



**MONTANA**  
STATE UNIVERSITY  
**BILLINGS**

**EMERGENCY  
RESPONSE  
GUIDE**

To Members of the MSU Billings Community:

This *Emergency Response Guide* is one aspect of MSU Billings ongoing effort to keep the university community informed and prepared to respond to a range of potential emergencies on campus.

We encourage you to review the content of this guide so that you are prepared and can be proactive about your own safety and the safety of others. People generally respond more effectively to emergencies when they understand what to do. The guide summarizes the critical elements in responding to emergencies that you may encounter on campus.

For emergencies that do not require medical or fire department response, contact the University Police Department (UPD) at 406-657-2222. For any fire or medical emergency, call 911, then call 406-657-2222. 911 dispatchers have the ability to contact University Police officers directly via radio. For non-emergencies on the City College or University campus, contact the University Police office at 406-657-2147. The University Police Department is located on the first floor of the parking garage on the University campus, but UPD responds to calls on both campuses.

This document has been made available on the UPD website for your use. We encourage all members of the MSU Billings community to download, bookmark, or print this guide so that it is readily accessible in case of an emergency.

Thank you for reviewing the material in this guide and for helping us keep the MSU Billings community safe.



Information presented is for general educational and information purposes. This information should not be used in place of consultation with appropriate professionals. If you have any concerns about an emergency-related injury or illness, we strongly encourage you to consult a qualified healthcare provider.

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**MONTANA**  
STATE UNIVERSITY  
**BILLINGS**

**EMERGENCY  
NOTIFICATION  
SYSTEM**

## EMERGENCY NOTIFICATION SYSTEM

In the event of a significant emergency or dangerous situation involving an immediate threat to the health or safety of the MSU Billings community, the university will notify the community through any of a variety of methods (see <https://www.msubillings.edu/ens/> for the complete policy). Emergency notifications from MSU Billings may be sent to university email accounts, by text message to wireless phones, university phones, website banner, university social media accounts, and/or by the carillon system located in McMullen Hall.

Our Emergency Notification System is a powerful tool, but we cannot rely on technology alone in a crisis situation. In the event of an emergency, we will still be responsible for helping one another. It may take some time for notifications to reach every person in the system. **When you get an alert, follow the directions and inform others of the situation.** For more information, visit: <https://www.msubillings.edu/ens/>



# FIRE SAFETY



Always know where your emergency exits are and do not use the elevators during a fire.

There are many reasons why a sudden evacuation may be necessary. Have a plan that includes an alternative escape route in case the primary route is not accessible.

## **If you get caught in smoke:**

Stay low; smoke will rise to ceiling level first.

Drop to hands and knees and crawl toward the nearest exit.

Hold your breath as much as possible; breathe through your nose and use a filter such as a shirt, towel, or handkerchief.

Be aware of your surroundings; take note of and follow EXIT signs.

## **DID YOU KNOW?**

**Every 23 seconds, a fire department in the United States responds to a fire somewhere in the nation.\***

\*<https://www.nfpa.org/News-and-Research/Data-research-and-tools/US-Fire-Problem/Fire-loss-in-the-United-States>

## PREPARE BEFORE A FIRE:

- ▶ ALWAYS familiarize yourself with where you are and be sure to know how to reach the two nearest exits.
- ▶ Remember that in a fire situation, smoke is blinding and will bank down in rooms and hallways. This condition may force you to crouch or crawl to escape to safety.
- ▶ ALWAYS being aware of your surroundings, knowing the locations of the nearest EXITS, and having a PLAN will greatly increase your ability to deal with sudden emergencies.

## IF YOU ARE NOTIFIED OF, OR DISCOVER, A FIRE:

- ▶ Move quickly to the nearest accessible exit.
- ▶ Notify others and help them evacuate along the way.
- ▶ If the building fire alarm is not yet sounding, manually activate the fire alarm pull station located near the exit.
- ▶ Exit the building and proceed to a safe location away from the building.
- ▶ From a safe location, call 911 to alert the local Fire Department, then place a second call to 406-657-2222 to provide details to the MSU Billings Police Department.

## EVACUATION PROCEDURES FOR PERSONS WITH MOBILITY ISSUES:

In the event of an actual emergency, persons with mobility issues or who are unable to safely self-evacuate should follow this procedure:

- ▶ Relocate to the entrance of a stairwell marked by a red EXIT sign.
- ▶ Call 911 to provide dispatchers with your location, identifying the stairwell number or a nearby room number.
- ▶ Wait NEAR the exit stairwell if there is no smoke or other threat to your safety. Most fire alarm activations are brief, allowing occupants to return within a few minutes.

## IF SMOKE, FIRE, OR OTHER THREAT IS IMMINENT, MOVE INTO THE STAIRWELL:

- ▶ Enter the stairwell with assistance, if available, and wait on the stair landing. Make sure that the door is securely closed.
- ▶ Notify 911 dispatchers that you have relocated INTO the stairwell.
- ▶ First responders will be assigned to assist you if evacuation is necessary.

## WHEN SHOULD YOU USE A FIRE EXTINGUISHER?

- ▶ If you are trained and confident in fire extinguisher use.
- ▶ If the fire is small (no larger than a small trash can).
- ▶ If you do fight the fire, use only ONE (1) extinguisher, then evacuate the building.

**As a reminder: You are NOT obligated to fight fires of any size. If you have any doubt, do not attempt to fight the fire.**

## IF CAUGHT IN SMOKE:

- ▶ Drop to hands and knees and crawl toward the nearest exit. Stay low; smoke will rise to ceiling level first.
- ▶ Hold your breath as much as possible. Breathe through your nose. Use a filter such as a shirt, towel, or handkerchief.

## IF TRAPPED IN A ROOM DUE TO FIRE OR SMOKE:

- ▶ **Call 911** to report your location and conditions. Close as many doors as possible between you and the fire.
- ▶ Wet cloth material and place it around or under the door to help prevent smoke from entering the room.
- ▶ If the room has an exterior window, be prepared to signal to someone outside.

## CLOTHING ON FIRE (STOP, DROP, AND ROLL):

- ▶ Direct or assist a person to roll around on the floor to smother the flames.
- ▶ Drench with water if immediately available.
- ▶ Obtain medical attention.
- ▶ Call 911 and University Police at 406-657-2222.
- ▶ Report incident to supervisor.

**Report ALL fires, no matter how small, by calling 911 and University Police at 406-657-2222.**

## FIRE / EVACUATION DRILLS:

Drills are conducted at each building on the University and City College campuses twice a year. All building occupants are expected to participate in fire/ evacuation drills.

## FIRE PROTECTION SYSTEMS:

Each student residential building is equipped with fire alarm and fire sprinkler systems. Most academic buildings are equipped with a fire alarm system, and many academic buildings also have fire sprinkler systems.

# SUSPICIOUS PACKAGE

## What actions should I take if I see a suspicious package?

**DO NOT** open or shake it.

**DO NOT** transport it.

**DO NOT** bring it to the Police Department.

**DO NOT** sniff, touch, or taste.

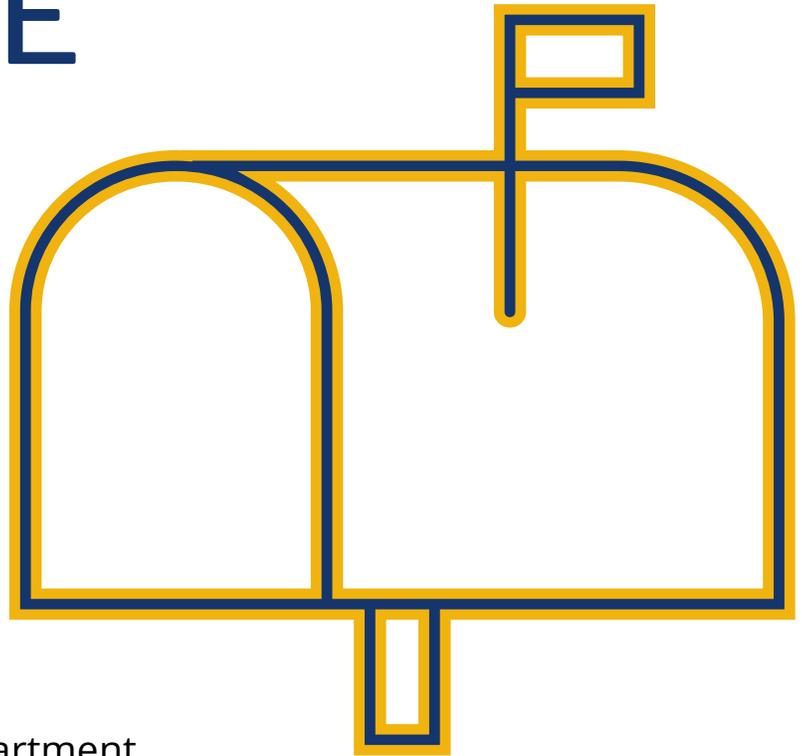
**DO** alert others in the area.

Leave the area; prevent others from entering. Call the University Police Department at 406-657-2222. Create a list of people in the room where the package was received.

## DID YOU KNOW?

**In 2020, forensic scientists at the Postal Inspection Service examined more than 262,000 items and identified 1,444 suspects.\***

\*<https://facts.usps.com/inspection-service/>



## LETTER AND PARCEL BOMB RECOGNITION CHECKLIST, WHAT TO LOOK FOR:

- ▶ Foreign mail, air mail, and special deliveries.
- ▶ Restrictive markings such as "CONFIDENTIAL" or "PERSONAL."
- ▶ Excessive postage.
- ▶ Handwritten or poorly typed address.
- ▶ Incorrect titles.
- ▶ Misspellings of common words.
- ▶ Oily stains or discoloration on package.
- ▶ Strange odor.
- ▶ Strange sounds.
- ▶ Excessive weight.
- ▶ Rigid, lopsided, or uneven envelopes.
- ▶ Excessive tape or string.
- ▶ Visual distractions.
- ▶ No return address.

## HANDLING SUSPICIOUS PACKAGES:

- ▶ DO NOT open or shake it.
- ▶ DO NOT transport it.
- ▶ DO NOT bring it to the Police Department.
- ▶ DO NOT sniff, touch, or taste.
- ▶ DO alert others in the area.
- ▶ Leave the area, close doors, and prevent others from entering by using signs or guarding.
- ▶ Putting as much distance as possible between yourself and the package is the safest precaution.
- ▶ Wash your hands with soap and water.
- ▶ Call the University Police Department at 406-657-2222.
- ▶ Create a list of people in the room where the package was received.



### **Be prepared:**

Think about taking a first aid and CPR course. Contact the American Heart Association for information on CPR and first aid training. Courses are periodically run on MSU Billings campuses and are generally advertised throughout the university.

Free first aid tips are available from the First Aid by American Red Cross app, which is available in the Apple App Store or through Google Play.

### **DID YOU KNOW?**

**CPR has been around for hundreds of years.  
Mouth to mouth resuscitation was first  
taught in Europe in the mid-1700s!\***

First aid includes assessments and treatments that can be performed by a layperson (the victim or a bystander) with minimal or no medical equipment. First aid should never delay the activation of the emergency medical services (EMS) system or other medical assistance, if needed.

## CALLING FOR HELP:

In a medical emergency on campus, activate the emergency medical services (EMS) system by calling 911.

## HANDS-ONLY CPR:

CPR can more than double a person's chances of survival. Learn more about hands-only CPR at <https://cpr.heart.org/en/cpr-courses-and-kits/hands-only-cpr>.

## BODY SUBSTANCE ISOLATION:

Some infections can be transferred by a victim's bodily fluids. While intact skin is a generally an effective barrier against outside contagions, bystanders should avoid contact with the body substances of another person.

Keep in mind that you can be exposed by touching, splashing, and spraying (i.e., a sneeze or cough) and that exposure may occur through skin contact or contamination in the eyes, mouth, or nose. *Body substance isolation* refers to the practice of wearing or using barriers such as medical gloves or a CPR mouth-to-mouth barrier device to reduce the risk of transmitting an infection.

## POSITIONING THE VICTIM:

It is best to allow only trained rescuers to move a victim who may have a spinal injury because the victim could be paralyzed if moved improperly. There are, however, exceptions:

- ▶ If there is immediate peril to you and the victim, it may be necessary to relocate the victim to a safer place.
- ▶ If you need to perform CPR, the victim must be laying on their back. It may be necessary to roll the victim onto their back.

# MEDICAL EMERGENCIES

## BREATHING DIFFICULTIES:

Difficulty breathing may be caused by a number of medical problems, including an

asthma attack or an allergic reaction. Any difficulty breathing is a serious emergency and requires the immediate activation of EMS.

- ▶ Call 911 to activate EMS.
- ▶ If the victim states they are having an asthma attack, you may assist by:
  - Asking the victim if they have an inhaler
  - Helping the victim use the inhaler if needed

With any breathing emergency, help by sitting the victim upright or in the position they are most comfortable.

## ALLERGIC REACTION (ANAPHYLAXIS):

A victim of an allergic reaction may experience swelling (especially of the face), breathing difficulty, an itching rash, shock, and even death. The victim may have a history of allergic reactions and may carry an epinephrine auto-injector (also known as an EpiPen™), or the allergic reaction could be the victim's first.

If you suspect an allergic reaction:

- ▶ Call 911 to activate EMS.
- ▶ If the victim has an EpiPen available and needs assistance with it, follow the instructions on the device to administer the medication.
- ▶ For any allergic reaction, allow the victim to sit upright or in the position they are most comfortable.

## SEIZURES (CONVULSIONS):

The objectives of providing aid during a seizure are to prevent further injury and to help maintain an open airway. Most seizures, but not all, will stop on their own after a few seconds. Stay calm, and:

- ▶ If the individual is actively seizing, call 911. If the seizure has stopped and the individual is coherent, call the University Police at 406-657-2147.
- ▶ Do not restrain the victim during the seizure. Move furniture away to protect the person's head.
- ▶ Do not place anything in the victim's mouth. Tongue biting and bleeding from the mouth can be normal side effects of a seizure.
- ▶ After a seizure, the victim may be unconscious, confused, or lethargic. Place the victim on their side, or the recovery position and offer reassurance until help arrives.

## HEART ATTACK:

A heart attack is normally characterized as severe chest pain, but may be indicated by a number of other, more subtle signs. Heart attacks affect men and women of all ages. Learn to recognize the signs and activate EMS immediately if you suspect someone may be suffering from a heart attack.

The signs of a heart attack may include:

- ▶ Chest discomfort—most heart attacks involve discomfort in the center of the chest that lasts more than a few minutes, or that goes away and comes back. It can feel like uncomfortable pressure, squeezing, fullness, or pain.
- ▶ Discomfort in other areas of the upper body, such as one or both arms or the back, neck, jaw, or stomach.
- ▶ Shortness of breath.
- ▶ Other signs may include breaking out in a cold sweat, nausea, vomiting, or lightheadedness.

As with men, women's most common heart attack symptom is chest pain or discomfort. But women are somewhat more likely than men to primarily complain of other common symptoms, particularly shortness of breath, nausea/vomiting, and back or jaw pain.

**If you suspect someone is having a heart attack:**

- ▶ Call 911 to activate EMS. Allow the victim to sit up, or in the position that is most comfortable. Reassure the victim that help is on the way.
- ▶ Monitor the victim and perform CPR if the victim becomes unresponsive or is not breathing normally.
- ▶ Continue CPR and send a bystander to retrieve the nearest Automatic External Defibrillator (AED).
- ▶ Turn on the AED and follow the AED's instructions.

## **STROKE:**

Learn to recognize the signs of a stroke and activate EMS immediately if you believe someone may be suffering from a stroke. Remember FAST:

- ▶ Facial weakness—can the person smile? Is there drooping of the mouth or one or both eyes?
- ▶ Arm weakness—can the person raise both arms?
- ▶ Speech problems—can the person speak clearly and understand what you say?
- ▶ Time is critical—call 911 to activate EMS.

## **DIABETIC EMERGENCY:**

Diabetic emergencies happen when a victim has dangerously low or high blood sugar levels. Although this type of emergency can happen to anyone, it is more common for diabetics.

Symptoms of a diabetic emergency include:

- ▶ Confusion
- ▶ Altered behavior
- ▶ Difficulty speaking or walking
- ▶ Slow responsiveness

If a person with diabetes reports having low blood sugar, you may assist by providing them with sugars such as juices; sugar tablets; or glucose gel, for which the victim may have a prescription.

Do not give the victim anything to eat or drink if they are unable to swallow or have slow responses. Call 911 to activate EMS.

## **INJURIES**

Injuries sustained at the workplace will require the victim's supervisor to file certain reports through the Human Resources Department. These reports, as well as additional information, are available on the Human Resources Intranet page.

### **BLEEDING:**

Controlling bleeding is one thing you can do that can have a major positive effect on outcome.

- ▶ For serious bleeding, call 911 to activate EMS.
- ▶ Control the bleeding by applying direct pressure over the bleeding area until bleeding stops or EMS arrives.
- ▶ Avoid contact with another person's blood by using medical gloves.

It is best to apply manual pressure on a gauze bandage or other piece of cloth placed over the source of bleeding. If bleeding continues, do not remove the gauze; add more gauze and continue to apply pressure.

If the victim complains of feeling light-headed or seems confused, make sure EMS is on the way and knows your location.

### **CUTS AND SCRAPES:**

Irrigate the wound with clean water, with or without soap, for at least five minutes. Application of an antibiotic ointment and a dressing after cleaning has been shown to help wounds heal better. However, do not apply an antibiotic ointment if the victim has known allergies to the antibiotic. Call for EMS or seek medical attention if the wound becomes discolored or swollen, or if the victim develops other symptoms such as lightheadedness.

### **BURNS:**

Immediately cool the burn in cold running water and continue at least until pain is relieved. Do not use ice, as this may freeze skin and cause more damage. Do not pop

burn blisters but do cover them loosely with a sterile dressing. Call for EMS or seek medical attention if necessary. Always activate EMS for burns of a large area or for burns affecting the face, hands, or genitals.

Electrical burns are usually internal, and a small external burn may mask a large area of damage inside the victim.

- ▶ Call 911 to activate EMS.
- ▶ Consider your own safety first! Do not approach or touch the victim until the power has been turned off.
- ▶ Once the power is off, assess the victim, who may need CPR.

## **SPRAINS, STRAINS, BRUISES, DISLOCATIONS, AND BROKEN BONES:**

For a minor injury, apply a mixture of ice and water in a plastic bag to the injured area, being sure to place a thin towel or other cloth between the mixture and the skin to prevent freezing of skin. Apply ice for 10–20 minutes at a time to prevent skin from becoming too cold.

If someone severely injures a muscle, joint, or bone:

- ▶ Call 911 to activate EMS.
- ▶ Do not attempt to move or reposition a victim with a serious muscular, bone, or joint injury.
- ▶ If the injury includes an open wound, cover it with a dressing. Do not attempt to push protruding bones or tissue back into the skin.

## **HEAD INJURIES:**

Head injuries are extremely dangerous and should be handled with caution. If the victim has hit their head and has symptoms such as nausea, dizziness, headache, confusion, or memory loss, you should immediately:

- ▶ Call the University Police at 406-657-2222 or 911 to activate EMS.
- ▶ Do not move the victim; encourage them to keep their head and neck still until EMS arrives.

## **MENTAL HEALTH EMERGENCIES**

Just like medical emergencies, mental health emergencies can be life-threatening. A mental health emergency exists when people are at risk of imminent harm to themselves or others, or their judgment and ability to care for themselves is so compromised that they may not be able to function safely.

## SIGNS OF A MENTAL HEALTH EMERGENCY INCLUDE:

- ▶ Suicidal thoughts, plans, or behaviors
- ▶ Imminent threats or aggression toward others
- ▶ Loss of contact with reality, including paranoid or grandiose thinking
- ▶ Hallucinations, including hearing and/or seeing things no one else can perceive
- ▶ Extreme agitation
- ▶ Incoherent speech
- ▶ Extreme panic

### What to do in a mental health emergency:

Do not leave the person who is in crisis alone, even for a moment. Call the University Police immediately at 406-657-2222.

## POISON EMERGENCIES

Poisons may be ingested, inhaled, or absorbed through parts of the body. Treatment for different types of poisons varies, and no general recommendation can be made other than activating EMS and contacting the Poison Help hotline of the American Association of Poison Control Centers. If you believe someone has ingested poison:

- ▶ Call 911 to activate EMS. Contact the Poison Help hotline at 800-222-1222.
- ▶ Do not give the victim anything to drink or eat unless directed to do so by the Poison Help hotline.
- ▶ Do not cause the victim to vomit unless directed to do so by the Poison Help hotline.

## ALCOHOL-RELATED EMERGENCIES:

Alcohol emergencies may occur when a victim ingests alcoholic beverages. Symptoms of an alcohol-related emergency include:

- ▶ Vomiting
- ▶ Inability to speak or walk properly
- ▶ Abnormal breathing
- ▶ Slow responsiveness or unresponsiveness

If a victim shows any signs of an alcohol emergency, call the University Police at 406-657-2222 or 911 to activate EMS. If the victim is vomiting, place them on their side and offer reassurance until help arrives. Ensure that the victim remains stationary in a safe location until EMS arrives.



# NATURAL DISASTERS



## Remember...

- ▶ In case of leaking natural gas pipes or nearby fuel tanks, **DO NOT** use matches or lighters.
- ▶ In case of an earthquake or tornado, **DO** crouch down and cover your head. Interior stairwells are good places to take shelter. Stay away from all windows and avoid being underneath heavy objects that may fall.
- ▶ **DO** help direct people with special needs to a safe place. Stay indoors; do not exit the building or use elevators.
- ▶ **DO** remain calm and alert; listen for information and instructions from emergency crews and/or local officials.

## DID YOU KNOW?

**Males are four times more likely than females to be struck by lightning, and about one-third of lightning injuries occur indoors. \***

\*<https://www.cdc.gov/disasters/lightning/victimdata.html>

# EARTHQUAKE

## INDOORS

In modern buildings, falling down or being struck by falling objects causes most earthquake-related injuries.

DROP, COVER, and HOLD ON immediately.

- ▶ DROP to the ground before the earthquake drops you!
- ▶ TAKE COVER by getting under a sturdy desk or table and
- ▶ HOLD ON to it until the shaking stops.
- ▶ STAY INDOORS; do not exit the building or use elevators.
- ▶ STAY AWAY from all windows and large glass objects.
- ▶ AVOID being underneath heavy objects such as lights, wall hangings, and other items that may fall.
- ▶ HELP DIRECT people with special needs to a safe place, if necessary.
- ▶ MAKE SURE wheelchair-bound individuals lock brakes.

## OUTDOORS

- ▶ Move to an area AWAY FROM trees, power lines, buildings, and walls.
- ▶ DROP TO KNEES and get into a fetal position, close your eyes, and cross your arms over the back of your neck for protection.
- ▶ REMAIN in position until shaking has stopped.

## WHEN AFTERSHOCKS STOP:

- ▶ DO NOT USE cell phones, EXCEPT to report serious injuries.
- ▶ ASSIST in the building evacuation of people with special needs, if safe to do so.
- ▶ TUNE radios to an emergency broadcast or local radio stations for news updates and instructions.
- ▶ BE PREPARED to evacuate if instructed to do so. (The decision to evacuate campus will be based upon the severity of the earthquake and damage to buildings.)
- ▶ The university will provide instructions for immediate actions by available means.
- ▶ If instructed to evacuate, see “EVACUATION” section of this guide. DO NOT ENTER any building that is deemed or looks unsafe.

# SEVERE THUNDERSTORM OR TORNADO

All lightning can be deadly. When you hear thunder or see lightning, GO INDOORS. In addition to potentially deadly lightning, a SEVERE THUNDERSTORM also has wind greater than 58 mph (50 knots), hail one inch or larger, and/or a tornado.

A WATCH means that conditions are favorable for the development of severe weather in the watch area. Pay attention to broadcasts and prepare to take action.

A WARNING is an URGENT announcement that hazardous weather is occurring or is imminent. Take immediate action to protect life and property!

## INDOORS

- ▶ STAY INDOORS; do not exit the building or use elevators. You could be trapped in them if power is lost. Go to an interior room.
- ▶ HELP DIRECT people with special needs to a safe place, if necessary.
- ▶ REMAIN INSIDE until 30 minutes after the last thunder.

In the event of a TORNADO WARNING, or if a funnel cloud is reported:

- ▶ GO directly to an enclosed, windowless area in the center of the building; corners or building support columns are best. Avoid the middle of interior walls.
- ▶ STAY AWAY from all windows and large glass objects.
- ▶ CROUCH DOWN and cover your head. Interior stairwells are usually good places to take shelter and, if not crowded, allow you to get to a lower level quickly.
- ▶ AVOID being underneath heavy objects such as lights, wall hangings, and other items that may fall.
- ▶ REMAIN INSIDE until the tornado has passed and you are cleared to leave.
- ▶ Do not use matches or lighters, in case of leaking natural gas pipes or nearby fuel tanks.
- ▶ HELP DIRECT people with special needs to a safe place, if necessary.

## OUTDOORS

- ▶ IF INSTRUCTED to evacuate, see “EVACUATION” section of this guide.
- ▶ MOVE AWAY from trees, buildings, walls, and power lines.
- ▶ SEEK the lowest possible ground. Lying flat in a ditch or low-lying area may be your only option. Note: Never enter an open trench where a cave-in or flooding may be possible.
- ▶ STAY AWAY from power lines and puddles with wires in them; they may be “live.”
- ▶ DO NOT USE matches or lighters, in case of leaking gas pipes or fuel tanks.
- ▶ REMAIN in position until noise and high winds have stopped.
- ▶ DO NOT ENTER any building that is deemed or looks UNSAFE.

## HAIL

- ▶ SEEK protective shelter immediately.
- ▶ REMAIN indoors or under protective shelter until hail has stopped, usually five to 10 minutes.

## LIGHTNING

If you hear thunder:

- ▶ SEEK protective shelter immediately.
- ▶ If OUTDOORS, DO NOT STAND underneath tall, isolated objects. Avoid being the tallest thing in the landscape. Seek shelter in a low area under a thick growth of small trees. Avoid open areas and SEEK LOW AREAS such as a ravine or valley.
- ▶ GET OFF or AWAY from OPEN WATER as well as metal equipment or small metal vehicles such as motorcycles, bicycles, golf carts, etc. Stay away from wire fences, clotheslines, metal pipes, and rails. If you are in a group in the open, spread out so that people are several yards away from each other.
- ▶ REMEMBER—lightning may strike miles away from the parent cloud. If you feel your hair stand on end, lightning may be about to strike you. DROP TO YOUR KNEES and BEND FORWARD, putting your hands on your knees.
- ▶ DO NOT LIE FLAT on the ground.



# UTILITY FAILURES

**Report all utility failures to MSU Billings Facilities Services at 406-657-1749.**

**In case of a suspected gas leak, call 911.**

Be aware of MSU Billings Emergency Notifications regarding utility failures.

## **DID YOU KNOW?**

**Squirrels are one of the top causes of power outages in the United States. \***

\*<https://www.washingtonpost.com/news/wonk/wp/2016/01/12/a-terrifying-and-hilarious-map-of-squirrel-attacks/>

## POWER OUTAGE

In the event of a campus-wide outage, MSU Billings has emergency generators that will immediately provide power to limited areas on campus. To report a minor, localized power outage, call Facilities Services at 406-657-1749.

Keep flashlights and batteries at easily accessible locations throughout your work areas and/or residence.

## IN CASE OF A MAJOR, CAMPUSWIDE POWER OUTAGE:

- ▶ Remain calm.
- ▶ If evacuation of a building is required, see the “EVACUATION” section of this guide.
- ▶ Do not use candles or any other type of flame for lighting.
- ▶ Prior to evacuating, laboratory personnel should secure all experiments and unplug any electrical equipment whose unsupervised operation could lead to fire, chemical release, or other unplanned condition. All chemicals used in active experiments should be closed and returned to their normal storage location (e.g., flammable storage cabinet, ventilated cabinet, refrigerator, or hazardous waste storage area). If safe to do so, provide natural ventilation by opening all windows and/or doors. If this is not possible or natural ventilation is inadequate, evacuate the laboratory until the power is restored.

## IF PEOPLE ARE TRAPPED IN AN ELEVATOR:

- ▶ Notify the University Police at 406-657-2222 and Facilities Services at 406-657-1749.
- ▶ Bystanders should reassure passengers and tell them you are getting help.
- ▶ Instruct passengers to pick up the emergency phone in the elevator so they can provide direct information to the emergency responders.
- ▶ Stay near passengers until police or other assistance arrives, provided it is safe to stay in the building.

## WATER OR SEWER FAILURE

The university community will be notified by the Emergency Notification System in case of a water or sewer failure.

Depending on the situation, university administration may provide bottled water and portable toilets.

## GAS LEAK

If you smell the “rotten egg” smell of gas OR hear a blowing or hissing noise:

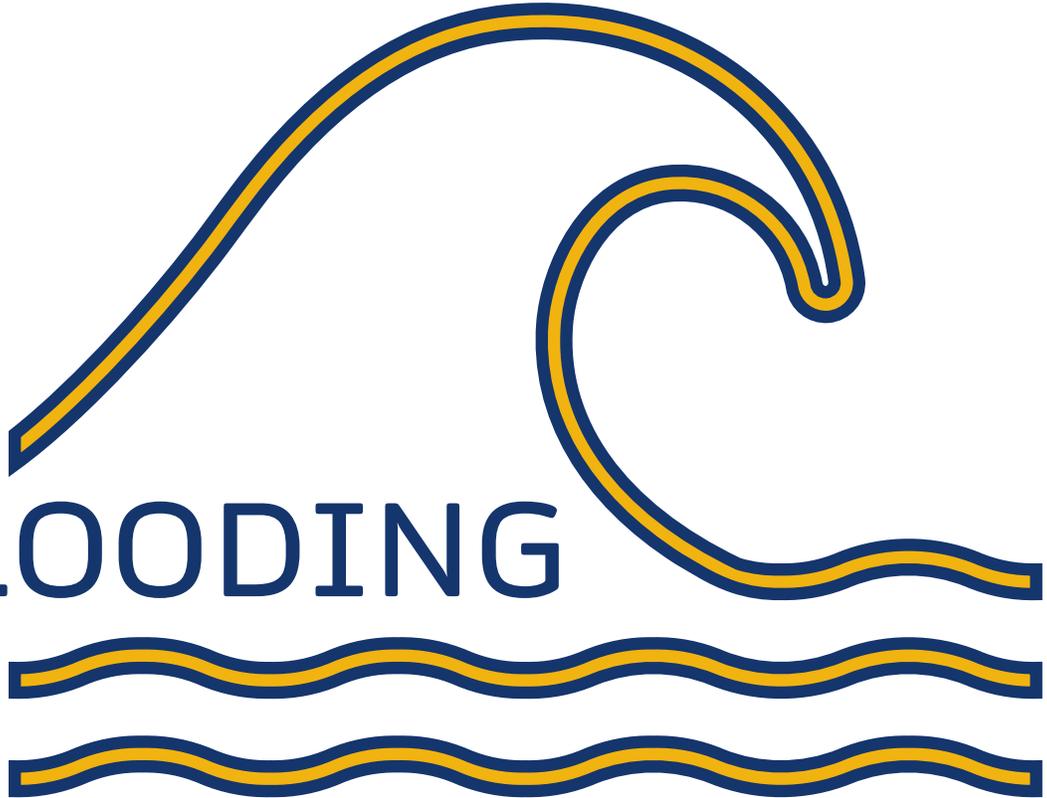
**LEAVE** the building **IMMEDIATELY** and move to a safe space several hundred feet from the building.

- ▶ DO NOT use a lighter, match or candle, open flames or operate anything that could cause a spark (such as cell phones, lights, appliances, flashlights).
- ▶ DO NOT try to shut off the gas.
- ▶ Notify 911 AFTER leaving the building.
- ▶ DO NOT re-enter the building until authorized to do so by the University Police.

An individual exposed to natural gas for a prolonged period of time might experience the following symptoms: dizziness, fatigue, nausea, headache, and irregular breathing. Exposure to extremely high levels of natural gas can cause loss of consciousness or even death.

- ▶ Take the victim outside immediately.
- ▶ Call 911 to activate EMS.





# FLOODING

Major flooding on campus would be the result of torrential rains, a water main failure, or frozen pipes.

Use extreme caution around appliances or electrical receptacles near the leak and/or water.

Evacuate affected buildings and areas immediately.

Follow instructions from the University Police. They are trained to help you.

## DID YOU KNOW?

**66% of flood-related deaths are due to drivers attempting to drive through water that is too deep. Just twelve inches of water can wash away a small car.\***

\*<https://www.smarthomeamerica.org/news/5-flood-facts-you-should-know>

## MAJOR FLOODING:

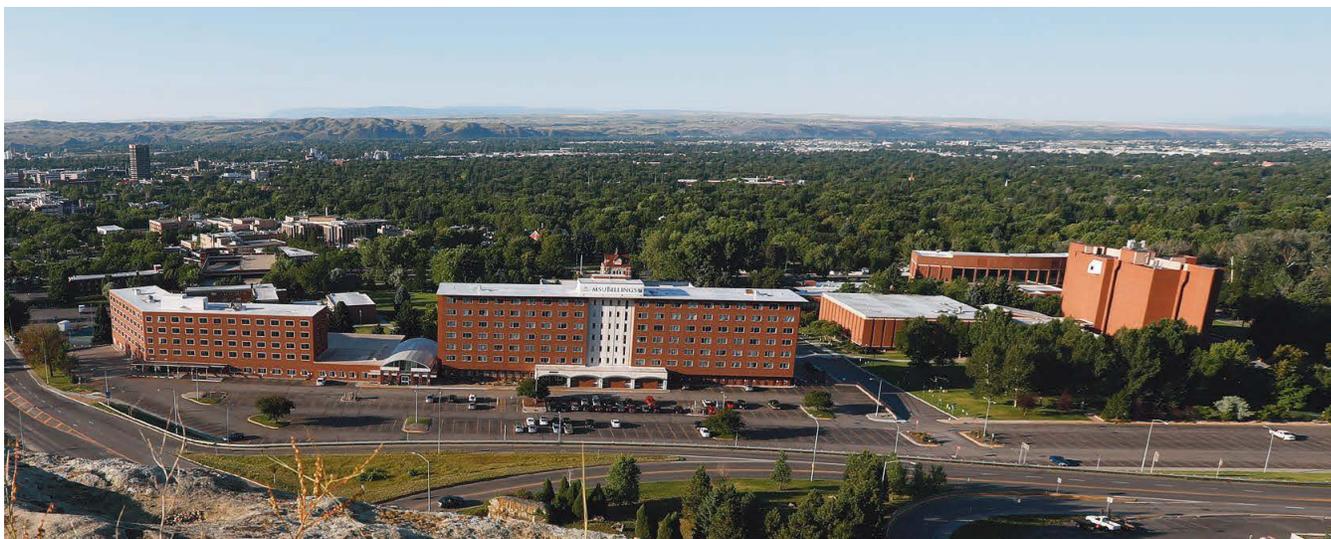
Major flooding on the campus would be the result of torrential rains, a water main failure, or frozen pipes.

- ▶ Evacuate affected buildings and areas immediately. See the “EVACUATION” section of this guide.
- ▶ Notify Facilities Services at 406-657-1749 and University Police at 406-657-2222.
- ▶ If it is safe to do so, secure vital equipment, records, and chemicals (move to higher, safer ground). Shut off all electrical equipment. Secure all laboratory experiments.
- ▶ Follow instructions sent through the Emergency Notification System.
- ▶ Use extreme caution around appliances or electrical receptacles near the leak and/or water.

## MINOR FLOODING:

Minor or area flooding of the campus is a more likely scenario. It could result from major, multiple rainstorms or a water line break. In the event of minor, weather-related flooding, the University Crisis Management Team will monitor the National Weather Service and determine if evacuation and/or cancellation of classes is necessary. In the case of a water main failure, affected areas of the campus may have to be evacuated immediately. In this case, refer to the “EVACUATION” section of this guide.

- ▶ If it is safe to do so, secure vital equipment, records, and chemicals (move to higher, safer ground). Shut off all electrical equipment. Secure all laboratory experiments.
- ▶ Depending on the severity of the situation, the university may choose to distribute an emergency notification. If evacuation is necessary, follow instructions sent through the Emergency Notification System.





**RUN:** Trust your instincts and don't delay. Get away as quickly as possible.

**HIDE:** If you can't flee, hide somewhere that the shooter will have difficulty accessing.

**FIGHT:** If all else fails... Fight as a last resort and only when your life is in imminent danger.

Call 911 as soon as it is safe to do so.

## DID YOU KNOW?

**There has never been an event in which an active shooter breached a locked classroom door.\***

\*[https://portal.ct.gov/-/media/Malloy-Archive/Sandy-Hook-Advisory-Commission/SHAC\\_Final\\_Report\\_3-6-2015.pdf](https://portal.ct.gov/-/media/Malloy-Archive/Sandy-Hook-Advisory-Commission/SHAC_Final_Report_3-6-2015.pdf)

# ACTIVE SHOOTER

An active shooter is an individual actively engaged in attempted mass murder.

- ▶ Victims are selected at random.
- ▶ Event is unpredictable and evolves quickly.
- ▶ Those in the vicinity must make a rapid decision based on the situation at hand.
- ▶ Knowing what to do can save lives.

## WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY, YOU HAVE THREE OPTIONS:

### RUN

Trust your instincts and don't delay. Get away as quickly as possible.

- ▶ Have an escape route and plan in mind.
- ▶ Leave your belongings behind.
- ▶ Evacuate regardless of whether others agree to follow.
- ▶ Help others escape if it is safe to do so.
- ▶ Do not attempt to move injured individuals.
- ▶ Prevent others from entering an area where the active shooter may be.
- ▶ Keep your hands visible so that others can see that you are not carrying a weapon.

### HIDE

If you can't flee, hide somewhere that the shooter will have difficulty accessing.

- ▶ Do not hide in restrooms
- ▶ Relocate if necessary.
- ▶ Remain out of the shooter's view.
- ▶ Lock door or block entry to your area.
- ▶ Silence your cell phone (including vibrate mode) and remain quiet.
- ▶ Be prepared to defend yourself if needed.

### FIGHT

If all else fails... Fight as a last resort and only when your life is in imminent danger.

- ▶ If others are with you, work together as a group.
- ▶ Attempt to incapacitate the shooter.
- ▶ Stand near the door, not in the middle of the room.

- ▶ Act as physically aggressive as possible.
- ▶ Improvise weapons or throw items at the active shooter.
- ▶ Commit to your actions. Your life depends on it.
- ▶ Call 911 as soon as it is safe to do so.

## **INFORMATION TO PROVIDE TO LAW ENFORCEMENT:**

- ▶ Location of the active shooter
- ▶ Number of shooters
- ▶ Physical description of shooters
- ▶ Number and type of weapons held by the shooters
- ▶ Number of potential victims at the location

## **HOW TO RESPOND WHEN LAW ENFORCEMENT ARRIVES ON THE SCENE:**

- ▶ Remain calm and follow instructions.
- ▶ Drop items in your hands (e.g., bags, jackets).
- ▶ Raise your hands and spread your fingers.
- ▶ Keep your hands visible at all times.
- ▶ Avoid quick movements toward officers, such as holding onto them for safety.
- ▶ Avoid pointing, screaming, or yelling.
- ▶ Do not ask questions when evacuating.

The first officers to arrive on scene will not stop to help the injured. Expect rescue teams to follow the initial officers. These rescue teams will treat and remove the injured.

Once you have reached a safe location, you likely will be held in that area by law enforcement until the situation is under control and all witnesses have been identified and questioned. Do not leave the area until law enforcement authorities have instructed you to do so.

## **VIOLENCE PREVENTION:**

### **RECOGNIZING VIOLENT OR THREATENING BEHAVIOR**

Violent behavior includes, but is not limited to:

- ▶ Any physical assault, with or without weapons.
- ▶ Behavior that a reasonable person would interpret as being potentially violent, such as throwing things, pounding on a desk or door, or destroying property.

- ▶ Specific threats to inflict harm, such as a threat to shoot a named individual.
- ▶ Use of any object to intimidate and/or attack another person.

## THREATENING BEHAVIOR INCLUDES, BUT IS NOT LIMITED TO:

- ▶ Physical actions short of actual physical contact and/or injury, such as moving closer aggressively, waving arms or fists, or yelling in an aggressive or threatening manner.
- ▶ General oral or written threats (in any medium, including email and social media) to people or property, such as, “You better watch your back,” or “I’ll get you,” or “I’ll ruin your car.”
- ▶ Threats made in a “joking” manner.
- ▶ Implicit threats, such as, “You’ll be sorry” or “This isn’t over yet.”

## REPORTING VIOLENT OR THREATENING BEHAVIOR

If you are aware of a worrisome situation like the ones listed above, please share what you know with university officials. You can contact University Police at 406-657-2147 or use the “Report an Incident” button located on the University Police homepage (non-emergencies).

### In an emergency:

- ▶ Get to a safe place.
- ▶ If you are on campus, call the University Police at 406-657-2222.
- ▶ Tell police your location, the phone number you’re calling from, the nature of the emergency, and who is involved.
- ▶ If it is safe to do so, notify others who might be in danger.

### In a non-emergency:

- ▶ Call the University Police using the non-emergency number, 406-657-2147.
- ▶ Make a report online using the “Report an Incident” button located on the University Police homepage (can be made anonymously).

# HAZARDOUS MATERIALS SPILL



A hazardous material is any substance or agent (chemical, and/or physical) capable of posing an unreasonable risk to humans, the environment, and property.

In ALL hazardous material emergency situations, the primary concern is life safety. In case of an emergency such as injury or illness, immediately contact 911.

Any major spill of a hazardous substance must be reported immediately to the University Police at 406-657-2222. During regular business hours, also call Facilities Services at 406-657-1749. Science Technical Services may be contacted at 406-657-2020 if the spill is inside the Science Building.

Individuals on site should be vacated from the affected area at once. Seal off the contaminated area to prevent further contamination until the arrival of trained responders.

# INJURY OR ILLNESS

In addition to contacting 911 for an injury or illness needing medical attention, personnel or student(s) must notify University Police, Human Resources, and their immediate supervisor of an injury or illness resulting from exposure to hazardous materials. In addition, supervisors and the personnel/student(s) whom they oversee are responsible for completing the MSU Billings Accident/Incident Report Form, which may be provided by University Police or the Human Resources Office.

## CHEMICAL EXPOSURE TO SKIN:

- ▶ Immediately flush with cool water for at least 15 minutes.
- ▶ If there are no visible burns, remove all jewelry and apply soap to the area.
- ▶ Seek medical attention if a reaction occurs or if there are concerns.
- ▶ For more help, call 1-800-222-1222 (Montana Poison Center).

## CHEMICAL EXPOSURE TO SKIN—SERIOUS:

- ▶ Remove all contaminated clothing.
- ▶ Immediately soak with cool water for at least 15 minutes.
- ▶ Have someone contact 911.

## CHEMICALS IN EYES:

- ▶ Assure contaminated gloves are removed/replaced and hands are clean.
- ▶ Irrigate the eye for at least 15 minutes.
- ▶ Remove contact lenses if possible.
- ▶ Notify 911 or seek immediate medical attention.

## SMOKE OR OTHER AIRBORNE CONTAMINANTS:

- ▶ Anyone overcome by smoke or other airborne contaminants should be relocated to an area where there is fresh air.
- ▶ Never attempt to enter a location where potentially dangerous air contaminants might place you at risk.
- ▶ If someone is down, contact 911.
- ▶ After contacting 911, notify the University Police at 406-657-2222.
- ▶ Seek immediate medical attention.

# CHEMICAL SPILLS (LIQUID, GAS, SOLID)

The safe cleanup of a chemical spill requires knowledge of the properties and hazards posed by the chemical and any added dangers posed by the location of the spill. If you believe a spill is beyond your capacity to clean up, do not attempt to do so on your own; STOP and contact Facilities Services.

## MINOR SPILL:

A minor spill is characterized by all of the following criteria:

- ▶ Is inside a room/laboratory and hasn't spread.
- ▶ Did not result in a fire or explosion, nor presents a risk for a fire or explosion; and
- ▶ Did not result in anyone requiring medical attention.

## MINOR SPILL CLEANUP:

- ▶ Alert people in the immediate area of the spill.
- ▶ Contact Facilities Services for consultation or assistance, if needed.
- ▶ Put on appropriate Personal Protective Equipment (PPE), (gloves and protective eyewear).
- ▶ Contain the spill with absorbent spill material.
- ▶ Completely clean the area where the spill occurred.
- ▶ Dispose of substance and contaminated PPE properly.

## MAJOR SPILL:

A major spill is characterized by any of the following criteria:

- ▶ Results in a fire or explosion, or presents a risk of a fire or explosion;
- ▶ Results in individuals requiring medical attention; or
- ▶ Is not contained.

## FOR A MAJOR SPILL OR LEAK:

- ▶ Alert people in the immediate area of the spill.
- ▶ Remove any injured or contaminated persons if you can do so safely.
- ▶ Contact 911 and wait in a safe location.
- ▶ Remove all contaminated clothing, shoes, etc., and rinse the affected area.
- ▶ Seek immediate medical attention if you have been exposed to a hazardous material.
- ▶ Do not attempt to clean up a major spill. Leave it to the experts!

# EVACUATION OR SHELTER IN PLACE



## What should I do if I need to evacuate the building?

1. Determine which exits are nearest to your location and the best route to follow in advance of an emergency.
2. Walk to the nearest exit; do not use the elevators.
3. Secure your workplace and take personal items if time permits. If possible, help people with special needs.

**WALK**, do not run. Assemble outside in a safe area, which may require leaving campus.

## DID YOU KNOW?

**It may be safer to “shelter in place” than to leave a building during a fire, chemical spill, or dangerous weather conditions.**

# EVACUATION

In advance of an emergency, determine which exits are nearest to your location and the best route to follow.

If time permits during evacuation, secure your workplace and take personal items (e.g., car keys, U-Card, jacket).

In most emergencies, complete evacuation of the campus is not necessary. If, however, there is a major hazardous materials release, flood, or other MAJOR incident, it may be necessary to relocate to a safer location.

## EVACUATION FROM A BUILDING

- ▶ Walk, do not run.
- ▶ Do not use elevators.
- ▶ If safe to do, assist people with special needs.
- ▶ If an individual is unable to evacuate, contact the University Police at 406-657-2222 and provide their location.
- ▶ Expect that you may not be able to re-enter the building for hours or longer. If safe to do, collect essential items such as your car keys, wallet or purse, critical medication such as an inhaler, and outerwear appropriate for the weather and season.
- ▶ If you cannot return to your building, wait for instructions from the University Police or other emergency responders.

## ON-CAMPUS GATHERING AREA

- ▶ Assemble outside and distance yourself from the hazard.
- ▶ Supervisors should consider conducting an accountability check to determine if all staff members have exited the building.
- ▶ Follow instructions provided by emergency services personnel who can direct you to a safe area to gather.

## SHELTER IN PLACE

Shelter-in-Place means selecting an interior place within the facility, preferably with no or few windows, and taking refuge. If directed to shelter-in-place, remain where you are until emergency personnel provide further instructions.

In some instances, it may be safer to shelter-in-place than to leave the building. A fire immediately outside your room or office, an active gunman on campus, or blocked exit

routes are all situations in which it may be safer to remain in the building. Shelter-in-place procedures may vary depending on the type of hazard.

## **FIRE OR SMOKE AND YOU CANNOT EVACUATE:**

- ▶ If you can do so safely, let someone who is evacuating know where you are sheltering-in-place so that they can notify emergency personnel.
- ▶ Call 911 and tell them your name, location, and why you are unable to evacuate the building.
- ▶ Follow their directions.

## **AIRBORNE CHEMICAL HAZARD:**

- ▶ Close all outside doors and windows.
- ▶ Move away from outside windows and doors.
- ▶ Cover air ducts and ventilation systems.
- ▶ If you can do so safely, turn off the air conditioning and air handling unit.

## **VIOLENT CRIMINAL ACTION:**

- ▶ Lock and barricade doors.
- ▶ Close window shades and turn off lights.
- ▶ Move away from outside doors and windows.
- ▶ If there are injured persons or you have information about the assailant(s), call 911.
- ▶ See “ACTIVE SHOOTER” section of this guide.

## **SEVERE WEATHER INCIDENT:**

- ▶ Move away from outside windows, doors, and large glass objects.
- ▶ Avoid being underneath heavy objects that may fall.
- ▶ If necessary, help direct people with disabilities to a safe place.
- ▶ See “NATURAL DISASTERS” section of this guide.



# BOMB THREAT

## **Remain calm.**

Use the provided checklist.

Write down the exact wording of threats and pay attention to the caller's voice (gender, demeanor) and background noises (traffic, music, voices).

Document the caller ID number on the phone.

Call 911 and the University Police Department at 406-657-2222 immediately.

## **DID YOU KNOW?**

**The charge for making a false bomb threat carries a sentence of up to ten years in prison, three years of supervised release, and a fine of up to \$250,000.\***

\*<https://www.hg.org/legal-articles/what-are-the-consequences-for-making-bomb-threats-31836>

## IF A BOMB THREAT IS RECEIVED BY HANDWRITTEN NOTE:

- ▶ Call 406-657-2222.
- ▶ Handle the note as minimally as possible.

## IF A BOMB THREAT IS RECEIVED BY EMAIL:

- ▶ Call 406-657-2222.
- ▶ Do not delete the message.

## IF A BOMB THREAT IS RECEIVED BY PHONE:

1. Keep the caller on the phone and ask a lot of questions using the checklist below.
2. If possible, write a note to a colleague to call the authorities.
3. If your phone has a display, copy the number and/or letters on the window display.
4. Call 911 and the University Police Department at 406-657-2222 immediately after the call.

## ASK CALLER:

Where is the bomb located? (Building, floor, room, etc.) \_\_\_\_\_

When will it go off? \_\_\_\_\_

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

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

What will make it explode? \_\_\_\_\_

Did you place the bomb? Yes No \_\_\_\_\_

Why? \_\_\_\_\_

What is your name? \_\_\_\_\_

Exact wording of threat: \_\_\_\_\_

## INFORMATION ABOUT THE CALLER:

Background /level of noise): \_\_\_\_\_

Where is the caller located? \_\_\_\_\_

Estimated age: \_\_\_\_\_

Is the voice familiar? If so, who does it sound like? \_\_\_\_\_

## CALLER'S VOICE

- Female**
- Male**
- Accent
- Angry
- Calm
- Clearing throat
- Coughing
- Cracking voice
- Crying
- Deep
- Deep breathing
- Disguised
- Distinct
- Excited
- Laughter
- Lisp
- Loud
- Nasal
- Normal
- Ragged
- Rapid
- Raspy
- Slow
- Slurred
- Soft
- Stutter

## BACKGROUND SOUNDS

- Animal noises
- House noises
- Kitchen noises
- Street noises
- Booth
- PA system
- Conversation
- Music
- Motor
- Clear
- Static
- Office machinery
- Factory machinery
- Local
- Long distance

## THREAT LANGUAGE

- Incoherent
- Message
- Read
- Recorded Message
- Irrational
- Profane
- Well-spoken

### Other Information:

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# **IN CASE OF EMERGENCY, CALL 911**

## **On Campus Resources**

MSU Billings Police Department	Parking Garage, 1 <sup>st</sup> Floor	406-657-2147/ 406-657-2222	Emergency Response
Facilities Services	324 N. Rim Road	406-657-1749/ 406-657-1713	Building and Grounds Repair
Student Health Services (University Campus)	2 <sup>nd</sup> Floor Petro Hall	406-657-2153	Student Support Services, Physical Health, Counseling, & Mental Health
Student Health Services (City College)	2 <sup>nd</sup> Floor Tech Building	406-247-3027	Student Support Services, Physical Health, Counseling, & Mental Health
University Communications and Marketing	2 <sup>nd</sup> Floor Administration Building	406-657-2266	Information Distribution
Human Resources	3 <sup>rd</sup> Floor Administration Building	406-657-2278	Employee Services
Dean of Student Engagement	Student Union Building, Room 223	406-657-1660	Student Support Services, Accommodations, Withdrawals
Associate Dean of Student Engagement	Student Union Building, Housing Office	406-657-2376	Student Support Services, Housing Arrangements
Science Technical Services Office	Yellowstone Science & Health Building, Room 242C	406-657-2020	Hazardous Material
Office of International Studies	7 <sup>th</sup> Floor LA Building	406-657-1705	International Student Assistance

## **Off Campus Resources**

Yellowstone County Emergency Services	316 N. 26 <sup>th</sup> Street #3201	406-256-2775	County-Wide Emergency Mitigation
Billings Clinic Hospital	2800 Tenth Avenue North	406-238-2500	Medical, Mental Health
St. Vincent's Hospital	1233 N. 30 <sup>th</sup> Street	406-657-7000	Medical
Riverstone Health	123 South 27 <sup>th</sup> Street	406-247-3200	Public Health, Low-Income/Uninsured Services, Hospice
Billings Police Department	220 North 27 <sup>th</sup> Street	406-657-8460	Emergency Response
Yellowstone County Sheriff's Office	2323 2 <sup>nd</sup> Ave N.	406-256-2929	Emergency Response
City/County Dispatch	911 N. 24 <sup>th</sup> Street	406-657-8200	Non-Emergency Reporting