



# **Off-Campus Programs Central Michigan University**

## **Emergency & Crisis Procedures Flipchart**

Updated November 2008

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# **OFF-CAMPUS PROGRAMS EMERGENCY AND CRISIS PROCEDURE FLIPCHART**

The Prof-Ed Livonia Center is located at 38695 Seven Mile Road, Suite 120 Livonia, Michigan. The Center is located in the Seven Mile Crossing building and is located on the first floor. The building is of new construction containing multiple floors and consisting of brick and glass construction and housing a variety of offices. The area surrounding the building consists as follows:

- To the East: Parking Lot & I-275 freeway
- To the South: Parking Lot
- To the North: Parking Lot & Seven Mile Road
- To the West: Large Office Building

This resource guide is composed of a number of emergency situations and contains information for each emergency.

## ***EMERGENCY PHONE NUMBERS***

Livonia Police.....	911
Livonia Department .....	911
Olympia Terrell (Program Administrator).....	(734) 464-5900 - Office (xxx) xxx-xxxx - Cell
Karyn Ling (Administrative Aide).....	(734) 464-5900 - Office (xxx) xxx-xxxx - Home

## **EMERGENCY RESPONSE TEAM**

(Call through the list until you successfully reach someone and then call no further)

Jane Mills.....	(xxx) xxx-xxxx - Cell
Jody Hassen.....	(xxx) xxx-xxxx - Office
Daniel Rademacher.....	(xxx) xxx-xxxx - Office (xxx) xxx-xxxx - Cell
Shellie Haut.....	(xxx) xxx-xxxx - Office (xxx) xxx-xxxx - Cell
Merodie Hancock.....	(xxx) xxx-xxxx - Office (xxx) xxx-xxxx - Cell

## Fire

In the event that a fire is spotted in the facility, it is extremely important to know the evacuation procedure, it is also imperative that the following procedure be initiated immediately:

1. Immediately trigger the fire alarm by using one of the wall pull stations. The locations of these stations are located at the entrance to each stairwell and in the elevator lobby.
2. Evacuate the facility to the **designated meeting place**, which is in the **South Parking Lot**. It is the responsibility of faculty and staff to make certain all occupants are out of their immediate area. Move as far away from the building as possible. Once evacuated, roll call will be performed by the classroom instructor for each individual class and relayed to the Livonia Police or Livonia Fire Department.
3. If possible, close doors behind you as you leave the building.
4. Call 911 and provide the location of the fire.
5. Call Off-Campus Programs Emergency Response Team phone list until someone is reached to notify them of the incident.
6. Wait for further instructions from the emergency response team.

### **ROUTES BLOCKED BY FIRE and/or SMOKE**

If routes are blocked by fire, move to a classroom with an outside window. Close the door and stuff all cracks around the entrance doors, windows, and ventilation grills. Use the phone to notify the Livonia Police or Livonia Fire Department of your location. Signal for outside assistance to show your location. Do not break the window out unless absolutely necessary. Stay close to the ground next to the window, remain calm and wait for help to arrive.

### **DO NOT RE-ENTER IF THE FIRE ALARM STOPS - THIS IS NOT AN ALL CLEAR SIGN**

Wait until a Livonia Police officer, or a firefighter, has given the all clear to re-enter the building.

**ALL RELEASE OF INFORMATION CONCERNING THE FIRE EVACUATION WILL BE HANDLED THROUGH THE DIRECTOR, MARKETING, PR & COMMUNICATIONS/PROF-ED OR CMU'S PUBLIC RELATIONS OFFICE**

## Severe Weather

**In the event of threatening weather conditions stay tuned to local TV and radio stations for school closings. For current weather conditions stay tuned to the NOAA Weather Radio located in the office area.**

***Tornado WATCH:*** Conditions are favorable for a tornado to develop.

*Do This:* Tune your radio to the local radio stations for up-to-date weather information.

***Tornado Warning:*** Tornado has been seen in the area.

*Do This:* Take Shelter Immediately.

### **Tornado Danger Signs**

*Bad Thunderstorms*    thunder, lightning, hard rain, strong winds

*Hail*                        bullets of ice from a dark, cloudy sky

*Roaring noise*            similar to ten jet planes or a hundred railroad trains

*Funnel*                      a dark spinning rope or column from the sky to the ground

In the event that a Tornado Warning is issued, the following list describes procedures to take. Generally, there are 3 minutes after a warning is issued before a tornado hits, so it is very important to be able to guide occupant's to shelter areas as quickly and efficiently as possible.

1. Leave all exterior rooms and close the door.
2. Move to any of the following areas:
  - a. Mailroom across the hallway from Classroom A
  - b. Women's and Men's Restrooms across the hallway from Classroom A
  - c. Between 9 a.m. and 6 p.m. the academic advising offices and the storage room in the office area as well as the student lab.

Note: if there is not time to get to one of these areas, move to an interior room, interior corridor or interior stairway of the building, away from all glass windows, display cases or areas with large amounts of debris, or free span area roofs (i.e. gym or auditorium).

3. Protect yourself by covering your head with hands.
4. Do not attempt to leave the building. Wait for an "all clear" signal or announcement from NOAA weather radio.
5. Call Off-Campus Programs Emergency Response Team phone list until someone is reached to notify them of the incident. Appendix B details the severe weather closing policy.

## Chemical or Biological Threat

### Chemical release **INSIDE** the building

1. Evacuate to the parking lot area.
2. Call 911 utilizing classroom phones or any phone available.
3. Once evacuated to the parking lot, roll call everyone from your office/classroom.
4. Call Off-Campus Programs Emergency Response Team phone list until someone is reached to notify them of the incident.

### Chemical release **OUTSIDE** of the building

1. Stay in the building.
2. Shut down your heating/cooling thermostat, if possible.
3. Quickly move to an interior hallway away from the windows or go into the restroom.
4. Call 911 utilizing classroom phones or any phone available.
5. Call Off-Campus Programs Emergency Response Team phone list until someone is reached to notify them of the incident.

### **Bio-Hazard (bodily fluids)**

1. For a serious medical emergency involving bodily fluids call 911 and follow their instructions to either stay in place or to evacuate to the parking lot.
2. Avoid physical contact with the biohazard threat or with those exposed.
3. Call Off-Campus Programs Emergency Response Team phone list until someone is reached to notify them of the incident. The off campus emergency response team will dispatch someone to clean up the biohazard. See Appendix A.
4. For all instances where there is a release of bodily fluids contact the Program Administrator for clean-up information. At no time should faculty or students perform the clean-up of bodily fluids. Avoid the bodily fluid and keep others out of the area until the fluids have been cleaned up.

## **Bomb Threat/Event**

Bomb threats are generally hoaxes which are made in an effort to disrupt normal business operations. However, **NO** bomb threat should be treated as a hoax. The following procedure is to be used if you are the recipient of a bomb threat over the telephone.

1. DO NOT HANG UP!
2. Remain as calm as possible
3. Be kind and courteous to the caller and note all information you are given as best as possible using the bomb threat checklist (following page). Attempt to keep the caller on the line as long as possible.
4. If possible, gain the attention of a co-worker and have them notify the Livonia Police Department (911) of the incoming bomb threat. This can be done through the use of writing or gestures. Do not allow the caller to know that the Livonia Police Department is being informed while you speak.

The Livonia Police Department will decide if evacuation procedures are necessary and will initiate such procedures.

5. Call Off-Campus Programs Emergency Response Team phone list until someone is reached and notify them of the incident.

## Bomb Threat Checklist

Exact time of call: \_\_\_\_\_

Exact words of caller: \_\_\_\_\_

### Questions to Ask:

1. When is bomb going to explode? \_\_\_\_\_

6. Where is the bomb? \_\_\_\_\_

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

4. What kind of bomb is it? \_\_\_\_\_

5. What will cause it to explode? \_\_\_\_\_

6. Did you place the bomb? \_\_\_\_\_

7. Who did place the bomb? \_\_\_\_\_

8. Why? \_\_\_\_\_

9. Where are you calling from? \_\_\_\_\_

10. What is your address? \_\_\_\_\_

11. What is your name? \_\_\_\_\_

12. If voice is familiar, whom did it sound like? \_\_\_\_\_

13. Were there any background noises? \_\_\_\_\_

Person receiving the call: \_\_\_\_\_

Telephone number call received at: \_\_\_\_\_

Date: \_\_\_\_\_

Time: \_\_\_\_\_



## Act of Workplace Violence

Due to the nature of the activities that take place at the Livonia Center, disturbances may occur when aggression overtakes rational judgment. An aggressive dispute can often be resolved with a few words from a person of authority. The following procedure is for disturbances which have escalated to be potentially dangerous to property or people.

- Use your best judgment when assessing the situation; determine whether it is something that can be resolved with intervention. NEVER put yourself into a situation that can become harmful to you.
- If the situation is dangerous, immediately call the Livonia Police Department (911) and inform them of the location and actions of the individual(s) creating the disturbance.
- If a person(s) has or appears to have a weapon, is physically assaulting another, has behavior that appears to be drug or alcohol induced, has done or is doing malicious damage to property, immediately call the Livonia Police Department (911).
- If you intervene and they refuse to cooperate, immediately call the Livonia Police Department (911).
- Call Off-Campus Programs Emergency Response Team phone list until someone is reached and notify them of the incident.
- Only the designated Off-Campus Programs Emergency Response Team official may talk with the Press/Media. Please refer all communications to the Emergency Response Team.

Should an active shooting occur:

- **Contact the Livonia Police Department at 911. Classroom phones are available for this purpose.**
  - Be aware that the 911 system may be overwhelmed. Program the Livonia Police Department administrative line into your cell phone ((734) 466-2400) for emergency use or consider e-mail (patrol@lpdmail.com).
  - What to Report:
    - Your specific location-building name and office/room number
    - Number of people at your specific location
    - Injuries-number injured, types of injuries
    - Assailant(s) – location, number of suspects, race/gender, clothing description, physical features, type of weapons (long gun or hand gun), backpack, shooters identity if known, separate explosions from gunfire, etc

- **Secure the immediate area**
  - Lock and/or barricade doors
  - Turn off lights
  - Close blinds
  - Block windows, if applicable and possible
  - Turn off radios and computer monitors
  - Keep occupants calm, quiet, and out of sight
  - Keep yourself out of sight and take adequate cover/protection i.e. concrete walls, thick desks, filing cabinets (cover may protect you from bullets)
  - Silence cell phones
  
- **Un-Securing an area:**
  - Consider risks before un-securing rooms
  - Remember, the shooter may not stop until they are engaged by an outside force
  - Attempts to rescue people should only be attempted if it can be accomplished without further endangering the persons inside a secured area.
  
- **Police Response**
  - Objective is to immediately engage assailant(s)
  - Evacuate victims
  - Facilitate follow up medical care, interviews, counseling
  - Investigation

### **Potential Act Violence (Deescalating angry interactions)**

1. Remain calm and allow the person to express their feelings. Be non-judgmental.
2. Show interest and support.
3. Determine, if possible, the intensity or severity of the individual's emotional state.
4. Signal another staff member to call 911 or your local emergency phone number, if necessary.
5. Allow Livonia Police personnel to take over, if possible.
6. Call Off-Campus Programs Emergency Response Team phone list until someone is reached and notify them of the incident.

## **Medical/Injury/Accident**

### **Injuries to University Employees**

In the event of a serious injury to a University employee, no matter how insignificant, an investigation must be conducted and an accident report filed. The accident report should be distributed utilizing normal means to the Workers Compensation Office by calling (989) 774-7177. Normally, it is the responsibility of the immediate supervisor of the injured party to conduct the investigation; however, a staff member of the department in which the injury occurred can assist in this investigation. In the case of a severe injury such as, but not limited to, severe bleeding, hospitalization, ambulatory care or blunt force trauma, contact Environmental & Safety Services (989) 774-7398.

When a work related accident occurs that results in a severe injury to one or more employees, do not move the injured employee(s) unless it is absolutely necessary to protect them from further injury. Shut down any machine or equipment in the area that could present a hazard to the injured employee(s) or potential rescue personnel. Where possible and reasonable under the circumstances, persons possessing the necessary training and personal protective equipment may, but are not required to, administer first aid to the injured person pending the arrival of emergency personnel at the scene.

Notify **911** of the accident and provide the specific location of the accident and the nature of the injury. Do not hang up until 911 dispatch hangs up.

If a work related accident involves any type of equipment, machinery, mechanical device or tool, the item must be removed from service and stored in a secure location under the direction and control of the Program Administrator. The item must not be adjusted, altered, repaired or modified in any way prior to an inspection by Environmental & Safety Services. Regular reporting procedures for work related injuries should be followed in accordance with the University's Workers Compensation procedures.

If a work related accident results in a fatal injury or the hospitalization of three or more employees for the same incident, the Michigan Occupational Safety and Health Administration (MIOSHA) must be notified within eight hours of the incident. This notification is the responsibility of Environmental & Safety Services or the Safety Coordinator for the College of Science and Technology. University Counsel will also be notified.

### **Injuries to University Students and Visitors**

In the event of an injury or medical emergency involving a Central Michigan University student and/or visitor, contact rescue services immediately by dialing 911. The caller should provide a brief description of the injury or medical emergency, and the location of the person involved. Do not hang up until 911 dispatch hangs up. Where possible and reasonable under the circumstances, persons possessing the necessary training and personal protective equipment may, but are not required to, administer first aid to the injured student or visitor pending the arrival of emergency personnel at the scene. Complete an Accidental Personal Injury Report for all injuries to students and visitors. The Accidental Personal Injury Report forms can be found on the University Risk Management and Insurance website at [www.rmi.cmich.edu](http://www.rmi.cmich.edu).

**For all injuries (employee, student or visitor) Call Off-Campus Programs Emergency Response Team phone list until you reach someone to notify them of the incident.**