

CRISIS MANAGEMENT PLAN



**PROCEDURES and GUIDELINES
For Emergency Situations**

HIBBING COMMUNITY COLLEGE

Hibbing, Minnesota

March 2009

Table of Contents

Goals.....	3
Crisis Management Team Coordinators	3
Crisis Management Team.....	3
Media Protocol.....	4
Employee Responsibilities.....	4
Lock Down.....	4
Tornado / Severe Weather	4 - 5
Evacuation	5
Relocation	5
Guidelines for Specific Situations	
Assault/Fight/Acts of Aggression.....	6
Bomb Threat.....	6
Demonstration or Disturbance.....	7
Intruder/Hostage.....	8
Serious Injury/Death.....	8
Sexual Assault/Rape.....	9
Shooting.....	9
Stalking.....	10
Suicide.....	10
Terrorism.....	11
Reporting Crimes.....	12
Restraining Orders.....	12

GOALS:

- Prepare for a crisis
- Identify and possibly intervene with students who may present a potential threat
- Provide a guidelines for a variety of emergencies
- Minimize injury or loss of life

CRISIS MANAGEMENT TEAM COORDINATORS

	Work Phone	Cell Phone	Home Phone
Ken Simberg	7241	218-969-1893	218-263-6471
Mike Raich	6702	218-969-6002	218-262-5874
Bill Manney	6734	218-929-0755	218-263-4650
Heidi Kippenhan	9800	218-791-5478	218-263-8814

CRISIS MANAGEMENT TEAM

	Work Phone
Tom Gregorich	7253
Barb Bozicevich	6743
Dave Olds	6759
Diana Klakoski	7289
Donna Groettum	6786
Joyce Wirtanen	7276
Lisa Bestul	6752
Ron Hoechst	6705
Ronn Campbell	6722
Susan Degnan	6710
Steve Kovacic	7271
Donna Hukka	7249

MEDIA PROTOCOL

No one other than the Provost or designee has the right to talk to the media. When approached, verbalize "no comment" and refer to the Provost.

EMPLOYEE RESPONSIBILITIES

- Be familiar with evacuation & lock down procedures.
- Be familiar with the appropriate evacuation exits from your area.
- Know where the nearest tornado shelter area is located.

LOCK DOWN:

1. Keep all students inside, turn off lights, lock all doors if possible.
2. Do not activate the fire alarm system.
3. Use a cell phone to call 911 and notify the Provost @ 218-262-6715 or 218-262-7200.
4. Stay out of view and crouch under or hide behind desks/tables without talking and remain there until the Crisis Team Coordinator gives an all-clear signal.
5. After the area is secure, determine if any students are not accounted for. Notify the Crisis Team Coordinator of any missing students or staff.
6. Assist the Crisis Team in evacuating students if directed to do so.
7. Remain with any injured people until medical help arrives.

Evening/Weekend Procedures:

Notify 911 immediately. Employees will assist students in lock down procedures as deemed necessary. College apartment staff assists college apartment students in lock down of the college apartments. A Crisis Team Coordinator will be notified as soon as possible.

SEVERE WEATHER OR TORNADO:

1. A tornado or severe thunderstorm has developed and has been spotted in the area or has been indicated by radar. In Hibbing, the public warning system (sirens) will sound.
2. Evacuate to severe weather shelter areas. Close classroom doors as you leave.
3. Move along inside walls to the designated tornado areas (see table below) of the building away from windows. Take shelter under stairwells and tables, if necessary.
4. Faculty should ensure all individuals with disabilities in their classrooms are assisted to the designated safe area. If this is not possible, go to a room on an interior wall like a bathroom or closet without windows and cover your head. Inform someone where you or student is located.
5. Ensure that students are in the "drop and tuck" (sit down & cover head) position.
6. Make every effort to remain calm and encourage those around you to do likewise.
7. Account for all students and staff. Report any missing students or staff to a Crisis Team Coordinator when it is safe to do so.
8. Remain in the safe area in the tuck position until the warning expires or Crisis Team Coordinator has issued an all-clear signal.

Designated Severe Weather / Tornado Shelter Areas:

BUILDING	LOCATION
A	Room A107 & Hallway
B	Rooms B108, B109, B127 & Hallway
C	Rooms C145 & C146
D	Room D38 & D20
F	Rooms 3 – 6 below stage or Room F41- F44
G	Lobby outside Room G10
L	Rooms L34 & L36
M	Rooms M142 & M121
PE	Men's locker room – lower level
Planetarium	Basement

BUILDING EVACUATION:

1. Familiarize yourself with the evacuation routes in your work area(s).
2. When the alarm sounds or phone notification occurs, proceed as quickly and orderly as possible to the nearest exit.
3. Faculty and staff should ensure all students are out of the classroom and area bathrooms.
4. Proceed to the nearest exit.
5. Employees should ensure that all individuals with disabilities in their classrooms are assisted out of the building.
6. Once outside, proceed to the designated muster site.
7. Roll call of employees will be taken by Crisis Team Coordinator or designee.
8. Do not return to the building until notified by a Crisis Team Coordinator.

Evening/Weekend Procedures:

Employees will assist students in evacuating the facility. College apartment staff assists college apartment students in evacuation of the college apartments. A Crisis Team Coordinator will be notified as soon as possible.

Designated Muster / Evacuation Locations

North Side of Campus:	Hockey Arena Entrance
South Side of Campus:	Southwest Lot by Handicap Spots
College Apartments:	Football Field Entrance

RELOCATION PROCEDURES:

1. Provost or designee determines whether students and staff should move to relocation area. Crisis Team Coordinator is responsible to have building opened.
2. **Relocation Area:** Maintenance Storage Building or Car Storage Building.
3. Stay in the Maintenance Storage or Car Storage Building until notified.

The following are general guidelines that may be followed depending upon the situation.

ASSAULT / FIGHT / ACTS OF AGGRESSION

This procedure applies to physical confrontation, which may include but is not limited to fist fights, knife assaults, and use of other objects as weapons in which close proximity is required to result in a significant physical threat.

Procedures:

- Call **911**.
- Ensure the safety of students and employees.
- Clear onlookers away from area where the physical confrontation is taking place.
- Give the combatants a verbal warning.
- The following parties should be contacted:
 - Provost and/or Associate Dean of Student Services to inform them of the present situation.
 - If necessary, CPR/First Aid certified individuals in the building may deal with potential medical emergencies until medical help arrives.
- Approach combatants in a calm and controlled manner if there is no weapon.
- Keep the scene under control. Keep as many onlookers away as possible and demand that the combatants stop.
- Do not attempt to separate combatants via physical means.
- The Provost and/or Associate Dean of Student Services will be updated on situation. A Crisis Team Coordinator will obtain statements from the combatants and any witnesses.
- The Associate Dean of Student Services will deal with the situation in accordance with the college discipline policies.
- Crisis Team Coordinator will assess the counseling needs of the victim(s) and or witnesses(s) and initiate a plan.
- Document all activities.

BOMB THREAT

A bomb threat should always be considered a real and immediate danger to students and staff. It requires an immediate response by the person receiving the bomb threat message. Consequently, all staff should be familiar with the procedures established by the college. **NO BOMB THREAT SHOULD BE REGARDED AS A PRANK CALL. DO NOT USE CELL PHONES, PORTABLE RADIOS AND FIRE ALARMS AS THEY MAY DETONATE SOME BOMBS.**

Procedures:

- **Do not use cell phones or portable radios-this may detonate some bombs.**
- **DO NOT activate the fire alarm since noise may detonate some bombs.**
- **If you receive a bomb threat by written message,** preserve the note for the police by touching it (note) as little as possible.
- **If you receive a bomb threat by telephone:** Record exactly what the caller says.
- Remain calm, be firm, and keep the caller talking. Listen carefully to the caller's voice, speech patterns, and to noises in the background.

- Place caller on hold, and dial 911. If the caller hangs up, the operator can track the call.
- Call 911 and report the bomb threat.
- Notify the Provost and/or Associate Dean of Student Services.
- Initiate the Crisis Team Coordinator. The team will meet and each member will be assigned a section of the building to notify.
- Students and staff should be evacuated from the building. Once outside, proceed to the football field parking lot unless otherwise advised.
- Everyone must remain calm.

Building Evacuation Procedures will be followed.

Under no circumstances should anyone attempt to remove any suspicious packages or articles.

Students who feel they need special assistance during an evacuation should notify Student Services so special arrangements can be made prior to an evacuation. Unauthorized sounding of a fire alarm or tampering with fire extinguishers is a violation of Minnesota law.

Evening/Weekend Procedures:

Employees will assist students in evacuating the facility. College apartment staff assists college apartment students in evacuation of the college apartments.

DEMONSTRATION OR DISTURBANCE

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

Procedures:

- Notify a Crisis Team Coordinator of the demonstration.
- Call **911**.

During the disturbance, a Crisis Team Coordinator, if safe, should:

- Ask the demonstrators to disperse.
- Attempt to determine who the leader of the group is and what the purpose of the demonstration is.
- Contain the disturbance by isolating the area as much as safely possible.
- Do not attempt to negotiate with the demonstrators.
- Secure the building, as necessary.
- Relocate people involved in the disturbance to an isolated area, to the greatest extent possible.

During the disturbance, employees should:

- Keep students in classrooms. Do not allow students out of the classrooms until a Crisis Team Coordinator gives an all clear signal.

INTRUDER / HOSTAGE

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

Procedures for the person who sees an unauthorized intruder:

- Call **911**.
- If possible, ask another staff person to accompany you when you approach the intruder. Approach only if you are certain the intruder is not armed.
- Politely greet the intruder and identify yourself.
- Ask the intruder to identify themselves and their purpose.
- Politely ask the intruder to leave campus. Escort the intruder to the nearest exit.
- Provide law enforcement with as much identifying information as possible (physical description, location in the college, where the person is going, if they are armed, if known).
- Monitor the unauthorized individual leaving the campus, if possible.
- Walk away from the intruder if they indicate a potential for violence. Do not attempt to disarm anybody with a weapon or physically restrain anyone who may be capable of inflicting bodily harm.

Witness to a hostage situation:

- Call **911** immediately, if possible. Give the dispatcher details of the situation.
- If the hostage taker is unaware of your presence, do not intervene.
- Seal off the area near the hostage situation, as much as possible.
- Notify a Crisis Team Coordinator who may elect to evacuate the rest of the building.
- When the law enforcement arrives, they will assume command and control of the situation.

If taken hostage:

- Follow instructions of the hostage taker.
- Try not to panic. Calm students if they are present.
- Treat the hostage taker as normally as possible. Be respectful. Ask permission to speak, do not argue or make suggestions.
- **Do not let the intruder take you out of the building.**

SERIOUS INJURY / DEATH

Procedures:

- **Assess** the situation. Do not enter an unsafe scene. Do not move the victim unless an immediate emergency situation dictates the evacuation.
- **Alert** help. Call **911**, but do not leave the victim unattended unless necessary. Contact a Crisis Team Coordinator.
- **Attend** to the victim to the best of your ability.
- Clear onlookers and isolate the victim.
- Designate a staff person to accompany the injured/ill person to the hospital.

SEXUAL ASSAULT / RAPE

Sexual violence creates an environment contrary to the goals and missions of the college. Acts of sexual violence include but are not limited to:

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

Reporting and Resolution of Sexual Violence:

Hibbing Community College encourages the reporting of any and all suspected incidents of sexual violence or assault.

If a student has experienced sexual violence, they should be referred to a counselor who will contact the campus sexual assault officer, David Olds, 262-7292.

SHOOTING

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

Procedure if a person threatens with a firearm or begins shooting:

- **If the occurrence is outside**, go inside the building as soon as possible and contact 911. If you cannot get inside, make yourself as compact as possible, put something between yourself and the shooter. Do not gather in groups. Get out of view.
- **If the occurrence is inside**, contact 911 as soon as possible, turn off the lights, lock all doors and windows, if possible, and close the curtains if it is safe to do so. **Do not pull the fire alarm.**
- Students, employees and visitors should crouch under desks/tables without talking and remain there until an all-clear signal is given by a Crisis Team Coordinator.
- Secure the college, if appropriate.
- Assist students and staff in evacuating from immediate danger to a safe area. Care for the injured as carefully as possible until emergency personnel arrive.

STALKING

If a student reports that they suspect or believe they are being stalked, notify the local law enforcement authorities.

The victim should be informed to locate to a safe place. Refer the individual to the Counselor who will discuss safety strategies with the victim. These will include:

- Call **911** immediately.
- Locating alternative residence (i.e., family, friends, domestic violence shelter or local church, etc.).
- Avoiding dark, nonpublic places.
- Take steps to ensure your personal safety.
- Describing the physical attributes of the stalker.

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

- Immediately Contact 911.
- Immediately notify a Crisis Team Coordinator.
- Tell them the name of the person suspected of being the stalker, the location of the stalker, if the suspect has threatened anyone, or any other detail that may prevent the suspect from hurting someone or themselves.
- Notify a Crisis Team Coordinator.
- If confronted by the stalker ask them to leave the premises and advise them that the authorities were contacted. Do not threaten the stalker, speak in a calm voice and stay in control of the situation.

SUICIDE

Procedures for a suicide attempt:

- Call **911**. Stay with the person until the appropriate personnel arrive, if possible.
- Intervene prior to an attempted suicide, as appropriate. If there is a firearm involved, do not intervene.
- Isolate the victim if possible.
- Notify a Crisis Team Coordinator.
- The Provost and/or Associate Dean of Student Services will notify family members, if appropriate.
- A Crisis Team Coordinator will meet with emergency personnel upon arrival. If possible have the police meet you in a far outlying area of the parking lot to avoid calling attention to the suicidal person.

Procedures if suicide attempt results in serious injury or death:

- Refer to the Serious Injury/Death Section.
- The Provost and/or Associate Dean of Student Services will notify the appropriate family members.
- Inform staff prior to resuming classes.

Suicidal Warning Signs

All staff should be familiar with suicidal warning signs and notify a Counselor if witnessing the below stated signs. There are several signs that a person may take their own life, including the following:

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

TERRORISM (CHEMICAL OR BIOLOGICAL THREAT)

*Terrorism (chemical or biological) should always be taken seriously. It requires an immediate response by the person receiving the call. **No threat should be regarded as a prank call.***

Procedures:

- Call **911** and report the chemical/biological threat.
- **If you receive a chemical/biological threat by written message**, preserve the note for the police by touching it (note) as little as possible. Secure area if possible.
- Notify a Crisis Team Coordinator immediately.
- **If you receive a chemical/biological threat by telephone:** Record as much information about what the caller says as possible.
- Remain calm, be firm and keep the caller talking. Listen carefully to the caller's voice, speech patterns, and to noises in the background.
- Notify a Crisis Team Coordinator.
- **DO NOT** activate the fire alarm since noise may detonate some bombs.
- Students and staff should be evacuated from the building. Once outside, proceed to the closest parking lot unless otherwise advised. Move away from the building so that the people behind you can get out. **Everyone must remain calm.**
- If the chemical/biological threat message contained a specific time of detonation, the building should not be re-entered until a significant period of time has lapsed after that time, no matter how thorough a check was conducted.
- Remain outside the building until re-entry is approved.
- When re-entry is permitted, staff should once again visually inspect their classrooms and work areas before students are allowed to enter.
- Report any unusual item, package, or personnel in any area of the building to a Crisis Team Coordinator. **Under no circumstances should anyone attempt to remove any suspicious packages or articles.**
- Get advice of emergency response officials regarding decontamination and change of clothing for persons who opened or handled the letter, package, unusual item, etc. without gloves.

REPORTING CRIMES

All criminal activity occurring on campus should be reported immediately to the Provost, Associate Dean of Student Services or the police department.

1. Every effort should be made to ensure that physical evidence is maintained and protected. Immediate reports will assist in preserving evidence.
2. If you are a victim of a crime or witness a crime:
 - Call the Provost (218-262-6715) and/or Associate Dean of Student Services (218-312-9800), or the police department depending upon the emergency;
 - Obtain a description of the offender(s), including sex, age, race, hair, clothing, and other distinguishable features. Attempt to obtain a description and license number of any vehicle involved. Note the direction taken by offenders or vehicles and report those to the police;
 - Preserve the crime scene: Do not touch any items involved in the incident. Close off the area of the incident and do not allow anyone in the crime area until college personnel and/or the police arrive.
3. The College will accept third-party reports in cases of sexual assault in order to protect the victim's identity.
4. Persons filing a complaint will be provided a copy of the college's Complaints and Grievances policy.
5. All persons at Hibbing Community College are encouraged to assist anyone in reporting alleged criminal activity by contacting a Crisis Team Coordinator and/or the police department, as well as providing assistance in making the report.

RESTRAINING ORDERS

If a student issues a restraining order against another student:

- Notify a counselor and employees to initiate a plan to separate the students while on campus.
- If perpetrator violates restraining order, contact local law enforcement immediately.

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

- Obtain a description of the individual to whom the restraining order is against, and obtain a photograph if available.
- A Crisis Team Coordinator will notify all employees alerting them of the situation along with a description of the individual.
- If the individual enters the premises, notify 911 immediately.

