



# Emergency Procedures Guide

## Emergency Phone Numbers

Fire, Police, Ambulance.....911

College Public Safety Department.....651.846.1322  
(from Campus Phone dial 1322)

### FLIP COVER OVER FOR MORE EMERGENCY NUMBERS

235 Marshall Avenue, Saint Paul MN 55102 • TEL: 651.846.1600

This document is available in alternative formats to individuals with disabilities by contacting the Director of Access & Disability Resources at 651.846.1547 or [AccessResources@saintpaul.edu](mailto:AccessResources@saintpaul.edu). Saint Paul College is an Equal Opportunity employer and educator and a member of Minnesota State. 8/2/17

# Emergency Numbers



College Public Safety.....	651.846.1322
College Switchboard.....	651.846.1600
College Physical Plant Director.....	651.846.1473
Xcel Energy – Electric.....	1.800.895.1999
Xcel Energy – Gas.....	1.800.895.2999
College Facilities.....	651.846.1394
Saint Paul Fire Department.....	651.224.7811
Saint Paul Police Department.....	651.291.1111
Saint Paul Water Department.....	651.917.4777

# Safe and Secure College



Saint Paul College is committed to the protection and safety of our students, faculty and staff. By preparing employees and using a crisis plan, we can protect our students and employees while we maintain a safe environment for learning and working.

The purpose of this guide is to assist administrators, faculty and staff in effectively handling any threat to the safety and security of all. Please become familiar with all sections of the guide, so you will feel confident that you have a place to turn in the event of an emergency. Also review relevant sections with members of your staff to ensure that everyone is as prepared as possible should an emergency arise.

It is important that employees in your department be alerted to emergencies as soon as possible so they can be prepared for any necessary action. Be sure to remain as calm as possible to avoid alarming students.

For the purpose of alerting all employees, the incident will be announced and described over the public-address system or by other means.

Be sure to clearly explain the crisis situation to the students, faculty and staff before they leave the building for the day; they become potential spokespeople to the media and the public once they leave the building.

## **SAFE AND SECURE COLLEGE**

# Emergency Response Steps

Managing a crisis effectively can mean the difference between anxiety and security. In order to ensure a quick and effective response, the College follows these steps during an emergency situation.

1. **Report** – The incident to Public Safety by calling 651.846.1322 (dial 1322 if using a Campus Phone). If you cannot reach Public Safety, call 911. Note: All 911 calls go over the radio band and the media monitors those bands. Expect the media if you call 911.
2. **Respond** – Public Safety, the Emergency Response Mobilization Team or an assigned Administrator will lead the emergency response on campus.
3. **Action** – The Emergency Response Mobilization Team will meet at the College Information Desk and spread out across campus to assist with evacuation or seek shelter emergencies. Members of the team wear **red emergency vests** and carry a two-way radio so they can relay information to emergency response personnel.
4. **Notification** – Public Safety will notify the campus of the emergency and actions to be taken as necessary via the College Emergency Notification System. These messages may be sent over the Public Address system, email, text messaging, electronic signage and/or via the Seeker Paging system.

## EMERGENCY RESPONSE STEPS

# General Emergency Procedures



- Always protect yourself first.
- Protect and warn others to the best of your ability.
- Call 911 and /or the College Public Safety Department, 651.846.1322 (dial 1322 if using a Campus Phone).
- State the emergency.
- Give building's address (235 Marshall Avenue, St. Paul, MN 55102).
- Give exact location of the emergency in the building, including level/floor of building and clearly visible identifying markers such as room number, elevator, etc.
- Initiate and/or follow the College's Emergency Plan.

**GENERAL EMERGENCY PROCEDURES**

# General Emergency Procedures *(continued)*

## Blue Light Phone System

An emergency blue light phone system is installed in the College parking lots and ramp to make the reporting of serious incidents easier and quicker. To report an emergency, crimes in progress or a suspicious person/incident, simply push the button which will then ring into the College Public Safety Department dispatcher. Please stand near the phone until the dispatcher has started communication with you. If your physical safety is in danger, please activate the phone and move to a safe place.

Once a phone has been activated, an officer will be summoned to that phone's location. *Use of the Code Blue Emergency Phone Stations should be limited to emergency situations only.*

*Information about campus emergency procedures can be found on the College Public Safety Department page at [saintpaul.edu](http://saintpaul.edu).*

# Fire or Smoke

If fire or smoke is observed:

- Immediately activate the fire alarm, if it is not already sounding.
- Call **911** and/or the College Public Safety Department, 651.846.1322 (dial 1322 if using a Campus Phone) or have someone make that call.
- Follow the Emergency Plan and begin evacuation of the building.
- If a fire extinguisher is available, you should use it only if:
  1. You are confident in your ability to extinguish the fire.
  2. The fire is small; e.g., no bigger than a wastebasket.
  3. The Fire Department has been notified.
  4. Evacuation has begun.
  5. You have a safe exit route that the fire cannot block.
- Close all doors that can isolate fire and contain smoke, if possible and safe to do so.
- Move to the closest, safe exit.

**FIRE OR SMOKE**

- Check doors with back of hand before opening; if hot move to alternate exit.
- If door is not hot, open it slowly and check for smoke and odors; if they are strong close the door and move to an alternate exit.
- **Do not use elevators.**
- Leave the building and proceed to designated location at least 150 feet away from the building.
- Help those that need assistance to move to the evacuation location or designated safe areas in the building, if safe to do so.
- **Students and staff in wheel chairs should go to the stairwells (front or south side of the building) on their floor and wait for the Fire Department to assist them out of the building, Stairwells A, D, E and H. Evacuation chairs have been placed in these stairwells to assist with evacuation.**
- Report the location of the fire to the Fire Department.
  - » The Fire Department will advise if and when the building can be safely entered.  
**No one can re-enter the building until the Fire Department gives the all clear.**
  - » Report to Public Safety or the Emergency Response Mobilization Team to account for employees and students.
  - » Report the location of anybody left in the building to Public Safety or a member of the Emergency Response Mobilization Team.
  - » Do not return to the building until an “All Clear” is announced by Public Safety, the Fire Department or the Emergency Response Mobilization Team.



# Severe Weather

Public Safety monitors severe weather conditions for the campus area through the National Weather Service and will notify the college community when an alert is issued that requires you to seek shelter. Employees, student and guests of the College will be notified via the College Emergency Notification System, which includes direct contact, telephone, voice messages broadcast by radio, PA system, or other broadcast system, and alarm signals such as air horns.

## If you are notified to take shelter because of severe weather:

- Go immediately to a room without windows in the center of the building, an inside hallway or stairwell, preferably on the lowest level in the building.
- Stay away from doors, outer walls, and any windows.
- Avoid places with wide-span roofs such as auditoriums, cafeterias, or large hallways.
- Get under a piece of sturdy furniture such as a workbench or heavy table or desk and hold on to it.
- Use your arms to protect your head and neck.
- Stay sheltered until the “All Clear” message is received.

*In any of these emergency situations, college employees, to the best of their ability, should ensure students and visitors are aware of these procedures and help anyone who may require assistance to reach a safe shelter site.*

**SEVERE WEATHER**

## For all medicals and medical emergencies

- Immediately call or have someone call the Public Safety Department at 651.846.1322 (dial 1322 if using a Campus Phone) or 911:
  - » State the emergency.
  - » Give the exact location of the emergency: 235 Marshall Avenue, along with the Room Number or the Room closest to the emergency situation.
  - » Describe victim's symptoms.
  - » Give your name and a call back number.
  - » Stay on line until you are told to hang up.
  - » Follow instructions from the 911 dispatcher.
- Render first aid appropriate to your level of training.
- If possible, gather information for emergency responders.
- Stay with the victim until Public Safety or emergency responders arrive, if safe to do so.
- If necessary, Public Safety may have someone meet emergency responders at the College Information desk and direct them to the victim.
  - » Follow guidelines for supporting the victim's medical needs:
  - » Do not move injured people unless the area they are in is unsafe.
  - » Control severe bleeding with direct pressure to the wound and, if possible, elevate the affected body part.
  - » Avoid direct contact with the victim's blood and other body fluids.
  - » For chest pain, get victim off their feet and be reassuring and supportive.
  - » For poisoning and overdoses, provide first aid and try to identify the product involved and how much was taken.
- Automatic External Defibrillators (AED) are available throughout the campus outside the elevators.

In most cases, mechanical or utility problems will not cause life threatening or other serious threats to the health and safety building occupants. However, certain failures, such as power outages and loss of phone services, can pose safety and security hazards and disrupt business operations. Such problems, though typically short in duration, may require actions to be taken to protect College personnel and property.

If a mechanical or utility failure creates an emergency situation:

- Immediately call or have someone call 911 and/or the College Public Safety Department, 651.846.1322 (dial 1322 if using a Campus Phone).
- State the emergency.
- Give the exact location of the emergency (235 Marshall Avenue and Room Number if needed).
- Initiate and/or follow the College’s Emergency Plan.
- Activate the fire alarm if an immediate evacuation is necessary.
- Proceed to the Evacuation Area noted in the emergency message.
- Help those that need assistance move to the evacuation area or a safe area in the building, if safe to do so.
- Report to Public Safety or a member of the Emergency Response Mobilization Team to account for employees.
- Report the location of anybody left in the building to Public Safety or a member of the Emergency Response Mobilization Team.
- Do not return to the building until an “All Clear” is announced by Public Safety, the Fire Department or the Emergency Response Mobilization Team.

If the failure does not warrant a complete evacuation of an area or building, and does not pose an immediate threat or hazard to personnel in the area:

- Submit a work order on the College website. The work orders are located under the “Employee Resources” page under the heading “Service Requests”.
- Contact the College Public Safety Department at 651.846.1322 (dial 1322 if using a Campus Phone), to have a facilities employee notified.

If you witness or become aware that a criminal act has occurred, you have a responsibility to report the incident to Public Safety or local law enforcement officials.

## To report a crime:

- Call 911 or the Public Safety Department, 651.846.1322 (dial 1322 if using a Campus Phone), for an emergency.
- Call the Public Safety Department, 651.846.1322 (dial 1322 if using a Campus Phone), for all non-emergencies.
- If possible and safe to do so, observe on-going criminal activity until response personnel arrive, making note of the physical description of the perpetrator.
- Avoid disturbing any potential physical evidence that may be at the scene.

The College maintains a record of all criminal incidents that occur on campus. This information is compiled and distributed to the campus community annually in the Campus Security and Compliance report. The report and a daily log of incidents can be found by going to [saintpaul.edu](http://saintpaul.edu) and visiting the Public Safety web page.

The potential for hazardous materials spills exists throughout the campus. Cleaning chemicals are used and/or stored in many College locations. In addition, laboratories, shops, studios, and maintenance areas use and store chemical and biological products and wastes associated with their activities. Contractors may bring other products into our buildings. Those using the products are expected to clean up small spills that do not pose an immediate health or safety hazard. Spills that are known to be hazardous or are too large to be cleaned up by the users should be handled similar to a fire emergency. Spills of unknown products should be considered hazardous until proven otherwise.

## **If you encounter a hazardous material spill or leak:**

- Report the spill.
  - » Call 911 and/or the College Public Safety Department, 651.846.1322 (dial 1322 if using a Campus Phone).
  - » State the emergency.
  - » Give the College address, 235 Marshall Avenue, St. Paul, MN 55102 and the location of the spill in the building.
  - » Report any injuries.
  - » Report the name and amount of material spilled, if known.
- Evacuate the area.
  - » Follow the College's Emergency Plan to evacuate the building.
  - » Use the fire alarm if there is an immediate hazard and the entire building needs to be evacuated or notify those in the affected area if only a partial evacuation is needed.
  - » Shut off electrical equipment, if possible, and it is safe to do so.
  - » Proceed to emergency exits; do not use elevators.
  - » Help those needing assistance to evacuate.
  - » Stay up-wind from any hazardous vapors, gas, or liquids.
- Confine the spill area.
  - » Close doors and isolate.
- Facilities Personnel only will:
  - » If possible, open outside windows, if safe to do so.
  - » Establish exhaust ventilation if possible.
  - » Vent fumes only to outside of building.
  - » If room is not vented to outside of building, close off room.

- Secure the area.
  - » Prevent access to spill area.
  - » Lock doors leading to spill area.
  - » Place barricades and warning notices at access points.
  - » Post staff by commonly used entrances to direct people away from spill area.

## First Aid for hazardous materials injuries:

**CAUTION: DO NOT** go back into an area where a chemical spill has occurred! In many documented cases, rescuers not wearing proper protective equipment have been overcome by toxic or asphyxiating fumes while trying to rescue other victims and died as a result. Do not make this mistake!

- Remove victims from spill area to fresh air (but do not endanger your own life by entering areas with toxic gases).
- Immediately remove contaminated clothing.
- Flush skin or eyes with running water for 15 minutes.\*

\***CAUTION:** Flush skin and/or eyes with running water for at least 15 minutes. *You may not feel any immediate effects from chemical spills, but it is very important to wash quickly and thoroughly. Many chemicals can cause severe tissue damage that is not apparent until hours later.*

- Get medical attention for victims.
- Chemical spills over large areas of the body.
  - » Remove contaminated clothing while flushing with water from safety shower or other source of water.
  - » Locate the Material Data Safety Sheet for the product and follow the First Aid Procedures outlined.
  - » Flush affected body area with lukewarm water for at least 15 minutes.
  - » Resume flushing with water if pain persists.
  - » Wash off chemicals with mild detergent and water; do not use neutralizing chemicals, unguents, creams, lotions or salves.
  - » Get immediate medical help.
  - » Make sure medical personnel understand exactly what chemicals are involved.

The FBI defines terrorism as, "... the unlawful use of force or violence against persons or property to intimidate or coerce a government, the civilian population, or any segment thereof, in furtherance of political or social objectives." Although this definition helps us understand what terrorism is, it does not give us insight on dealing with acts of terrorism. Basically, terrorism is a motive for a criminal act and therefore must be initially dealt with in this manner.

It is critical that we do not ignore early warning signs or fail to investigate potential terrorist activity. Any information or threats made against the College or a member of the campus community by an individual or group must be taken seriously. This information should be forwarded to a Saint Paul College Public Safety Department staff member at 651.846.1322, (dial 1322 if using a Campus Phone), or law enforcement officials at 651.291.1111.

The St. Paul Police Department, in response to recent nationwide threats of terrorism, has developed an Emergency Response Team that will respond to any reported threats of terrorism at Saint Paul College. Their team will work closely with the College Emergency Response Mobilization Team in response to any terrorist act perpetrated on campus.

## Academic and Administrative Buildings

If you hear shots fired on campus or if you witness an armed person shooting or threatening people (active shooter):

Immediately choose the best way to protect your life. The College trains employees and students to utilize the **Run. Hide. Fight.** response to a violent intruder or active shooter incident:

### RUN:

Evacuate If Possible

- If there is considerable distance between you and the gunfire/armed person, quickly move away from the sound of the gunfire/armed person. If the gunfire/armed person is in your building and it is safe to do so, run out of the building and move far away until you are in a secure place to hide.
- Leave your belongings behind.
- Keep your hands visible to law enforcement.
- Take others with you, but do not stay behind because others will not go.
- Call 911 when it is safe to do so. Do not assume that someone else has reported the incident.

### HIDE:

Hide silently in as safe a place as possible

- If the shooter is in close proximity and you cannot evacuate safely, hide in an area out of the armed person's view.
- Choose a hiding place with thicker walls and fewer windows, if possible.
- Lock doors and barricade with furniture, if possible.
- Turn off lights
- Silence phones and turn off other electronics.
- Close windows, shades and blinds, and avoid being seen from outside the room, if possible.
- If you are outdoors and cannot RUN safely, find a place to hide that will provide protection from gunfire such as a brick wall, large trees or buildings.
- Remain in place until you receive an "all clear" signal from Public Safety.



## FIGHT:

Take action to disrupt or incapacitate the shooter

- As a last resort, fight. If you cannot evacuate or hide safely and only when your life is in imminent danger, take action.
- Attempt to incapacitate or disrupt the actions of the shooter.
- Act with physical aggression toward the shooter.
- Use items in your area such as fire extinguishers or chairs.
- Throw items at the shooter if possible.
- Call 911 when it is safe to do so.

## Reporting & Observation

Reports of any armed or violent person on campus should be made directly to a 911 operator.

If you observe an armed violent individual or individuals enter a campus building and you are in a position to observe the subject without endangering or compromising your safety, the observations you make may be crucial to responding emergency personnel. There is no expectation that anyone put himself or herself at risk in order to observe an armed subject.

*The following are questions that the 911 operator will most likely ask you:*

- How many people did you observe?
- What was the exact location the person or people entered the building?
- What time did you observe the person or people enter the building?
- If known what type of weapon or weapons did you observe (rifle, shotgun, pistol, etc.)?
- A description of the person, including height, weight, build, gender, age, race, hair color, and length and a description of the clothing worn by the person or people.
- Did you observe the person or people exit a vehicle, and if so, what is the vehicle description and location of where the vehicle is parked?

## An advisory to students and employees:

It is highly unlikely Saint Paul College students, staff or faculty would receive mail that may pose a health threat. Everyone should nonetheless be alert to possible incidents and know how to proceed if one is encountered. The following procedures are suggested to help you screen your mail.

While experience has shown that most suspicious mailings are hoaxes, the threatened use of biological agents must be treated as real. If the agent is reported as anthrax, understand that it is not contagious and treatment is readily available if administered before the onset of symptoms. If you receive suspicious mail, follow these steps.

## If you receive a suspicious letter or package:

- Remain calm.
- Do not open the letter or package; seal it in a plastic bag if possible or cover it with any material.
- If the mailing is opened, do not attempt to clean up any spilled contents. Cover the spilled contents and mailing with any material.
- Leave the room and close the door so others cannot enter.
- Wash your hands in warm, soapy water.
- Call the College Public Safety Department at 651.846.1322 (dial 1322 if using a Campus Phone).
- If you feel there is immediate danger, call 911.
- Do not ignore the threat.
- Do not pass the letter or package to others to look at or handle.
- Do not disturb the contents.

## What to look for:

It is impossible to describe the appearance of a typical suspicious mailing, but the FBI has identified the following as common features of threatening letters:

- No return address.
- Excessive postage.
- Hand written or poorly typed addresses.
- Misspelling of common words.
- Restrictive markings such as “Confidential,” “Personal,” etc.
- Excessive weight and/or feel of a powdery substance.

The College suggests that all “junk mail” not be opened and be trashed. If you are not aware of the sender of the mailing, do not open it. You should also know that it is a federal offense to utilize the U.S. Postal Service to perpetrate a hoax that threatens the safety of others. Federal officials have assured the public that all hoaxes will be investigated and those responsible will be prosecuted.

## **If you receive a bomb threat involving a campus building:**

- Call the Saint Paul College Public Safety Department at 651.846.1322 (dial 1322 if using a Campus Phone).
- Complete the Bomb Threat Check List on the next page, if applicable.
- If the threat is received by telephone, try to get as much information as possible regarding the device.
- Record any time given for when the device will be detonated.

## **If Emergency response personnel or appropriate College officials order a building evacuation:**

- DO NOT UNDER ANY CIRCUMSTANCES PULL THE FIRE ALARM TO INITIATE THE EVACUATION.
- Evacuate to the designated location.
- Help those needing assistance evacuate.
- Employees must report to Public Safety or the Emergency Response Mobilization Team to account for employees and students.
- Report the location of anyone left in the building to Public Safety or the Emergency Response Mobilization Team.
- Do not return to the building until an “All Clear” is announced.

## **REMEMBER!**

- Keep the caller talking!
- Don't interrupt!
- Ask caller to speak louder, slower, etc.
- Ask the caller to repeat!
- Write down complete exact message!
- Immediately notify Saint Paul College Public Safety Department at 651.846.1322 (dial 1322 if using a Campus Phone).

## **Dealing with Threats and the Potential for Violent Behavior**

An important component of ensuring the safety and security of students, faculty, staff, and guests to our campus is addressing threats and potential for violent behavior. Situations can and do arise here at Saint Paul College or anywhere that may raise concerns about the potential for a threat of harm to individuals or larger numbers of people. As with all issues of personal safety, we all have a role to play in creating an environment that reduces the opportunity for threatening behavior.

Should you witness an event or circumstances that raise your concern about a potential for threat or safety to you or others, take the following steps:

- Call the College Public Safety Department at 651.846.1322 or call 911 for police assistance if you witness violence taking place, or believe/feel that there is a threat of imminent danger to your own or someone else's safety.
- Communicate to an administrator/supervisor, or other responsible person, any knowledge of threatening behavior or potential violence including but not limited to the possession of a weapon in the workplace and/or the classroom. If you are not sure who to call, call 911.

**Anyone at Saint Paul College who believes that there may be a potential threat to safety should contact an administrator/supervisor immediately.**

# Bomb Threat Check List

The following check list is to be completed by any Saint Paul College employee receiving a bomb threat. Report the call to Saint Paul College Public Safety Department at 651.846.1322 (dial 1322 if using a Campus Phone) then complete the remainder of the form before discussing the call with anyone.

DATE: \_\_\_\_\_ TIME: \_\_\_\_\_

Exact wording of the message: \_\_\_\_\_

\_\_\_\_\_

## QUESTIONS TO ASK!

1. When is the bomb to explode? \_\_\_\_\_
2. Where is the bomb now? \_\_\_\_\_
3. What does the bomb look like? \_\_\_\_\_
4. What will cause the bomb to explode? \_\_\_\_\_
5. Did you place the bomb? \_\_\_\_\_
6. Why? \_\_\_\_\_
7. What is your name? \_\_\_\_\_
8. Address? \_\_\_\_\_

## INFORMATION ABOUT THE CALL

Length of call: \_\_\_\_\_ Time of call: \_\_\_\_\_ A.M.: \_\_\_\_\_ P.M.: \_\_\_\_\_

Origin of call: Internal \_\_\_\_\_ Outside \_\_\_\_\_ Unknown

## PROFILE OF THE CALLER

<i>Caller's Voice</i>	<i>Language</i>	<i>Geographic Region</i>	<i>Threat Language</i>	<i>Background Noises</i>
<input type="checkbox"/> Calm	<input type="checkbox"/> Good	<input type="checkbox"/> Northern	<input type="checkbox"/> Irrational	<input type="checkbox"/> Office Machines
<input type="checkbox"/> Excited	<input type="checkbox"/> Fair	<input type="checkbox"/> Southern	<input type="checkbox"/> Incoherent	<input type="checkbox"/> Factory Machines
<input type="checkbox"/> Angry	<input type="checkbox"/> Poor	<input type="checkbox"/> Eastern	<input type="checkbox"/> Read By Caller	<input type="checkbox"/> Animals
<input type="checkbox"/> Pleasant	<input type="checkbox"/> Cursing	<input type="checkbox"/> Western	<input type="checkbox"/> Recording	<input type="checkbox"/> Street Sounds
<input type="checkbox"/> Slow	<input type="checkbox"/> Other		<input type="checkbox"/> Vulgar	<input type="checkbox"/> Quiet
<input type="checkbox"/> Rapid				<input type="checkbox"/> Trains
<input type="checkbox"/> Soft				<input type="checkbox"/> Voices
<input type="checkbox"/> Loud				<input type="checkbox"/> Music
				<input type="checkbox"/> Mixed
				<input type="checkbox"/> Aircraft
				<input type="checkbox"/> Other

REMARKS: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Your Name: \_\_\_\_\_

Position: \_\_\_\_\_

Phone #: \_\_\_\_\_

Supervisor: \_\_\_\_\_

**BOMB THREAT**

How you handle the media can have a profound impact on how the public views the College.

All media and news request (in person, over the phone, email, etc.), should be directed to the Executive Director of Marketing, Communications and Recruitment, 651.846.1305. This person serves as the Public Information Officer (PIO) for all external media requests.

## What You Need to Know

**Media Access:** Colleges are not required to allow media access to the building during an emergency or any other time. All staff should notify Public Safety or an Administrator if a reporter is in the building without permission.

**Public Information:** The following information about students is public information:

- Student's name
- Major program of study
- Dates of attendance
- Degrees, diplomas, certificate & awards received
- Full-time or part-time enrollment status
- Participation in recognized activities
- Photographs used in news releases or college publications

All other information (phone number, date of birth, address, etc.) is considered private and may not be given out without written release from the student.