**INTRODUCTION:** individual staff emergency procedures

This manual has been compiled for the benefit of Montana State University Billings students, faculty and staff in the event of possible life-threatening emergencies. The procedures that follow are intended to provide basic step-by-step responses to specific types of emergency or disaster situations.

Please remember that in any emergency situation - from a weather-related disaster to a chemical spill to an active shooter situation - you will likely be on your own for a brief period until proper authorities arrive to assist you. Calm and clear thinking will be critical, which is why these guidelines were developed.

All procedures have been designed to be in accord with the MSU Billings Emergency Operations Plans. This booklet provides a brief overview of some of the types of emergencies we might face at the university and its different campuses. It is intended to assist you as an individual faculty and staff member in understanding what to expect and your initial response. After any emergency closure of any facility, classroom building or campus, please call 657-2147 or check the university website (www.msubillings.edu) for status and likely re-opening.
INTRODUCTION: notification in case of emergency

On the back of the guidelines you will find two colored pieces of paper; one Green and one Red. These are help cards. In the event of a lock down situation, these cards are to be used as information for the first responders. This information will guide the responders as to where to go first.

Once the “lock down” has been completed, using the felt marker provided in the Emergency Backpack clearly write your location (room number or office) on both halves (upper and lower). Most likely the deployment of the cards would be in the event of an Active Shooter. While everyone is in dire need of assistance, proper assessment is extremely important. **If there is no immediate threat** to people in your area, use the **Green** card. The **Red** card is to be used to attract immediate help, as the shooter is nearby or there are injured person(s) requiring immediate medical attention.

Once you have written on the card, tear the card in half. Slide one half into the hallway beneath the door with the writing facing upward so that it is readable to someone on the outside of the door. Using the tape provided in the Emergency Backpack, attach the other half to the window (if applicable) so that the writing is visible and readable to the exterior.

Simply follow the instructions as illustrated below:

(Red or Green Sheet)

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write here
OFFICE OR ROOM #
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tear here

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write here
OFFICE OR ROOM #
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INTRODUCTION: map of University Campus & City College Campus
INTRODUCTION: AED Locations on the University & City College Campuses

6. College of Education—Second Floor Lobby by Elevator
8. Foundation House—Northeast Entrance
9/10. Liberal Arts/Library—Second Floor Corridor Lobby North Wall
11. College of Business/McDonald Hall—3rd Floor Sky Bridge Entrance
12. McMullen Hall—North Center Entrance Next to Elevator
13. Pete Hall—Health Services Lobby
15. Physical Education Building
   - Upper Gym Southwest Entrance
   - Pool Balcony
   - Rec Desk/Racquetball Courts
   - Training Room Lower Cupboards (2)
16. Rimrock Hall—Main Lobby
18. Student Union Building—Bottom of Main Stairs Next to Restrooms
20. University Police Department—Locker Room
22. KEMC—Conference Room

City College
   Health Sciences Building—East Entrance by Elevator
   Tech Building—South Entrance by Elevator
   Tech Building—Hall Way by Tool Room

AED LOCATION KEY

AED (Automatic External Defibrillator)
INTRODUCTION: individual staff emergency procedures, cont...

Definition of key terms and concepts:

1. **University Police:** Also known as campus police, campus security, safety and security. The non-emergency telephone number is 657-2147 and the phone is staffed 24 hours a day, 7 days a week. The office is located on the ground floor of the Poly Avenue parking garage.

2. **Facility Services:** The building and grounds experts, the main office is located across Rimrock Road on the northern edge of the main campus. The phone number is 657-2306.

3. **Information Technology:** The tech experts, this department is responsible for maintenance of computer and phone services. The phone number is 247-5700.

4. **Alert Messages/Updates:** Alert messages and communications can come in many forms, including audio & typed messages on many office and classroom phones, carillon sounds from McMullen Hall, WENS registered text messages on cell phones and/or emails and/or notifications posted on MSU Billings website home page.
**EVACUATION**

In the event of any emergency situation, as described in the sections to follow, you may be required to evacuate the building. Each campus building has a unique prescribed building plan delineating the proper location for disabled persons to seek rescue, as well as assembly. University police, facilities services staff and building managers will assist faculty, staff, students and visitors with any necessary evacuation.

If an evacuation is necessary:

1) **Immediately leave the building.**
2) Assemble in your designated area.
3) Stand by for instructions.
4) During Fire Evacuations:

   DO NOT USE ELEVATORS.

5) **Disabled Occupant:**

   If a disabled occupant is unable to exit the building unassisted, the designated person (floor monitor) must notify emergency response personnel of the person’s location. Transporting of disabled individuals up or down stairwells should be avoided until emergency response personnel have arrived, unless imminent life-threatening conditions exist in the immediate area occupied by a non-ambulatory or disabled person.
POWER OUTAGE

If you notice a power outage, notify others in your area as appropriate. Many buildings at the university have emergency lighting in some areas, making it possible for you to evacuate safely in the event of a power outage. There are also flashlights available in individual offices. Once aware of a power outage, the university police, facilities services staff and building managers will assist faculty, staff, students and visitors with any necessary evacuation.

If a power outage occurs:

1) Call 657-2222 and follow instructions.
2) Provide assistance to others in your area.
3) Stand by for instructions.
4) If the outage also involves water damage or flooding, avoid contact with electrical appliances or outlets (including computers).
MEDICAL EMERGENCIES

In the event of an injury or serious illness:

1) Call 911 IMMEDIATELY.
2) Call 657-2222 to report the emergency after calling 911.
3) Give information on the location of the situation (using room number if possible), a description of the situation, your name and the phone extension from which you are calling.
4) Do not attempt to move a person who has fallen and who appears to be in pain and monitor the situation until medical personnel arrive.
5) Stabilize the situation with most antiseptic of first aid procedures. Always protect yourself as well as the victim.
6) If a piece of equipment is involved in the injury, isolate the equipment from use.
7) If the situation involves possible communicable disease, please call Yellowstone City/County Health Department at 247-3200.
CHEMICAL SPILLS, GAS LEAKS OR SUSPICIOUS ODORS

Chemicals are used in all buildings at the university, whether for cleaning, scientific work, education or research. Copies of the appropriate Material Safety Data Sheets (MSDS) are available for emergency response personnel in appropriate areas. Your main concern should be personal safety. If a chemical spill occurs or you detect chemical fumes (such as natural gas or scientific chemicals):

1) Call 911 IMMEDIATELY.
2) Call 657-2222 after calling 911 and follow instructions.
3) Evacuate your area and go to your building designated meeting area.
EXPLOSION

Chemical accidents, leaking gas, faulty equipment or even explosive devices could all be the cause of a life-endangering explosion. Explosions usually result in falling debris and structural damage that can cause serious injuries. Fires, floods and power outages also can accompany an explosion.

In the event of an explosion:

1) Call 911.
2) Call 657-2222 after calling 911 & follow instructions
3) If able, pull the nearest fire alarm to initiate building evacuation
4) If safe to do so, assist people from immediate danger. Evacuate the building & go to designated meeting area.
5) Do not move seriously injured people unless they are in obvious, immediate danger from fire, building collapse, etc. if safe for you to do so.
6) If unable to evacuate the building, be prepared for possible further explosions. Crawl under a table or desk.
7) Open doors carefully. Before opening the door, touch it near the top. If it is hot or smoke is visible, do not open the door. Watch for falling objects and stay away from mirrors, windows, light fixtures, filing cabinets, bookcases and electrical equipment.
8) Assume smoke and/or fumes are hazardous — get below the smoke if possible.
9) Do not return to the emergency area until instructed to do so by University Police.
SUSPICIOUS BEHAVIOR AND PERSONAL SAFETY

Each campus of MSU Billings is considered to be a safe campus. At night, however, there are many areas that are not regularly traveled or occupied. Please stay in well-lit areas and be conscious of your personal safety.

If you notice an individual in your area or elsewhere on campus who is behaving in an unusual, disorderly, intoxicated or suspicious manner:

1) Call 657-2222 and await further instructions
2) Be prepared to provide information on the person’s description, location of the situation (using room number if possible), your name and the phone extension from which you are calling.
3) Keep a safe distance from the person. Watch him or her if it is safe to do so.
4) Do not attempt to talk with or confront the individual yourself.

To avoid being in a vulnerable or unsafe position:

1) Be observant and aware of your surroundings at all times. If you feel unease about a strange person or unusual noise, call 657-2222 IMMEDIATELY.
2) We you leave any building after hours and need assistance, call 657-2147 and we will be happy to accompany you.
PHONE THREAT, MAIL THREAT, E-MAIL THREAT & SUSPICIOUS OBJECT

If you receive a telephone threat:
1) Listen carefully and take notes. Check the caller ID on the phone and write down the number from which the call originated. Be polite and show interest. Try to keep the caller talking so that you can gather more information.
2) Call 657-2222 IMMEDIATELY. If possible, signal a colleague to contact university police for you or call as soon as the caller hangs up.
3) Write down as many details as you can for a police report. Those details should include:
   a. Date and time of call
   b. The type of threat referenced in the call
   c. Exact words used by person placing the call
   d. Caller’s identity including gender, voice characteristics, accent and apparent manner
4) Do not discuss the threat with others.
5) Follow the University Police’s instructions. If evacuation is ordered, take note, but do not touch anything that is unusual or out of place in your work area.

If you receive a written threat, an e-mail threat or a suspicious parcel, or if you find a suspicious object anywhere on the premises:
1) Keep everyone from handling or going near the object.
2) Call 657-2222 IMMEDIATELY. Provide information on location (using room number if possible), your name and the extension from which you are calling.
3) Promptly write down everything you can remember about the parcel or letter.
4) Do not discuss the threat with others.
5) Follow the University Police’s instructions. If evacuation is ordered, take note, but do not touch anything that is unusual or out of place in your work area.
FIRE

All fires, no matter how small, must be reported to university police.

If a fire occurs in your area:

1) Call 911 IMMEDIATELY and/or pull one of the fire alarm pull stations located in the facilities.
2) Call 657-2222 after calling 911.
3) Give the following information to the university police: Location of the fire (including room number if possible), the severity of the fire, your name and the phone extension from which you are calling.
4) Remove people from immediate danger if safe to do so. Confine the fire by closing doors or windows if possible.
5) Attempt to put out a small fire with a fire extinguisher if it is safe to do so.
6) If you are inside a building, evacuate the area and go to the building's designated meeting area.
7) Assume smoke and/or fumes are hazardous. Stay clear. If the area is smoky, stay low to the ground. Crawl if necessary. If your clothes or those of another are on fire, STOP, DROP AND ROLL.

* DO NOT USE ELEVATORS *

8) Do not break windows unless absolutely necessary. Oxygen feeds a fire. Before opening any door, touch it near the top. If the door is hot or smoke is visible, do not open the door.
9) If you are trapped in your office:
   a. Wedge some sort of cloth material along the bottom of the door to keep out smoke.
   b. Close as many doors as possible between you and the fire.
   c. If you have a working phone, call 911 and give your location (building & room number if available.) Call 657-2222 after calling 911.
   d. If windows open and you must have air, open the window and/or hang a towel or article of clothing outside so it is visible from the outside. Do not break the window because it will be impossible to close if necessary.
EARTHQUAKE / TORNADO / FLOOD / WINTER STORM

Montana is a state of weather extremes (with both heat and cold) and has been known to experience earthquakes.

During an earthquake or tornado...
If you are inside:
1) Stay inside. Stay near the center of the building, away from windows, mirrors, filing cabinets, bookcases and electrical equipment. Watch for falling objects. Stay calm. If tornado, move to lowest area in the building.
2) Crawl under a table, desk or sturdy piece of furniture and hold on. If not possible, get against an interior wall and protect your head and neck with your arms. Do not go into a doorway, book stacks or atriums.
3) Fire danger is greatly increased after an earthquake, so take necessary precautions.

If you are outside:
1) Stay outside. Move to an open area away from high buildings, walls, trees or power lines and poles. Find lowest area (such as a ditch and lie down protecting your face.)
2) If forced to stand near a building, beware of falling objects.

During severe weather...
1) Be aware of weather and/or travel advisories. Conditions can change quickly during the winter so be sure to pack extra clothing, food and water if you are traveling.
2) Tune into KEMC, logon to www.ypradio.org or check other media for information.

Other information...
1) Do not use elevators or anything electric, plumbing or gas until utility lines have been checked following one of these events.
2) Do not move any seriously injured people unless they are in obvious immediate danger from fire, building collapse, freezing, etc. & safe to do so. Call 911 with their location (building & room number if possible.) Call 657-2222 after calling 911.
3) Discourage the spreading of rumors which can cause confusion and panic.
ACTIVE SHOOTER INCIDENT

An active shooter situation is defined as a person or persons actively engaging in killing, or attempting to kill, people in a populated area. In most cases, active shooters use firearms, and there is no apparent pattern or method to their selection of victims. These situations are dynamic and evolve rapidly. Immediate deployment of law enforcement is needed to stop the shooting and mitigate harm to innocent victims.

In the classroom or your office:

1) If you are in a classroom, room or office, STAY THERE, secure the door.
2) If the door has no lock and the door opens in, a good heavy door wedge can be kept on hand and driven in as hard as you can, otherwise look for heavy furniture to barricade the door.
3) If the door has a window, cover it if you can.
4) Depending on the location of the gunman, consideration may also be made to exit through window openings. Have someone watch as you get as many individuals out of the windows (ground floor) as calmly and as quietly as possible.
5) If no Police units are yet on scene & safe to do so, call 911. Move well away from the incident and find safe cover positions (not the parking lots) and wait for the police to arrive.
6) When officers arrive on scene, & if safe to do so get out and move toward any Police vehicle keeping your hands on top of your head and do exactly and immediately what the Police tell you to do.
7) Don’t leave the area entirely, you may have information that responding Police Officers will need. Once in a safe place stay put.
8) If the windows don’t open, or you cannot break them, or you are not on a ground floor, get out of sight from the door. Remain low, silence cell phone and keep quiet.

In hallways or corridors:

1) If in the hallways, get in a room that is not already secured and secure it.
2) Unless you are very close to an exit, don’t run through a long hall to get to one, you may encounter the gunmen. Don't hide in restrooms!

In large rooms or auditoriums:

1) If in a gym or theater area and the gunmen are not present, move toward the external exits and get out if you can. If police are present, move toward any police unit. Again keeping your hands on your head. Do what the police tell you!

Trapped with the gunmen

1) If you are trapped with the gunmen, don’t do anything to provoke them. If they are not shooting, do what they say and don’t move suddenly. Only you can draw the line on what you will or will not do to preserve your life or the lives of others.
2) If they do start shooting people, you need to make a choice, (at this point it is your choice) stay still and hope they don't shoot you, run for an exit while zigzagging, or even attack the shooter. This is very dangerous, but certainly no more than doing nothing and dying in place. A moving target is much harder to hit than a stationary one and the last thing that the shooter will expect is to be attacked by an unarmed person. Any option chosen may still result in a negative consequence.
3) Again this is not a recommendation to attack the shooter but rather a choice to fight when there is only one other option.

Open spaces

1) Stay alert and look for appropriate cover locations. Brick walls, large trees, retaining walls, parked vehicles and any other object which may stop firearm ammunition penetration, may be utilized as cover.
CLASSROOM BEHAVIOR & SUSPICION OF THREAT

There are times when students may exhibit inappropriate behavior in the classroom and require immediate response from the faculty. Faculty members are encouraged to confront poor classroom behavior (inappropriate verbal and written statements, academic misconduct, etc.) using appropriate classroom management techniques, which may include appropriate confrontation skills such as meeting with the student, addressing behavior, and sharing possible consequences.

You may contact your Dean, department chair, or the Vice Chancellor for Student Affairs to discuss concerns you may have, how to address the student, and/or other appropriate actions. However, there are times when the behavior is not remedied or it is threatening in nature (bodily harm, threaten to hurt another student or faculty, hurting oneself, etc.). Faculty should use the following procedures when they feel this type of behavior occurs.

1) Call 911 OR call University Police at 657-2222 for immediate response if it is determined that students and/or faculty/staff are or may be in imminent danger (situation currently exists and it cannot be remedied through faculty/staff confrontation). Wait for further instructions.

2) If no immediate imminent danger exists but you are concerned about overall safety, contact the Vice Chancellor for Student Affairs at 657-2307 and/or the Chief of University Police at 657-2222 or 2147 to discuss the situation and possible outcomes.

3) Submit the Student Behavior Report Form, located on the Faculty/Staff portion of the MSUB website. Make sure the form is sent to your Dean, department chair, and the Vice Chancellor for Student Affairs.

4) It is important that information is shared quickly and is kept confidential until the university can determine course of action, which may include immediate contact with the student, temporary suspension with a formal hearing, or no action (monitor the situation). The university would determine appropriate notification procedures.

5) The university will follow appropriate Code of Student Conduct guidelines and procedures (due process) when dealing with a student. For further explanation of these guidelines and procedures, please refer to the following website - https://www.msubillings.edu/vcsa/pdf/StudentHandbook.pdf.

6) In these situations, it is important that the faculty/staff remain calm and cooperative and help decrease fears and rumors. If it is determined that the student is not in violation, it will be necessary for the faculty, Dean, department chair, and Vice Chancellor of Student Affairs to determine best academic arrangement to help the student remain academically successful.

In these situations, it is important that the faculty/staff address classroom code of conduct in their syllabus. This may include an explanation of what you deem as appropriate or inappropriate behavior (i.e. - obscene gestures or remarks, yelling at faculty or students, kicking or hitting equipment, unwanted physical contact, etc.).

7) In order for the incident or situation to be handled in an appropriate manner, faculty and staff should know that it is extremely difficult to keep the information they provide to the Dean, University Police, or the Vice Chancellor for Student Affairs confidential. In a Code of Student Conduct situation, a student has the right to see the information that is being used (i.e. - written statements and reports) as evidence. The Vice Chancellor for Student Affairs will attempt to use appropriate discretion when sharing information with the student.

Information about the outcome of the process (actions taken, sanctions, appeal processes, etc.) will be shared with the individuals involved at the discretion of the Vice Chancellor for Student Affairs and/or the Dean.
**FREQUENTLY CALLED NUMBERS**

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<th>Service</th>
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<td>Academic Support Center</td>
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<td>Advising Center</td>
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<td>Career Services</td>
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<td>Chancellor’s Office</td>
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<td>City College Tech Building</td>
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<td>Financial Aid and Scholarships</td>
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<td>Information Technology / Help Desk</td>
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<td>Library</td>
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<td>New Student and Retention Services</td>
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<td>University Police and Parking</td>
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<td>Student Union and Events</td>
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**Continuous Quality Improvement**

A way of life at Montana State University Billings

Montana State University Billings is a student-centered learning environment that is enhanced by commitment to Continuous Quality Improvement (CQI). This dedication to CQI means that the university faculty and staff continually review programs and services to our students to provide an optimal educational experience. This persistent pursuit of quality improvement to assure excellence involves our students, staff, faculty, administration and our community.
ROOM/CLASSROOM #