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## Notes

# Communication Resources

In all emergencies when using an on-campus phone dial 2111 (Safety and Security) and/or 9-911. Emergency phones are located in many campus parking lots and at building entrances of residence halls and Dahl Centennial Union for use as needed.

When calling:

- Give your name.
- Give your phone number.
- Give building name and room number or other specific location.
- Describe the condition clearly and accurately.
- Do not hang up until instructed to do so; other information may be needed.

The following numbers are provided for non-emergency situations. Use of these numbers will still provide a prompt response from the responsible department and keep the 9-911 lines free for emergencies.

Campus Safety and Security ..... ext. 2111

Decorah Police Department .....563-382-3667

Facilities Services..... ext. 1146 or call Safety and Security (after hours)

Health Services.....ext. 1045

Counseling Services .....ext. 1375

Student Life ..... ext. 1020

When calling from a campus phone to an off-campus number, dial "9" then number. For example, 9-911, 9-382-3667 or 9–area code and number.

When calling from a campus phone to another campus phone, dial the extension only. For example, ext. 2111. Throughout this handbook on-campus phone numbers are listed by extension only.

All campus office phone numbers start with 563-387-XXXX.

## LUTHER WEBSITE AND LOCAL MEDIA

In the event of an emergency check Luther College's emergency site, <http://emergency.luther.edu>. Bookmark this website in your browser.

For weather related information check, *weather.gov*, and/or the local radio stations, 100.5 and 104.7 FM, and 1240 AM.

# Emergency Procedures Guide

This guide has been prepared for you as a quick reference during emergency conditions on campus. You will be most effective in an emergency when you are prepared. Please take a few moments to review this material.

This document is not meant to cover every emergency situation that may arise. If you are unsure of what to do in a particular emergency, please ask your supervisor or contact Campus Safety and Security, ext. 2111. Be sure to check with your department head, supervisor, or residence hall director for emergency guidelines and policies that are specific to your building.

In an emergency, faculty, staff, residence life personnel, and supervisors have the responsibility to give instructions to students and employees, close and lock doors, and provide other required safety and first-aid measures unless otherwise directed by Campus Safety and Security or other properly identified emergency personnel.

Be familiar with your work environment including areas of safety and at least two exit points.

## EMERGENCY RESPONDERS

In addition to Campus Safety and Security, Luther has other groups that support emergency preparedness and response. These groups include our Emergency Response Team, Emergency Communication Team, and Emergency Support Team.

The Emergency Response Team (ERT): The ERT is comprised of campus management staff having a direct operational role during emergency operations.

Luther College employs the Incident Command System (ICS) organization, position responsibilities, and functions during an emergency. ICS is a standardized on-scene, all-hazards incident management approach designed specifically to allow responders to adopt an integrated organizational structure equal to the complexity and demands of any single incident or multiple incidents without being hindered by jurisdictional boundaries. ICS is used by FEMA, law enforcement, and emergency response agencies as the basis for emergency management. Use of ICS at Luther College facilitates the college's ability to communicate and coordinate response actions with other jurisdictional and external emergency response agencies such as the Decorah Police Department, Decorah Fire Department, and Winneshiek County Emergency Management.

The ERT meets to prepare for emergency situations and when an emergency could arise or is occurring. Working in concert with law enforcement, fire officials, and emergency medical responders, they will evaluate the circumstances and make appropriate decisions on the steps that will be taken.

The Emergency Communication Team (ECT): The ECT supports the Emergency Response Team and provides communication to the campus community regarding emergency situations and updates as necessary.

The Emergency Support Team (EST): The EST supports the Emergency Response Team in emergency response and provides expertise as needed in specific situations.

## PERSONS WITH MOBILITY ISSUES

Individuals with mobility issues should follow the same emergency procedures as outlined in this document insofar as they are able. If requested, accompany and assist persons with disabilities who need assistance. If you have questions or need further information, call Campus Safety and Security, ext. 2111.

# Active Shooter/Armed Subject

Armed subject—any person in possession of a gun, knife, or other item used in a dangerous manner.\*

If an armed subject is actively or imminently causing death or serious physical injury, the following actions are recommended:

If you are located in a building and it is possible to exit safely, follow these steps:

- Exit the building as quickly as possible and away from the immediate path of danger.
- Notify anyone you may encounter to exit immediately.
- While exiting, do not run in a straight line. If possible, use walls, furniture, or other objects to block you from the armed subject.
- Once outside, use trees, vehicles, or other objects to obstruct the attacker's view.
- When you are away from the immediate area of danger, summon help in any way possible and warn others.
- If communication is possible, call Decorah police, 9-911, or Luther Campus Safety and Security, ext. 2111, providing specific information on your location, the number of armed subjects, and names of persons who may be involved and persons with injuries.
- Take protective cover. Stay there until assistance arrives.

If you are located in a building and exiting the building is not possible, the following actions are recommended:

- Go to the nearest room or office. Do not stay in an open hallway.
- Do not sound the fire alarm as this may signal occupants to evacuate the building and thereby put them in harm's way.
- Close and lock the door.
- Turn off the lights.
- Silence your phone including alarms and notifications to avoid detection in the event of a call. Ask others to do the same.
- Barricade yourself in the room with furniture or anything to secure the door.
- Seek protective cover. Stay low to the floor.
- Stay away from windows.
- Keep quiet and act as if no one is in the room.
- Do not answer the door.
- If communication is possible from an on-campus phone, call Decorah police, 9-911, or Luther Campus Safety and Security, ext. 2111, providing specific information on your location, the number of armed subjects and names of persons who may be involved and persons with injuries.
- If using a cell phone, call Decorah police, 911, or Luther Campus Safety and Security, 563-387-2111. It is recommended that you preprogram these numbers into your cell phone.
- Wait for the local police or campus security to assist you out of the building.

\*For additional training on this subject go to [luther.edu/safety](http://luther.edu/safety).

If you are located outside a building and it appears that you can get away safely, follow these steps:

- Run away from the threat as fast as you can.
- Do not run in a straight line. Use buildings, trees, vehicles, or other objects to block you from view.
- When you are away from the immediate area of danger, summon help in any way possible and warn others.
- If communication is possible, call Decorah police, 9-911, or Luther Campus Safety and Security, ext. 2111, providing specific information on your location, the number of armed subjects, and names of persons who may be involved and persons with injuries.
- Take protective cover. Stay there until assistance arrives.

If you are located outside a building and running away is not a safe option, consider one of the following recommendations:

- Quickly assess the area and find a good place to hide.
- If death or serious physical injury is being caused to others and you are unable to run or hide, you can choose to “play dead” among the victims.
- You can fight back. This is dangerous, but in some situations it may be the only option. Look for objects you might use as a weapon to defend yourself.
- Once the local police or campus security arrives, follow their instructions.

## Behavioral Concerns

Contact Campus Safety and Security, ext. 2111, and/or 9-911, in the event of crisis situations like those listed below. Campus Safety and Security and/or the police will make appropriate contacts and referrals.

- Alcohol and other drug use emergencies
- Disruptive behavior
- Discipline issues
- Mental health/behavioral incidents or concerns
- Physical injuries
- Sexual assault
- Suspicious activity of a concerning nature
- Threats to public welfare
- Other concerning behaviors

# Bomb Threats

Any person on campus who receives a bomb threat via telephone call, voice mail, email message, letter, or other communication should proceed as follows.

## A. By telephone:

1. Remain calm and listen carefully.
2. Keep the caller on the line as long as possible. For example, ask the caller to repeat the message: "I'm sorry, what did you say?"
3. Identify and record the number from the display on the phone, if available.
4. Record as much of the caller's message as soon as possible.
5. Gather as much information as possible on the Bomb Threat Checklist (included in back of book).
6. Call Campus Safety and Security, ext. 2111.
7. Give the checklist to responding Campus Safety and Security staff or law enforcement personnel.

## B. By voice mail, email message, letter, or other communication:

1. Call Campus Safety and Security immediately, ext. 2111.

If the bomb threat is received via written communication, do not handle the communication any more than is absolutely necessary and turn the document over to the police when they arrive. The police will want to know the following information:

- Who found it?
  - Who else was present?
  - Where was it found or how was it delivered?
  - When was it found or delivered?
  - Who has touched it?
  - Have any previous threats been received?
2. A Campus Safety and Security officer will obtain the information about the bomb threat. The officer will immediately notify the Emergency Response Team chairperson (or the designee). In the event security is unable to contact the Emergency Response Team chairperson (or the designee) within a reasonable time frame, security will confer with the Decorah Police Department for a ruling on an action plan.
  3. The Emergency Response Team will evaluate the situation, consult with appropriate stakeholders, and determine what action will be taken.
  4. The Emergency Response Team will carry out this plan of action.
  5. Campus Safety and Security and/or law enforcement may request people working in the area to assist in sweeping the building. This may be done because people working in the area will be most familiar with what does and does not belong. If a suspicious package or object is located, do not touch it and immediately notify Campus Safety and Security, ext. 2111.

# Chemical Spills

For situations that threaten fire or explosion and spills in which hazardous vapors are present, sound the building fire alarm. If you have bodily contact with the spilled material, immediately remove any contaminated clothing and flush all areas affected with large amounts of water (with the exception of chemicals that react with water). Be aware of hazardous materials in your area.

Call Campus Safety and Security, ext. 2111 and/or 9-911, and identify

- Yourself and the reason you are calling
- The exact location of the emergency
- The nature of the emergency
- Any injuries or symptoms observed
- All hazardous materials involved, that you are aware of

Evacuate the building, maintaining a safe distance and leave clear access for arriving emergency personnel. Do not return to the area until instructed to do so by emergency personnel. Be available to advise emergency response personnel when they arrive. Someone responsible for the room or building should be present to provide details of the incident.

Notify emergency personnel of those injured or exposed to the effects of the spill and any action taken or needed. (Example: safety shower, medical attention, etc.).

# Crime Prevention

In your office or room:

- Lock your door, even if you are just going down the hall. It takes a thief 10 seconds or less to enter a room and steal your property.
- Do not leave messages on your door indicating that you are away and when you will be back.
- If someone asks to use your phone for an emergency call, offer to dial the telephone for them instead of allowing access.
- Do not put your address on your key ring.
- Do not leave money out or store it in your office or room.
- Call Campus Safety and Security at ext. 2111 immediately if you are the victim of a theft from your office or room, or to report suspicious persons or activity.

When walking:

- Walk in well-lit areas of the campus at night.
- Walk in pairs when possible and be aware of your surroundings.
- Inform others of your plan including intended route.
- Keep your phone on hand and do not use headphones.
- Walk purposefully, know where you are going, and project a no-nonsense image.
- Be aware of the location of the emergency blue phones or the Shelter Here Inside Phones (SHIP) located in the main entrances of the residence halls and in Dahl Centennial Union.
- For an escort on campus, call Campus Safety and Security at ext. 2111.



Protecting your auto or bicycle:

- Always lock your car.
- Lock your bicycle to bike racks with hardened-alloy locks and chains, or U-lock locks.
- Do not leave tempting valuables or property visible inside the car. Lock these items in your trunk.
- Register your bicycle at the Welcome Center in Dahl Centennial Union.

Protecting yourself when driving:

- Look into your car before getting in. Lock doors and roll up windows once inside for protection.
- Do not stop to help occupants of stopped or disabled cars. Continue driving to the nearest phone and call assistance for them or use your cellular phone.
- If your car breaks down, raise the hood, then lock yourself into your car. Use your cellular phone to call for help if you have one. If someone stops and offers you help, remain in your car and ask them to phone for help if you do not have a cellular phone and/or service.
- If traveling a great distance and you stop at a rest area at night, attempt to park in a well-lit area. Be extra careful and be aware of your surroundings and the other people at the rest stop. Let others know where you are stopping to rest.

## Criminal Activity

If you observe a crime or behavior that you suspect is criminal, immediately notify Campus Safety and Security, ext. 2111 and/or 9-911. Do not approach or attempt to apprehend the person(s) responsible. Be prepared to provide as much of the following information as possible:

- What is the person doing?
- Has anyone been injured?
- Are weapons involved?
- Where is it happening?
- How many people are involved?
- What are the physical descriptions of those involved, and what are they wearing?
- If a vehicle is involved, what is the vehicle description and what is the license plate number and state?
- In which direction did they travel?

# Fire/Explosion

Upon discovering a fire, explosion, or smoke in the building, activate the fire alarm system by pulling the nearest fire alarm box. IT DOES NOT AUTOMATICALLY NOTIFY THE FIRE DEPARTMENT OR SECURITY.

Call ext. 2111 and/or 9-911 from an on-campus phone, or 563-387-2111 and/or 911 with a cell phone, and be prepared to give

- Building name
- Room number
- Floor
- Description of fire/explosion

Do not use elevators during a fire emergency.

When the fire alarm sounds, complete evacuation is required. Walk, do not run, to the nearest identified exit and proceed out of the building. If the identified stairway contains smoke or fumes, use an alternate exit. Close doors and windows as you leave, if safe to do so. The alarm may not sound continuously. If the alarm stops, continue the evacuation and warn others who may attempt to enter the building after the alarm stops.

Leave the building and move away from it, leaving entry-way, roadways, and walks open for arriving fire equipment. Do not return to the building until directed to do so by emergency personnel. All persons should move a safe distance from the building. If you cannot move far enough away from the building on your own, request assistance from emergency personnel.

Campus Safety and Security will assist emergency personnel. Building staff may be needed to allow emergency personnel access to affected areas and should make themselves available upon arrival of the fire department.

Everyone must follow the orders of the emergency personnel when they arrive.

Notify emergency personnel on the scene if you suspect someone may be trapped inside the building.

As a precaution, make sure you are aware of the safety equipment and exit locations in your building and report potential hazards or fire prevention concerns to Campus Safety and Security, ext. 2111.

# Hazardous Odors/Leaks

Report any suspected gas leak to Campus Safety and Security, ext. 2111, and/or 9-911.

Be prepared to provide:

- Your name
- Building name
- Nature of the incident
- Floor or area affected
- The name of the chemical or gas
- Room number

Should you detect any hazardous odors or an odor of gas, dial Campus Safety and Security, ext. 2111.

In the event of gas leaks evacuate the area and dial Campus Safety and Security, ext. 2111, and/or 9-911, and wait for further instructions.

Do not use or activate items that can generate a spark in the general vicinity. Light switches, fire alarm pull stations, phones, elevators, etc., can all initiate a spark with resultant explosions. Exit lower or upper floors via the stairs. Do not use elevators.

Confine any fire or fumes to the extent that you can by closing any doors to the affected area, if you can safely do so. In case of a threat of hazardous material, or a chemical spill, do not enter the area. This will help limit the impact of the leak or fire.

Notify others in the immediate vicinity, if you can safely do so.

Upon exiting the building, maintain a safe distance from the building.

Leave adequate room for emergency personnel at the scene.

Do not return to the building until given approval by emergency personnel.

If you have information about the source of the odor or leak, report in person to emergency personnel.

## Medical Emergencies

If it is safe to do so, stay with the injured/ill person until help arrives. Do not move the person unless they are in a threatening situation. If the victim must be moved, move as a unit, always supporting the head and the neck. Do not bend or twist the victim's body. Do not approach victims of electrocution or toxic exposure unless they are clearly away from the hazard.

Call ext. 2111 and/or 9-911. Be prepared to give the following information:

- Where is the emergency?
- What happened?
- How many victims need help?
- What is being done?
- Details about the victim(s).

Do not hang up until instructed to do so by the dispatcher (to avoid giving incomplete information).

Be aware of people in your area who are CPR trained, EMTs and/or first responders as well as nearest AED machine (see provided map or view online at [luther.edu/safety/emergency](http://luther.edu/safety/emergency)). Community health issues will be coordinated by Health Services in conjunction with public health authorities.

## Sheltering in Place

If an incident occurs outdoors, the buildings around you become unstable, or if the air outdoors becomes dangerous due to toxic or irritating substances in the air, it may be safer to stay indoors. Thus, to "shelter in place" means to make a shelter in the building you are in. If you are outdoors, proceed to the closest building quickly or follow instructions from emergency personnel on the scene. Should this type of situation arise, a shelter in place notification will be sent to the community through our emergency notification system. To shelter in place, close all exterior doors, shut and lock all windows, turn off air conditioners and fans, close off ventilation systems if you are able (college staff will turn off building ventilation systems as quickly as possible when necessary), and place a rolled up towel under the door to the room. Monitor your cell phone and email for further instructions and additional updates. A subsequent notification will be sent when it is no longer necessary to shelter in place.

# Severe Weather

Know the location of the nearest emergency shelter. Check with your immediate supervisor or residence hall director for the location of emergency area of refuge. Generally, you should use the lowest level away from windows. Please note: This city's outdoor emergency siren may sound a warning, but is intended to alert people who are outside to seek shelter. If you're inside you may not hear this alert.

## **SEVERE THUNDERSTORM WATCH**

(Weather conditions are right for a severe thunderstorm.)

Continue with normal activities, but continue to monitor the situation.

## **SEVERE THUNDERSTORM WARNING**

(Severe thunderstorms are occurring.)

The city's outdoor emergency siren may sound a steady tone for three minutes or longer if there is danger in the immediate area. Move to a place of shelter.

Remain indoors and away from windows until the severe storm passes.

Report any injuries and damage by dialing ext. 2111 and/or 9-911.

Give the following information:

- Your name
- Building name
- Type of injury or damage
- Location of any injured person(s) or building damage
- Room number you are calling from

## **TORNADO WATCH**

(Weather conditions are right for a tornado.)

Continue with normal activities, but continue to monitor the situation.

## **TORNADO WARNING**

(Radar or weather spotters have identified a tornado.)

The city's outdoor emergency siren will sound a steady tone for three minutes or longer if there is danger in the immediate area.

Take the following actions:

- Use center hallways, bathrooms, or rooms away from windows. If time and space permit, move to lower floors. Stay away from windows and doors. Cover yourself when possible to protect against flying debris. Take a portable radio, flashlight and cell phone if you can. Stay out of auditoriums, gymnasiums and other structures with wide, free-span roofs.
- After the storm passes, leave badly damaged buildings, if it is safe to do so. Do not use the elevators.
- If it is not safe or possible to leave the area, stay and wait for assistance.
- Do not attempt to return to the building unless directed to do so by emergency personnel.
- Do not turn on or off any utilities or other equipment.
- Report all injuries and damage to Campus Safety and Security, ext. 2111, and/or 9-911.

Give the following information:

- Your name
- Building name
- Type of injury or damage
- Location of any injured person(s) or building damage
- Room number you are calling from

### WEATHER ALERT INFORMATION

- Decorah Radio Stations—100.5 and 104.7 FM, and 1240 AM
- Website—*emergency.luther.edu*
- Winneshiek County Emergency Notification System (WENS)—[http://entry.inspironlogistics.com/winneshiek\\_ia/wens.cfm](http://entry.inspironlogistics.com/winneshiek_ia/wens.cfm)
- StormTrack7 app
- La Crosse Mobile app
- KCRG Weather app
- Weather Channel app
- [weather.gov](http://weather.gov)

## Suspicious Mail

Any person who receives or identifies suspicious mail should leave the item alone and not move it.

Immediately contact Campus Safety and Security, ext. 2111.

Tips for identifying suspicious packages:

- Stains or discoloration
- Leakage
- Unusual odor
- Item has been opened and a suspicious substance is visible
- Restrictive markings, such as confidential, personal, etc.
- Excessive postage
- Excessive securing material, such as masking tape, string, etc.
- Handwritten or poorly typed address
- Incorrect titles
- Titles but no names
- Misspellings of common words
- No return address
- Address to someone no longer with your organization or otherwise outdated
- City or state in the postmark that does not match the return address
- Excessive weight
- Rigid envelope
- Noise
- Lopsided or uneven envelope
- Protruding wires and/or tin foil
- Other irregularities that arouse suspicion on the part of the recipient

## **WHITE POWDER INCIDENT**

Please remember that it is very unlikely that the college would be targeted for any type of adverse action such as this.

If you open an envelope or package containing a message indicating that you have been exposed to a biological threat such as anthrax (a crystalline or powdery substance that may not be seen or noticed), or if you open an envelope or package with the unexplained presence of a white powdery or crystalline substance, do the following:

1. Remain calm.
2. Immediately close and lock all doors and windows in the room. Turn off any area fans.
3. Move away from the envelope or package and any suspected substance but do not leave the room. If others were in the room, they should remain as well.
4. Call Campus Safety and Security, ext. 2111, and report the incident.
5. Call Facilities, ext. 1146, to have the HVAC system turned off in the office and general vicinity.
6. If you have been exposed to a powder or other substance, do not touch your face or attempt to clean up the desk or surface area. If a sink is available in your work area, wash your hands, arms, and face with soap and water.
7. Wait for further instructions from emergency responders.

# Utility Failure

Report utility failure to Facilities Services, ext. 1146. If it is after normal business hours, call the Welcome Center, ext. 2000, or Campus Safety and Security, ext. 2111.

Be prepared to provide:

- Your name
- Phone number where you can be reached
- Building name
- Nature of the incident
- Floor(s) or area affected
- Room number

## ELECTRICAL FAILURE

Facilities Services personnel will assess the situation and determine the appropriate course of action.

In the event of a significant power failure, the building's emergency generator will provide limited electricity for emergency lighting.

Elevators will not function in a power failure. Use the stairs if you evacuate the building. If you are trapped in an elevator, use the elevator's emergency phone to notify Campus Safety and Security, ext. 2111. If there is no emergency phone in the elevator, trigger the elevator's emergency alarm button.

If an emergency situation occurs that disrupts the information technology equipment, contact the Help Desk, ext. 1000.

## STEAM LEAKS

If the steam leak is inside the building, evacuate the area and close the door behind you. Steam can cause severe burns and displace oxygen, and moisture from steam can conduct electricity.

A steam leak may cause the building's fire alarm to sound. Even if you have ascertained the problem is a steam leak, exit the building immediately.

## WATER LEAKS/FLOODING

Do not enter flooded rooms. In the event of water leaks, try to contain the leakage to minimize damage or safety hazards. If it is a significant water leak, avoid the areas where water has accumulated, and wait for help. Water makes an excellent conductor of electricity and therefore, electric shock is possible.

Immediately cease use of all electrical equipment.

# Bomb Threat Checklist

Note phone number: \_\_\_\_\_ Date/time of call: \_\_\_\_\_

Note exact wording of the threat: \_\_\_\_\_

ASK AND RECORD THE ANSWERS TO THE FOLLOWING QUESTIONS:

What is your name? \_\_\_\_\_ Where are you calling from? \_\_\_\_\_

When will the bomb explode? \_\_\_\_\_ Where is the bomb? \_\_\_\_\_

Which building is it in? \_\_\_\_\_ What does it look like? \_\_\_\_\_

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

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

Note the following:

## 1. Background noise:

### **SURROUNDINGS**

construction  household  office  street  other

factory  kitchen  party  traffic

### **NOISES**

animals  machines  quiet  static  voices

bells  music  siren  TV  other

laughter  PA system

### **TELEPHONE CALL**

external call  internal call  local  long distance

## 2. Caller's voice:

### **VOICE QUALITY**

breathy  deep  normal  shouting  squeaky/high

broken  excited  ragged  slow  whispering

calm  loud  rapid  soft/quiet  other

cracking  nasal  raspy

### **CALLER IS**

adult  child  female  male

### **DEMEANOR**

angry  disguised  laughing  irrational  sincere

clears throat  giggling  intoxicated  righteous  stressed

crying

### **ACCENT**

accented  local accent  no accent  foreign: describe accent

distorted  familiar? sounds like whom?

### **LANGUAGE**

distinct  foreign language  slurred  uneducated

educated  foul  lisp  stuttering  other

incoherent  irrational

### **MESSAGE**

read  spoken  recorded