



# UNIVERSITY CENTER STAFF EMERGENCY MANUAL

Spring, 2008

The purpose of this manual is to serve as a reference for any Staff Member. It will contain most of those things that need to be done in case of an emergency. It is to be used as a guide and not a strict procedure because with each event comes different variables.

The manual is **ORGANIZED** in two ways:

1. By **EVENT**
2. By **TIME OF RECOVERY** (the amount of time it takes to return to normal operations.)
  - Minor Event: less than one hour to return to normal operations
  - Major Event: multiple responses and more than one hour to return to normal operations.

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# UNIVERSITY CENTER

## Building Administrators

(Team members to be contacted to assist in a crisis)

	Work	Home	Cell
<b>Mark Lee</b> Executive Dean	(605) 367-5698	256-6834	480-2146
<b>Open Position</b> Director of Marketing & Special Projects			
<b>Barb Wagley</b> Program Assistant II	(605) 367-8414	None	321-7936
<b>Sharon Sopko</b> Director, Academic Coordination	(605) 367-5642	334-7686	None
<b>Laura McCluskey</b> Sr. Accountant	(605) 367-8415	528-9686	530-9216
<b>Becky McCune</b> Computer Services	(605) 367-5648	261-1954	
 <b><u>Other Important Contacts:</u></b>			
<b>Jeff Holcomb</b> STI Director	367-7485	371-1914	941-5764
 <b>STI Building Administrator:</b>			
<b>Debra Hunking</b> STI Asst. Director- Technology Center	367-5461	335-7553	940-2727
 <b>Craig Peters</b> STI Supervisor- Academic Support Services (Technology Center)	367-5462	323-2216	941-5765
 <b>Judy Lucas</b> STI Special Projects Coordinator- Health Center	367-5990	336-3982	940-5479
 <b>Lyn Harrington</b> Campus Maintenance Manager	367-7848	361-3206	940-6004

## GENERAL ACTIONS (All Events)

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### Minor Event: (less than one hour to recover)

- Receive notice of event.
- Ask the reporting person to stay with you.
- Gather basic information: Who, What, Where, and When.
  1. If INJURY or THREAT OF INJURY exists.
    - Call 911(stay with the 911 dispatcher until they release you).
    - Inform 2 other employees, **by Name**, of the situation by saying, “There is an emergency at \_\_\_\_\_ (location). The emergency is \_\_\_\_\_ . \_\_\_\_\_ is the “on-scene” contact, and they can be reached by \_\_\_\_\_ .
      1. Have someone contact a **Building Administrator** and standby to help as needed.
      2. If needed, have the other go meet the responding emergency units outside the building and show them to the scene.

(Other employees may go about their normal business.)

### Major Event: multiple responses (more than one hour to recover)

(structural damage, injuries, hazardous material spill, etc.)

- Receive notice of the event.
- Gather Basic Information: Who, What, When, Where.
- Contact 911 (Stay on the line with 911 dispatcher.)
- Ask fellow employees to contact a **Building Administrator**.
  1. If safe, have a **Building Administrator** come to your location.
  2. Ask fellow employee to standby to help as needed.
    - Meet responding emergency vehicles, etc.
- Standby for arrival and direction of a **Building Administrator**.

### COOP Plan Implementation

- COOP Relocation Team (CRT). The CRT immediately begins deployment, taking with them all office Drive-Away Kits, if applicable, and their personal go-kits. This team will most likely use privately-owned vehicles for transportation to the designated facility. Specific instructions will be provided at the time of activation.

Members of the CRT team are: Mark Lee, Jennie Doyen, Laura McCluskey, Becky McCune, Sarah Rasmussen, Sharon Sopko and Barb Wagley.

- COOP Support Team (CST). CST personnel present at the impacted facility at the time of an emergency notification will be directed to proceed to their homes to await further instructions. At the time of notification, any available information will be provided regarding routes that should be used to depart the facility or other appropriate safety precautions. During non-duty hours, CST personnel will remain at their homes pending further guidance.
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Members of the CST team are: Aaron Anthony, Chris Assmus, Linda Benedict, Lori Bonderson, Eileen Butcher, Lora Fejfar, Alan Fischer, Jolene Ledwell, Matty Lisbon, Jason Madsen, Sandie Mielke, Julie Rajdal, Sarah Rasmussen, Jason Shea, Vikki Van Hull and Hillary Westerhuis.

# MEDICAL EMERGENCY / DEATH

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**Minor event:** single injury (single response).

- Receive notice of event.
- **Confirm 911 has been contacted.**

If not:

1. Keep reporting person with you.
2. **Call 911.**
3. Let the reporting person talk to 911.

**If no “On Scene” contact with 911:**

**SEND SOMEBODY TO SCENE AND HAVE THEM CALL 911.**

**(Basic Information needed by 911):**

- Address & phone number?
  - What’s the Problem?
  - Conscious?
  - Breathing?
  - Age of the victim?
  - Are there any know threats to the responders?
- 
- Send person to meet the responding vehicles and lead them to the scene.
  - Contact a **Building Administrator.**
  - Ask a **Building Administrator** “Is there anything else I can do?”

**If “On Scene” contact with 911:**

- Receive notice of event.
- Confirm contact with 911.
- Is somebody meeting the ambulance?
- Confirm all unneeded people are away from the scene?
- Who is the “on scene” contact?
- How can they be contacted?
- Contact Security.
- Contact a **Building Administrator.**
- Ask a **Building Administrator** “Is there anything else I can do?”
- **Fire/Law Enforcement/Ambulance will take control of the scene upon their arrival.**

**Major Event:** (multiple injuries/death)

**ACTIONS: SAME AS ABOVE**

**Perform needed actions shown in the General Actions-Major Event section at the front of this manual.**

# **MEDICAL EMERGENCY / DEATH, Cont.**

## **CPR RESPONSE TEAM PROCEDURES**

In the event of a suspected cardiac emergency in the University Center Building, please do the following:

1. Call **9-911**, tell them to send the ambulance to the \_\_\_\_\_ side of the University Center Building; 2205 N. Career Avenue).

**Or, for HSC:** tell them to go to the Health Sciences Building (2300 N. Career Avenue).

2. Contact a certified CPR responder from your area and have someone take them to the victim. If no one is available call a CPR responder from the nearest adjacent floor.
3. Send someone to help with the following:
  - Take the EMTs to the person in need.
  - Lock the elevator door open at the respective floor.
4. Have the area cleared of non-response team members to allow room for EMTs to work.

Have the aisles to the victim cleared for the EMTs arrival.

Help EMTs whenever requested.

Notify the Executive Dean's Office of the incident.

Automatic External Defibrillator (AED) locations: NE wall of in the Common's area.

**!!!!ONLY TO BE USED BY AED TRAINED CPR CERTIFIED RESPONDERS!!!!**

### **Response Team Members:**

**(Call the front desk at 367-5640 and request a responder be sent to the location.)**

Hillary Westerhuis  
Laura McCluskey  
Vikki Van Hull  
Kristen Lenertz

Jennie Holland

## THREATENING CALL

- Receive call that threatens harm to people or facilities.
- Fill out Threat Call Report.

### THREAT CALL REPORT:

Record exact words used by caller: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Ask: Who are you? \_\_\_\_\_

Why are you doing this? \_\_\_\_\_

### **If the caller refers to a bomb, ask:**

What time is it set for? \_\_\_\_\_

Where is it at? \_\_\_\_\_

What does it look like? \_\_\_\_\_

Voice on the phone:

Man/\_\_\_\_ Woman \_\_\_\_ Child \_\_\_\_

Voice qualities: Intoxicated \_\_\_\_ Speech impediment \_\_\_\_ Accent \_\_\_\_ Other \_\_\_\_

Background noise:

Music: \_\_\_\_ Children \_\_\_\_ Talk \_\_\_\_ Airplane \_\_\_\_ Traffic \_\_\_\_ Office \_\_\_\_ Machines \_\_\_\_

Other \_\_\_\_\_

Completed by \_\_\_\_\_

Date/ Approximate Time \_\_\_\_\_

### **When caller hangs up, the person receiving the call will immediately:**

1. Activate the line the call came in on, and get a dial tone.
2. **Dial \*57**, this activates “last call trace”- stay on the line- you will be given a confirmation of the last call trace. (You will not be given a phone number, only Qwest or the Police can retrieve the phone number of the caller.)
  - Remember the line number used for the call.
3. Ask another employee to get a **Building Administrator**.
4. Call 911 and **tell the dispatcher the number of the line the threatening call was on, and that you used that line to activate the “last call trace” feature.**
5. Wait for a **Building Administrator** to come to your location and give instructions.

**BOMB THREAT: DO NOT use cell phones or radios.  
They could activate the bomb.**

## **FIRE**

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Receive notice of the event by ALARM:

- Secure all office records and valuables.
- Leave the building.
- Wait for the “all clear” before returning to the building.

Receive notice of event by CALL:

- Basic Information:
  1. Is there visible smoke and/or flame?  
(Is the FIRE ALARM **activated?**)
  2. Where?
  3. Are there injuries?
  4. Is the building being evacuated?
- Pull Alarm
- Contact a **Building Administrator**
- Secure all office records and valuables
- Leave the building.
- Wait for the “all clear” before returning to the building.

## **TORNADO / HAZARDOUS WEATHER**

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**STI Technology Center Building Administrator will advise University Center of the warning.**

- When tornado WARNING is issued move in an orderly manner to an interior room on the lowest level of the building you're in.
- Wait for the "all clear" to be given.

Major event: (collapsed structure, possible injuries, down power lines, etc.)

- If it appears safe to do so, leave building if not wait for Search and Rescue.
- Go to adjacent building that is not damaged and wait instructions.

## EXPLOSION / HAZARDOUS MATERIAL SPILL

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### Minor Event:

- Receive notice of event.
- Confirm need for call to 911.
- Confirm no threat to life.
- What actions are being taken to assure there is no threat to life.
- Who is the “on-scene” contact person?
- How can they be contacted?
- Is there anything needed to bring the situation back to normal?
- Contact a **Building Administrator**.

### Major Event:

- Receive notice of event.
- **Confirm that 911 has been called.**
- Gather Basic Threat Information.
  1. What happened?
    - What kind of an explosion?
    - Hazardous materials?
  2. Where?
  3. Are there injuries or threat of injuries?
  4. Is there any damage to buildings?
  5. Any known threats to responders?
  6. Who is the “on scene” contact?
  7. How can they be contacted?

**Contact a Building Administrator: give Basic Threat Information and await his/her instructions.**

# LOCKDOWN/ HOSTAGE / ARMED INTRUDER

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## MAJOR Event:

- Receive Notice of event.
- Confirm collection of Basic Threat Information:
  1. Where?
  2. Type of weapon?
  3. Description of bad guy?
  4. Direction of travel?

## If there is a **WEAPON**:

- Call **911** and give dispatcher: address, and the Basic Threat Information.  
(You will be asked to stay on the line with 911 until police arrive.)
- By **Name**, ask another employee to contact a **Building Administrator** and have them come to you.
- By **Name**, ask another person to **CONTACT SECURITY**.
- Stay on the line with 911.
- Tell everybody in your area the situation and ask them to leave the building.
- Assign person on their way out to:
  1. Lock doors.
  2. Turn lights out.
- Get out of sight.
- Be quiet.
- Wait for a **Building Administrator** to arrive and give instructions.

## You are now **HIDING**:

- Devise plan to fight, run or do what the intruder wants if he gains access to your room. Fighting is a last resort.  
(If you **FIGHT**: you must gain **CONTROL** of the **WEAPON**.)
- Wait for Police instructions to leave the building.
- Wait for the “all clear” before going back in the building.