

Lake Superior College

Emergency Response and

Crisis Management Plan



May, 2005

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Purpose

The Intent of the Emergency and Crisis Management Plan is to provide Lake Superior College with an organized, systematic and flexible approach to responding to emergency situations and assisting the college community in coping with the trauma created by crises.

This plan identifies two distinct teams. The first is the **Emergency Response Team (ERT)**. This team shall assemble and create an immediate plan in the event of an emergency situation on campus which poses an immediate threat to the college community. The second team is the **Crisis Management Team (CMT)**. This team will assemble to assist the college community in dealing with the aftermath of a traumatic event.

The ERT and CMT shall coordinate efforts when necessary to ensure a swift and thorough implementation plan.

**Person witnessing an emergency/
crisis at any Lake Superior College
location**

Immediate Threat of Injury or Violence

- *Call 9-911
- *Contact the Switchboard at extension 7621 or Security at 522-1019
- * Contact President's Office at extension 7637

- *Contact made with Emergency Response Team Leader (Vice President of Finance)
- *Notification of ER Members

*Emergency Response Team gathers information, makes decisions, and initiates communications

*Emergency Response Team takes action

Follow-up Services for Traumatic Events

- *Contact made with Crisis Management Team Leader (Vice President of Student Services)
- *Notification of Crisis Management Team Members
- *Crisis Management plan executed

No Immediate Threat

- *Contact Switchboard at extension 7621 or Security at 522-1019
- *Contact the President's Office at extension 7637

- *Contact made with Crisis Management Team Leader (Vice President of Student Services)
- *Notification of Crisis Management Team Members

Emergency Response Team

Assignments and Roles

Members will assemble in the **Administrative Conference Room**, or, in the event of a safety threat in the main building, the team will meet in the **lobby of the Fine Arts Building**.

Emergency Response Team Leader

Vice President of Finance and Administration.....733-7613

Will contact team members, coordinate the plan, and facilitate the meeting(s) of the team. The leader will notify the President and any necessary reporting authorities as appropriate.

Emergency Response Team Members

Gary Adams, Physical Plant Director (back-up Team Leader).....733-7625
729-5450 (home)
522-0701 (cell)

Candace Barnack, Vice President of Academic Affairs..... 733-7628
Beth Adams, Vice President of Student Services.....733-5928
Barry Dahl, Vice President of Technology and the Virtual Campus.....733-7690
Gary Kruchowski, Director of Public Information.....733-7649
Mary Nienaber, Director of Human Resources.....733-7626
Sonda Strom-Larson, Executive Assistant.....733-7637
Campus Security.....733-1080
522-1019 (cell)
Dave Sarazin, Director of the ERTC.....626-1074

Will assemble and execute a plan as directed.

Emergency Response Support Team Members

Will be available to assist with the response plan as needed. Support Team Members will include all supervisors, executive assistants and maintenance staff.

Crisis Management Team

Crisis Management Team

Crisis Management Team members will assemble as directed to execute a plan for assisting others with the aftermath of a crisis situation as needed.

Crisis Management Team Coordinator

- Beth Adams, Vice President of Student Services.....733-5928
729-5450 (home)
349-1171 (cell)

Crisis Management Team Members

- Mary Nienaber, Director of Human Resources (Back-up Chair).....733-7626
- Peter Wielinski, Director of Counseling and Advising.....733-1006
- Rody Bowers-Hughes, Associate Dean of Academic Affairs.....733-2002
- John Arola, Counselor.....733-7658
- Bernadette Savage, Counselor.....733-5922
- Gary Kruchowski, Dir. Of Public Info. & Governmental Affairs.....733-7649
- Betsy Jacobson, Director of Placement.....733-7618

Roles and Assignments

Crisis Team Coordinator

- is to be notified by any student, staff or faculty member who becomes aware of a death or crisis that affects the college community. Please do not assume that she is aware of the situation. Make every effort to provide as much preparation for the coordinator as possible.
- will assemble the CMT, facilitate meetings and oversee/coordinate a response plan.
- will notify the President, consult legal counsel and talk to parents/family members as needed.

Director of Human Resources

- will serve as back-up coordinator as needed.
- will contact all faculty members and departments. This includes providing a statement to be read in classes and guiding faculty/staff as necessary.

Counselors

- will focus on friends of the deceased and/or those closest to the crisis.
- will provide intervention, support, and referral to immediate and secondary victims.
- will identify support and counsel high risk reactors on an on-going basis.
- will consult with affected faculty for necessary follow-up/intervention with students.
- will assist faculty in answering student questions.
- will staff the crisis room identified by the CMT. This room will be used voluntarily by any student, staff, or faculty member to talk about their concerns to give and receive support.

Director of Public Information

- will serve as the sole contact and spokesperson with the media. Refer to the Media Protocol on page 4 for specifics.

Other Crisis Management Team Members

- will assist in the development and execution of the plan as needed.

Faculty

- will hold classes as usual.
- will follow the procedure outlined by the Vice President of Academic Affairs at the faculty/staff meeting.
- will review Appendix F: Guidelines for Dealing with a Classroom Discussion of the Death/Crisis.
- should identify students who seem particularly affected and refer the name(s) to a counselor.

Reporting Procedures for Faculty and Staff
Emergency Situation (e.g., fire, weapons, shooting, natural disaster, etc.)

- Call 911
- Contact Campus Security office – 733-1080 cell – 522-1019
- Notify the Vice President of Finance and Admin. and/or the Physical Plant Director
- Complete an incident report form and return to the Office of the President
- If the incident involved a student violation of the Student Code of Conduct, report it to the Vice President of Student Services.

Traumatic Event not posing an immediate threat

- Contact Beth Adams, Vice President of Student Services who will assemble the Crisis Management Team.

Criminal Activity (e.g., illegal activities, suspicious people or activities, traffic accidents).

- Call 911 if an immediate threat is present.
- Contact campus security or the Police Department.
- Report the incident to the Vice President of Student Services.
- Obtain a description of the offender(s) including sex, age, race, hair, clothing and other distinguishable features. Attempt to obtain description and license of any vehicle involved.
- Preserve the crime scene: Do not touch or allow others into the affected area until college personnel/law enforcement arrives.
- Assist in reporting/investigation as requested by the law enforcement agent(s) and/or Vice President of Student Services.
- Refer the victim(s) to the Vice President of Student Services for assistance with reporting.
- File an incident report and return to the President's Office.
- If you are aware of a violation of the Student Code of Conduct or other college policy, report immediately to the Vice President of Student Services.

Evacuation Procedures

Procedures prior to that of an emergency

- Be familiar with evacuation procedures and fire alarm pull stations.
- Be familiar with the appropriate evacuation exits from the classroom/shop so you can inform your students where to exit.

Procedures during building evacuation

- During an evacuation, the instructor/staff should make sure all students and other occupants have left the building. Close the classroom door and leave it unlocked before leaving.
- Lead all students in an orderly manner to a safe area. Do not allow students to stop at lockers to get books, sweaters/jackets, or other personal belongings. Once outside, proceed to a 75' minimum away from the building
- In the event of actual fire/smoke, the first person to reach any door should feel the door to see if it is hot. If it is not hot, open it, crouch low to the floor, and proceed slowly to the exit. If the door is hot, the instructor/staff should help find an alternate route and lead the students in an orderly manner along the alternative route.
- Close all doorways to contain smoke and fire.
- Assist any students with disabilities with evacuation procedures (See page 10 for Accommodations For Disabled Students/Employees).

Procedures at the safe area

- Do not block any door or gate that may be used by emergency response personnel.
- Keep streets, fire lanes, hydrant areas, and walkways clear for emergency vehicles and personnel.
- Do not re-enter any school building until a Crisis Team Member, Security or Maintenance Staff give the all clear signal.
- Check for any missing students and report names to the Vice President of Student Services.

Emergency Response Team Procedures:

Emergency Response Team members will assist in the building evacuation. The following steps should be taken:

- The Emergency Response Team Members will meet in the Administrative Conference Room. If there is a threat within the main building, the Emergency Response Team will meet in the lobby of the Fine Arts Building.
- Areas will be assigned at the Emergency Response Team meeting. Areas are listed below. LSC building floor plans are in the page protector following this page (Administrative copies only).
- Notify the following areas:

Atrium
Bookstore
Business Office/Copy Center/ITV
Child Care
Commons/Cafeteria
Dental Hygiene Clinic
Disability Services
Student Services Center
Fine Arts
Food Service
Library
Maintenance Department
Physical Therapy Clinic
Third Floor
Wellness Center

Students or Staff with Disabilities

- Students who feel they need special assistance during an evacuation should notify Disabilities Services Office so special arrangements can be made **prior to an evacuation.**

Duty to Evacuate

- **Failure to leave the building when notified can result in legal action through city and/or campus judicial processes.**

Crisis Contact & Resources List

LSC - All Sites

- Dr. Kathleen Nelson, Main Campus & Airport 733-7637
 - Backup - Designated person in charge
- Mr. Steve Wagner, Dean of WF & Comm. Development 733-5934
 - Backup - Mr. Dave Sarazin & Paul Foster, ERTC 626-1074
- Mr. Steve Wagner, Technology Village 733-5934
 - Backup - Mr. Harry Cottrell, Director Extended Prog. 733-7653

First Responders

Campus Personnel Trained as First Responders. If necessary, a CPR/First Aid Certified individual in the building will deal with potential medical emergencies until law enforcement agencies arrive. See list below:

- Lorrie Fox-Forseth 733-5919
- Jolette Gregorich 733-1092
- Kathy Griffin 733-5938
- Michelle Halvorson 733-5933
- Pam Elstad 733-5911
- Diana Kostrowski 725-7713

Utilities

- Comfort Systems (Duluth Water & Gas Dept.) 723-3759
- Minnesota Power 722-2641

State of Minnesota

- Board of Trustees 1-651-282-5518
- Minnesota State Colleges and Universities 1-651-296-3387
- MN Environmental Protection Agency (24 hours) 1-651-649-5451
- MN Pollution Control Agency 1-651-296-6300
- Governor's Office 1-651-296-3391
- Senator Thomas Bakk 1-651-296-8881
- Senator Yvonne Solon 1-651-296-4188
- Representative David Dill 1-651-296-2190
- Representative Thomas Huntley 1-651-296-2228
- Representative Mike Jaros 1-651-296-4246
- Representative Mary Murphy

Emergency Relief Services

- American Red Cross 722-0071
- Salvation Army 722-7934

Recovery Services

- Taylor Rental Center 728-4217
- Ryder Truck Rental 392-0005
- Bus rental company
 - Voyageur Bus Co. 724-1707
 - LSC Coaches 879-3391
- Employee Assistance Program 529-7077
(St. Lukes' Mental Health) 529-7077 or 1-888-355-8495

Other Vendors/Resources

- Telephone system (Cities) 1-651-296-7833
 - Telephone Associates 392-8101
- Telecommunications - Bill Berg (Work) 733-5946
- Maintenance
 - Commercial Cleaning Co. of Duluth Inc. 392-3344

Emergency Contacts

- Primary Emergency Number 9-911
- Security Cell Phone 522-1019
- Maintenance – Gary Adams, Physical Plant Director 733-7625/522-0761
- Duluth Police Department 723-3295
- Duluth Fire Department (Emergency - 911) 723-3219
- St. Louis County Health Dept. 725-5200
- St. Mary's /Duluth Clinic (SMDC) 786-8364
- St. Luke's Medical Center 726-5555
- Miller Dwan Medical Center 727-8762
- Mayor's Office 723-3295

College Community Phone Tree

In case of crisis, the college may need to inform some or all of its employees via telephone. The following is the order of calling and area of responsibility, should there be a decision to notify the college community of a crisis or evacuation (see LSC Phone List in Appendices).

- Vice President of Financial Affairs calls President, vice presidents and direct reports.
- Vice presidents call child care, security, deans, directors, supervisors, and direct reports.
- Deans call directors, supervisors, faculty, and support staff.

CRITICAL INCIDENT DEBRIEFING

This section should be used as a resource to assist college personnel in helping students to recover from the effects of a disaster. The ideas presented will help in assist students in coping with general disasters, as well as with personal crises.

It is not the intent of this section to “train” faculty and/or staff to be mental health professionals, nor to expect them to function as such. The intent is to make available all information that pertains to preparing and coping with the effects of disasters, whether minor or catastrophic. Therefore, the psychological and emotional factors involved in disaster situations should be understood by all faculty and staff.

Victims

Victims undergo a normal grief process, which may consist of four different emotional phases and mood reactions. Individuals differ in the time spent in each phase and in the intensity of reaction, but the general sequence follows:

- The initial phase is one of shock, disbelief, and some denial. These are typical to the onset of the grief process. When the death occurs or other major loss occurs without warning, there is an inability to comprehend the reality. Nothing makes sense as the mind struggles to comprehend the inconceivable. Some common signs are: nervousness, trembling, dizziness, inability to slow down or relax, pounding heart, inability to concentrate, trouble breathing, inability to sleep properly, numb and dazed.
- During another phase the individual may become angry. They are often bitter about everything and irate at everyone. This may last several days. Anger following trauma, especially violent death at the hands of another human, is intensified sometimes to the point of rage. Often making it difficult for people around them to understand or comprehend. The anger acts as a defense against the deep pain caused by the trauma. In many cases the anger is displaced and not to be taken personally.
- Individuals may also enter into a depressed state becoming sad and blue. Most common signs include loss of appetite, fatigue, restlessness, hopelessness, worthlessness, withdrawal, etc.
- Individuals who survive a traumatic experience often feel what is referred to as “survivor guilt.” These individuals often experience guilt feelings about what has happened and may wonder if they were responsible. They may also feel awkward in receiving help, and think they should have done more to help the others.

These phases are all normal behavioral responses. Experiencing a disaster is a crisis and as such is made more severe by the added factors of death, injury, family problems, job difficulties, illness, loss of personal belongings, and the disturbance of regular routine. After the initial numbness and absence of panic wears off (usually one to two hours), the following behaviors set in:

- Fearful, crying, horror at sights of destruction/devastation/sounds; talks about it to everyone who will listen; watches all TV coverage; reads everything on the events - usually lasts several days.

- Returns to school or work and usual routine when possible; less apt to want to discuss disaster; avoids media; feels anxious, irritable, insomnia, depressed guilt of surviving, angry (both direct and displaced) - usually last several weeks.

In some instances, dysfunctional behavior responses may be manifested. These include: anxiety, suicide, depression, poor concentration, phobias, headaches, gastrointestinal problems, drug/alcohol abuse, absenteeism from school/work, deterioration of personal relationships; or recurrent recollection of event/recurrent dreams/nightmares.

AT THIS POINT APPROPRIATE REFERRALS NEED TO BE MADE.

Call **9-911**. Inform of situation and ask for the Critical Incident Debriefing team for this area.

MEDIA PROTOCOL

No one other than the Director of Public Information and Government Affairs (Gary Kruchowski) or the President (Dr. Kathleen Nelson) is authorized to represent the college to the media in a crisis situation. In the event that the Director of Public Information and Government Affairs is not available, Public Information Specialist Janet Blixt will serve as spokesperson. If approach by members of the press, please refer them to the appropriate spokesperson.

Procedures after the emergency

- ❑ The Director of Public Information and government affairs will handle all media inquiries.
- ❑ The Director of Public Information and Government Affairs will prepare news releases and other materials as appropriate.
- ❑ The Director of Public Information and Government Affairs will organize an information meeting with all staff.

Responsibilities of the Public Information Government Affairs Department

- ❑ Make contact with media as crisis occurs
- ❑ Identify area in college or other location to meet with media representatives
- ❑ Provide accurate and timely information to the media and members of the college community
- ❑ Draft and distribute news releases
- ❑ Post information for staff and students on Internet
- ❑ Work in close cooperation with law enforcement and emergency agencies.

ASSAULT/FIGHT/ACTS OF AGGRESSION

This procedure applies to physical confrontation, which may include but is not limited to fistfights, knife assaults, and use of other objects as weapons in which close proximity is required to result in a significant physical threat. (See page 42 for signs of violent behavior).

Procedures:

- Ensure the safety of students, faculty, and staff.
- Clear onlookers away from area where the physical confrontation is taking place.
- Call Security at 522-1019. Security will call 9-911.
- The following parties should be contacted
 - The President's Office at extension 7637.
 - If necessary, call 9-911.
 - If necessary, a CPR/First Aid Certified individual in the building who will deal with potential medical emergencies until law enforcement agencies arrive. See list below:
 - Lorrie Fox-Forseth 733-5919
 - Jollette Gregorich 733-1092
 - Kathy Griffin 733-5938
 - Michelle Halvorson 733-5933
 - Pam Elstad 733-5911
 - Diana Kostrowski 725-7713
- Approach combatants in a calm and controlled manner.
- Keep the scene under control. Keep as many onlookers away as possible and demand that the combatants stop.
- Do not attempt to separate combatants via physical means.
- Combatants should be escorted to a private area, keeping them away from each other and other students.
- Contain the area where the physical confrontation took place. Secure any dangerous weapons as evidence.

The President or designee will be updated on the situation. Statements will be obtained from the combatants and any witnesses.

- The VP of Student Services will deal with the situation in accordance with the college discipline policies.
- The Crisis Team Leader will assess the counseling needs of the victim(s) and or witnesses(s) and initiate a plan.
- Document all activities.

BOMB THREAT

A bomb threat should always be considered a real and immediate danger to students and staff. It requires an immediate response by the person receiving the bomb threat message. Consequently, all staff should be familiar with the procedures established by the college. **NO BOMB THREAT SHOULD BE REGARDED AS A PRANK.**

It is important that all staff be knowledgeable in the procedures to initiate evacuation, in the notification of law enforcement agencies and appropriate personnel, and the steps to take before the site is cleared for reentry.

PROCEDURES:

NEVER ATTEMPT TO TOUCH, MOVE, DISMANTLE, OR CARRY ANY OBJECT THAT IS SUSPICIOUS.

- **If you receive a bomb threat by written message,** preserve the note for the police by touching it (note) as little as possible and placing it in a document protector or plastic bag, if available. Use a blood-borne pathogens kit to ensure evidence preservation.
- **If you receive a bomb threat by telephone:** Record exactly what the caller says. Complete the “Terroristic Checklist” (page 29).
- Remain calm, be firm, keep the caller talking. Listen carefully to the caller’s voice, speech patterns, and to noises in the background.
- After hanging up the phone, immediately dial the LSC operator who will call our phone service to trace the call if possible.
- Notify the President’s Office at extension 7637 or the main switchboard receptionist at extension 7621.
- The Crisis Team Leader and Members will be activated and will meet at the Administrative Conference Room.
- **DO NOT** activate the fire alarm, since noise may detonate some bombs.
- Report to the President or designee at extension 7637, any unusual item, package, or personnel in an area of the building. Everyone should become familiar enough with the area they use, to recognize if anything new or unusual is in a given area. **Under no circumstances should anyone attempt to remove any suspicious packages or articles.**
 - Students who feel they need special assistance during an evacuation should notify the Disability Services Office so special arrangements can be made **prior to an evacuation.**
 - **Failure to leave the building when notified can result in legal action through city and/or campus judicial processes.**

- The Crisis Team Leader and Team Members will call the Duluth Police to search the building. All direct telephone lines will still function so calls can be made and received. The switchboard will be switched to voice mail (7600 & 1-800). All incoming calls will get the following message:

“All classes and activities at Lake Superior College have been canceled. Please listen for an announcement on the local radio and local television stations before returning to campus. Thank you for your cooperation.”

DEMONSTRATION OR DISTURBANCE

This section refers to anyone causing or participating in a demonstration or disturbance at the school; individual students, student groups, or outside individuals or groups not associated with the school.

Procedures:

- Notify the President's Office at extension 7637 or designee.
- The President or will meet with the Crisis Team in the Administrative Conference Room.

FIRE

Procedures in the event of a fire

- Pull the fire alarm.
- Call 9-911, then notify the President's Office at extension 7637 and Gary Adams, Physical Plant Director at extension 7625 (Cell Phone – 522-0701).
- Lake Superior College Crisis Team will meet in the circle drive by the flag pole.
- The President or designee will meet with the local fire or law enforcement agents upon arrival and give them an update.
- The President or designee must report the incident (even if it is a false alarm) to the fire marshal as required by state law. (See Minn. Stat. 299f.452 (1998)).

Building Evacuation Procedures

Crisis Team members will assist in the building evacuation. The following steps should be taken:

- When the alarm sounds, proceed as quickly and calmly to the nearest exit (see attached campus maps).
- While exiting the building during a fire situation, doors should be closed to limit fire/smoke extension.
- Once outside, proceed away from the building to enable the people behind you to get out. Employees/students/visitors must be a minimum of 75 feet away from the building.
- Keep streets, fire lanes, hydrant areas, and walkways clear for emergency vehicles and personnel.
- Do not return to the building until notified by a Crisis Team Member, Security, or LSC Staff Member to give the all clear to enter the building.

FLOODING

Procedures when a Flood Watch has been issued

- Keep staff posted of changes or emergencies.

Procedures when a Flood Warning has been issued

- The Crisis Team will meet in the Administrative Conference Room, or by phone if during non-school hours. Dr. Nelson or designee will call Ms. Sonda Strom-Larson, Executive Assistant at 1-715-374-3405.
- If advised by local emergency management officials to evacuate, do so immediately.
- Follow evacuation procedures.
- Turn off utilities in the school and lock doors.
- Stay with the students until released.

HAZARDOUS MATERIALS

If a major chemical accident necessitates student and staff evacuation, the Fire Department or other appropriate agency will likely be involved and may take command and control of the situation.

Procedures for reporting chemical accidents should be posted at key locations (i.e. chemistry labs, art rooms, supply areas, shops, administration, and janitorial closets). Schools must maintain Material Safety Data Sheets (M.S.D.S.) for all chemicals on campus. State law, Federal Law, and OSHA require that pertinent staff is aware of where to obtain these sheets in the case of a chemical accident. A list of M.S.D.S. locations will be posted in the maintenance area (See Appendices).

Procedures for On-Site Chemical Accidents

- **Identify** the chemical, where it is located, and whether or not it is spreading rapidly.
- **Isolate** the spill and attempt to **control** the spill, but college personnel should not attempt to clean up or remove the spill leave that for trained personnel. Refer to the M.S.D.S. for guidance.
- Notify the President's Office at extension 7637, the appropriate authorities will be contacted.
- Relocate students and staff to safe areas.

Building Evacuation Procedures

- The Crisis Team Members will assist in the building evacuation.
- Seek treatment for any student or staff exposed to the chemical through inhalation, skin exposure, swallowing, or eye exposure.
- The Crisis Team Leader, President or designee, will meet with the fire or law enforcement agents upon arrival. Give them an update and a location map when they arrive.

Procedures for Off-Site Chemical Accidents

- In the event of an off-site chemical accident, the President's Office will be contacted by the police and/or fire department. When evacuation of the area is necessary, students and staff will be directed to a specific relocation area by the local emergency management officials involved. Move to the closest parking lot unless otherwise advised, in the event of an evacuation without a specific evacuation assignment made by response agency officials.

Material Data Safety Sheets

- Material Data Safety Sheets of chemicals on campus can be found in the Maintenance Department office.
- Material Data Safety Sheets can be found on the following two web-sites
 - www.lipi.com/msds/ or www.msdonline.com/

INTRUDER/HOSTAGE

Individuals who pose a possible threat could include a sniper on campus, someone who may attempt to abduct a student, or any unauthorized visitor without a legitimate purpose for being on campus. It may be a law enforcement agency who notifies the school or school district of the dangerous situation, or it may be school personnel who first recognize the danger.

Procedures for the person who sees an unauthorized intruder

- If weapons are visible, call 9-911 (911 on cell phone) immediately.
-
- Notify Security at 522-1019.
-
- Contact the President's Office at extension 7637.

Witness to a hostage situation

- If the hostage taker is unaware of your presence, do not intervene.
- Call **9-911** immediately, if possible. Give the dispatcher details of the situation, and ask for assistance from the hostage negotiation team.
- Call Security at 522-1019.
- Seal off the area near the hostage situation, to the greatest extent possible.
- Notify the President's Office at extension 7637.

If hostage is taken

- Follow instructions of the witness to a hostage situation..
- Try not to panic. Calm students if they are present.
- Treat the hostage taker as normally as possible. Be respectful. Ask permission to speak, do not argue or make suggestions.
- **DO NOT LET THE INTRUDER TAKE YOU OUT OF THE BUILDING.**

RESTRAINING ORDERS

If a student issues a restraining order against another student:

- The VP of Student Services will notify the counselor and instructor to initiate a plan to separate the students while on campus.
- Ensure that the students avoid contact throughout the day.
- If perpetrator violates restraining order, contact local law enforcement immediately.
- Keep detailed notes of all events and why the search was conducted.

If a student issues a restraining order against someone who is not a student:

- Obtain a description of the individual against whom the restraining order is issued, and obtain a photograph if available.
- Notify the President or designee and the VP of Student Services
- The VP of Student Services will notify staff, reception area, instructors, adviser/counselors, maintenance staff, and campus President, and/or the VP of Academic Affairs, VP of Finance & Administration to be aware of a possible situation and provide a description of the individual.
- If the individual enters the premises, notify the senior security officer. Ensure the safety of the student. Contact local law enforcement authorities immediately.
- Keep detailed notes of all events and why the search was conducted .

Violation of Restraining Order

- Give the individual a verbal warning.
- Ask security to assist.
- Call **9-911**.

Restraining orders mandate that law enforcement personnel must arrest the violator upon probable cause that a violation of the order occurred.

SERIOUS INJURY/DEATH

Procedures

- **Assess** the situation. Do not enter an unsafe scene. Do not move the victim unless an immediate emergency situation dictates the evacuation.
- **Alert** help. Call **9-911**, but do not leave the victim unattended unless necessary, notify the President's Office at extension 7637, and call Security at 522-1019.
- **Attend** to the best of your ability. Bloodborne pathogen procedures kits are available in the Health Services, Deans' Office, President's Office, Student Services Office, or the Maintenance Office. You may also call for custodial help by calling extension 7625.
- Clear onlookers and isolate the victim.
- If necessary, a CPR/First Aid Certified individual in the building who will deal with potential medical emergencies until law enforcement agencies arrive. See list below:
 - Lorrie Fox-Forseth 733-5919
 - Jolette Gregorich 733-1092
 - Kathy Griffin 733-5938
 - Michelle Halvorson 733-5933
 - Pam Elstad 733-5911
 - Diana Kostrowski 725-7713
- Administrative follow-up:
 - The VP of Student Services will notify the family member of the injured/ill student, and the appropriate VP or dean will notify the family member of an injured/ill employee.
 - The President will inform staff, students, and parents, if appropriate.
 - Prepare an incident report (employees should contact Ms. Jane Glowacki, students should contact Ms. Jackie Marshall-Smith).
 - The Director of Public Information will prepare a news media, if appropriate (see media section).

SEVERE WEATHER

Tornado/Severe Thunderstorm

This includes any weather situation in which students and staff should remain in the school and seek shelter.

In the event of severe weather, students and staff will be notified by the President or designee via e-mail and dispatch Crisis Team Members to cover notifying each room.

Procedures when a Tornado/Severe Thunderstorm WATCH has been issued

- A tornado/severe thunderstorm watch is issued when weather conditions are prime for the formation of a tornado or severe thunderstorm, but none have been spotted so far.
- Review tornado drills procedures and the location of the closest safe area (inside walls away from windows). Take shelter under stairwells and tables, if possible and stay out of all east-west hallways because they may act as wind tunnels. Take shelter in interior rooms whenever possible because they are safer.
- Review the “drop and tuck” (sit down and cover head) procedures with students.

Procedures when a Tornado/Severe Thunderstorm WARNING had been issued

- The Crisis Team will meet in the Administrative Conference Room.
- A tornado/severe thunderstorm warning is issued when a tornado or severe thunderstorm has developed and has been spotted in the area. This is amore imminent threat.
- Evacuate unsafe classrooms and offices. Close classroom doors as you leave.
- Move along inside walls to the safest areas of the building away from windows. Take shelter under stairwells and tables, if possible, and stay out of all east-west hallways because they may act as wind tunnels. Take shelter in interior rooms whenever possible because they are safer.
- Ensure that students are in the “drop and tuck” (sit down & cover head) position.
- Remain in the safe area in the tuck position until the warning expires or crisis intervention personnel have issued an all-clear signal.

SEXUAL ASSAULT/RAPE

Sexual violence is defined as acts of sexual violence or criminal behaviors that create an environment contrary to the goals and missions of the system and colleges and universities. Acts of sexual violence include:

- Forcible acts, which include non-consensual sexual contact, and/or sexual contact in which the victim is incapable of giving consent (such as when the complainant is under the influence of alcohol or drugs);
- Non-forcible sex acts such as incest and statutory rape; and
- The threat of an act of sexual violence. Sexual violence may include, but is not limited to:
 - touching, patting, grabbing, or pinching another person's intimate parts, whether that person is of the same sex or the opposite sex;
 - coercing, forcing, or attempting to coerce or force the touching of anyone's intimate parts;
 - threatening to force or coerce sexual acts, including the touching of intimate parts or intercourse, on another.
 -

Reporting and Resolution of Sexual Violence

Lake Superior College insists on the reporting of any and all suspected incidents of sexual violence (both on and off campus).

- If a student has experienced sexual violence, he/she should be referred to:
 - Ms. Beth Adams, VP of Student Services at 733-5928.
- Victims of sexual violence have the right to file criminal charges. Lake Superior College encourages the reporting of any and all incidents of sexual violence to a law enforcement agency.
- Lake Superior College will provide advocacy and support, through a counselor, for any person who chooses to report a crime of sexual violence.
- A report of sexual violence that is made to the college will be reported to law enforcement by the counselor only with the permission of the victim, except when the laws pertaining to minors and vulnerable adults apply.

Further Actions for Victims of Sexual Violence

- Seek assistance from a counselor, therapist, advocate, or support group.
- Contact the Sexual Assault Program of St. Louis County at 1-800-300-3102.
- If you have not done so already, report to law enforcement at a time when you are ready.
- Contact the Office of Crime Victims' Ombudsman, at 621-642-0397 or 1-800-237-0390, if you feel your rights have been violated or that you have been treated unfairly by the criminal justice system.
- Contact the Minnesota Crime Victims Reparations Board, 1-800-657-3704, to determine if you are eligible for assistance with financial losses due to the crime.

SHOOTING

This section applies to snipers inside or outside the school or any other firearm threat that poses an immediate danger. The threat may also result from an intruder or from participants of a demonstration.

Procedures for staff and students if a person threatens with a firearm or begins shooting

- **If the occurrence is outside**, call 911 (on cell phone), go inside the building as soon as possible. If you cannot get inside, make yourself as compact as possible, put something between yourself and the shooter. Do not gather in groups.
- **If the occurrence is inside**, Call 9-911, turn off the lights, lock all doors and windows, and close the curtains if it is safe to do so. **Do not pull the fire alarm.** Call Security at 522-1019, and the President's Office at extension 7637.
- Students, staff, and visitors should crouch under desks/tables without talking and remain there until an all-clear signal is given by the Crisis Team Leader.

Procedures if a person threatens with a firearm or begins shooting

- Assess situation as to:
 - Shooter's location
 - Injuries
 - Your location to the shooter
 - Potential for additional shooting
- Call **9-911** as soon as possible and give them as much detail as possible about the situation.
- Call Security at 522-1019.
- Call the President's Office at extension 7637.
- Assist students and staff in evacuating from immediate danger to a safe area. Care for the injured as carefully as possible until emergency personnel arrive.

The Crisis Team will meet in the Administration Conference Room.

STALKING

If a student reports that he/she suspects or believes that he/she is being stalked, notify the Vice President of Student Services at extension 5928 or Security at 522-1019.

If a student or staff member is aware of a stalker present on campus:

- Immediately notify the campus President's Office at extension 7637, designee, or Security at 522-1019.

Refer the individual to the local law enforcement official to obtain a restraining order.

SUICIDE

Procedures for a suicide attempt

- Intervene prior to an attempted suicide, as appropriate. Try to calm the suicidal person.
- Prevent others from witnessing a traumatic event, if possible. Clear the area of students, etc. Remain calm and reassure students.
- Call **9-911**. Stay with the person until appropriate personnel arrive, if possible. **DO NOT LEAVE THE SUICIDAL PERSON ALONE.**
- Notify a counselor, VP of Student Services, or the President's Office.
- A member of the crisis team will meet with emergency personnel upon arrival.
- Arrange a meeting with crisis team to determine a course of action.

Procedures if suicide attempt results in serious injury or death

- Refer to the Serious Injury Death Section.
- Prevent others from witnessing a traumatic event, if possible. Isolate the victim from other persons.
- The Crisis Team will meet to determine the course of action..

All staff should be familiar with suicidal warning signs and notify a counselor if witnessing the below-stated signs.

Suicidal Warning Signs

Several signs indicate that a student may take his/her own life, including the following:

- A change in appetite and energy
- Sudden weight loss or weight gain
- Outbursts of hostility
- Acting bored or withdrawn
- Quality of school work goes down
- Lack of attention to personal grooming
- Talking about suicide, even jokingly
- Writing notes or poems about death
- Depression (See Appendices)

TERRORISM (CHEMICAL OR BIOLOGICAL THREAT)

Terrorism (chemical or biological) should always be taken seriously. It requires an immediate response by the person receiving the call. NO THREAT SHOULD BE REGARDED AS A PRANK.

PROCEDURES:

- If you receive a chemical/biological threat by written message, preserve the note for the police by touching it (note) as little as possible and placing it in a document protector or plastic bag, if available. Use bloodborne pathogens kit to ensure evidence preservation.
- If you receive a chemical/biological threat by telephone, record exactly what the caller says. Complete the “Terroristic Checklist” (page 30).
- Remain calm, be firm, keep the caller talking. Listen carefully to the caller’s voice, speech patterns, and to noises in the background.
- After hanging up the phone, immediately dial the President’s Office at extension 7637, and the LSC operator at extension 7600, who will call our phone service to trace the call if possible.
- The Crisis Team Members will be activated and will meet in the Administrative Conference Room. Each member will be assigned a section of the building to notify. Notification will include instructions for evacuation.
- When reentry is permitted, staff should once again visually inspect their classrooms and work area before students are allowed to enter.
- Report to the President or designee, any unusual item, package, or personnel in an area of the building. Everyone should become familiar enough with the area they use, to recognize if anything new or unusual is in a given area. **Under no circumstances should anyone attempt to remove any suspicious packages or articles.**

TERRORISTIC CHECKLIST (Bomb, Chemical, or Biological Threat)

Exact time of call _____

Exact words of caller _____

Questions to ask

When is the bomb going to explode? _____

Where is the bomb? _____

What does it look like? _____

What kind of bomb is it? _____

What will cause it to explode? _____

Did you place the bomb? _____

Why? _____

Where are you calling from? _____

What is your address? _____

What is your name? _____

Caller's voice (circle)

Calm	Disguised	Nasal	Angry	Broken
Stutter	Slow	Sincere	Lisp	Rapid
Giggling	Deep	Crying	Squeaky	Excited
Stressed	Accent	Loud	Slurred	Normal

If voice is familiar, whom did it sound like? _____

Sex of the caller? _____ Race, if known? _____

Age of caller? _____ Length of call? _____

Were there any background noises? _____

Remarks: _____

Person receiving call: _____ Date: _____

Telephone number where call was received: _____

Reported immediately to: _____

(Refer to Bomb Threat/Terrorism section)

WEAPONS

Dangerous weapons is defined as any firearm, whether loaded or unloaded, or any device designed as a weapon and capable of producing death or great bodily harm, any combustible or flammable liquid or other device or instrumentality that, in the manner it is used or intended to be used, is calculated or likely to produce death or great bodily harm, or may fire that is used to produce death or great bodily harm.

If a student or staff member is aware of a weapon brought to school:

- Notify Security at 522-1019.
- Immediately notify the President's Office at extension 7637.
- Tell them the name of the person suspected of bringing the weapon, where the weapon is located, if the suspect has threatened anyone, or any other detail that may prevent the suspect from hurting someone or himself.
- If an instructor suspects that a weapon is in the classroom, he or she should confidentially notify a neighboring instructor or the President's Office at extension 7637.

Appendices/Information

BLOODBORNE PATHOGENS

Precautions for those exposed to blood or other potentially infectious materials:

- Treat all blood and body fluid as if they were infectious.
- Before helping a student or employee, obtain a Bloodborne Pathogens kit available at the Health and Wellness Center, Deans' Office, President's Office, Student Services Office, Deans' Office, or the Maintenance Department.
- Follow the directions on the kit to ensure safety.
- Always wash your hands following any clean-up.
- Dispose of the red biohazard bag by bringing it to the Maintenance Department for disposal.
- If the infectious materials are too large to handle with the BP kit, call Gary Adams, Physical Plant Director at 733-7625 (cell at 522-0701).

Lake Superior College

Material Data Safety Sheets

- Material Data Safety Sheets of chemicals on campus can be found in the Maintenance Department office.
- Material Data Safety Sheets can be found on the following two web-sites
 - www.lipi.com/msds/
 - www.msdonline.com/