



Saint Mary's
University
of MINNESOTA

EMERGENCY RESPONSE PLAN
MINNEAPOLIS CAMPUS

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EMERGENCY RESPONSE PLAN

PREFACE

This Emergency Response Plan has been designed to provide protocols for the safety and well-being of students, staff, and faculty of the Minneapolis campus of Saint Mary's University of Minnesota (hereinafter "the university"). This plan is intended to provide a means of mitigating emergencies that are of such magnitude as to cause a significant disruption of the normal operations of all or part of the university's Minneapolis campus.

Each emergency situation requires a specific response in terms of needed resources and proper protocols. This plan addresses each type of emergency on an individual basis; however, the protocols herein are designed to be flexible in order to accommodate contingencies of various types and magnitudes.

GENERAL EMERGENCY INFORMATION

1. Purpose:

The basic emergency response protocols outlined in this plan are to enhance the protection of lives and property through effective use of university and campus resources as well as local law enforcement, emergency management, and medical resources. Whenever an emergency affecting the Minneapolis campus reaches proportions that cannot be handled by routine measures, the president or the president's designee may declare a state of emergency, and these emergency response protocols may be implemented. Since an emergency may be sudden and without warning, these protocols should be used as guidelines and adapted to each situation as it arises.

2. Scope:

These procedures apply to all personnel and buildings and grounds owned and operated by Saint Mary's University of Minnesota in Minneapolis, Minnesota and include those peripheral areas adjoining the university.

3. Types of Emergencies:

Types of emergencies covered by this plan are:

- Bomb Threat
- Civil Disturbance or Demonstrations
- Earthquake
- Explosion
- Fire
- Hazardous Material Spill
- Hazardous Weather
- Infectious Disease Outbreak

- International Programs Crisis
- Mental Health Crisis
- Suicide or Other Death or Serious Injury
- Student Incidents
- Telecommunications Failure
- Utility Failure
- Violent Behavior

4. Definitions of an Emergency:

The president or the president's designee serves as the overall Incident Commander during any major emergency or disaster. The following definitions of an emergency are provided as guidelines to assist building and area coordinators in determining the appropriate response:

- A. *Minor Emergency:* A minor emergency is any incident impacting only a small part of the university community or university physical property that will not seriously affect the overall functional capacity of the university. A minor emergency may not require the intervention of the Incident Management Team as a whole; however, selected members of the team may be involved as necessary.
- B. *Major Emergency:* A major emergency is any serious incident that affects an entire building or buildings and that will disrupt one or more operations of the university. Outside emergency services will probably be required as well as major efforts from campus support services. Major policy considerations and decisions would usually be required. The Incident Management Team may be activated.
- C. *Disaster:* A disaster is any university or city-wide event or occurrence that seriously impairs or stops the operations of the university. In some cases, mass casualties and severe property damage may be sustained. A coordinated effort of all campus-wide resources is required to effectively control the situation. Outside emergency services would be essential, but might not be available. Major policy decisions would always be required. The Incident Management Team would be activated.

5. Communications and Information Management:

Any incident that has the potential for adverse publicity for the university or any emergency situation on the Minneapolis campus of the university should be promptly reported to the university's marketing and communication office. The university is committed to taking a preemptive approach to communication during crises, using prompt disclosure whenever possible.

No one is authorized to speak to the news media in a crisis without clearance from the vice president for university relations. That vice president will be responsible for developing crisis communication strategies. Final approval of all communication strategies will rest with the president or the president's designee.

When a crisis does occur, the vice president for university relations will gather and verify information about the crisis; assess the severity of the crisis; and develop strategies addressing the release of information, identification of a spokesperson and notification of appropriate parties. The university's external website will play a key role in providing updated information to all constituents. Staff members will be trained to direct inquiries to the website for the latest, official, accurate information.

When communicating in an emergency, the university's objectives are:

- To provide accurate, consistent, factual and timely information to its community, the public, the media and all other appropriate audiences.
- To protect the privacy and reputations of the university and those associated with it.
- To provide a calm and orderly process to gather, analyze and disseminate information in a crisis situation.
- To clearly communicate to all key audiences what has happened and what steps are being taken to remedy the situation, and what steps will be taken to prevent any recurrence of the problem.

6. Assumptions:

This Emergency Response Plan is predicated on a realistic approach to problems likely to be encountered on a campus during a major emergency or disaster. Hence, the following are general guidelines:

- A. An emergency or disaster may occur at any time of the day or night or holiday, with little or no warning.
- B. The succession of events in an emergency is not predictable; hence, published support and operational plans will serve only as a guide and checklist, and may require field modification in order to meet the requirements of the emergency.
- C. Disasters may affect residents in the geographical location of the university, therefore city, county and federal emergency services may not be available. A delay in off-campus emergency services may be expected (up to 48-72 hours).
- D. A major emergency may be declared if information indicates that such a condition is developing, or is probable.

7. Declaration of Campus State of Emergency:

The authority to declare a campus state of emergency rests with the president or the president's designee.

During the period of any campus emergency, campus security, as required, will place into immediate effect the appropriate procedures necessary in order to meet the emergency, safeguard persons and property, and maintain educational facilities.

Campus security will immediately consult with the chief operating officer regarding the emergency and the possible need for a declaration of a campus state of emergency.

When this declaration is made, only registered students, faculty, staff, university contractors, and emergency personnel are authorized to be present on the campus. Those who cannot present proper identification showing their legitimate business need to be on campus will be asked to leave the campus. Unauthorized persons remaining on campus may be subject to arrest.

In addition, only those faculty and staff who have been assigned Incident Management Team duties or issued an emergency pass by the department of campus security will be allowed to enter the immediate disaster area/site.

DIRECTION AND COORDINATION

1. The President or the president's designee has overall responsibility for all emergency operations. In the absence of the president or the president's designee, the vice president for facilities will assume operational control of the emergency until relieved.
2. All emergency operations will be directed by the chief operating officer (COO) or that person's designee. In the absence or unavailability of the COO or that person's designee, the chief financial officer will coordinate and assume operational control of any campus emergency or disaster until relieved.

INCIDENT COMMAND POST

When a major emergency or disaster occurs or is imminent, campus security will set up and staff an appropriate Incident Command Post as directed. The regular department facilities and communications center located in La Salle Hall is also to be kept fully operational at all times.

1. Incident Command Post

If the emergency involves only one building or a small part of the campus, a campus security officer will be placed as near the emergency scene as is reasonably possible. At least one campus safety officer is to staff this command post at all times or until the emergency ends. A small office with a desk, chairs, and a telephone may also be required near the scene.

Incident Command Post, equipment will include:

- Barricades, barrier tape and signs for the scene
- Two portable communications radios
- Portable public address system and/or Megaphone
- First aid kit
- Campus directory and local telephone directory.
- Cell phone(s)
- Flash Lights
- Batteries

- Weather Radio (s)
- Orange/Yellow Vests

2. Incident Command Base

If the emergency involves a large part of the campus, the Incident Command Post will be set up in the La Salle Hall Conference Room. If this site is unavailable, the secondary site will be the Alumni Room in Brother Louis Hall. The director of campus security may select an alternate location to best serve the needs of the emergency. At least one campus security officer is to staff the Incident Command Base at all times until the emergency situation ends. A marshaling area for outside and local agency assistance will be established by campus security for operations of any combined on-site Incident Management Team. A conference room with facilities for emergency teams or media crews, and which is designed to accommodate multiple telephone and/or electrical appliances, is desirable.

INCIDENT MANAGEMENT TEAM

When alerted to a major emergency or a disaster, the chief operating officer will immediately begin contacting all necessary members of the Incident Management Team which consists of the following personnel:

- The president or the president's designee
- The COO or that person's designee
- The assistant vice president for finance
- The vice president for academic affairs - Schools of Graduate and Professional Programs
- The vice president for university relations or that person's designee
- The senior vice president and general counsel
- The vice president for facilities or that person's designee
- The assistant vice president for human resources
- The director of campus security
- The assistant vice president for IT or that person's designee
- The campus engineer

Team members will coordinate as necessary with the COO for implementation and coordination of the campus operation plan and support as it pertains to their areas. Team members will keep in constant communication with the Incident Command Post.

RESPONSIBILITIES

1. Role of the president of the university or designee

- A. Is responsible for the overall direction of the university emergency response.
- B. Works with the director of campus security and others in assessing the emergency and preparing the university's specific response.
- C. Declares and ends, when appropriate, the campus state of emergency.
- D. Notifies and conducts liaison activities with the university administration, governmental agencies, Incident Management Team and others as necessary.
- E. Authorizes campus evacuation orders.

2. Role of the vice presidents

The vice presidents have the following general responsibilities prior to and during any emergency:

A. Emergency Preparedness

- 1. Distribute building evacuation material to all employees with follow-up discussions, on-the-job training, or explanation as required.
- 2. Allow time for training appropriate employees in emergency techniques such as fire extinguisher usage, first aid, CPR and building evacuation.

B. Emergency Situations

- 1. Inform all employees under their direction of the emergency condition.
- 2. Evaluate the impact that the emergency has on the vice president's area and take appropriate action. This action may include ceasing operations and initiating building evacuation.

3. Role of the chief operating officer

The chief operating officer coordinates emergency operations. That individual is responsible for all non-academic decisions necessitated by an emergency. The COO supports the efforts of the president. The COO is responsible for dissemination of information to marketing and communications throughout the emergency. That individual is responsible for communication and coordination with supporting agencies from outside the university and with internal stakeholders.

4. Role of the assistant vice president for finance

The assistant vice president for finance manages the financial aspects of an emergency, including allocating necessary funds, tracking expenses related to the response, and ensuring the university has the financial resources to effectively recover from a disaster. The assistant vice president for finance collaborates with other emergency response team members, including facilities management, security, and campus leadership. The assistant vice president for finance communicates the financial implications of response actions to stakeholders. After the emergency, the COO and assistant vice president for finance assesses the financial damage caused by the emergency, develops a financial recovery plan, including potential insurance claims and necessary budget adjustments, and monitors the implementation of the recovery plan and makes necessary

adjustments.

5. Role of the academic vice president

The academic vice president is responsible for all academic decisions necessitated by an emergency. The academic vice president is also responsible for the evacuation of all students on the campus when called for by the president.

6. Role of the vice president for facilities

The vice president for facilities supports the efforts of the COO by directing the activities of the physical plant and leading the director of campus operations in responding to the emergency and assessing damages to university property. The vice president also leads the campus engineer in:

- A. Assessing damages to university property,
- B. Providing equipment and personnel to perform shutdown procedures, control hazardous areas, supply barricades, assess damage, clear debris, make emergency repairs and protect equipment.
- C. Providing vehicles, equipment and operators for movement of personnel and supplies and assigning vehicles as required to the Incident Management Team for emergency use.
- D. Obtaining the assistance of utility companies as required for emergency operations.
- E. Furnishing emergency power and lighting systems as required.
- F. Surveying habitable space and relocating essential services and functions.
- G. Providing facilities for emergency fuel during actual emergency or disaster periods.
- H. Providing for storage of vital records at an alternate site and coordinating with administration for liaison and support.
- I. Locking and checking all buildings and controlling utilities to all buildings.

7. Role of the director of campus security

- A. Determines the type and magnitude of the emergency and establishes the appropriate emergency command post.
- B. Initiates immediate contact with the COO.
- C. Conducts an assessment of the university's condition in relation to the emergency.
- D. Notifies and utilizes campus security, and, if necessary, university staff in order to maintain safety and order.
- E. Notifies and conducts liaison activities with appropriate outside organizations such as fire/rescue, police, Minneapolis Emergency Operations Center, etc.
- F. Compiles information on the whereabouts of students and staff on campus and any injuries that might have been sustained during the emergency situation
- G. Performs other related duties as may be directed by virtue of the campus emergency.
- H. Prepares and submits in conjunction with the campus engineer, if appropriate, a report to the COO describing the final outcome of the emergency.

8. Role of the campus security department

- A. Maintains the campus safety office in a state of readiness.
- B. Notifies university administrators of major emergencies.
- C. Monitors campus emergency warning and evacuation systems.
- D. Takes immediate and appropriate action to protect life, property, and to safeguard records as necessary.
- E. Provides traffic control, access control, perimeter and internal security patrols and fire prevention services as needed.
- F. Provides and equips an alternate site for the Incident Command Post.
- G. Maintains liaison for telecommunications support as necessary.

9. Role of the vice president for university relations

The vice president for university relations will direct all internal and external information during emergency conditions. The vice president will be responsible for the timely and accurate release of information to stakeholders and the media. All external and internal communications during an emergency situation must be approved by that vice president before distribution. The vice president or that person's designee will maintain a list of evacuees, survivors, relocatees, etc. In addition, the vice president will:

- A. Establish liaison with the news media for dissemination of official information as requested by the president.
- B. Establish liaison with local radio and TV services for public announcements.
- C. Arrange for photographic and audiovisual services.
- D. Advise the president or designee of all news concerning the extent of disaster affecting the campus.
- E. Prepare news releases for approval and distribution.
- F. Manage websites and social media as communication tools about the crisis.
- G. Coordinate on-campus media coverage.
- H. Direct the establishment of a media room.
- I. Act as university spokesperson.

10. Role of the campus engineer

- A. Assesses damages to university property.
- B. Provides equipment and personnel to perform shutdown procedures, control hazardous areas, supply barricades, assess damage, clear debris, make emergency repairs and protect equipment.
- C. Provides vehicles, equipment and operators for movement of personnel and supplies and assigning vehicles as required to the Incident Management Team for emergency use.
- D. Obtains the assistance of utility companies as required for emergency operation.
- E. Furnishes emergency power and lighting systems as required.
- F. Surveys habitable space and relocating essential services and functions.
- G. Provides facilities for emergency fuel during actual emergency or disaster periods.
- H. Provides for storage of vital records at an alternate site and coordinating with administration for liaison and support.
- I. Locks and checks all buildings and controlling utilities to all buildings.

11. Role of the deans and supervisors

Deans and staff supervisors have the responsibility to:

- A. Periodically educate students and/or employees concerning emergency response protocols as well as evacuation procedures for the building and/or activity and
- B. Inform students and/or employees of an emergency and initiate emergency protocols as outlined in this plan.

12. Role of Information Technology

The assistant vice president for IT and User Services will report to the COO during any emergency. The assistant vice president will manage telephone, voicemail service, email and network service and cable television during an emergency.

REPORTING EMERGENCIES

1. In an emergency situation, call the Hennepin County emergency number by dialing 911. Then, immediately contact campus security at 612-720-0417. Do not hesitate to call the Minneapolis Police Department at 612-348-2345.
2. When calling, stay calm and carefully explain the problem and location to the person receiving your call. Do not hang up until you are told to do so. Keep calm and help others remain calm.

NOTIFICATION SYSTEM

1. The university's emergency notification system is the primary means of emergency notification at the university. Students, faculty, and staff are encouraged to sign up for text and voice mail alerts about emergencies on campus. This system is intended for the immediate transmission of specific information regarding an emergency to all areas of the campus.
2. Campus security will notify the COO about any emergency situation. The COO will notify the members of the Incident Management Team.
3. Only the Incident Management Team will receive the initial notification that an emergency exists. The Team will be instructed at that time as to the location where it will assemble. Once assembled, the Team will begin operations under the direction of the COO. Each member of the Team will be assigned key personnel to notify and have on standby, ready to initiate any plan of action.
4. Further notification of the President's Cabinet, Minneapolis campus student body, faculty and staff, as well as appropriate Winona campus personnel, will be as directed by the Team.

5. During an emergency, the campus telephone system may be restricted to university official notification only. In the absence of telephone service, the campus security may provide runners or two-way radio communications for emergency notification.

6. Evening:

As required by the emergency, campus security personnel will contact the director of campus security who will in turn notify the COO (at home if necessary) that an emergency situation exists. The director of campus security will also notify the campus engineer. The campus engineer will be responsible for the notification of any custodial personnel.

7. Day:

During normal working hours, faculty and staff must be warned. The director of campus security will notify the COO. The COO must ensure that all members of the President's Cabinet are notified and given instructions pertinent to the emergency situation that exists.

8. The Incident Management Team will ensure that notification reaches all individuals within their areas of responsibility.

EVACUATION OF ALL OR PORTIONS OF THE CAMPUS

1. Justification:

Evacuation of all or part of the Minneapolis campus of the university will occur only under extraordinary circumstances. Such emergencies as a bomb threat, hazardous materials leaking into the environment, fire and civil disturbance can quickly create a need for evacuation.

2. Services:

The director of campus security will normally receive the first notice of an emergency that may require evacuation. The director will in turn notify the COO and advise that individual of the situation. The COO will then notify the president who must then make two decisions.

- A. Does the situation require the response of the entire Incident Management Team, or can normal university operations be utilized? If the Team is needed, the COO will arrange to notify all other members of the Incident Management Team that an emergency exists and the location where they are to assemble for emergency operations.
- B. Should all or only part of the campus be evacuated?

3. Building Evacuation:

- A. All building evacuations will occur when a fire alarm sounds and/or upon notification by Campus Security. Do not activate an alarm in the event of a bomb threat.

- B. When the building evacuation alarm is activated during an emergency, leave by the nearest marked exit and alert others to do the same.
- C. Assist persons with disabilities to exit the building. Remember that elevators are reserved for persons with disabilities. Do not use the elevators in case of fire. Do not panic.
- D. Once outside, proceed to a clear area that is across the street from the affected area or building. Keep streets, fire lanes, hydrant areas and walkways clear for emergency vehicles and personnel.
- E. Do not return to an evacuated building unless told to do so by a university official.
- F. The gathering point for building evacuations is the nearest parking lot(s) on the west side of the affected building(s), facing Oakland Avenue. The secondary gathering point is the Saint Mary's University Center.

4. Campus Evacuation:

- A. Evacuation of all or part of the campus grounds will be determined by the COO and communicated by the vice president for university relations.
- B. All persons (students and staff) are to immediately vacate the campus area in question and relocate to another area as directed. The first area to which persons should be evacuated is the nearest parking lot(s) on the west side of the affected building(s), facing Oakland Avenue.

5. Red Cross:

If a building or campus evacuation is required due to an emergency situation, campus security will contact the Minneapolis Area Chapter of the Red Cross at (612) 871-7676 to request appropriate assistance.

MEDIA RELATIONS

In an emergency situation, the university's Crisis Communication Plan should be implemented as needed by the vice president for university relations. See the Crisis Communication Plan for details. The vice president for university relations will be responsible for communication with the media. In some cases the university may choose not to participate in discussions with the media about emergencies on campus. The following guidelines should be followed:

1. Identify the emergency. Try to determine as quickly as possible the seriousness of the situation. Keep in mind that rapidly changing situations, i.e., natural disasters or fires, may require frequent reassessments.
2. Prepare an initial fact sheet as soon as sufficient details are available. The fact sheet should be prepared in consultation with those closest to the situation and should be analyzed for informational, privacy, and security concerns.
3. Prepare a brief statement based on the fact sheet that can be distributed to employees who may receive telephone calls from the media about the emergency. Employees

should be advised that all media contacts should be directed to the office of marketing and communication.

4. Identify key audiences. When feasible, address employees and students first.
5. Determine the best method of communication.
6. Identify an authorized spokesperson who will meet and talk with the media.

DISASTER AND MAJOR EMERGENCY PROCEDURES IN GENERAL

These procedures are generally applicable to any occurrence on the Minneapolis campus that may inflict widespread distress and destruction and should be read in conjunction with the specific procedures for events outlined below. The Incident Management Team will coordinate the university's response to a disaster or major emergency, in consultation with campus security.

1. Campus security will determine the location of the emergency, a description of the emergency, and the number of injured persons.
2. Campus security will dispatch campus security officers to the scene to assess the situation, assist with evacuation, and secure the perimeter. Campus security will notify the Minneapolis Police Department and the Minneapolis Fire Department if they have not already been notified.
3. The director of campus safety will notify the COO who will then arrange to notify the members of the Incident Management Team.
4. Campus security will establish a checkpoint to direct emergency response crews to the scene providing access to authorized personnel only.
5. Campus security will direct students and employees to safe areas.
6. The vice president for facilities will coordinate treatment of any injuries. The department of campus security will authorize the director to designate an area on campus for use by healthcare providers during the emergency.
7. The vice president for facilities will coordinate campus drivers for transportation purposes if necessary.
8. The vice president for university relations will coordinate media releases as necessary.

9. The Incident Management Team will direct management of the emergency and determine when the state of emergency ceases to exist and will coordinate the return to normal activities.
10. The vice presidents, deans, human resources, and the campus chaplain will provide support to students and employees as necessary.

BOMB THREAT

Bomb threats are serious emergencies that require prompt attention. For most bomb threats, the caller announces that a bomb is set to go off at a certain time and then hangs up. Because routine bomb threat evacuations may spawn numerous hoax calls, consider the following.

- Most intended explosions have no warning. Usually, after the bomb is detonated, a party claims credit and then explains why the bomb was used.
 - In cases where an actual device is located, the caller usually provides specific information for finding the device before the detonation time.
1. A person receiving a bomb threat over the telephone should remain calm and act courteously. If feasible, ask another person to listen on another extension. Take notes on the caller's threat, tone, voice characteristics and background noise by completing the Bomb Threat Report Form (below).
 2. A person receiving a bomb threat should call 911. Then contact the director of campus security at 612-720-0417 and the vice president for facilities at 507-457-1458 to respond to the scene immediately.
 3. The director of campus security will:
 - A. Call the Minneapolis Police Department.
 - B. Notify members of the Incident Management Team.
 - C. Direct the evacuation of the affected area unless otherwise directed.
 - D. Establish a perimeter of 500 feet from the building.
 - E. Evacuate adjacent university buildings where injuries could result from a blast.
 - F. Assist the Minneapolis Police Department as requested.
 4. Persons evacuating threatened buildings will:
 - A. Follow fire drill evacuation procedures. The fire alarm should not be activated. Portable radios or cell phones should not be used in the area of the building(s).
 - B. Proceed to a clear area at least 500 feet away.
 - C. Stay together to help officials determine that evacuation is complete.
 - D. Not return until authorized by a campus official.
 - E. Follow directions of campus officials.
 5. The Minneapolis Police Department and/or Minneapolis Fire Department will notify the Incident Management Team when it is safe for people to enter the affected building.

*Bomb Threat Report Form
Threatening Telephone Call*

Description of Caller's Voice:

Time call was received _____

Male: _____ Female: _____

Exact words of person making call:

Young: _____ Middle Aged: _____ Old: _____

Tone of Voice: _____

Accent: _____

Background Noise: _____

Is the voice familiar?

If so, who did it sound like? _____

Questions to Ask:

1. When is the bomb going to explode? _____

2. Where is the bomb right now? _____

3. What kind of a bomb is it? _____

4. What does it look like? _____

5. Why did you place the bomb? _____

Person Receiving / Monitoring Call: _____

Department Telephone Number: _____

Home Address: _____

Remarks: _____

CIVIL DISTURBANCE OR DEMONSTRATION

Most campus demonstrations such as marches, meetings, picketing and rallies will be peaceful and non-obstructive. A student demonstration should not be disrupted unless one or more of the following conditions exist as a result of the demonstration:

- Interference with the normal operations of the university.
- Prevention of access to offices, buildings, or other university facilities.
- Threat of physical harm to persons or damage to university facilities.

If any of these conditions exist, campus safety personnel should be notified and will be responsible for contacting and informing the Incident Management Team. Depending upon the nature of the demonstration, the appropriate procedures listed below should be followed:

1. Peaceful, Non-obstructive Demonstrations

- A. Generally, demonstrations of this kind should not be obstructed or provoked. Efforts should be made to conduct university business as normally as possible.
- B. If demonstrators are asked to leave and refuse to leave by regular closing time:
 - i. Arrangements should be made by the director of campus security to monitor the situation during non-business hours, or
 - ii. A determination will be made to treat the violation of regular closing hours as a disruptive demonstration.

2. Non-violent, Disruptive Demonstrations

In the event that demonstrations block access to university facilities or interfere with the operation of the university:

- A. Demonstrators will be asked to terminate the disruptive activity by the COO or that person's designee.
- B. The vice president for university relations will consider having a photographer available.
- C. Key university personnel will be asked by the COO to proceed to the area and propose that the demonstrators desist.
- D. The COO or that person's designee will go to the area and ask the demonstrators to leave or to discontinue the disruptive activities.
- E. If the demonstrators persist in the disruptive activity, they will be apprised that failure to discontinue the specified action within a determined length of time may result in disciplinary action, including suspension or expulsion, or possible intervention by civil authorities. Except in extreme emergencies the president will be consulted before such disciplinary actions are taken.
- F. Efforts should be made to secure positive identification of demonstrators in violation to facilitate later testimony, including photographs if deemed advisable.
- G. After the COO consults with the president and the director of campus security, the need for intervention of civil authorities will be determined.
- H. If determination is made to seek the intervention of civil authorities, the demonstrators should be informed. Upon arrival of the Minneapolis Police

Department, the remaining demonstrators will be warned of the intention to arrest.

3. Violent, Disruptive Demonstrations

In the event that a violent demonstration in which injury to persons or damage to property occurs or appears imminent, the president and the COO will be notified.

A. *During Business Hours (8:00 a.m. – 10:00 p.m. M-F, Saturday 8:00 a.m. – 5:00 p.m.):*

- i) In coordination with the COO, the director of campus security will contact the Minneapolis City Police Department for advice.
- ii) The COO will alert the president and the vice president for marketing and communication, who may then call for a photographer to report to an advantageous location for photographing the demonstration.
- iii) The president, in consultation with the COO and the vice president for university relations, will determine the possible need for intervention from civil authorities.
- iv) The director of campus security will provide an officer and/or radio for communication between the university and the Minneapolis Police Department as needed.

B. *After Business Hours:*

- i) The director of campus security should be immediately notified of the disturbance.
- ii) A campus security officer will investigate the disruption and advise the director of campus security, who will then advise the COO of the disturbance.
- iii) The COO will, as appropriate, and with the assistance of other appropriate parties:
 - a. Report the circumstances to the president.
 - b. Notify key administrators and, if appropriate, the administrator responsible for the building and/or area.
 - c. Call for a photographer or videographer to report to an advantageous location to document the demonstration after consultation with the president and the vice president for university relations .
 - d. If necessary, request assistance from the Minneapolis Police Department.

The university reserves the right to call for assistance from the Minneapolis Police Department without counsel from others if it is deemed to be of paramount importance to the safety of persons involved.

Example of Directive to Immediately Terminate Demonstration

1. Identify self

2. “This assembly and the conduct of each participant are seriously disrupting the operations of the university and are in clear violation of the rules of the university. You have previously been called upon to disperse and terminate this demonstration. (You have been given the opportunity to discuss your grievances in the manner appropriate to the university.) (In no event will the administration of this university accede to demands backed by force.) If you have not done so within fifteen (15) minutes, I will, under the authority of the president, take whatever measures are necessary to restore order, including calling the civil authorities for assistance. Any student or person who continues to participate in this demonstration is subject to possible arrest and will also be subject to suspension and/or expulsion.”

Example of Directive to immediately terminate demonstration with the assistance of police

1. Identify self

2. “You have previously been directed to terminate this demonstration and you have been put on notice as to the consequences of your failure to do so. Since you have chosen to remain in violation of the rules and regulations of the university, each of you are hereby suspended, subject to later review.”

3. “The police will now be called to assist in dispersing this assembly. Those who fail to leave immediately will be subject to arrest.”

After the demonstration, the Incident Management Team will meet to assess any communication or marketing issues associated with the demonstration.

EARTHQUAKE

During an earthquake always remain calm and quickly follow the steps outlined below:

1. **CAUTION: always avoid power and utility lines as they may be energized.**

2. If indoors, seek refuge in a doorway, or under a desk, or table. Stay away from glass windows, shelves and heavy equipment.

3. If outdoors, move quickly away from buildings, utility poles and other structures. Know your assembly points (the parking lots across Oakland Avenue).

4. If in an automobile, stop in the safest place available, preferably away from power lines and trees. Stop as quickly as safety permits, stay in the vehicle for the shelter that it offers.

5. After the initial shock, evaluate the situation and if emergency help is necessary, call the director of campus security at 612-720-0417 or call 911 for emergency assistance. Protect yourself at all times and be prepared for aftershocks.

6. Damaged facilities should be reported to the campus engineer during normal business hours. Gas leaks and power failures create special hazards. Do not use telephones or cell phones. Please refer to the section on Utility Failures.
7. If an emergency exists, activate the fire alarm.
 - A. When the fire alarm is sounded, walk to the nearest marked exit and ask others to do the same.
 - B. Assist persons with disabilities in exiting the building. Remember that the elevators are reserved for those persons. Do not use the elevators in case of fire. Do not panic.
 - C. Once outside, move to your assembly points [the parking lots across Oakland Avenue or a clear area at least 500 feet away from the affected building(s)]. Keep streets, sidewalks, hydrants and fire lanes clear for emergency vehicles and crews.
8. If requested, assist the emergency crews as necessary.
9. An Incident Command Post may be set up near the emergency site. Keep clear of the Incident Command Post unless you have official business.
10. After the earthquake the following steps should be taken:
 - A. The department of marketing and communication should identify personnel to photograph and document any damages prior to clean-up.
 - B. As necessary, the academic vice president will temporarily relocate classes or offices that are affected and insure notification to students and employees.
 - C. The academic vice president of that person's designee will notify the families of student victims.
 - D. The assistant vice president of human resources will notify the families of employee victims.
11. Do not return to the evacuated building unless you are told to do so by a university official.

IMPORTANT: After the evacuation, report to your assembly points (the parking lots across Oakland Avenue). Stay there until an accurate headcount has been taken.

EXPLOSION ON CAMPUS

In the event an explosion occurs on campus, the following action should be taken immediately:

1. Immediately take cover under tables, desks and other objects which will give protection against falling glass or debris.
2. After the effects of the explosion have subsided, notify the Minneapolis Police Department by dialing 911. Give your name and describe the location and nature of the emergency. The director of campus security should also be notified at 612-720-0417.

3. If necessary, or when directed to do so, activate the fire alarm.
4. When the fire alarm is sounded or when told to do so by university officials, walk quickly to the nearest marked exit and ask others to do the same.
5. Assist persons with disabilities in exiting the building. Remember that elevators are reserved for those persons. Do not use the elevators in case of fire. Do not panic.
6. Once outside, move to a clear area that is at least 500 feet away from the affected building and/or area. Keep streets and sidewalks clear for emergency vehicles and crews. Know the assembly points (the parking lots across Oakland Avenue).
7. Once on the scene, the Minneapolis Police and Fire Departments are in charge until the situation is resolved.
8. If requested to do so, assist emergency crews as necessary.
9. An Incident Command Post may be set up near the disaster site. Keep clear of the Command Post.
10. The department of marketing and communication should identify personnel to photograph and document the damages prior to clean-up.
11. As necessary, the academic vice president will temporarily relocate classes or offices that are affected and insure notification to students and employees.
12. The assistant vice president for human resources will notify employee victim families.
13. The academic vice president or that person's designee will notify families of student victims.
14. Neither employees nor students should return to an evacuated building unless told to do so by an appropriate official.

FIRE

Emergency response procedures in the event of a fire are divided into two categories: responsibilities of building occupants and responsibilities of the university.

1. Building Occupants

- A. Know the location of the fire extinguishers, fire exits and alarm system in the area. Know how to use them.
- B. If smoke is seen or smelled, investigate. Try to determine the extent of the fire (e.g., wastebasket, wing of building), the type of fire (e.g., paper, grease, electrical), and the location of the fire.

- C. Alert the people in the area to the danger as quickly as possible. Pull the fire alarm. Ask others to assist with the evacuation of the building.
- D. Report the fire to the Minneapolis emergency number by dialing 911. Report the fire to campus security at 612-720-0417. Provide the building name, floor, room number, and type of emergency.
- E. If a fire appears controllable, attempt to extinguish the fire by directing the charge of the fire extinguisher toward the base of the flame. Place yourself between the fire and an exit when using the fire extinguisher to avoid being trapped.
- F. If the fire is large and apparently uncontrollable, evacuate the building. Close all doors in order to confine the fire and reduce oxygen. Do not lock the doors. Assist persons with disabilities in exiting the building. Do not use the elevators during a fire. Smoke is the greatest danger in a fire. Stay near the floor where the air will be less toxic.
- G. If trapped in a building during a fire and a window is available, place an article of clothing (shirt, coat, etc.) outside of the window as a marker for rescue crews. If there is not a window, stay near the floor where the air will be less toxic. Shout at regular intervals to alert emergency crews of your location. Do not panic.
- H. Once outside, move to a clear area at least 500 feet away from the affected area, or building(s). Use the parking lots across Oakland Street. Keep streets, fire lanes, hydrants and walkways clear for emergency vehicles and crews.
- I. Do not return to an evacuated building unless you are told to do so by an appropriate official.
- J. If requested, assist emergency crews as necessary.

2. University Responsibilities

- A. Upon notification of a fire, campus security will immediately call the Minneapolis Fire Department.
- B. The director of campus security will dispatch an officer to the scene to:
 - 1) Verify the situation.
 - 2) Assist in evacuating any employees or students from the building.
 - 3) Ensure that the elevators are on the first floor and locked open.
 - 4) Provide directions to the Fire Department personnel entering the building.
 - 5) Direct traffic and provide crowd control.
- C. The director of campus security will contact the Incident Management Team and the campus engineer.
- D. An Incident Command Post will be set up near the emergency site.
- E. Once on the scene, the Minneapolis Fire Department is in charge of the situation until the fire is extinguished.
- F. The department of marketing and communication should identify personnel to photograph and document the damages prior to clean-up.
- G. As necessary, the academic vice president will temporarily relocate classes or offices that are affected and insure notification to students and employees.
- H. The assistant vice president for human resources will provide notification to employee victim families.
- I. The academic vice president or that person's designee will provide notification to families of student victims.

- J. The campus engineer will oversee clean-up and repair.

IMPORTANT: After an evacuation, report to a designated campus area assembly point, the parking lots located across Oakland Street behind each building. Stay there until an accurate headcount is taken.

HAZARDOUS MATERIAL SPILL

Departments using hazardous materials must establish departmental clean-up procedures, including complete properties of the spilled materials. In the event of a spill, container failure, explosion or fire, immediate steps must be taken by responsible and knowledgeable persons within the department to minimize hazards and, if at all possible without risk or injury, to contain the spill.

Prior to the occurrence of any hazardous material spill, affected departmental employees must be familiar with the location of safety equipment, including any spill kits, fire extinguishers, and eyewash/safety showers.

The Incident Management Team Emergency Response Team will determine if a spill is a hazardous material spill and if the spill is minor or major.

1. Minor Spills

- A. Take whatever steps are necessary to contain the spill within the immediate area of the accident.
- B. Notify the campus engineer of the accident. Remain on-site to assist with clean-up procedures. If the accident occurs after hours, call campus security at campus security at 612-720-0417 and provide as much information as possible.

2. Major Spills

- A. Take whatever steps are necessary within the bounds of prudent safety to contain the spill as much as possible.
- B. Then report the location and nature of the spill to the director of campus security at 612-720-0417.
- C. The director of campus security will notify the necessary specialized authorities and medical personnel.
- D. Once the director of campus security has been notified, the key person on the site should evacuate the affected area at once by sounding the fire alarm and/or activating the emergency notification system. The area should be sealed off to prevent further contamination of other areas until the arrival of the director of campus security or other emergency personnel.
 - i. When the fire alarm is sounded, an emergency exists. Walk quickly to the nearest marked exit and alert others to do the same.
 - ii. Assist persons with disabilities in exiting the building. Remember that the elevators are reserved for those persons. Do not use the elevators in case of fire. Do not panic.
 - iii. Once outside, move to a clear area at least 500 feet away from the affected area, or building(s). Use the parking lots across Oakland Street. Keep

streets, walkways, hydrants and fire lanes clear for emergency vehicles and crews.

- E. Anyone who may be contaminated by the spill will be directed to avoid contact with others as much as possible, remain in the vicinity and give their name(s) to the director of campus security.
- F. If requested, assist emergency crews as necessary.
- G. An Incident Command Post may be set up near the emergency site. Keep clear of the Incident Command Post unless you have official business.
- H. The department of marketing and communication should identify personnel to photograph and document any damages prior to clean-up.
- I. The director of campus security should keep persons away from the evacuated area or building until the spill is cleaned up.
- J. Do not return to an evacuated building unless told to do so by an appropriate official.

IMPORTANT: After any evacuation, report to a designated campus area assembly point. Stay there until an accurate headcount is taken.

HAZARDOUS WEATHER

1. Severe Thunderstorms

Thunderstorms consist of damaging winds, lightning and hail. This type of storm could develop into a tornado. Notification for this type of weather is normally given over the local radio and television stations. They receive this information from the National Weather Service which will issue one of the following alerts:

- A. Severe thunderstorm watch: A possibility exists that a severe thunderstorm with frequent lightning, damaging winds, hail, and heavy rain may develop.
- B. Severe thunderstorm warning: A severe thunderstorm has developed and will probably affect the area for which the warning has been issued.

Incident Management Team Reaction: A severe thunderstorm warning should be reported to the vice president for facilities or that person's designee. If the vice president for facilities determines that conditions warrant protective action, the vice president will have all other members of the Incident Management Team notified and, if necessary, issue the order to assemble. The director of campus security will notify others on campus.

2. Tornados

A tornado is a violently rotating column of wind that can reach 200-400 miles per hour. The width of a tornado path ranges from 200 yards to one mile. A tornado, while suspended from a cloud, is in touch with the ground and can move at speeds of 30-75 miles per hour. It is virtually impossible to outrun a tornado. The centrifugal force of the rotating column of air creates a partial vacuum in the center of the vortex. It is the combined action of the whirling winds and the partial vacuum that produces a tornado's extremely destructive force. The National Weather Service will issue a warning using the following terms:

- A. Tornado watch: Tornado formation in the area designated during the time designated is highly probable.
- B. Tornado warning: A tornado has actually been sighted or indicated by radar. A warning will provide the location of the tornado at the time of the sighting, the area through which it is expected to pass, and the time period during which it will pass the area.

If in a building, move away from outside rooms and go to the lowest level possible, and stay in a center hallway. An interior area at the bottom level of a building is preferable. If caught outside with no time to reach an inside shelter, lie flat in the nearest ditch, ravine, or culvert with hands and arms shielding one's head. Leave the ditch, ravine, or culvert immediately after the tornado has passed to avoid danger from flash flooding.

Incident Management Team Reaction: When a tornado warning has been issued, the COO or that person's designee will issue the order to assemble if necessary. The director of campus security will notify all areas of the campus.

3. Winter Storms

A winter storm may include intense cold, a breakdown of transportation, poor visibility, poor road conditions and disrupted utilities.

Incident Management Team Reaction: When notified, the COO, in conjunction with other appropriate university personnel, will decide if the school should be closed, placed on a delayed schedule, or remain open. The COO will decide the need for the Incident Management Team to assemble as well as the location. In the event of severe snow and/or ice conditions, the university's snow removal policy will be placed into effect by the COO or that person's designee.

See the Employee Handbook on the Human Resources portal for more information relating to the expectations for employees in the event of a campus closure.

INFECTIOUS DISEASE OUTBREAK

An infectious disease outbreak is defined as an outbreak of meningitis, tuberculosis, anthrax, botulism, smallpox, or other health problem that could cause an epidemic.

1. The COO or that person's designee will coordinate the university's response to any infectious disease outbreak. The COO or that person's designee will work with the Minnesota Department of Health to follow guidelines relating to infectious disease. Upon report of a possible infectious disease outbreak, the COO or that person's designee will obtain as much information as possible as to the type of disease, where the outbreak occurred, and how many people are affected.
2. The COO or that person's designee, in collaboration with the Minnesota Department of Health, will assess the problem, determine the risk to the community, and, if needed,

begin preventive measures to limit the spread of the disease. The COO or that person's designee will notify the president.

3. The COO or that person's designee will coordinate with outside agencies as necessary.
4. The COO or that person's designee will notify the families of affected students. The assistant vice president for human resources will provide information to employees.
6. The vice president for university relations will coordinate any internal and external communications as necessary.

INTERNATIONAL PROGRAMS CRISIS

These protocols are intended to provide a means of mitigating emergencies that are of such magnitude as to cause a significant disruption of the normal operations of any university-sponsored study abroad programs. Each emergency situation requires a specific response in terms of needed resources and proper protocols; however, the protocols herein are designed to be flexible in order to accommodate contingencies of various types and magnitudes. In each situation, the faculty/staff leader of the program is expected to exercise professional judgment to protect the safety and well-being of the university's students and follow university policies.

General Guidelines for Program Director Relating to Emergencies Abroad

1. Safeguard the safety and well-being of program participants. Ensure participants' safety by doing whatever is necessary and reasonable. When appropriate, obtain necessary emergency medical care as soon as possible. Diffuse anxieties among participants.
2. Immediately contact university staff and inform them in a detailed way about the situation. The appropriate order of contact is as follows: a) academic vice president, b) director of the international center, and c) appropriate academic vice president.
3. Keep university staff informed on a regular basis about the evolution of the crisis.
4. If the situation warrants, notify the U.S. Embassy/Consulate. Follow the embassy's procedures and directives. If there is a continuing risk to the welfare of program participants (for example, during a terrorist threat), ask the Embassy/Consulate to advise on a regular basis about the evolution of the situation and recommended actions for participants.
5. If the situation warrants and if the faculty/staff leader of the program and the Embassy/Consulate believe it is appropriate, notify the police about the situation. Then follow through with the procedures the police may require of the program or the participant(s).

6. In the event the faculty/staff leader of the program is unable to call out of the country in the early phases of an emergency, proceed to secure the safety and well-being of participants following the advice of officials and the U.S. Embassy/Consulate. Then contact university staff as soon as possible.

7. All communication with the media will be handled by the vice president for marketing and communication.

Preventive Measures

1. The faculty/staff leader of the program serves as the first line of contact during an emergency. It is imperative that the faculty/staff leader of the program be accessible by phone 24 hours a day for the duration of the program.

2. The faculty/staff leader of the program will have a list of program participants, their local telephone numbers, and a copy of the first page of each participant's passport.

3. Students will be registered with the nearest U.S. Embassy/Consulate through the State Department's travel registration website at <https://step.state.gov/>.

4. The faculty/staff leader of the program will have a copy of each participant's Health Information Form and Insurance Verification Form.

5. On-site orientation will be provided to all participants that will include information on personal safety and instruction in the procedures to be followed in case of an emergency. Specifically, the faculty/staff leader of the program will instruct participants to avoid demonstrations, confrontations, or situations where they could be in danger; behavior that could call attention to themselves or identify them as Americans; and locales where foreigners, Americans, or American military are known to congregate. Also, the faculty/staff leader of the program will instruct them to take down or remove signs and to avoid using luggage tags and wearing clothing that might label them as Americans.

6. Emergency contact cards will be distributed to all participants. This will include the cell phone number of the faculty/staff leader of the program. A primary and secondary location will also be designated where program participants can assemble in the event of an emergency.

7. All participants in study abroad programs will be required to purchase or rent a cell phone and carry it with them at all times.

8. The faculty/staff leader of the program will test a phone tree rapid communication system with all participants.

9. The faculty/staff leader of the program will meet with the group of participants weekly to provide any updated information and to check in to see if they have any issues/concerns.

10. All participants will be required to leave an itinerary and contact information for all trips taken during the program with the faculty/staff leader of the program.
11. The program director will identify all alternative means of communication with the U.S. that may be available at the program site.

Guidelines for Staff Relating to Group Emergencies during International Travel

1. Natural Disasters:

- A. Take care of all immediate needs, such as arranging for medical care.
- B. Gather all participants together at the primary or secondary location discussed during orientation or wherever feasible.
- C. If possible, contact the U.S. Embassy/Consulate and other local officials to discuss a plan of action.
- D. If time permits, contact university staff to apprise them of the situation and discuss a plan of action.
- E. Communicate all plans to participants.
- F. Execute appropriate plans.
- G. If necessary, evacuate. Evacuation may range from travel to a safer site in-country to departure from the country altogether.
- H. Contact university staff and update them on the situation along with new contact information.
- I. University staff will notify each participant's parents/emergency contact person of the situation.

2. Civil Disasters:

- A. Take care of all immediate needs, such as arranging for medical care.
- B. Gather all participants together at a primary or secondary location discussed during orientation or wherever feasible.
- C. If possible, contact the U.S. Embassy/Consulate and other local officials to discuss a plan of action.
- D. If time permits, contact university staff to appraise them of the situation and discuss a plan of action. If the program director is unable to contact the U.S. Embassy/Consulate or other local officials, then university staff should contact the U.S. Department of State desk officer to discuss a plan of action. University staff will report a plan of action back to the program director.
- E. Communicate all plans to participants.
- F. Execute appropriate plans.
- G. If necessary, evacuate. Evacuation may range from travel to a safer site in-country to departure from the country altogether.
- H. Contact university staff and update them on the situation along with new contact information.
- I. University staff will notify each participant's parents/emergency contact of the situation.

Guidelines for Staff Relating to Emergencies with Individual Students during International Travel

1. Sexual Assault:

- A. Talk to the student directly if possible to gather information about the assault and about the student's physical and psychological state and to decide how best to respond to the student's needs. Be sensitive to issues of gender and be aware that the student may prefer the support and presence of someone of the same gender.
 - B. Consider whether the student needs medical attention. If so, arrange for medical attention as quickly as possible. Depending on the student's preference, either accompany the student or arrange for someone else to do so. Notify university staff as soon as possible.
 - C. Consider whether the student wishes or needs to receive psychological or spiritual counseling. In consultation with university staff, arrange for the student to talk with a local counselor, university counselor, or campus ministry personnel.
 - D. Encourage the student to report the incident to the local police and assist the student in doing so. If the local police were the first to report the assault, obtain all available information about the incident and the response made.
 - E. Encourage the student to notify parents/emergency contact. If the student declines, consider whether the situation is sufficiently serious to recommend that university staff notify the parents/emergency contact.
 - F. Discuss with the student the student's current academic situation (upcoming deadlines, etc.) and whether or not the student feels that the student will be able to continue academic work. It should be made clear to the student that if the student does not feel the student can continue the academic schedule, alternative arrangements will be made so as not to penalize the student academically. If the student decides to return home, arrange with the student's teachers for deadlines to be extended, work to be finished at home, or other appropriate measures. These arrangements should be clearly outlined, both verbally and in writing, for the student. Any changes in financial arrangements should be similarly clarified.
 - G. Discuss this with the student and respect the student's wishes regarding confidentiality. The student has the right to confidentiality regarding the incident and may not wish to have other program participants, faculty, or staff made aware of what has occurred to him/her. Explain to the student that the incident needs to be reported to administrators of the university.
 - H. Evaluate whether preventive measures need to be taken to avoid a repetition of the assault, either to the particular student involved or other program participants. If necessary, meet with the other program participants to discuss what additional measures should be taken.
2. Other Assaults: Follow the above steps as necessary.
3. Medical Emergencies (including attempted suicide and other psychological crises):
- A. Arrange for immediate appropriate medical attention and notify university staff as soon as possible.
 - B. University staff will telephone the parents/emergency contact and discuss the situation. The program director should be available to talk to the student's emergency contacts as the situation warrants.
 - C. If feasible, arrange for the student, on-site medical personnel, or other officials to be in touch with the student's emergency contact as soon as possible.

- D. If necessary, assist the student in notifying the student's medical insurance carrier.
 - E. Evaluate whether or not the student may need to be "med-evaced." If this is likely, and the student has insurance coverage under the International Student Identity Card (ISIC), contact the Insurance HelpLine. The \$500,000 worth of coverage is for emergency evacuation expenses associated with injury or sickness, not with mental breakdowns or alcohol/drug related accidents.
4. Accidents:
- A. Arrange for immediate appropriate medical attention and notify university staff as soon as possible.
 - B. If necessary, file a report with the local police.
 - C. University staff will call the emergency contact and discuss the situation. The program director should be available to talk to the emergency contact as the situation warrants.
 - D. If possible, obtain copies of the medical and police reports.
5. Missing Student:
- A. Gather information of when and where the student was last seen and whether anyone knows where the student may have gone and when the student is expected to return. Ask other students if they are aware of any circumstances which might cause the student to be missing.
 - B. Report the missing student to the local police department and the U.S. Embassy/Consulate.
 - C. Contact university staff.
 - D. University staff will call the emergency contact and discuss the situation. The program director should be available to talk to the emergency contact regarding the situation.
6. Death of student:
- A. Attempt to learn as much as possible about the circumstances surrounding the death of the student. Notify the local police and university staff.
 - B. University staff will call the parents/emergency contact.
 - C. Notify the U.S. Embassy/Consulate.
 - D. If the student had insurance coverage under the International Student Identity Card (ISIC), contact the Insurance HelpLine.
 - E. Work closely with the family and other appropriate individuals to assist with travel and funeral arrangements.

MENTAL HEALTH CRISIS

1. A mental health crisis exists when a student or employee has inflicted harm to self, is threatening harm to self or to others, is presenting as extremely depressed, or is displaying psychotic symptoms, e.g. delusions, hallucinations, disorganized speech, disorganized or catatonic behavior.

2. If a mental health crisis occurs, stay with the person at all times or arrange to have another stay with the person until further help arrives, if safe to do so.
3. Notify the director of campus security of the situation at 612-720-0417. Clearly state that immediate assistance is needed. Give your name and your location.
4. The director of campus security will:
 - A. Assess the need to call the Minneapolis Police Department at 911.
 - B. Call the academic vice president in the event the situation involves a student. Call the assistant vice president for human resources in the event the situation involves an employee.
 - C. Determine if life-threatening objects are present, e.g., guns, knives, razors, pills, and procure them from the person.
 - D. Provide any physical assistance needed.
5. The academic vice president will:
 - A. Proceed to the scene.
 - B. Notify the COO of the situation.
 - C. Act as liaison with the family.
 - D. Follow up with the program director and faculty in the case of students and with the employee's supervisor in the case of an employee.

SUICIDE OR DEATH OR INJURY OF A STUDENT OR EMPLOYEE

This procedure should be used when a student or employee is found dead or injured on campus through accident, illness, or apparent suicide.

1. The individual discovering the student or employee should call the Minneapolis Police Department at 911 and campus security at 612-720-0417. The director of campus security should call the COO. The individual should then secure the area until the director of campus security arrives. Typically, notification to the family will occur through a personal visit coordinated by local law enforcement.
2. Campus security will proceed to the scene and secure it until the Minneapolis Police Department arrives. Bystanders should be cleared from the area. A campus security officer will serve as the liaison with the Minneapolis Police Department until the director of campus security arrives.
3. The COO will:
 - A. Call the individuals listed on the Notification Guidelines for Incidents below.
 - B. Designate a room for emergency headquarters and a room for the community to gather.
 - C. Designate a family liaison.
 - D. Coordinate the university community's response for the funeral.
 - E. Provide food and beverages in appropriate locations.

4. The academic vice president or that person's designee will:
 - A. Be available for personal support.
 - B. Assess the emotional impact of the event on campus constituencies.
 - C. Make available grief and trauma management resources to students and employees.
 - D. Arrange for debriefing of employees and students.
 - E. Provide information on follow-up counseling for students as needed.

5. The appropriate dean will:
 - A. Communicate with employees and staff.
 - B. Grant academic accommodations as needed.
 - C. Notify the Assistant Registrar and remove the student's name from university mailing lists.

STUDENT/EMPLOYEE INCIDENTS

The following notification procedures should be used in the event the health or well-being of a university member is adversely affected. These notification procedures assume necessary emergency response personnel have already been notified and the emergency is being mitigated.

Notification Guidelines for Incidents		
Type of Incident	Person(s) to Contact Immediately	Person(s) to Contact Next
Accidental Death	COO Family University Relations Campus Security Program Director 911	President Academic Vice President Campus Chaplain General Counsel Assistant Vice President for Human Resources (if employee)
Suicide	COO University Relation Family Campus Security Program Director	President Academic Vice President Campus Chaplain Assistant Vice President for Human Resources (if employee)
Sexual Assault	Title IX Coordinator COO Campus Security	Academic Vice President General Counsel
Injury/Illness	Academic Vice President Family	COO Campus Chaplain Assistant Vice President for Human Resources (if employee)
Mental Health Crisis	Academic Vice President Family	COO Campus Chaplain

	Director of Campus Security	Assistant Vice President for Human Resources (if employee)
Drug/Alcohol Overdose	COO Family	President Academic Vice President Campus Chaplain University Relations Assistant Vice President for Human Resources (if employee)

TELECOMMUNICATIONS FAILURE

Emergency situations causing telecommunications failure can be the result of a variety of incidents from a simple power outage to a major storm. In the event of an emergency whereby the campus telephone system should become inoperable, communications will occur via radio, cell phones, website, and emails.

1. Report telephone system failures during normal hours to the information technology department. Report problems after hours to the department of campus security. The department will contact the assistant vice president for IT and user services after hours.
2. The information technology department will post an email message to the entire campus describing the extent and duration of the problem and will advise critical departments to use cell phones. If email is not available, use the emergency notification system.
3. The information technology department will check other methods of communication that could be used instead of the telephone, such as cell phones, radios, fax machines, email, pay phones, and phones in the halls and in emergency boxes.
4. Campus security and the director of campus operations will place personnel with radios in critical locations to communicate with campus security and maintenance personnel.
5. Turn on any radios and monitor any Emergency Management Agency broadcasts.
6. Follow directions from university personnel.
7. The assistant vice president for IT and user services will:
 - A. Convene a meeting with the appropriate parties to discuss the problem and solution options.
 - B. Determine the approximate length of the outage/shutdown and notify the campus community by the best method(s) available.

- C. Address the technical aspects of outage with in-house personnel and, if needed, seek assistance from outside sources/contractors.
- D. Determine and implement the corrective measures required in order to minimize or eliminate the possibility of re-occurrence of the problem/issue which caused the outage.

UTILITY FAILURE

Even though utility failures are rare, they can occur. These failures can range from transformer failure affecting only a small portion of the campus to a complete campus power outage caused by a storm.

If the utility failure involves only one building or a small portion of the campus, the campus engineer will contact Xcel Energy.

1. Loss of Electrical Power

- A. In the event of a major utility failure occurring during regular working hours (8:00 A.M. through 4:40 P.M., Monday through Friday) immediately notify the campus engineer, who will evaluate the extent of the power failure and call for additional help if needed.
- B. If electric power fails in a building after regular working hours, notify the director of campus security at 612-720-0417. The director will dispatch appropriate personnel to the scene and notify the campus engineer. The engineer will evaluate the problem and call in additional help if needed.
- C. If the electrical failure involves on-campus equipment, the campus engineer will attempt to correct the problem. Xcel Energy will be called if the problem is in a transformer or any electrical substation. The campus engineer will work closely with Xcel Energy to correct problems.
- D. If the problem is electrical and affects La Salle Hall, Mother Teresa Hall, or the University Center, campus security will check for stranded people in elevators and render assistance.
- E. The campus engineer or campus security will notify the COO if an entire building is affected.
- F. Evacuate the building if so instructed. Turn equipment off as you leave to prevent a power surge from damaging equipment when the power comes back on. The decision to close a building will be made by the vice president for facilities in consultation with the COO and the campus engineer.
- G. If the power outage affects information technology, call the Assistant Vice President for Information Technology.

- H. Campus security will call in additional officers to walk the campus and buildings with flashlights until the power has been restored.
- I. Once utilities are restored, the campus engineer will ensure that all building mechanical devices are restarted, reset, and functioning properly.
- J. At present, campus building lighting may not provide sufficient illumination in corridors and stairs for safe exiting. It is therefore advisable to have a flashlight available for emergencies.
- K. The COO will be notified of any loss of electrical power so that appropriate reports may be made to insurance providers.

2. Plumbing Failure/Flooding

- A. Notify the campus engineer during regular working hours (8:00 A.M. through 4:40 P.M., Monday through Friday). The campus engineer will dispatch a plumber to the scene to evaluate the severity of the problem if necessary. The plumber will call for additional help if needed.
- B. Call the campus engineer after regular working hours.
- C. Do not use electrical equipment in the area of flooding. If necessary, evacuate the area. Keep unauthorized personnel from entering the area. REMEMBER, THERE IS AN EXTREME DANGER OF ELECTRIC SHOCK.
- D. Maintenance personnel will attempt to stop the flow and clean up the water. An electrician will be called if there is a danger of electric shock. Additional personnel will be called as necessary to handle the problem. Workers will not enter a flooded area until the power has been shut off.
- E. Building occupants will be notified to evacuate the building if the water or sewage systems cannot be restored in a reasonable amount of time. The building will be closed until reopened by the vice president for facilities. The decision to evacuate the building will be made by the COO in consultation with the vice president for facilities and the campus engineer.
- F. As soon as it is safe to enter the flooded area, use pumps, wet/dry shop vacuums, or mops to remove water. Place plastic sheeting over equipment and supplies to prevent further damage.
- G. Use floor fans to maximize ventilation. If necessary, control of the HVAC system should be modified to maintain proper humidity.
- H. The department of marketing and communications will take pictures of the damage and submit insurance reports to the Business Office.

3. Natural Gas Leak

- A. If you smell natural gas or hear blowing or hissing noises, open a window if possible and quickly leave the area. Turn off all possible ignition sources. Do not switch on lights or any electrical equipment. Do not use the telephone or any cell phone. Electrical arcing can trigger an explosion. During normal hours call maintenance personnel and campus security from a phone removed from the area.
- B. Activate the fire alarm if you believe there is potential danger to building occupants. All building occupants will evacuate when the alarm sounds. Once outside, move to a clear area that is at least 500 feet away from the affected building (parking lots across Oakland Street). Keep streets, fire lanes, hydrants and walkways clear for emergency vehicles and crews. Follow directions of emergency personnel.
- C. The campus engineer will dispatch the gas company to the scene. They will search the immediate area for the source of the leak, shut off the gas supply if possible, and repair the piping or valve. Maintenance personnel may be called to shut down electrical equipment if necessary.
- D. Campus security will prevent access to the scene, call the Fire Department and evacuate the area if they believe building occupants are in danger.
- E. After regular working hours (8:00 A.M. through 4:40 P.M., Monday through Friday), call the campus engineer. The campus engineer will direct an investigation and call the gas company if necessary. A campus security officer will evacuate the building and call the Fire Department if occupants are in danger.
- F. If the leak is from a ruptured underground line:
 - 1) Immediately call campus security and the campus engineer. Campus security will call the Fire Department. The campus engineer will call the gas company.
 - 2) If the gas is getting into the building, pull the fire alarm and evacuate.
 - 3) Campus security will cordon off the area. No one will be allowed into this area. All ignition sources must be turned off. Do not start an automobile within this area. Campus security will evacuate buildings in danger and warn non-university property owners in the area.
 - 4) The gas company will shut off the leak and repair the pipe.
 - 5) Campus security upon consultation with the Fire Department will give the all clear and allow reentry into the building.

4. Elevator Failure

- A. If you are trapped in an elevator, use the emergency phone to call for help. Push the emergency alarm if the elevator does not have an operable telephone.
- B. During regular working hours (8:00 A.M. through 4:40 P.M., Monday through Friday), campus security will call the campus engineer. The campus engineer

will send an appropriate individual to the elevator to investigate the problem. Campus security will also respond.

- C. After regular working hours, campus security will go to the site and assess the problem. Campus security will call the campus engineer if necessary. Campus security will explain to the occupants of the elevator that help is on the way. Unless there is an emergency that could endanger the lives of the occupants, campus security will not attempt to open the elevator door.
- D. As a last resort, the Fire Department will be called to safely extract occupants.

5. Sprinkler Leakage

- A. If a sprinkler accidentally discharges in any buildings, call the campus engineer.
- B. During regular working hours (8:00 A.M. through 4:40 P.M., Monday through Friday), the campus engineer will dispatch a plumber to the scene. The campus engineer will also call campus security.
- C. After regular working hours, the campus engineer will dispatch appropriate personnel to the scene to see if there is a fire. If there is no fire, the personnel will in turn call the on-call plumber who will turn off the valve.
- D. Maintenance personnel will repair the sprinkler head with a new sprinkler head.
- E. Staff from the building or campus security will block off the area until the sprinkler head has been repaired.
- F. Maintenance personnel or campus security will reset the fire alarm panel after the repair has been made.

VIOLENT BEHAVIOR: GENERAL

1. Security and safety on campus are coordinated by the department of campus security. The department conducts foot patrol of the campus during hours of operation. The campus security office is located in La Salle Hall. The campus security office may be contacted any time of the day or night via radio located at each building's reception desk or by pressing security on the speed dial of any campus phone. Emergency situations may also be reported by dialing 911 or (612) 348-2345 (Minneapolis Police Department).
2. Employees and students are asked to assist in making the campus a safe place by being alert to suspicious situations and promptly reporting them.
3. If an employee or student is a victim or a witness to any violent or criminal behavior on campus, promptly call campus security by using a radio located at each building's reception desk or by pressing security on the speed dial of any campus phone and report the incident, including the following:

- A. **WHERE** the emergency situation is. Start with the name of the building, the floor, and the room number.
 - B. **WHAT** happened. Describe the nature of the incident, the nature of any injuries and what is being done for the person(s) in need of help.
 - C. **WHO** you are and the name of the person in need of assistance and your telephone number.
 - D. **HOW** many people need assistance.
4. The employee or student should assist campus security upon their arrival by giving complete information and asking others to cooperate and provide information.
 5. Campus security will:
 - A. Notify the COO.
 - B. Investigate the report as needed.
 - C. Direct the evacuation of the affected area as necessary.
 - D. Notify the Minneapolis Police Department at (612) 348-2345 as appropriate.
 6. If gunfire or discharged explosives are involved in an incident, take cover immediately, using all available cover and concealment. After the incident, seek emergency first aid if necessary.
 7. After any situation involving violence, the chaplain will provide or arrange for spiritual/ministerial/emotional counseling as requested.

VIOLENT BEHAVIOR: WEAPONS ON CAMPUS

1. If a weapon on campus is observed, immediately call 911. Then call campus security at 612-720-0417.
2. Wait for the police to arrive,
3. Do not confront the person with the weapon.
4. Do not make any effort to intervene.
5. If known, provide the following information to the police:
 - A. Name of individual(s) with the weapon(s)
 - B. Location of individual(s) with the weapon(s)
 - C. What the individual(s) did with the weapon after it was displayed.

VIOLENT BEHAVIOR ON CAMPUS: ACTIVE SHOOTER

1. If shots are fired, notify the Minneapolis Police Department immediately by calling 911. Be prepared to provide the following information:
 - A. Location of the active shooter

- B. Number of shooters, if more than one
- C. Physical description of shooter/s
- D. Number and type of weapons held by the shooter/s
- E. Number of potential victims at the location

Stay on the phone with the police dispatcher if safe to do so.

2. If shooting is occurring outside, go inside a building as soon as possible. Otherwise, take cover and get as compact as possible. Put something between yourself and the shooter.
3. If shots have been fired inside a building, quickly determine the most reasonable way to protect your own life. Remember that students and visitors are likely to follow the lead of employees and managers during an active shooter situation.

- A. Run. If there is an accessible escape path, attempt to evacuate the premises. Be sure to:
 - Have an escape route and plan in mind
 - Evacuate regardless of whether others agree to follow
 - Leave your belongings behind
 - Help others escape, if possible
 - Prevent individuals from entering an area where the active shooter may be
 - Keep your hands visible
 - Follow the instructions of any police officers
 - Do not attempt to move wounded people
 - Call 911 when you are safe
- B. Hide. If evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Your hiding place should:
 - Be out of the active shooter's view
 - Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door)
 - Not trap you or restrict your options for movement

To prevent an active shooter from entering your hiding place:

- Lock the door
- Blockade the door with heavy furniture

If the active shooter is nearby:

- Lock the door
- Silence your cell phone and/or pager
- Turn off any source of noise (i.e., radios, televisions)
- Hide behind large items (i.e., cabinets, desks)
- Remain quiet

If evacuation and hiding out are not possible:

- Remain calm

- Dial 911, if possible, to alert police to the active shooter's location
- If you cannot speak, leave the line open and allow the dispatcher to listen.

C. Fight. Take action against the active shooter. As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible against him/her
- Throwing items and improvising weapons
- Yelling

4. When law enforcement arrives, its purpose is to stop the active shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard. Officers usually arrive in teams of four (4). Officers may wear regular patrol uniforms or external bulletproof vests, Kevlar helmets, and other tactical equipment. Officers may be armed with rifles, shotguns, handguns. Officers may use pepper spray or tear gas to control the situation. Officers may shout commands, and may push individuals to the ground for their safety.

How to react when law enforcement arrives:

- Remain calm, and follow officers' instructions
- Put down any items in your hands (i.e., bags, jackets)
- Immediately raise hands and spread fingers
- Keep hands visible at all times
- Avoid making quick movements toward officers such as holding on to them for safety
- Avoid pointing, screaming and/or yelling
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises

The first officers to arrive at the scene will not stop to help injured persons. Expect rescue teams composed of additional officers and emergency medical personnel to follow the initial officers. These rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist in removing the wounded from the premises.

Once you have reached a safe location or an assembly point, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned. Do not leave until law enforcement authorities have instructed you to do so.

VIOLENT BEHAVIOR: TAKEN HOSTAGE

1. Be patient. Avoid drastic action.

2. The initial 45 minutes are the most dangerous. Follow instructions, be alert and stay alive. The captor is emotionally imbalanced. Don't make mistakes which could be a hazard to well-being.
3. Don't speak unless spoken to and then only when necessary. Don't talk down to the captor who may be in an agitated state. Avoid appearing hostile. Maintain eye contact at all times if possible, but do not stare. Treat the captor like royalty.
4. Try to rest. Avoid speculating. Comply with instructions as best as possible. Avoid arguments. Expect the unexpected.
5. Be observant. The personal safety of others may depend on the hostage's memory.
6. Be prepared to answer the police on the telephone. Be patient, wait. Attempt to establish rapport with the captor. If medications, first aid, or restroom privileges are needed by anyone, say so. The captors in all probability do not want to harm persons held by them. Such direct actions further implicate the captor in additional offenses.

VIOLENT BEHAVIOR: HOSTAGE WITNESS

1. If the hostage taker is unaware of your presence, do not intervene.
2. Call the Minneapolis Police Department immediately by calling 911. Be prepared to provide the following information:
 - A. Description of the hostage taker(s)
 - B. Location of the incident
 - C. Number of hostages (if known)
 - D. Reason for the hostage taking (if known)
 - E. Injuries to hostages (if known)

Stay on the phone with the police dispatcher if safe to do so.

3. Do not enter the hostage scene and advise others not to enter the area.
4. Follow police directions upon arrival at the scene.