger from fire, building collapse, etc.

5) If unable to evacuate the building be prepared for possible further explosions. Crawl under table or a desk.

6) Open doors carefully. Watch for falling objects. Before opening any door, touch it near the top. If the door is hot or smoke is visible, do not open the door.

7) Stay away from windows, mirrors, light fixtures, filling cabinets, bookcases, and electrical equipment.

8) Follow emergency instructions. If evacuation is ordered, go to the designated Emergency Evacuation area for the building.

9) Assume smoke and/or fumes are hazardous – get below smoke if possible.

10) Do not use elevators, matches or lighters.

11) Do not discuss the emergency with anyone aside from the building contact person who will report to emergency response leader.

12) Do not return to the emergency area until instructed to do so by police or Emergency Response Team Leader.

13) Chemical accidents leaking gas, faulty equipment, or even explosive devices could all be the cause of life endangering explosions. Explosions usually result in falling debris and structural damage that can cause serious injuries. Fire, floods and power outages often accompany explosions.
Suspicious Behavior, Personal Safety and Workplace Violence

MSU Northern is considered to be a safe campus. At night, however, there are many areas that are not regularly traveled. Please stay in lighted areas and be conscious of your personal safety.

If you notice an individual behaving in an unusual, disorderly, intoxicated or suspicious manner:

1) Follow the Emergency Notification Protocol on the cover of this manual. Give the following information: a description and location of the problem (using room number, if possible), your name and the extension from which you are calling.
2) Keep a safe distance from the person. Watch him/her if it is safe to do so.
3) Do not attempt to talk with or remove the individual yourself.

To avoid being in a vulnerable or unsafe position:

1) Be observant and aware of your surroundings at all times. If you feel uneasy about a strange person or unusual noise, follow the Emergency Notification Protocol on the cover of this manual.
2) When going to a remote area of the campus, or when leaving any building after hours, notify a coworker.
3) If your office is exposed to a public area, you should close your door and lock your filing cabinets, desk, etc. Keep valuables (purse, key, briefcase, portable computers, and radio, cellular phone, etc.) out of sight.

If you observe someone committing vandalism or any other destructive act:

1) Follow the Emergency Notification Protocol on the cover of this manual.
2) Make a mental note of appearance, clothes, vehicles, such as license plate, etc. Write the information down as soon as possible.
3) Notify your supervisor with details of the incident.

Workplace Violence

Most jobs are not inherently violent. However, relationships between employees and co-workers may become strained due to personality differences, personal issues, or work related stress and may quickly escalate from anger to verbal threats or even physical assault. Violence will not be tolerated and hostile behavior involving citizens and clients or co-workers will be investigated, referred to law enforcement if warranted, and subject to disciplinary action and criminal prosecution.
Phone Threat, Mail Threat or Suspicious Object

If you receive a telephone threat:

1) Use the COLORED BOMB THREAT FLYER. Hold the FLYER up so that you can get someone’s attention to notify 911.
2) If you see someone getting your attention in this manner, call 911.
3) Listen carefully and take notes. Be polite and show interest. Try to keep the caller taking so that you can gather more information.
4) Promptly complete the phone threat report (inside back cover), writing down as many details as you can remember. This information will be needed by police.
5) Follow Emergency Response Team and/or police instruction. If evacuation is ordered, refer to the Section on Emergency Evacuation. Make note but do not touch anything unusual or out of place in work area; report it to your supervisor or University Administration or Police. Refer to the Emergency Evacuation Section of this Manual.

If you receive a written threat or a suspicious parcel, or if you find a suspicious object on the premise:

1) Keep everyone from handling it or going near it.
2) Use the Crisis/Emergency Notification Protocol.
3) Promptly write down everything you can about receiving the letter or parcel, or finding the object. This information will be needed by police.
4) Do not discuss the threat with others.
5) Follow the instructions of your supervisor, Emergency Response Team, and Police. If evacuation is ordered, refer to the section on Emergency Evacuation.
6) Do not use cordless phones, caller phones or walkie-talkies in the immediate vicinity of the package.
Fire

If a fire occurs in your area:

1) **PULL ONE OF THE FIRE ALARM PULL STATIONS** located throughout the facility by emergency exit doors.

2) **Follow the Emergency Notification Protocol on the cover of this Manual.** Give the following information the location of the fire using room number, if possible, the severity of the fire, your name and extension of the room from which you are calling.

3) **Remove people from immediate danger.** Confine the fire by closing doors or windows.

4) **Attempt to put out a small fire with a fire extinguisher if it is safe to do so and you have been trained in their use.** Fire extinguishers are located by emergency exits.

5) **Evacuate the building if you are unable to put out the fire.** Follow the Emergency Evacuation Procedures in this Manual. Refer to the Emergency Evacuation Section of this Manual.

6) **Even if the fire is not apparent, evacuate the building.** Follow the Emergency Evacuation Procedures in this Manual.

**Additional Information:**

1) Never allow the fire to come between you and the exit.

2) Assume smoke and/or fumes are hazardous. Stay clear. If the area is smoky, stay low to the ground. Crawl if necessary. If your clothes or those of another are on fire, STOP, DROP AND ROLL.

3) Do not break windows unless absolutely necessary for evacuation. Oxygen feeds a fire. Before opening any door, touch it near the top. If the door is hot or smoke is visible, do not open the door.

4) Do not use the elevator. The elevator will automatically return to the 1st floor and remain open.

5) Take your car keys, purse, and/or wallet if evacuating.

6) If you’re the last to leave, close doors behind you to confine the fire but do not lock them. Do not attempt to save possessions at the risk of personal injury.

7) Do not return to the emergency area until instructed to do so by the Fire Department or Emergency Response Team Leader.

8) If you are trapped in your office:
   a) Wedge cloth material along the bottom of the door to keep out smoke.
   b) Close as many doors as possible between you and the fire.
   c) If you have a phone that works, call police at (911) and give your location.

All fires, no matter how small or how easily extinguished, must be reported to your supervisor and the Physical Plant.
Tornado

If a tornado warning is in your area:

1) You must act immediately. Follow the emergency Notification Protocol on the Cover of this Manual.

2) Listen for the Emergency Siren. Radio stations will also broadcast warnings and weather updates. A battery-operated radio is located in this Facilities Director’s office on the bookshelves.

3) Stay inside the building and under shelter until notified by a supervisor that the tornado has passed through the area.

4) Avoid places with wide-span and upper floors. Go to lower level and to an inside hallway or office. Get under a piece of sturdy furniture and hold on tightly. Avoid tall things like bookshelves and cabinets that could overturn and turn away from large glass windows.

5) It is the responsibility of the supervisor to sweep the area and give safety warning. The supervisor should then take cover per No. 4 above.

Tornados strike with the most powerful winds on earth. Three tornado danger signs are 1) before a tornado hits, the wind may die down and the air becomes very still, 2) tornados can be nearly invisible, marked only by swirling debris at the base of the funnel. Seek shelter immediately, 3) tornados generally occur near the trailing edge of a thunder storm. Stop, look and listen.
Civil Disturbance

1) The greatest concern in the events of a civil disturbance is the impact it may have on the safety of the students, visitors, staff and university property. If a riot or other civil disturbance develops within the MSUN community, follow the emergency Notification Protocol on the Cover of this Manual.

2) If a civil disturbance develops within the community but is not in the immediate vicinity of the university: The appropriate deans and department heads will be notified with relevant information as it become available. Information will include the area affected, road closures and the severity of the situation.
   a) Follow the instruction given to you by your supervisor.
   b) Do not discuss the disturbance with anyone.

3) If a riot or other civil disturbance develops or moves into the immediate vicinity of the building you are in:
   a) Do not leave the building or try to leave the building or try to leave the property unless directed by the Emergency Response Team or the police.
   b) Do not attempt to confront or talk with those causing the disturbance. The Emergency Response Team or the Police will handle any interaction with the individuals involved.
   c) Stand by for periodic updates.
   d) If the situation escalates people will be directed by the Police to a designated waiting area until the police can ensure a safe exiting from the property.

4) If instructed to leave the building or campus proper:
   a) If walking, leave by route away from the disturbance.
   b) Extra caution is required anytime you are excited, worried, or distracted by emergency vehicles.
   c) If driving, expect traffic back-ups. Be patient.
   d) Follow traffic directions from Emergency Response Team or Police or other safety officials. If normal exits are blocked, you will be directed to an alternate route.
Earthquake

1) IF you are inside:
   a) **Stay Inside.** Stay near the center of the building, away from windows, mirrors, filing cabinets, bookcases, and electrical equipment. Watch out for falling plaster, light fixtures, glass, bookcases or books, etc. Stay calm.
   b) Crawl under at table, desk or sturdy furniture and hold on. If possible, get against an interior wall and protect your head and neck with your arms. Do not go into a doorway, or near bookcases or things that can tip over or fall.
   c) Fire danger is greatly increased after an earthquake. Take necessary precautions to prevent fires from starting.

2) If you are outside:
   a) **Stay outside.** Move to an open area away from high building, walls, trees, power lines and poles.
   b) If forced to stand near building, watch for falling objects.
   c) If you’re in an automobile, stop your vehicle in the nearest open area. Do stay in your vehicle until the shaking stops.

3) After an earthquake:
   a) Be prepared for aftershock
   b) Do not reenter the building until cleared by the Emergency Team or Police.
   c) **Follow Emergency Notification Protocol on Cover of this Manual if someone is hurt, a fire is developing, water is leaking, etc.** Give the following information: a description and location of the problem (using room number, if possible), your name and the extension from which you’re calling. Indicate whether any people or valuable equipment are involved, or are in imminent danger.
   d) Do not move seriously injured people unless they are in obvious, immediate danger from fire, building collapse, etc. Tell the Emergency Response Team or police or supervisor where they are located.
   e) Follow instructions from Emergency Response team or Police. If evacuation is ordered, go to the evacuation location assigned to the building.

4) Additional information:
   a) Open doors carefully. Watch for falling objects.
   b) Do not use elevator or anything electric, plumbing or gas until utility lines have been checked.
   c) Do not use matches or lighters. Watch for fire that may start.
   d) Replace telephone handsets on cradles and avoid using for non-emergency purposes.
   e) Discourage the spreading of rumors which can cause confusion and panic.
Emergency Evacuation Procedures

1) When you hear the fire alarm:
   a) Shut all doors and windows behind you if safe to do so, but do not lock
   b) Leave quickly by the nearest safe exit.
   c) Go directly to the designated Emergency Evacuation Assembly Area for the building, refer to the Emergency Evacuation Section of this Manual and stay there. The purpose of the assembly area is to help account for all building occupants and to be able to inform people of status.

2) Additional information:
   a) Administration or supervisor will evaluate and assign evacuation responsibilities based on staffing.
   b) Your supervisor will ensure that occupants evacuate the area. All employees should help each other leave as instructed. As you exit, quickly check nearby restrooms, copier rooms, closets, etc. for other staff and patrons.
   c) Accompany and/or help any people with disabilities, visitors or any co-workers who appear to need assistance. If you are, for any reason, unable to help someone or need assistance, ask them to remain where they are and notify the supervisor of his/her location. The person in charge will notify police or emergency personal.
   d) Take your car key, purse, and/or wallet if safe to do so. Do not attempt to take large heavy objects.
   e) Proceed as quickly as possible, but in an orderly manner. Do not push or shove. Hold handrails when you are walking on stairs. Move to the right if you encounter emergency personnel.
   f) Once out of the building, move away from the structure. Do not block streets or driveways.
   g) Assemble in the designated Emergency Evacuation Area. Refer to Emergency Evacuation Section of this Manual. Assist your supervisor in completing a head count of your work area and be prepared to relay the information to the Emergency Response Team and others.

3) If instructed to leave the premises:
   a) Drive or walk carefully. Extra caution is required any time you are excited, worried, or distracted by an emergency vehicles.
   b) If you are doubt about whether to report back to work, call University Administration (265-3727) or Facilities Services (265-3755).

4) Evacuation of non-staff:
   a) Supervisory staff on exiting their offices/areas will sweep assigned building areas to evacuate non-staff occupants of building.