



The University of Montana-Helena
COLLEGE OF TECHNOLOGY

Policy Number: 100.2

Policy Title: Emergency Action Plan and Crisis Protocol Policy

Subject: Section 100. Governance and Organization

Date Adopted: May 13, 2009

Date(s) Revised: **July 20, 2011**

Approved by:

Daniel J. Bingham
Dean/CEO
The University of Montana – Helena
College of Technology

POLICY STATEMENT:

The College shall create an Emergency Action Plan through the solicitation of various administrators and officers, faculty and staff and combining the emergency activities of all College offices and Departments. When circumstances warrant, the Dean/CEO or their designee may declare a state of emergency and activate the Emergency Action and Crisis Protocol plan for the College. The Emergency Action and Crisis Protocol Manual shall be made available on the College web site to all employees, students, and community members in the Helena region and state.

All UM-Helena college policies shall adhere to and be consistent with relevant federal and state laws, rules, and regulations; with Board of Regents' policies and procedures; and with The University of Montana's policies and procedures.

Procedures:

The procedures of this policy are contained in the Campus Emergency Action Plan and Crisis Protocol Manual.



The University of Montana-Helena
COLLEGE OF TECHNOLOGY

CAMPUS EMERGENCY ACTION AND CRISIS PROTOCOL MANUAL

1115 North Roberts
Helena, MT 59601
406-444-6800

Normal hours of operation:
8:00 a.m. – 5:00 p.m. Monday through Friday
Note: Evening classes occur both Fall and Spring Semester

***In the event of an emergency, call 911
- and -
Gary Frankforter, Facility Manager, 406-438-1388
Russ Fillner, Assistant Dean-Fiscal and Plant
406-439-0767***

Updated: June 17, 2011

Table of Contents

Chapter One Introduction & Administrative Information	6
Section A: What is a crisis?	7
Section B: Emergency Phone Numbers	7
Section C: Crisis Command Hierarchy	8
Internal Notification Flow Chart	10
Section D: Acronyms Defined	11
Section E: Outside Agencies With Copy of Plan.....	12
Section F: Crisis Manual Authority	13
Chapter Two Setting up a Crisis Response Team	14
Section A: Introduction	15
Section B: Crisis Response Team Leadership	16
Chapter Three Crisis Protocol	17
Section A: Introduction	18
Section B: Drills on Campus	19
Section C: Communication with Students, Faculty & Staff.....	20
Section D: Building Emergency Information – Assembly Areas.....	21
Emergency Evacuation Sign-in Sheet	23
Section E: Assisting People with Special Needs	24
Section F: Provisions for Critical Data on Campus.....	26
Section G: Provisions for Family Communication	28
Chapter Four Helpful Tips for Individual Displacement Crises	29
Section A: Introduction	30
Section B: Individual Crises	31
Bomb Threat	31
Bomb Threat Checklist.....	32
Earthquake	33
Earthquake Preparation	35
Evacuation of a Building	36
Explosion.....	37
Fire	38
Fire (small)	39
Tips for Using a Fire Extinguisher:	39
Gas Leak.....	40
Hazardous Materials	41
Large Assembly Events – Evacuation	42
Plane Crash	43
Storm or Power Outage (Loss of Electricity/Gas or Damage)	44
Terrorist Event or Weapons of Mass Destruction	45
Shelter in Place.....	45
Chapter Five Helpful Tips for Individual Non-Displacement Crises	47
Section A Introduction	48
Section B: Individual Crises	49
Death of Student, Faculty or Staff	49
Health Hazard	50
Hostage Situation	51

Kidnapping	52
Lockdown Procedures	53
Mail Procedures	54
Medical/Physical Injury	55
Physical Assault	56
Protests – Large Scale	57
Rape/Sexual Assault	58
Suicide - Completed	59
Suicide – Not Completed.....	60
Workplace Violence.....	60
Workplace Violence Documentation	62
Chapter Six Emergency Supply List.....	62
Emergency Supply List.....	63
Chapter Seven Pandemic Response Plan	64
Section A: Introduction.....	65
Section B: Background on Pandemics.....	66
Section C: Campus Responsibilities and Responses.....	67
Section D: Residence Life Plan.....	68
Section E: Dining Services Plan.....	69

Chapter One

Introduction & Administrative Information

Section A: What is a crisis?

When a crisis arises, the last thing anyone wants to do is to read a lengthy paragraph. Therefore, you'll find that this manual emphasizes step-by-step protocols for responding to crises. Please familiarize yourself with the vocabulary we use in Crisis Management and the organization of this manual. It may save your life and the lives of our peers and students.

POINT #1: There are two types of crises.

Displacement Crisis: This crisis is usually termed a “disaster.” A displacement crisis is when a person is displaced by an event. This usually requires the establishment of temporary housing (an Emergency Shelter), a Triage Center, and an Emergency Coordinator Center. Examples of this type of crisis:

An earthquake severely damaging a building
A plane crashing into a building
An explosion
Widespread fire
Collapse of a building/auditorium

The displacement crises are addressed in Chapter 4 of this manual.

Non-Displacement Crisis: If no new housing or shelter is needed, the crisis is one of non-displacement. This type of crisis usually involves a Crisis Response Team based in the area of the crisis. Examples of this type of crisis:

Death
Rape/Sexual assault
Assault with a deadly weapon
Physical injury

The non-displacement crises are addressed in Chapter 5 of this manual.

POINT #2: 30 Minutes, 3 Hours, 3 Days

A practical way to approach Crisis Management for either type of crisis is to think in terms of time and the number 3. There are necessary steps in the first 30 minutes of a crisis (the first 3), the first 3 hours of a crisis (the second 3), and the first 3 days of a crisis (the third 3). For many of the crises described in this manual, you will find steps that correspond to the appropriate time frame.

Section B: Emergency Phone Numbers

(if calling from off-campus, add prefix 444- to campus numbers)	
CAMPUS MAINTENANCE	444-6804 or 438-1388
Assistant Dean – Fiscal and Plant Russ Fillner	444-6876 Cell: 439-0767 Home: 443-5498
CEO/Dean Daniel Bingham	444-6878 Cell: 202-2854 Home: 442-6953
Associate Dean – Academic Affairs Monica Ramirez	444-1222 Cell: 970-470-1915
Assistant Dean of Student Services	444-6880 Cell:
HELENA AND LEWIS & CLARK COUNTY EMERGENCY NUMBERS – Call 911 (if calling from a campus phone you need to press the number “8” first to get an outside line)	
Fire Department Non-emergency	447-8472
Sheriff’s Department Non-emergency	442-7883
Ambulance	911 or non-emergency
Disaster & Emergency Services Paul Spangler 24-hour number, Helena	447-8285
County Health Department Lewis and Clark Public Health Agency	457-8910
Coroner Office hours	442-7398 pager: 447-6464 8 a.m. – 5:00 p.m.
Northwestern Energy Gas Emergencies Electric Emergencies Underground line locating	1-888-467-2669 1-888-467-2427 1-888-467-2353 1-800-424-5555
City of Helena Wastewater Maintenance Office hours After Hours	447-1567 7:30 a.m. – 5:00 p.m. 431-1566
Helena City Water Utility Division Office hours After hours	447-1567 7:30 a.m. – 5:00 p.m. 431-1566
OTHER IMPORTANT NUMBERS (listed alphabetically)	
Bomb Disposal and/or Explosive Ordinance Team, U.S. Army MUST be dispatched through DES	1-406-841-3911 (24 hr number DES) 1-406-324-4777
CHEM-TREC (for chemical spill assistance)	1-800-424-9300
Montana Department of Environmental Quality Permitting and Compliance Division (Bob Reinke)	1-406-444-1435
National Response Center	1-800-424-8802 (Denver)
Olympus Technical Services (Hazardous Materials Response)	1-406-443-3087
Poison Control Center (MT Line)	1-800-222-1222
St. Peter’s Hospital	1-406-442-2480
U.S. Environmental Protection Agency Region VIII	1-406-449-5414 Emergency: 8-1-303-293-1723
U.S. West Communications (Qwest)	1-800-954-1211
American Red Cross	1-800-272-6668

Section C: Crisis Command Hierarchy

In all emergency situations, 911 should be called first. Then campus contacts should be called as listed below.

Russ Fillner, Assistant Dean Fiscal and Plant, has been designated as the first point of contact for any **displacement** emergency on campus. For reference, his phone numbers are:

- A. Office phone 406-444-6876
- B. Cell phone 406-439-0767
- C. Home phone 406-443-5498

Assistant Dean of Student Services, is the first point of contact for any **non-displacement** crisis. His phone numbers are:

- A. Office phone 406-444-6880
- B. Cell phone

Should they be unavailable, the following individuals should be contacted, depending on the crisis. These individuals will have complete administrative control should they be designated as the Incident Commander. When professional emergency responders (fire or sheriff) arrive on scene, the professionals will always take over as incident commander.

- A. Daniel Bingham, CEO/Dean
 - Office phone 406-444-6875
 - Cell phone 406-202-2854
 - Home phone 406-442-6953
- B. Monica Ramirez, Associate Dean
 - Office phone 406-444-1222
 - Cell phone 970-470-1915
- C. Gary Frankforter, Maintenance
 - Cell phone 406-438-1388
 - Home phone 406-227-1590

In other emergency events where people on campus need to be notified, follow the flow chart on the next page.

Crisis Response Team leaders are designated in the Crisis Protocol.

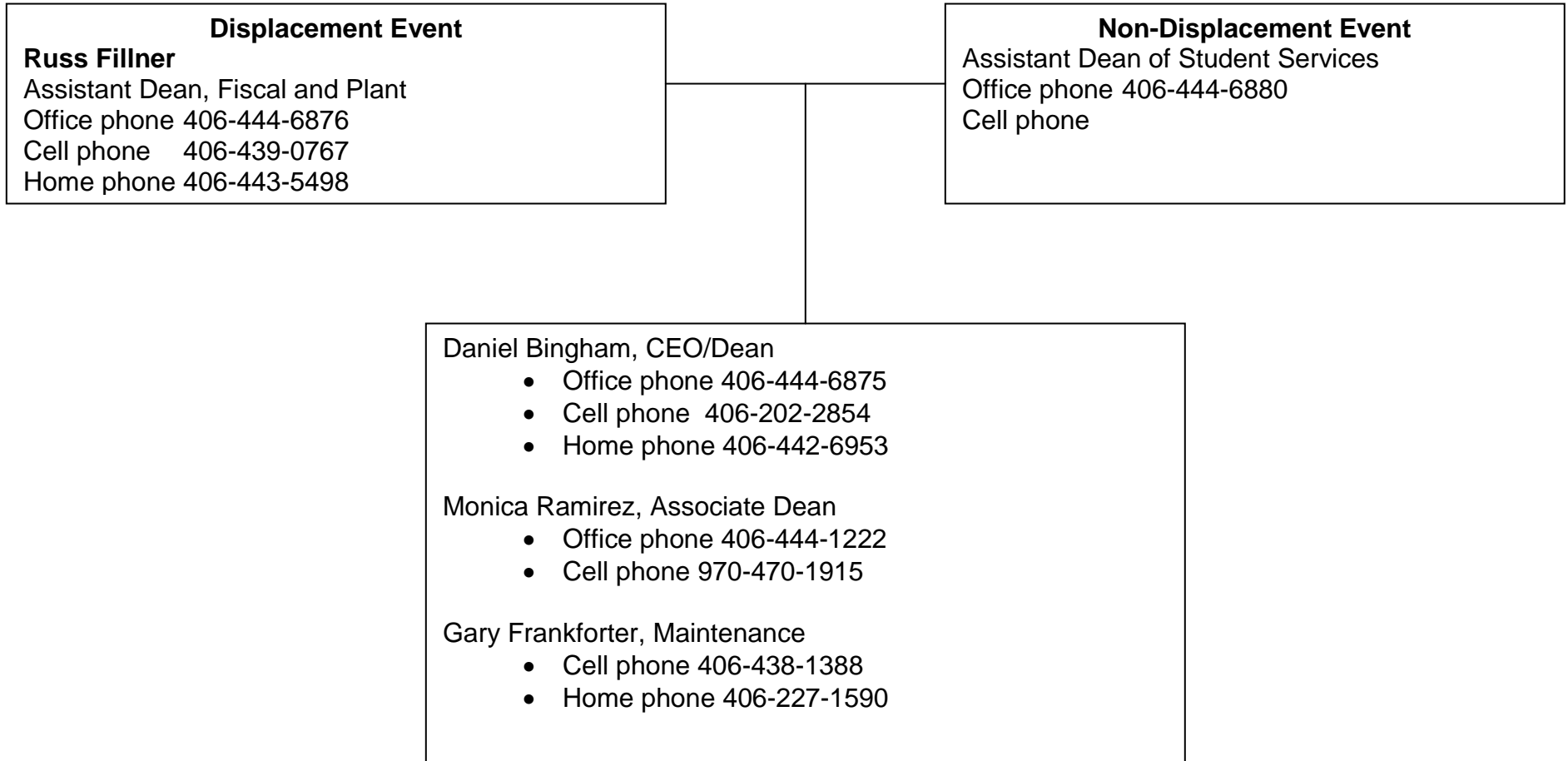
Communication with the Public

In emergency and disaster situations, communication with the public is essential. However, it must be handled carefully. UM-Helena's CEO/Dean is the designated person to talk to the media and issue releases, giving essential information and facts about the nature of the emergency or disaster and any actions being taken to protect lives, health and property.

The Dean's Office will also issue releases to members of the campus community to keep them informed.

INTERNAL NOTIFICATION FLOW CHART

Internal Notification Flow Chart



Section D: Acronyms Defined

The following acronyms have been used in this document.

CPR	Cardiopulmonary Resuscitation
CRT	Crisis Response Team
DES	Disaster and Emergency Services
UMH	UM Helena College of Technology

Section E: Outside Agencies Provided a Copy of the Plan

Helena Fire Department
300 Neill Ave.
Helena, MT 59601
Phone: 406-447-8472 (Open from 8:00 a.m. to 5:00 p.m., Mon-Fri)
Fax: 406-447-8467

Helena Police Department
221 Breckenridge
Helena, MT 59601
Phone Numbers:
Emergency: 911
Non-Emergency: (406) 442-3233

Lewis and Clark County Sheriff
221 Breckenridge
Helena, MT 59601
Phone: 406-442-7883

Paul N. Spengler, Disaster and Emergency Services Coordinator
Law Enforcement Center Basement
221 Breckenridge Ave.
Helena, MT 59601
Phone: (406) 447-8285

St. Peter's Hospital
2475 Broadway
Helena MT 59601
Phone: (406) 442-2480

Chapter Two

Setting up a Crisis Response Team

A **Crisis Response Team (CRT)** should be established in the event of non-displacement emergencies. UMH has a campus CRT which will respond to non-displacement emergencies. Other CRT membership should be centered in the area of the crisis. In such a case it is important to 1) establish the decision-making body, 2) work as a team, and 3) involve the Dean/CEO.

Generally, the Crisis Response Team should:

- 1) Contact emergency personnel to respond to the situation;
- 2) Maintain a calm and informed community;
- 3) Notify appropriate entities on a need-to-know basis;
- 4) Provide support to the community in the aftermath of a crisis.

The Crisis Response Team leader has the responsibility of reporting information regarding the crisis to the UMH Command Hierarchy. When necessary, actions not specified in these protocols must receive approval from the Command Hierarchy. This is especially important when it comes to disseminating information to the press. Only the Dean/CEO should be communicating with the press.

The Crisis Response Team leader should oversee the crisis response from the first 30 minutes through its completion and follow-up phases.

Section B: Crisis Response Team Leadership

The campus Crisis Response Team consists of:

Daniel Bingham, Dean/CEO
Russ Fillner, Assistant Dean of Fiscal and Plant
Michael S. Brown, Assistant Dean of Student Services
Gary Frankforter, Maintenance

In addition, Directors and/or Supervisors of the affected areas should be included in the Crisis Response Team. Here is a partial list of designated Crisis Response Team members based on building locations and operations.

All Maintenance Staff	
Food Service	Joe Britt
Bookstore	Josh Bennett
Airport Campus	Kevin Brockbank
Library	Janice Bacino
Learning Center	Suzanne Hunger
Construction Technology	Mike Ceartin

As in any crisis, teamwork is crucial. The rest of the Crisis Response Team should involve staff from the particular department and anyone who will spare a few minutes to help. It is always important to include key players on the Crisis Response Team if their areas are affected. Training for these members should occur once a year, preferably at the beginning of each fall semester.

FIRST REPORTING STEPS

Whenever a crisis occurs, whether displaced or non-displaced, the following steps should be followed.

1. Call 911 to request emergency personnel.
2. In the first 30 minutes of a crisis, move survivors to a safe place.
3. When appropriate, call together the core Crisis Response Team and other appropriate members. Crisis Response Teams may change over the course of minutes, hours, and days. It is a fluid group. Designate a responsibility for each person on the team.
4. As soon as possible, report the situation to your supervisor. If the supervisor is unavailable, go up the chain of command. Depending on the crisis, you may want your supervisor present to assist with decisions and the Crisis Response Team response. If you are unable to notify your supervisor, have someone from the Crisis Response Team contact the receptionist at 406-444-6800 so that they may start the information-sharing process.
5. Do not speak with the press. The Dean/CEO will handle all press situations.

Chapter Three

Crisis Protocol

Section A: Introduction

In the Crisis Protocol Section, the following areas will be addressed:

- Drills on Campus
 - Evacuations drills
 - Shelter-in-place drills
 - Lockdown drills
- Communication systems on campus during an emergency
- Assembly areas when buildings have to be evacuated
- Assisting those with special needs during a drill or an emergency situation
- Provisions for critical data

Section B: Drills on Campus

DRILLS ON CAMPUS

At the time of an emergency, UM-Helena employees should know what type of evacuation is necessary and what their role is in carrying out the plan. They should also be familiar with lockdown and “shelter in place” procedures in the event of a chemical release, a sniper, or other situation that would warrant staying in place. Employees must know what is expected of them in emergency situations in order to provide assurance of their safety and the safety of students from fire or other emergencies.

To meet that need, UM-Helena will conduct training and/or evacuation drills, lockdown and “shelter-in-place” drills in every building on campus at least once per year. The fire department will be notified and asked to participate in the drills. They will help evaluate the effectiveness of our plan. The drills may be conducted without notice.

The Building Warning Systems covers methods of notifying campus occupants of an emergency situation. Building Emergency Information identifies the Emergency Response Assistants who will be responsible for assisting with the evacuation of the building and informing occupants where they are to go during an evacuation.

All faculty, staff and students are expected to leave the building immediately anytime the fire alarm sounds or you are notified in person that you are to evacuate the building. There are no exceptions!

Section C: Communication with Students, Faculty & Staff

In the event of an emergency, UM-Helena must be able to warn and/or inform students, faculty and staff of emergency procedures.

Mass e-mails may be sent across campus, depending on what the emergency situation is. In addition, each building should have in place a system for word-of-mouth delivery of information. The system devised for each building is outlined in this section. If the first person on the list is not available, go on to the next person or persons on the list.

Building Warning Systems

In some emergency situations, or if the phone system is not working, UM-Helena may need to use in-person notification by building. Follow this plan.

Donaldson Campus

Crisis Response Team Leader or appropriate UM-Helena Official contacts:

1. 444-6878 – Winnie Strainer, Assistant to the Dean/CEO
2. 444-6876 – Russ Fillner, Assistant Dean Fiscal and Plant
3. 444-2743 – Janice Bacino, Librarian
4. 444-6885 – Josh Bennett, Bookstore Manager
5. 444-9095 – Joe Britt, Kitchen
6. 444-6890 – Sandy Sacry, Director of Nursing
7. Department Directors/Deans
8. 444-6804 – Gary Frankforter, Facilities Manager

They will recruit others if necessary to go door-to-door to inform offices, classrooms and labs on all floors.

Airport Campus

Crisis Response Team Leader or appropriate UM-Helena Official contacts:

1. 444-1221 – Vicki Cleveland, Administrative Associate
2. 444-6775 – Kevin Brockbank, Executive Director of Academic and Workforce Development
3. 444-6804 – Gary Frankforter, Facilities Manager

They will recruit others if necessary to go door-to-door to inform offices, classrooms and labs on all floors.

Section D: Building Emergency Information – Assembly Areas

In an emergency situation, protection of personnel is a priority. Everyone must evacuate immediately when the fire alarm sounds. Crisis Response Team members in buildings should sweep the building on their way out and direct people to the nearest exits and assembly locations. The Crisis Response Team members should:

- Never put their own life in danger.
- Check normally unoccupied rooms (meeting rooms, restrooms, etc.). Use map as checklist.
- Carefully check all closed doors for the presence of heat and smoke before opening (check door with back of hand)
- Close all open doors in areas they have searched.
- Inform all personnel they come in contact with to evacuate immediately.
- Exit the building and proceed to assigned assembly point.
- Bring an Emergency Evacuation Sign-In Sheet to have those at the assembly point sign in so they are accounted for. At least one Crisis Response Team member from each building will proceed to assembly area immediately with sign-in sheets and will carry a flag to help identify the location of the sign-in sheets.

Every effort should be made to account for students and employees in an emergency situation, so everyone must go first to the assembly area and sign in. The emergency evacuation sign-in sheet follows this section. If the primary area is not accessible, go to the alternate assembly location. In general, the Donaldson campus will evacuate to the high school football field. Those on the Airport campus will evacuate to south end of the parking lot.

Donaldson Campus

Crisis Response Team Members:

Daniel Bingham, Dean/CEO

Russ Fillner, Assistant Dean of Fiscal and Plant

Michael S. Brown, Assistant Dean of Student Services

Gary Frankforter, Facilities Manager

In addition, Directors and/or Supervisors of the affected areas should be included in the Crisis Response Team. Here is a partial list of designated Crisis Response Team members based on building locations and operations.

All Maintenance Staff

Food Service

Bookstore

Airport Campus

Library

Learning Center

Joe Britt

Josh Bennett

Kevin Brockbank

Janice Bacino

Suzanne Hunger

Assembly locations:

Primary: Football field

Alternate: East Parking Lot

Airport Campus

Crisis Response Team members:

Vicki Cleveland, Administrative Associate

Kevin Brockbank, Executive Director of Academic and Workforce Development

Mike Ceartin, Construction Technology

Maintenance

Assembly locations:

Primary: South end of the parking lot.

Alternate: North end of the gravel parking lot outside the fence.

Section E: Assisting People with Special Needs

At any given time, the UM-Helena campus has persons with disabilities working or attending classes. In an emergency situation, people with disabilities may require assistance. Arrangements should be made at the beginning of each semester to provide assistance in emergency situations, based on the needs of the individuals. Evacuation assistants should be assigned if needed and trained in their duties.

Persons with disabilities have four basic evacuation options.

1. **Horizontal evacuation:** Use building exits to the outside ground level or go into an unaffected wing.
2. **Stairway evacuation:** Use steps to reach ground level exits from the building.
3. **Stay in Place:** Unless danger is imminent, remain in a room with an exterior window, a telephone, and a solid or fire resistant door. With this approach, the person may keep in contact with emergency services by dialing 911 and reporting his or her location directly. Emergency services will immediately relay this location to on-site emergency personnel, who will determine the necessity for evacuation. If the phone lines fail, the individual can signal from the window by waving a cloth or other visible object.

The Stay in Place approach may be more appropriate for sprinkler protected buildings or buildings where an "area of refuge" is not nearby or available. It may also be more appropriate for an occupant who is alone when the alarm sounds. A "solid" or fire resistant door can be identified by a fire label on the jam and frame. Non-labeled 1 3/4 inch thick solid core wood doors hung on a metal frame also offer good fire resistance.

4. **Area of refuge:** With an evacuation assistant, go to an area of refuge away from obvious danger. The evacuation assistants will then go to the building evacuation assembly point and notify the on-site emergency personnel of the location of the person with a disability. Emergency personnel will determine if further evacuation is necessary. Usually, the safest areas of refuge are pressurized stair enclosures. Other possible areas of refuge include fire rated corridors or vestibules adjacent to exit stairs. Many campus buildings feature enclosed stair enclosures. For assistance in identifying areas of refuge, call Maintenance at 444-6804.

Prior planning and practicing of emergency evacuation routes are important in assuring a safe evacuation. People with disabilities also need to take some responsibility in preparing for emergencies. A great resource for that is the website <http://www.preparenow.org/prepare.html> that provides tips for earthquakes for people with different disabilities. Most of these tips can be used for any emergency situation.

Mobility Impaired - Wheelchair

Persons using wheelchairs should stay in place, or move to an area of refuge with their assistant when the alarm sounds. The evacuation assistant should then proceed to the evacuation assembly point outside the building and tell emergency personnel the location of the person with a disability. If the person with a disability is alone, he or she should phone emergency services at 911 with their present location and the area of refuge they are headed to.

If the stair landing is chosen as the area of refuge, please note that many campus buildings have relatively small stair landings, and wheelchair users are advised to wait until the heavy traffic has passed before entering the stairway.

Stairway evacuation of wheelchair users should be conducted by trained professionals (fire department). Only in situations of extreme danger should untrained people attempt to evacuate wheelchair users. Moving a wheelchair down stairs is never safe. Check with the person for the best carrying options.

Mobility Impaired - Non Wheelchair

Persons with mobility impairments who are able to walk independently may be able to negotiate stairs in an emergency with minor assistance. If danger is imminent, the individual should wait until the heavy traffic has cleared before attempting the stairs. If there is no immediate danger (detectable smoke, fire, or unusual odor), the person with a disability may choose to stay in the building, using the other options listed above, until the emergency personnel arrive and determine if evacuation is necessary.

Hearing Impaired

Some buildings on campus are equipped with fire alarm strobe lights; however, some areas are not. Persons with hearing impairments may not hear audio emergency alarms and will need to be alerted to emergency situations. Get their attention by touch, eye contact or turning lights on and off. If they don't understand what you're signaling, emergency instructions should be given by writing a short explicit note to evacuate. When you reach safety, ask if further help is needed.

Reasonable accommodations for persons with hearing impairments may be met by modifying the building fire alarm system for occupants who spend most of their day in one location. Persons needing such accommodation should contact the Physical Plant office.

Visually Impaired

Most people with a visual impairment will be familiar with their immediate surroundings and frequently traveled routes. Since the emergency evacuation route is likely different from the commonly traveled route, persons who are visually impaired may need assistance in evacuating. Announce to the person what type of emergency exists. The assistant should offer their elbow to the individual with a visual impairment and guide him or her through the evacuation route. During the evacuation the assistant should communicate as necessary to assure safe evacuation, describing obstacles as they are encountered. When safety is reached, ask if further help is needed.

Section F: Provisions for Critical Data on Campus

A disaster or emergency situation could leave individual buildings or the entire campus without utilities including gas, electricity, water, and telephone. The lack of utilities could literally wipe out years of data.

Because our area is situated in earthquake country, we need to be prepared for earthquakes and other disasters. A mild to moderate quake has the potential to knock things off counters and shelves or bring down ceiling tiles that could knock over work on benches. It can also cause equipment to shake loose of connections or fall to the floor. Some pre-planning to earthquake proof your area could help protect your vital work. A strong earthquake would do considerably more damage to buildings and its contents.

Be aware that when utilities are lost:

- Lighting will be minimal (natural light) to non-existent.
- Emergency lights will fail after a short time.
- Ventilation will be non-existent, so heat or cold (depending on the time of year), humidity and odors will be a problem.
- Fume hoods will not be operating.
- Sewer pumps will not be working.
- Fire alarm systems will probably not be working.
- Refrigerators, freezers and incubators will be without power. Most do not have backup power.
- Water may not be available.
- Ability to communicate will be severely limited. This includes cell phones.
- Elevators will not work. People could be trapped.
- If the power comes back on, it doesn't mean that it will stay on.
- When the power comes back on, it can send a power surge and ruin equipment.

If you are in the building or lab when the emergency situation occurs, follow these steps if it is safe to do so and if there is time. Always remember that protecting human life is our top priority.

- Turn off and unplug all equipment so when the power comes back on, it isn't affected by a power surge.
- Shut off any valves to gas, air, water, etc.
- Close sashes on all fume hoods.
- Put away all chemicals.
- Don't open refrigerators or freezers unless absolutely necessary.

The following tips could help save your research in an emergency or disaster situation and keep people in the building safe.

- Back up your data often and keep the backup in a remote location. Also store data on a server that can be accessed from a remote location.
- If it is feasible, consider keeping duplicate samples at another location.
- Keep an inventory of all your equipment with make and model numbers, along with contact information for the vendor.
- Make sure fume hood sashes are always closed when they are not in use. If the power goes out when no one is around, this will help contain any chemical vapors in the fume hood.

- Minimize the amount of materials left out on the bench on a daily basis. Always put chemical containers away in cabinets when you are done with them.
 - Keep chemical cabinet doors closed and latched at all times.
 - Install lips or “seismic restraints” on chemical storage shelves.
 - Anchor equipment and furniture. Avoid high storage of heavy items.
 - Chain compressed gas cylinders at 1/3 and 2/3 points.
 - Do not store hazardous materials on mobile carts.
 - Keep a flashlight handy. Check the batteries often. Never use candles!
 - The ultra low temperature freezers as well as other freezers and refrigerators will not maintain temperatures for an extended period of time. Know where you can secure dry ice. If the disaster is community-wide, you won't be the only one looking for dry ice.
-

Section G: Provisions for Family Communication

In an emergency, employees will need to know that their families are okay. Taking care of loved ones is always a first priority. All employees should prepare for an emergency situation by developing a family plan. Consider the following:

- How will you communicate with your family if you are separated from one another or are injured in an emergency?
- Make sure you have the phone numbers for schools, daycare, etc. readily available.
- Make sure the schools and daycare have your phone numbers, including cell phone numbers.
- Arrange for an out-of-town contact for all family members to call in an emergency. After a disaster, it is often easier to make a long distance call than a local call.
- Designate a place to meet family members in case they cannot get home or you get separated.

Chapter Four

Helpful Tips for Individual Displacement Crises

Section A: Introduction

All crises are managed in roughly the same manner. A CRISIS RESPONSE TEAM is formed for non-displacement crises (covered in Chapter 5 of this manual). Attempting to utilize the same model over and over for different crises allows crisis response personnel to understand the basic operations and to function more efficiently.

This section is designed only to give general guidelines and tips. It is not an exhaustive description of how to manage each crisis.

Below are the incidents covered in this section:

	<u>PAGE</u>
• Bomb Threat	30
• Bomb Threat Checklist	31
• Earthquake	32
• Earthquake preparation	34
• Evacuation of building	35
• Explosion	36
• Fire	37
• Fire – small	38
• Gas Leak	39
• Hazardous Materials	40
• Large Assembly Events	41
• Plane Crash	42
• Storm & Power Outages	43
• Terrorist Event	44
• Shelter in Place	45

Section B: Individual Crises

BOMB THREAT

Requires forming a Crisis Response Team. See Chapter 2.

30-MINUTE RESPONSE

- Call 911 immediately if a threat is received anywhere on campus.
- Helena law enforcement personnel will be in charge. Ask them **if** and **how** the building should be evacuated.
- Make sure individuals are removed to the farthest possible secure point with as much protection from debris as possible if building is evacuated.
- Keep people away from windows. Explosions will cause windows to break, even at a distance.
- UM-Helena employees may be asked to go with law enforcement to do a search of the building. Employees are most familiar with what is “normal” and what would be out of place.
- Form Crisis Response Team.

Management of Phoned Bomb Threat

- Keep caller on line as long as possible. Use **Bomb Threat Checklist** on next page.
- Ask as many questions as possible about location of bomb.
- Inform caller that building is occupied, and the detonation of bomb could result in death and injury to many innocent people.
- Pay close attention to voice and background noises and make notes on checklist.

Management of Written Bomb Threat

- Save all materials including envelope or container.
- Avoid unnecessary handling of any materials to retain evidence such as fingerprints.

3-HOUR RESPONSE

- After ALL CLEAR is given by emergency personnel, recipient of threat should work with law enforcement personnel to determine as much information as possible.

Bomb Threat Checklist

DESCRIPTION OF CALLER'S VOICE

QUESTIONS TO ASK DURING THE THREAT:

1. What kind of a bomb is it?
 - time bomb
 - barometric altitude bomb
 - anti-handling bomb
2. Where is it right now?
3. When is it going to explode?
4. What does it look like?
5. Where did you place the bomb?
6. Why?
7. What is your name?
8. What is your address?

Mark all applicable items

<input type="checkbox"/>	Calm	<input type="checkbox"/>	Nasal
<input type="checkbox"/>	Angry	<input type="checkbox"/>	Stutter
<input type="checkbox"/>	Excited	<input type="checkbox"/>	Lisp
<input type="checkbox"/>	Slow	<input type="checkbox"/>	Raspy
<input type="checkbox"/>	Rapid	<input type="checkbox"/>	Deep
<input type="checkbox"/>	Soft	<input type="checkbox"/>	Ragged
<input type="checkbox"/>	Loud	<input type="checkbox"/>	Clearing throat
<input type="checkbox"/>	Laughter	<input type="checkbox"/>	Deep breathing
<input type="checkbox"/>	Crying	<input type="checkbox"/>	Cracking voice
<input type="checkbox"/>	Normal	<input type="checkbox"/>	Disguised
<input type="checkbox"/>	Distinct	<input type="checkbox"/>	Accent
<input type="checkbox"/>	Slurred	<input type="checkbox"/>	Familiar

If voice was familiar, who did it sound like?

BACKGROUND SOUNDS

<input type="checkbox"/>	Street noises	<input type="checkbox"/>	Animal
<input type="checkbox"/>	Crockery	<input type="checkbox"/>	Clear
<input type="checkbox"/>	Office machinery	<input type="checkbox"/>	Factory machinery
<input type="checkbox"/>	Voices	<input type="checkbox"/>	Static
<input type="checkbox"/>	PA system	<input type="checkbox"/>	Local
<input type="checkbox"/>	House noises	<input type="checkbox"/>	Long Distance
<input type="checkbox"/>	Motor	<input type="checkbox"/>	Booth
<input type="checkbox"/>	Music	<input type="checkbox"/>	Children

Other:

EXACT WORDING OF THREAT

Sex of caller:	Race:
Age:	Length of call:
Number at which call was received	
Number on caller ID	
Date:	Time:
Report call immediately to: Helena Police Dept/Sheriff Dept (911)	

THREAT LANGUAGE

<input type="checkbox"/>	Well spoken (educated)	<input type="checkbox"/>	Message read by threat maker
<input type="checkbox"/>	Foul	<input type="checkbox"/>	Incoherent
<input type="checkbox"/>	Irrational	<input type="checkbox"/>	Taped

Remarks:

Person making report

Tel. No.

Date:

EARTHQUAKE

- TIP #1 DO NOT call 911 unless you have an emergency.
- TIP #2 Keep calm and stay where you are until the shaking stops.
- TIP #3 TIP #11 Do not over-react to earthquakes.
- TIP #4 Take cover under a heavy desk or table. It can provide you with air space if the building collapses. If you get under a table and it moves, try to move with it.
- Inner walls or door frames are the least likely to collapse and may also shield against falling objects. If other cover is not available, go to an inner corner or doorway, away from windows or glass panels.
- TIP #5 Stay away from glass and hanging objects, bookcases, or other large furniture that could fall. Watch for falling objects, such as light fixtures, wall hangings, high shelves, and cabinets with doors that could swing open.
- TIP #6 Grab something to shield your head and face from falling debris and broken glass.
- TIP #7 If the lights go out, use a battery-operated flashlight. Don't use candles, matches, or lighters during or after the earthquake. If there is a gas leak, an explosion could result.
- TIP #8 If outdoors, move away from buildings and utility wires. The greatest danger from falling debris is just outside doorways and close to outer walls. Once in the open, stay there until the shaking stops.
- TIP #9 If you are in a moving automobile, stop as quickly and safely as possible and move over to the shoulder or curb, away from utility poles, overhead wires, and under- or overpasses. Stay in the vehicle, set the parking brake, and turn on the radio for emergency broadcast information. A car may jiggle violently on its springs, but it is a good place to stay until the shaking stops. If you are in a life-threatening situation, you may be able to reach someone with either a cellular or an emergency roadside assistance phone.
- TIP #10 Be prepared for aftershocks and tremors.
- TIP #11 Determine the magnitude of the damage to persons and property.
- Complete a quick check, look for structural damage
 - Look/smell for gas leaks
 - Determine number and type of injuries
- TIP #12 Turn off gas mains. Do NOT light candles or fires.
- TIP #13 Assure sewer lines are intact before using sanitary facilities.
- TIP #14 Wear closed-toe shoes and carry a flashlight.
- TIP #15 Stay away from power lines, trees, and windows.

- TIP #16 **Do not** re-enter building or allow others to enter. Wait for structural engineers to determine integrity of building (if building seems critically damaged).
- TIP #17 Do not pull fire alarms if there is no fire. This creates a secondary diversion to the problem at hand.
- TIP #18 Make sure to look under desks and beds when searching for victims.
- TIP #19 Check water and boiler systems. Water may be contaminated.

EARTHQUAKE PREPARATION

- TIP #1 Bolt down water heaters and gas appliances if possible.
- TIP #2 Check the integrity and flexibility of gas and electrical connections.
- TIP #3 Place large and heavy objects on lower shelves and secure shelves to walls.
- TIP #4 Brace or anchor high or top-heavy objects, including book shelves that are over 42 inches.
- TIP #5 Move tall furniture away from exits. Do not use tall furniture as room dividers and do not stack furniture.
- TIP #6 Store bottled goods, glass, and other breakables in low or closed cabinets.
- TIP #7 Keep batteries, portable radios, flashlights, drinking water, non-perishable foods and a sufficient number of fire extinguishers and first aid kits on hand.
- TIP #8 Back up data and sensitive information and store duplicates off-site.

EVACUATION OF A BUILDING

- TIP #1 Evacuation of the building is required any time the alarm sounds or you are notified in person or by phone that evacuation is necessary.
- TIP #2 If you are an Emergency Response Assistant, perform your assigned duties for the evacuation. (See page 23 for duties)
- TIP #3 Exit your classroom or office, turn off all equipment in your path of travel, and close but **do not lock doors** as you exit. The exception would be offices where money or records need to be secured.
- TIP #4 Exit the building using stairs. **Never use an elevator**. Assist those who may need help with the stairs. See the section on assisting those with special needs. Proceed to nearest exit. Do not re-enter the building until you are permitted to do so by the Fire Department, Sheriff or Security.
- TIP #5 Move away from the building and congregate in the designated area for building. See **Chapter 3** for assembly areas. **DO NOT LEAVE** until you have been accounted for. Sign one of the emergency evacuation sign-in sheets.
- TIP #6 Lists of employees by building, semester schedules, and class lists may need to be checked.
- TIP #7 If, after a building is evacuated, you suspect that someone is still in the building, notify the emergency responders at the scene immediately. Never attempt to go back into the building.

EXPLOSION

- TIP #1 Call 911 from a safe location, evacuate building by pulling fire alarm, and proceed to assembly area.
- TIP #2 If your help is needed, transport individuals carefully as you will be dealing with burn victims.
- TIP #3 Respond to victims and fire suppression first.
- TIP #4 Make sure crisis site is sealed off and no one but emergency personnel enter.
- TIP #5 Turn off gas mains – this should be done by Maintenance.
- TIP #6 Be aware of secondary explosions, fires, and spills or releases of toxic chemicals due to glass container damage triggered by the first blast.

FIRE

- TIP #1 Call 911 from a safe location, evacuate building by pulling fire alarm, and proceed to assembly area.
- TIP #2 If your help is needed, transport individuals carefully as you will be dealing with burn victims.
- TIP #3 Respond to victims and fire suppression first. More than likely, emergency personnel will be on site quickly enough to handle all rescue operations.
- TIP #4 Make sure crisis site is sealed off and no one but emergency personnel enter.
- TIP #5 Turn off gas main and electricity. This should be done by Maintenance.

FIRE (SMALL)

- TIP #1 Only personnel trained in the use of fire extinguishers should attempt to put out a small fire. All others must evacuate the building.
- TIP #2 A small fire is defined as one no larger than a garbage can.
- TIP #3 Check the type of extinguisher before using. Most extinguishers on the UMH campus are Class ABC which can be used on any type of fire except metal.
- TIP #4 If the fire is not controlled immediately with the extinguisher, pull the fire alarm, evacuate, and call 911.
- TIP #5 Once the fire is extinguished, it must be reported to the Physical Plant (444-6804) for inspection and proper removal of burned or contaminated materials, and replacement of the fire extinguisher.

Tips for using a fire extinguisher:

- Always position yourself with an exit or means of escape to your back.
- Use the **PASS** method:
 - **P**ull the pin and stand back 8-10 feet
 - **A**im at the base of the fire
 - **S**queeze the handle
 - **S**weep back and forth at the base of the fire. Remember, most extinguishers will last between 8 and 10 seconds.

Do not attempt to use a fire extinguisher if:

- You are not trained
- You have no escape route – Call for help!
- You don't know what is burning
- The fire is spreading rapidly
- You don't have the appropriate equipment
- The extinguisher is ineffective
- You might inhale toxic smoke
- If drums, cylinders or chemicals are involved
- Your instincts tell you not to

GAS LEAK

- TIP #1 Call Northwestern Energy at 1-888-467-2427; follow the directions, and notify Maintenance
- TIP #2 If needed turn off gas mains and electricity – Maintenance and/or Northwestern Energy is responsible for this.
- TIP #3 Be careful of danger from possible explosion and smoke inhalation.
- Tip #4 Do not turn on light switches if gas smell is apparent. Same reason as #3 above.
- TIP #5 Check everyone in vicinity. Look for dizziness and vomiting.
- TIP #8 Complete a room-to-room search looking for unconscious individuals. Search teams should always be sent in pairs.

HAZARDOUS MATERIALS

Background Information:

A hazardous materials spill is a possibility in Helena. Railroad cars may be transporting hazardous materials or trucks may be doing the same on I-15. In the event of an accident, UM-Helena may be affected.

UM-Helena has a number of chemicals on campus which could also result in a hazardous materials event.

- TIP #1 Call 911 if the event is large. The Helena Fire Services Director will be the Incident Commander.
- TIP #2 Be prepared for a total evacuation of the campus or a total lockdown.
- TIP #3 Attempt to organize evacuation by sections of the campus if total evacuation is ordered. Allow time for occupants to leave building, get into cars, and drive to designated disaster point. Listen to the radio for instructions on which routes to take out of town. This will depend on the location of the disaster and wind patterns.
- TIP #4 Remember that all town personnel may be using the same evacuation routes if a total evacuation is ordered. Use caution and don't panic.
- TIP #5 Use Crisis Response Team leaders for each building section to coordinate evacuation.
- TIP #6 **If the hazardous materials spill affects only a small area such as a lab,** contact Russ Fillner at 444-6876 or 439-0767 and Helena Fire Department 911 immediately so the situation can be assessed.

Pull the material safety data sheet for the chemical(s) that spilled or leaked.

LARGE ASSEMBLY EVENTS – Evacuation

- TIP #1 Evacuation should begin immediately if the fire alarm goes off, even if you don't see or smell smoke. Every second counts for a safe evacuation.
- TIP #2 Keep people moving, calmly and quickly. Assist those with special needs.
- TIP #3 Use all available exits. Use the safest routes possible.
- TIP #4 Keep everyone informed of the situation. In all large assemblies, use the following statement: "We have an emergency reported in the building. Please calmly move to the closest exit and leave the building."
- TIP #5 Instruct people to move away from the building - at least 50 feet away from all exits.
- TIP #6 Do not allow anyone to re-enter the building until the Helena Fire Department has declared that it is safe to do so.
- TIP #7 A designated person should meet the emergency responders to inform them of the situation and assist as needed.
- TIP #8 For those unable to use exit stairs, follow the tips for assisting someone with special needs. Do not attempt to carry someone down the stairs unless conditions in the stairwell become threatening.

PLANE CRASH

- TIP #1 Call 911.
- TIP #2 Evacuate any building affected by the crash.
- TIP #3 Assist injured people if you can do so safely.
- TIP #4 Create a Crisis Response Team to respond to the deaths of individuals involved, repair of buildings, and counseling.
- TIP #5 Do not touch plane parts or remove bodies.
- TIP #6 Be aware of spilled fuel.
- TIP #7 The scene needs to be preserved for investigation. Initially, law enforcement personnel are responsible for securing the scene. UM-Helena personnel must stay out of the secured area. The National Transportation Safety Board will be responsible for the incident investigation.

STORM OR POWER OUTAGE (Loss of Electricity/Gas or Damage to Heating Plant)

- TIP #1 If a power outage occurs, help co-workers in darkened work areas move to safe locations.

- TIP #2 If evacuation of the building is necessary, secure any hazardous materials you are working with and leave the building.

- TIP #3 In laboratories, keep refrigerator and freezer doors closed.

- TIP #4 Unplug any equipment that could be damaged by a power surge when power is restored.

- TIP #5 Determine if off-site shelters are more appropriate. Contact the Lewis and Clark Disaster and Emergency Services Coordinator, Paul Spengler, at 447-8285 or the American Red Cross at 800-272-6668 (Montana).

TERRORIST EVENT OR WEAPONS OF MASS DESTRUCTION

Requires forming a Crisis Response Team. See Chapter 2

TIP #1 If the event involves **chemicals**, prepare to “**Shelter in Place.**” Close doors and windows. Move to interior room away from as many windows as possible. If you have plastic sheeting and duct tape, put around windows and doors. Use towels, coats, whatever you have to seal around windows or doors if you don’t have plastic sheeting. Use duct tape over any vents into the room and seal any electrical outlets or other openings.

Turn off the air conditioner or heater. Turn off all fans. Close fireplace damper and any other place that air can come in from outside.

Turn on the radio. Keep a telephone close at hand, but don’t use it unless there is a serious emergency

Remain inside until told by UMH officials, city officials, or other responders that it is safe to go outside.

TIP #2 If the event involves **fire or explosion**, follow the tips for those events.

TIP #3 If the event involves **radiation**, follow the guide for sheltering in place. If possible, remove outer layer of clothing before entering the shelter to minimize the amount of radiation brought into the shelter. Leave clothing and shoes outside. Shower and wash your body with soap and water. Removing clothing will eliminate 90% of radioactive contamination. By taking this simple step, you will reduce the time that you are exposed and also your risk of injury from the radiation.

When you move to your shelter, use duct tape and plastic sheeting to seal any doors, windows, or vents for a short period of time in case a radiation plume is passing over. Listen to your radio for instructions. Within a few hours, you should remove the plastic and duct tape and ventilate the room. Suffocation could occur if you keep the shelter tightly sealed for more than a few hours.

Keep your radio tuned to an emergency response network at all times for updates on the situation. The announcers will provide information about when you may leave your shelter and whether you need to take other emergency measures.

SHELTER IN PLACE

In an event such as a chemical spill or release or a radiation event, the best option may be to shelter in place. In some situations, you may be requested by the Lewis and Clark Fire Department, Law Enforcement Agency or other public authorities to shelter in place. Follow these guidelines.

- TIP #1 Move all people inside a building IMMEDIATELY.
- TIP #2 Close all doors to the outside. Close and lock all windows. Close drapes and blinds.
- TIP #3 Contact maintenance to turn off all ventilation, heating, and air-conditioning systems. Turn off all exhaust fans.
- TIP #4 Contact maintenance to switch ventilation ducts and inlets to the closed position.
- TIP #5 Close all fireplace dampers. Extinguish all ignition sources.
- TIP #6 Seal gaps around windows, doors, and air cooling units with tape, plastic sheeting, wax paper or aluminum foil. Cover bathroom exhaust fan grills, range vents, dryer vents and other openings to the outside with plastic food wrap, wax paper or foil and seal the edges with tape.
- TIP #7 Close as many internal doors as possible in your building.
- TIP #8 If possible, take shelter in an upstairs, interior room without windows. Stay away from windows. Bathrooms work well for this purpose.
- TIP #9 If chemical odors start to bother you, hold a wet cloth over your nose and mouth. Turn on the shower or faucet in a strong spray to “wash” the air.
- TIP #10 Do not use elevators. Elevators pump outside air inside as they travel up and down.
- TIP #11 Tune your radio or TV to a local station for Emergency Broadcast information.
- TIP #12 Do not go outside unless emergency response personnel instruct you to evacuate or until the emergency is over.
- TIP #13 Once an “All Clear” message has been issued, open windows and doors and uncover vents to release any gases that may have entered your home, office or building.

Chapter Five

Crisis Protocol Helpful Tips for Individual Non-Displacement Crises

This section of the manual deals with non-displacement crises.

Non-Displacement Crisis: If no new housing or shelter is needed, the crisis is one of non-displacement. This type of crisis usually involves a Crisis Response Team based in the area of the crisis. Refer back to Chapter 2 on Setting Up a Crisis Response Team.

Examples of this type of crisis:

Death
Rape/Sexual assault
Assault with a deadly weapon
Physical injury

Remember: 30 Minutes, 3 Hours, 3 Days

A practical way to approach Crisis Management for either type of crisis is to think in terms of time and the number 3. There are necessary steps in the first 30 minutes of a crisis (the first 3), the first 3 hours of a crisis (the second 3), and the first 3 days of a crisis (the third 3). For each crisis described in this manual, you will find steps that correspond to the appropriate time frame, if appropriate.

Below are the incidents covered in this section:

	<u>Page</u>
• Death of student, faculty or staff	48
• Health Hazard	49
• Hostage situation	50
• Kidnapping	51
• Lockdown	52
• Mail Procedures	53
• Medical/Physical Injury	54
• Physical assault	55
• Protests	56
• Rape/Sexual Assault	57
• Suicide (Completed)	58
• Suicide (Not Completed)	59
• Workplace Violence	60
• Workplace Violence Documentation	61

DEATH OF STUDENT, FACULTY OR STAFF

Requires forming a Crisis Response Team. See Chapter 2.

30-MINUTE RESPONSE

- Call 911 and Maintenance (444-6804).
- Move survivors away from victim to a safe place.
- Attempt to have someone who is emotionally stable stay with survivors.
- Form Crisis Response Team.
- CRISIS RESPONSE TEAM should begin informing appropriate internal staff of UM-Helena.
- Attempt to obtain following information for emergency personnel:
 - person's name
 - department victim works in if faculty or staff
 - age/year in school
 - next of kin's name
 - witnesses
- Manage crowds.
- Contact the Assistant Dean of Student Services for any student death.
- Contact the Director of Human Resources and the Dean/CEO for the death of any staff or faculty.

3-HOUR RESPONSE

- Do **NOT** contact next of kin. Coroner must do this.
- Set up a place where affected students, faculty or staff can go to sit, be with friends, talk.
- Provide a counselor at the above-mentioned location.
- Formulate a campus response after coroner has notified next of kin. This includes:
 - condolences from Dean to family
 - announcement to campus (usually via letter from Dean)
 - announcement to community
 - notification of appropriate faculty/staff
 - special attention to roommates and friends (1:1 or group counseling/grief sessions)

3-DAY RESPONSE

- Hold memorial service.
- Secure belongings in classroom or office and pass to next of kin.
- Continue counseling and observation of roommates or co-workers.
- Finalize transcripts, accounts, and bills (outstanding fees usually waived).

HEALTH HAZARD

Requires forming a Crisis Response Team. See Chapter 2.

Infectious Diseases or Toxic Spills would be considered health hazards.

30-MINUTE RESPONSE

- If toxic spill...
 - Call 911 and Maintenance(444-6804).
 - Remove individuals to safe place.
 - Form CRISIS RESPONSE TEAM.
- If infectious disease...
 - Notify the Lewis and Clark Health Department
 - Communicate with individual about medical precautions already taken.
 - Contact St. Peter's Healthcare for information on how to proceed.
 - Isolate individual until verification of appropriate procedures received from medical personnel.

3-HOUR RESPONSE

- If toxic spill...
 - Allow students back to building when ALL CLEAR is given.
 - Have information available so students know where to report damaged property or subsequent health problems.
- If infectious disease...
 - Prepare educational information for campus.
 - Review alternatives with infected student about remaining on-campus or going home.
 - Consider medical personnel's advice.

HOSTAGE SITUATION

Requires forming a Crisis Response Team. See Chapter 2.

30-MINUTE RESPONSE

- Call 911 and Maintenance (444-6804).
- Remove any uninvolved individuals.
- Provide space where concerned individuals can wait.
- Form CRISIS RESPONSE TEAM.
- Contact the Assistant Dean of Student Services for a situation involving a student.
- Contact the Director of Human Resources and the Dean/CEO for a situation involving staff or faculty.

3-HOUR RESPONSE

- Work with emergency personnel.
- Provide as much information to uninvolved individuals as possible.
- Do not talk to press; allow law enforcement personnel to do that.

3-DAY RESPONSE

Depending on outcome of situation:

- Refer to Student Death section, or
- Use CRISIS RESPONSE TEAM to assess how situation formed and how to better respond next time.
- Send words of support from Dean to family and individual.
- Provide group and individual counseling.

KIDNAPPING

Requires forming a Crisis Response Team. See Chapter 2.

30-MINUTE RESPONSE

- Notify law enforcement personnel.
- Form CRISIS RESPONSE TEAM.

3-HOUR RESPONSE

- Inform campus community if allowed to do so by law enforcement personnel.
- Provide place where concerned individuals can wait.

3-DAY RESPONSE

- If situation unresolved, provide daily group counseling/information sessions.
- If situation resolved, refer to Student, Faculty or Staff Death section if necessary.
- Begin Campus Safety campaign.

LOCKDOWN PROCEDURES

An emergency lockdown procedure will be initiated if a high risk incident involving weapons occurs on campus or there are circumstances in the vicinity of the school that could endanger the lives and/or safety of students, faculty or staff.

30-MINUTE RESPONSE

- All students, faculty or staff who are inside the building or are in transition between rooms should go to the closest room, close the door and lock it if possible.
- If necessary, outside doors to buildings should be locked.
- Close windows, drapes, and turn off lights.
- Everyone should lie down on the floor away from windows.
- Once locked down, communicate with authorities.
- Remain silent.
- Maintain a calm environment.

3-HOUR RESPONSE

- Remain in lockdown until it is safe to leave.
- Cooperate with rescuers.

3-DAY RESPONSE

- As directed by law enforcement.

SUSPICIOUS MAIL PROCEDURES

May require forming a Crisis Response Team. See Chapter 2.

Recommended by US Postal Service:

30-Minute Response

- Don't handle a letter or package that you suspect is contaminated.
- Don't shake it, bump it, or sniff it.
- Wash your hands thoroughly with soap and water.
- Notify law enforcement personnel.
- Notify the Assistant Dean of Student Services.
- Quarantine the area.

3-Hour & 3-Day Response

- As directed by law enforcement.

What should make you suspect a piece of mail?

- It's unexpected or from someone you don't know.
- It's addressed to someone no longer at your address.
- It's handwritten or has no return address.
- It's lopsided or lumpy in appearance.
- It's sealed with excessive amounts of tape.
- It's marked with restrictive endorsement, e.g., "Personal" or "Confidential".
- It has excessive postage.
- It has greasy marks on it.

MEDICAL/PHYSICAL INJURY

May require forming a Crisis Response Team. See Chapter 2.

30-MINUTE RESPONSE

- Call 911 and Maintenance (444-6804).
- Administer First Aid and/or CPR as necessary.
- Ascertain if there was an aggressor or assailant. If so, inform law enforcement personnel – refer to section on Physical Assault.
- Contact the Assistant Dean of Student Services for a student injury.
- Contact the Director of Human Resources and the Dean/CEO for a staff or faculty injury.

3-HOUR RESPONSE

- Form CRISIS RESPONSE TEAM if injury serious/life-threatening.
- Have counseling available. Co-workers or friends may be traumatized.

3-DAY RESPONSE

- Form plan to assist student with catching up on class work, providing reasonable access, etc if student returns.
- If faculty or staff, stay in contact and work with doctors to get back to work as quickly as possible. Look at modified duty if necessary.

PHYSICAL ASSAULT

Requires forming a Crisis Response Team. See Chapter 2.

30-MINUTE RESPONSE

- Call 911.
- Ascertain victim's health. Use hospital if necessary.
- Obtain as much information from victim as possible.
- Make sure victim feels safe.
 - Arrange for friend to stay with victim.
 - Arrange somewhere for victim to spend night.
- Determine if victim and aggressor were in domestic relationship.
 - If YES, federal/state laws regarding domestic violence apply. Law enforcement personnel can arrest aggressor if signs of physical abuse.
- Follow campus procedure for reporting criminal activity.

3-HOUR RESPONSE

- Form CRISIS RESPONSE TEAM.
- Assure safety of victim and community if aggressor has not been arrested.
- Implement temporary suspension of aggressor as appropriate to the UM-Helena Student Code of Conduct or refer to the Director of Human Resources for faculty or staff.
- Report to supervisor means of dealing with aggressor.
- Determine best way to protect campus community if aggressor remains at-large.

3-DAY RESPONSE

- See above.

PROTESTS – Large Scale

Requires forming a Crisis Response Team. See Chapter 2.

30-MINUTE RESPONSE

- Form CRISIS RESPONSE TEAM.
- Inform law enforcement personnel.
- Make decision to let continue or to disrupt in accordance with UM-Helena Policy 800.4.
- Bring together players who deal directly with specific issue of protest.

3-HOUR RESPONSE

- Make sure normal operations of campus continue.
- Monitor progress of protest.

3-DAY RESPONSE

- Provide education on best way to express discontent.

RAPE/SEXUAL ASSAULT

Requires forming a Crisis Response Team. See Chapter 2.

30-MINUTE RESPONSE

- Call 911.
- Provide survivor options. Empower survivor to take back control.
Options:
 - Contact law enforcement personnel.
 - Contact the Assistant Dean of Students for a student situation.
 - Contact the Director of Human Resources and the Dean/CEO for a situation with staff or faculty.
 - Contact a UM-Helena counselor.
 - Find a friend to help individual through process.
- Be certain survivor's physical safety is assured.
 - Will aggressor be back?
 - Does survivor want to stay at friend's tonight?
- If survivor wants to report,
 - Have someone stay with survivor through process.
 - Do NOT allow survivor to shower.
 - Do NOT allow survivor to change clothes.
 - If the aggressor is a student, proceed with campus judicial process.
- Remember, the person has been traumatized.
 - Be sensitive.
 - Do not blame, threaten, or intimidate.
 - Have female take lead in response with female survivors if possible.

3-HOUR RESPONSE

- Form CRISIS RESPONSE TEAM.
- Determine how to best deal with aggressor, if still at-large.

3-DAY RESPONSE

- Refer to counseling with consent of survivor.
- Follow-up with campus disciplinary system and remember to watch out for survivor's safety and psychological well-being (e.g., are survivor and aggressor in similar class? If so, what will be done?).
- Contact the Friendship Center for support if necessary.

SUICIDE - Completed

Requires forming a Crisis Response Team. See Chapter 2.

30-MINUTE RESPONSE

- Call 911.
- Remove survivors to safe place.
- Keep individuals/crowds back from scene.
- Do not disturb body or room.
- Call appropriate campus staff for assistance.
- Form CRISIS RESPONSE TEAM.
- Inform emergency personnel when they arrive.

3-HOUR RESPONSE

- Attempt to have someone who is emotionally stable stay with survivors.
- CRISIS RESPONSE TEAM should begin informing appropriate internal staff of UM-Helena.
- Attempt to obtain following information for emergency personnel:
 - Person's name
 - Department victim works in if faculty or staff
 - Next of kin's name
 - Witnesses
 - Age/year in school
- Have Coroner contact next of kin. Do NOT do this.
- Set up a place where affected students, faculty and staff can go to sit, be with friends, talk.
- Provide a counselor at the above-mentioned location.
- After Coroner notification to next of kin, a campus response must be formulated. This may include:
 - Condolences from Dean to Family
 - Announcement to campus (usually via letter from Dean)
 - Announcement to community (Public Relations Dept.)
 - Notification of appropriate faculty/staff (Dean of Students)
 - Special attention to roommates, co-workers, and friends (1:1 or group counseling/grief sessions)

3-DAY RESPONSE

- Hold Memorial Service
- Secure belongings and pass to next of kin.
- Continue counseling and observation of roommates and co-workers; hold sessions on "Why suicide?"
- Finalize transcripts, accounts, and bills (outstanding fees usually waived).

SUICIDE – Not Completed

Requires forming a Crisis Response Team. See Chapter 2.

30-MINUTE RESPONSE

- Call 911.
- Keep person talking, awake. Stop bleeding if appropriate.
- Obtain as much information as possible regarding method and individual.
- Inform emergency personnel when they arrive.

3-HOUR RESPONSE

- Monitor person's status at hospital.
- If person is a student, determine if he or she is returning to campus.
If YES:
 - Arrange to meet with student upon return.
 - Work with student about re-integrating into campus community.
 - Determine if student is getting continued help.If NO:
 - Do NOT notify next of kin (hospital's responsibility).
- If person is faculty or staff, determine if he or she is returning to job.
If YES:
 - Arrange to meet with him or her upon return.
 - Work with him or her about re-integrating into campus community.
 - Determine if he or she is getting continued help.If NO:
 - Inform supervisor

3-DAY RESPONSE

- Confirm person is getting help.
- Consider possible education sessions (e.g., students and depression, workers and depression).

WORKPLACE VIOLENCE

Requires forming a Crisis Response Team. See Chapter 2.

30 MINUTE RESPONSE

- Get victim(s) and/or survivor(s) to safety and identify aggressor.
- Call 911.
- Attempt to obtain the following information:
 - Aggressor's name
 - Department victim(s) work in
 - Witnesses
 - Next of kin names (if workplace violence resulted in the death of faculty or staff)
- Remove any uninvolved individuals.
- Provide area where concerned individuals can wait.
- Notify Director of Human Resources.
- Do not speak with the media/press.

3 HOUR RESPONSE

- Work with emergency personnel and law enforcement.
- Ascertain victim(s)'s health. Use hospital as necessary.
- Director of Human Resources ensures Due Process by initiating investigation, including suspension of aggressor/employee.
- Assistant Dean of Student Services ensures Due Process by initiating investigation if aggressor is a student.
- Determine best way to protect campus community if aggressor remains at-large.
- Have counseling available.
- If staff or faculty death, do NOT contact next of kin. Coroner must do this.
- Formulate campus response, including:
 - Message from Dean (private condolences as necessary)
 - Campus announcement – notification of faculty, staff, and students
 - Community announcement

3 DAY RESPONSE

- Continue to offer counseling.
- Work with law enforcement, as necessary.
- If death occurred, hold memorial service.
- If death occurred, secure personal belonging and give to next of kin.

Documentation

See next section for a form for documenting a workplace act of violence.

Workplace Violence Documentation

Date of event:	Time of Event:
Location of event:	
Define behaviors, acts or actions (who, what when where, how)	
Who was involved? (names, positions, job titles)	
Who witnessed the action?	
What were the consequences of the action to you? To others?	
What action did you take?	
Who did you notify? When?	
What efforts did you make to document the incident and is the documentation located?	
If you confronted the person taking the action, what occurred during the interaction?	

Chapter Six

Emergency Supply List

Emergency Supply List

Supply	Location	Where to get Key
ATV-4wd	Facilities	Maintenance Staff
Barricades	Facilities	Maintenance Staff
Batteries	Facilities	Maintenance Staff
Buckets	Facilities	Maintenance Staff
“Come-a-long”	Facilities	Maintenance Staff
Extension cords	Facilities	Maintenance Staff
Fire Alarm Keys	Facilities	Maintenance Staff
First Aid kits or supplies	Facilities	Maintenance Staff
Flashlights	Facilities	Maintenance Staff
Hard Hats	Facilities	Maintenance Staff
Janitorial supplies	Facilities	Maintenance Staff
John Deere Tractor	Facilities	Maintenance Staff
Ladders	Facilities	Maintenance Staff
Portable computer/printer	Facilities	Maintenance Staff
Portable electric heaters	Facilities	Maintenance Staff
Portable lights	Facilities	Maintenance Staff
Radios	Facilities	Maintenance Staff
Rope	Facilities	Maintenance Staff
Snow Plow	Facilities	Maintenance Staff
Tools	Facilities	Maintenance Staff
Towels	Facilities	Maintenance Staff
Trash cans	Facilities	Maintenance Staff
Utilities Main Disconnects	Facilities	Maintenance Staff
Vehicle keys	Facilities	Maintenance Staff
Water main	Facilities	Maintenance Staff

Maintenance Staff Phone Numbers:

Gary Frankforter	Office: 444-6804	Cell: 438-1388	Home: 227-1590
Nick Nason	Office: 444-6804	Cell: 439-0735	
Roger Knapstad	Office: 444-6804	Cell: 439-5382	
Ron Schelske	Office: 444-4604	Cell: 439-2140	

Airport Campus:

Richard Snyder	Cell: 439-0803
Wyatt Conard	Cell: 439-1010

Chapter Seven

Pandemic Response Plan

Section A: Introduction

In the event of a pandemic influenza, UM-Helena will play an integral role in protecting the health and safety of students, faculty, staff, and their families. The UM-Helena Pandemic Response Team has developed this plan, which will be implemented at three levels:

- Level 1 activates when cases of human-to-human transmission of avian or other pandemic flu are confirmed anywhere in the United States.
- Level 2 activates when suspected cases of avian or other pandemic flu appear on campus or in the Helena area.
- Level 3 activates when we have confirmed cases on campus.

The decision to close the campus and discontinue services would be made based on the severity of the pandemic outbreak and direction given to us from the Governor's Office.

Section B: Background on Pandemics

A pandemic is a world-wide influenza outbreak that results from a “new” influenza strain that causes serious human illness and is able to spread easily among people. Humans do not have immunity to these new strains. Generally, influenza A viruses are responsible for pandemics.

Three pandemics occurred during the 20th century including the 1917-18 “Spanish Flu” that killed approximately 50 million people worldwide and about 500,000 in the United States. Almost 50 percent of the deaths occurred in healthy adults. The “Asian Flu” of 1957-58 caused approximately 70,000 deaths in the United States, and the “Hong Kong Flu” of 1968-69 killed about 34,000 people in the U.S. Viruses containing a combination of genes from a human influenza virus and an avian influenza virus caused both of these pandemics.

No one knows when the next pandemic will occur or how deadly it might be. If and when a pandemic occurs and affects our campus, the UM-Helena Pandemic Plan will be implemented. UM-Helena will also become a part of the Lewis & Clark Pandemic Plan and will follow their instructions. The Lewis & Clark Health Department will be responsible for the dissemination of available vaccine and anti-viral medications in our area. The UM-Helena community may or may not have access to them depending on how much is available.

Generally, the UM-Helena community can help protect themselves and others during a pandemic by following these guidelines:

1. If a vaccine is available, see your doctor about getting you and your family immunized.
2. Stay home if you don't feel well. Isolate from the rest of your family.
3. Avoid crowds. Stay away from sporting and other events, shopping centers, etc.
4. Stay away from those who are sick.
5. Follow travel restrictions set forth by the government.
6. Wash your hands often using soap and water or alcohol-based hand gels.
7. Use tissues to cover coughs and sneezes.
8. Plan for any disaster by maintaining a supply of water and food for at least a 72 hour period.

Section C: Campus Responsibilities and Responses

Pandemic Influenza Response

- Level 1: Confirmed cases of human-to-human transmission of avian or other pandemic flu anywhere in the United States.
- Level 2: Suspected case(s) on campus or suspected/confirmed cases in the Helena area.
- Level 3: Confirmed case(s) on campus [Only essential personnel required to report to campus].

	Level 1	Level 2 (in addition to Level 1 actions)	Level 3 (in addition to Level 2 actions)
1. Response Team Dean/CEO Associate Dean of Academic Affairs Assistant Dean of Fiscal and Plant Assistant Dean of Student Services Marketing and Communications Coordinator	1. Incident Commander will be the Dean/CEO. 2. Back-up Incident Commanders are the Associate and Assistant Deans. 3. Monitor situation. 4. Develop media strategy. 5. Follow US Government guidelines on foreign travel. 6. Monitor faculty and staff traveling in affected region(s).	1. In conjunction with medical services, implement policy on transporting individuals to hospitals if hospital is not closed and ambulance is not available.	1. Maintain contact amongst Response team. 2. Essential personnel receive N95 respirators from Maintenance if not already done.
2. Incident Commander Dean/CEO	1. Communicate with Lewis & Clark County Health Department regarding preliminary planning and surveillance. 2. Communicate and benchmark with other MUS Depts. 3. Establish communication with Leadership Team regarding status of preparedness. 4. Update emergency action plan with Response Team as situation evolves. 5. Issue communication(s) to campus community, in conjunction with Marketing and Communications Coordinator regarding status of disease spread, self-protection and university response. (e-mail, website, town meetings).	1. Notify L&C County Health Dept. of cases on campus. 2. Notify the Assistant Dean of Student Services. 3. Ongoing communications with campus community regarding signs/symptoms, protocol for referral of suspected cases. 4. Initiate poster, e-mail campaign on self- protection.	1. Implement Emergency Action Plan with Response Team.

	Level 1	Level 2 (in addition to Level 1 actions)	Level 3 (in addition to Level 2 actions)
3. Dean's Office	<ol style="list-style-type: none"> 1. Receive information from Incident Commander. 2. Review content of internal and external public information bulletins and announcements. Work with Director of Public Relations. 3. Identify essential personnel in Dean's Office. 4. Consider restricting movement on and off campus for activities/athletic events. 5. Develop policy for suspension of classes due to pandemic flu. 6. Based on U. S. State Department recommendations, University recommends campus community not to travel to affected countries. 	<ol style="list-style-type: none"> 1. Advise Response Team on response options. 2. Determine whether cancellation of public functions and athletic events is necessary. 3. Evaluate information on institutional effects of the incident and set response priorities as appropriate. 	<ol style="list-style-type: none"> 1. Provide oversight for student, staff, & faculty family notifications if appropriate. 2. Determine if temporary closure of buildings and suspension of student and academic activities is necessary. 3. Authorize closure & suspension. 4. Essential personnel in Dean's Office receive N95 respirators from Maintenance.
4. Physical Facilities	<ol style="list-style-type: none"> 1. Assess respiratory protection plan and resources. 2. Contract for professional cleanup and decontamination of contaminated sites on campus. 3. Identify essential Physical Facilities personnel to maintain power operations, electrical and water service. 4. Identify building ventilation systems. 	<ol style="list-style-type: none"> 1. Arrange for additional medical waste pickups if necessary. 2. Identify alternate storage site for waste until pick-up occurs. 	<ol style="list-style-type: none"> 1. Distribute N95 to essential personnel. 2. Secure buildings & post signage as directed by Incident Commander (IC). 3. Stand by to shut off utilities as directed by Incident Commander, if necessary.

	Level 1	Level 2 (in addition to Level 1 actions)	Level 3 (in addition to Level 2 actions)
5. Public Relations	1. Draft internal and external bulletins and announcements in conjunction with Dean's Office and facilities.	<ol style="list-style-type: none"> 1. Write and record bulletins and updates on UM-Helena's website. 2. Write scripts for phone tree with approval from Dean's Office. 3. Request that faculty, staff and their families report all flu cases to Human Resources at 444-0845. 	<ol style="list-style-type: none"> 1. Organize phone banks if necessary (phone banks can refer callers to emergency services, take messages, support rumor control). 2. Coordinate press releases, and manage news teams and interviews, etc.
6. Crisis Response Team (See Chapter 3, Section D)	1. Review duties as outlined in Chapter 3, Section D of plan.	<ol style="list-style-type: none"> 1. Disseminate information to Departments as necessary. 2. Remain available for further instructions. 	3. Same as Level 2
7. Assistant Dean of Student Services Office	1. Formulate plan to address needs/support for students who are unable to leave campus.	3. Request that students report all flu cases to the Assistant Dean of Student Services Office.	<ol style="list-style-type: none"> 1. Identify student events where confirmed patients have attended and report to Incident Commander. 2. Essential personnel from Assistant Dean of Student Services Office receive N95 respirators.
8. Human Resources	<ol style="list-style-type: none"> 1. Monitor faculty & staff travelers entering from affected regions. 2. Prepare a leave policy if necessary. 3. Identify personnel appropriate for telecommuting. 	Same as Level 1.	1. Activate leave and emergency telecommuting policy.