



# Emergency Reference Guide

2500 80<sup>th</sup> Street East, Inver Grove Heights Minnesota 55076-3224  
Main: 651.450.3000 Fax: 651.450.3677

**In an Emergency, ALWAYS CALL 911 FIRST!**

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Inver Hills Community College is committed to delivering quality services to the College community. Through partnerships, we are dedicated to providing a safe and secure environment that reduces crime, build trust and enhances the quality of life in our academic community. While we can't address every possible emergency, the procedure outlined in this guide will help the campus community react in an emergency.

Tim Wynes  
President, Inver Hills Community College

## **A MESSAGE FROM PRESIDENT WYNES**

The procedure listed below should be used in the event of an emergency or interruption of service involving the following utilities:

**Water and Electricity-**

- During normal business hours contact the Physical Plant Department at 3343 or 651-755-6105.  
Note: Telephones may not work during a power outage.
- After normal business hours contact the on call phone at 651-755-6099.

**Natural Gas-**

Gas companies inject an odorant called Mercaptan into the gas before it is inserted into the distribution system. The odorant is so highly concentrated that even the smallest amount of natural gas can be detected. Mercaptan gives a foul smell, reminiscent of rotten eggs or sulfur. Any odor of natural gas may indicate a leak.

Although IHCC is primarily an all-electric facility, some buildings do have gas service to support the various educational programs or campus services. If you smell natural gas in any building:

- Do not use telephones, electrical switches, matches, lighters, or any other ignition sources that might trigger an explosion.
- All individuals should immediately leave the building and move a safe distance away.
- During normal business hours promptly contact the Physical Plant Department at 3343 or 3744 and Security at 3711.
- After normal business hours contact the on call phone at 651-755-6099.

**Telephone-**

Contact Information Technology Services.

## **UTILITY EMERGENCIES**

If you discover fire and/or smoke or experience an explosion, pull the nearest fire alarm and promptly exit the building. Be sure to notify Security by dialing x3711 or call 651-450-3711 from a cell phone.

Whenever the fire alarms and/or sprinkler systems are activated, please follow these directions:

1. All building occupants must promptly and calmly evacuate and move a safe distance away from the buildings. *Campus maps illustrating the best possible evacuation routes are posted near the door of every classroom.*
  - Take necessary personal items (coats, purses, keys, etc.) with you, as you may not be allowed to return to the building.
  - Be aware of others in your area (or those you are responsible for) and inform them to evacuate as well.
  - In the event that you encounter smoke and/or fire while evacuating, exercise caution and logic to help ensure your safety and the safety of others. Remember, "Stay Low and GO!"
2. Representative from Security and/or Physical Plant Services will respond to the affected building to determine the location of the smoke/fire.
  - If a source of smoke/fire is located, they will in turn notify the proper authorities from the Inver Grove Heights Police and Fire Departments.
  - If no source of smoke/fire is located, the occupants will be notified to return to the building by Security and/or Physical Plant Services.

**Remember:**

Individuals needing assistance should establish procedure in advance with their instructors or supervisors. Disability Services and/or Safety and Security are available for consultation on these procedures.

Never use the elevator to evacuate the building during a fire. (All buildings have at least one point of egress on every level, except Fine Arts. There is an Evac-Chair™ located on the second floor South Stairwell to assist persons unable to negotiate stairs in an emergency).

Never return to the building until Security, Physical Plant Services or the Inver Grove Heights Police/Fire Department informs you that it is safe to do so.

Always evacuate the building anytime the fire alarm and/or sprinkler system is activated.

## **FIRE – SMOKE – EXPLOSIONS**

Whenever an individual who is not an employee is injured or becomes ill, you need to respond promptly and properly to ensure the individual receives the appropriate medical attention.

- If the injury/illness is serious or life-threatening, call 9-911 from any campus phone or dial 911 from a cell phone. Then if possible notify security by dialing 3711 from any campus phone or 651-450-3711, they will in turn dispatch personnel and contact Campus Health Services.
- If the injury or illness is not serious or life-threatening, ask the individual what assistance is needed. Contact Security at 3711 and/or Health Services at 3524 to assist to the extent requested by the affected individual. *(ALL injuries occurring on campus property MUST be reported, no matter how minor, to either Campus Security or Health Services within 24 hours of the incident. Illnesses or Injuries that are a result of unsafe environmental conditions MUST be reported immediately to Security or Physical Plant Services.*
- Student injuries occurring off campus at campus related events, clinical, or alternative meeting sites should also be reported to the Dean or Director of the program.

Employees and student workers who suffer on-the-job injury/illness should remember the following:

Regardless of severity, report all on-the-job injuries/illnesses immediately to your supervisor.

- In emergency situations, immediately dial 9-911 from any campus phone or 911 from a cell phone. As soon as possible contact your supervisor to report the incident and obtain additional instruction/information.
- If you need medical attention, in non-emergency situations, call Corvel (24 hours/day; 7 days/week) @ 1-866-399-8541 before seeing a medical provider.
- Although some on-the-job injuries/illnesses may not require medical attention, always promptly notify your supervisor so that an Incident Report can be filed in the event you need medical treatment later.

Supervisors must follow up with Human Resources to ensure that all the proper details/information regarding the injury/illness is recorded. Upon completion of all the proper documents, HR submits them to Workers' Compensation Insurance for processing and bill payment.

## **ILLNESS – INJURIES – ACCIDENTS**

It is important to note severe weather sirens are designed to warn people outdoors to seek shelter and tune into news for more information. Dakota County has recently changed (2015) its siren policy. The County now only activates the sirens for Tornado Warnings.

### **Thunderstorm Warning**

In the event a Thunderstorm Warning is issued for our area:

- Do not leave the building.
- Stay tuned for further warnings

### **Tornado Watch**

In the event a Tornado Watch is issued for our area:

- You should continue with our daily routine; however, you should review where your closest designated shelter area is located (all shelter areas are marked with signage above the door labeled, "Severe Weather Shelter Area").
- Remain alert to the possibility of severe weather and be prepared to act accordingly.

### **Tornado Warning**

In the event a Tornado Warning is issued for our area:

- Security/Physical Plant/Administrators will monitor weather forecast closely. Security will be in contact with local Law Enforcement on updates on the weather and will be monitoring live weather reports.
- All persons should move to a designated shelter area and stay there until the all clear is given.

NOTE: Individuals needing assistance to shelter areas should establish procedure in advance with their instructor or supervisor. Disability Services or Security are available for consultation on these procedures.

### **Winter Weather Closings-**

To learn if the campus is closed due to winter weather conditions, the following options are available to you:

- Listen to major television or radio stations in the metropolitan area
- Sign up for the STAR text message alert system. The STAR signup is located on Invernet Work/Life Security Page.
- Check the college's website. If the college is closed, an announcement will be posted on the main page at [www.inverhills.edu](http://www.inverhills.edu).
- Call the main college line 651-450-3000. Remember it is not necessary to ask for the operator to confirm the closing. The switchboard is typically inundated with telephone calls regarding winter weather closings.

## **WEATHER EMERGENCIES**

## **Students in Crisis**

If a student is in crisis and needs immediate attention, the following protocol is suggested:

1. Direct referral to Counseling (check with the front desk to locate a Counselor) in person or by calling 651-450-3508.
2. If there are no Counselors on campus, contact
  - a. Health Services Nurse: 651-450-3525
  - b. Dakota County Crisis Response: 952-891-7171 (telephone consult, on-site response)
  - c. If someone is in immediate danger, call 911 (security is automatically alerted)

Once the student's needs are taken care of, make a report to the BIT. This information is kept confidential and allows us to track student concerns and emergencies.

If you feel you need support after dealing with a student in crisis, contact a Counselor for follow-up and/or consultation.

## **STUDENTS IN CRISIS**

## Dealing with Hostile/Angry Customers

Some employees, students, and guests can react with anger for a variety of reasons. Here are some tools to help if you are put into this situation:

1. React and respond to the individual in a calm but firm manner.
2. Use lower volume of voice to help the customer calm down.
3. Listen to all demands.
4. Do not tolerate abusive behavior.
5. Make command statements in a firm but non-challenging tone, saying what you want or do not want.  
"I understand that you are upset." "It sounds like you really are angry about this."  
"I do not want to argue with you." "I want you to leave."
6. Think over situations that could occur and how you would react. Go through the movements you would need to make to get help or get out of the situation. Practice. One strategy might be to keep a desk, chair, or other object between you and the person to keep distance.
7. If you anticipate problems with an individual let a co-worker/Public Safety know about it ahead of time.
8. If you feel you may be in jeopardy, remove yourself from the danger, providing it is safe to do so, and dial 911 if necessary then contact Public Safety (x3711).
9. If you observe a hostile confrontation in progress, do not get involved. Calmly move away from the area, proving it is safe to do so. Dial 911 if necessary then contact Public Safety (x3711).
10. Completely describe what you observed, how many individuals are involved, physical descriptions of those individuals and the exact location of the activity.

## Hostage Situation

HOSTAGE SITUATION: Hostage taker's objectives

- They use people as leverage
- They are trying to achieve a goal

WHAT TO DO AS A HOSTAGE

- Remain Calm
- Follow Directions
- Wait for the authorities to resolve
- IF the gunman starts shooting.... EVERYTHING CHANGES you're now in an active shooter situation.

## Active Shooter(s)

**Develop a survival mindset: RUN HIDE FIGHT**

Decide Best Course of Action

**RUN-** Can you safely escape?

- Have an escape route and plan in mind
- Leave your belongings behind
- Keep your hands visible

**HIDE-** Is there a good place to hide?

- Hide in an area out of the shooter's view
- Block entry to your hiding place and lock the doors
- Avoid places that trap or restrict movement
- Find protection
- Silence your cell phone

**FIGHT-** Will you take out the shooter?

- As a last resort and only when your life is in imminent danger- fight back.
- Spread out, act as a team, make a plan
- Attempt to incapacitate the shooter
- Act with physical aggression; be prepared to be more aggressive than you ever thought possible.

If it's safe call 911

- Don't assume someone else is calling
- Be persistent; Lines may be jammed
- Calmly state where you are & what's happening

Important information to relay

- Location of the Shooter
- Number of shooters
- Physical description
- Number and type of weapons the shooter has

When help arrives

- Do not expect officer to assist you to get out. Their focus is to locate the shooter and end the event.
- Don't point
- Don't scream or yell
- Be quiet, compliant, they don't know who's a threat
- Officers are trained, "Hands Kill" they look at them first. Keep your hands up.

### **General Lockdown Procedures**

In the event of a lockdown:

- Close all doors and lock, if possible.
- Turn off all lights and unnecessary equipment.
- Instruct students to remain calm and quiet as possible.
- Stay away from windows.
- Do not allow anyone to leave until notified by emergency personnel.

When the condition causing the lockdown has been eliminated, an “all clear- lockdown is over” Emergency Notification will be made.

## **CAMPUS VIOLENCE – LOCKDOWN PROCEDURES**

All threats to the campus are to be taken seriously. If you receive a telephone call informing you that a bomb has been placed on campus, do the following:

1. Remain calm and refer to the following checklist to record information the caller provides to help determine the seriousness of the threat and to possibly identify the caller.
2. Keep the caller on the phone as long as possible to attempt to gather as much information as possible.
3. Immediately contact Public Safety by calling x 3711.
4. IF the bomb threat was left on your voicemail, do not erase it.
5. The decision of whether or not to evacuate a work area or building will be made by Administration and the Police Department.

## BOMB THREAT RESPONSE FORM

911

*To be completed immediately by employee receiving the threat*

Time call received: \_\_\_\_\_ Date: \_\_\_\_\_

Telephone number call came in on: \_\_\_\_\_ Call received by: \_\_\_\_\_

### QUESTIONS TO ASK THE CALLER:

When is the bomb going to explode? \_\_\_\_\_

Where is it right now? \_\_\_\_\_

Has it been placed in the open? \_\_\_\_\_ Is it disguised? \_\_\_\_\_

Is it concealed? \_\_\_\_\_

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

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

What will cause it to explode? \_\_\_\_\_

Why was the bomb put here? \_\_\_\_\_

Who are you? \_\_\_\_\_

**EXACT WORDING OF THE THREAT:** \_\_\_\_\_

### DESCRIPTION OF THE CALLER

- |                                 |                                     |                                       |
|---------------------------------|-------------------------------------|---------------------------------------|
| <input type="checkbox"/> Male   | <input type="checkbox"/> Middle Age | <input type="checkbox"/> Accent       |
| <input type="checkbox"/> Female | <input type="checkbox"/> Deep       | <input type="checkbox"/> Nervous      |
| <input type="checkbox"/> Young  | <input type="checkbox"/> Soft       | <input type="checkbox"/> Normal       |
| <input type="checkbox"/> Old    | <input type="checkbox"/> Raspy      | <input type="checkbox"/> Other: _____ |

If voice is familiar, who did it sound like? \_\_\_\_\_

### BACKGROUND NOISE?

- |   |  |                                       |
|---|--|---------------------------------------|
| <input type="checkbox"/> None             | <input type="checkbox"/> Voices        | <input type="checkbox"/> Static       |
| <input type="checkbox"/> Office Machines  | <input type="checkbox"/> Animal Noises | <input type="checkbox"/> Music        |
| <input type="checkbox"/> Factory Machines | <input type="checkbox"/> Long Distance | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Traffic Noise    | <input type="checkbox"/> P.A. System   |                                       |

# BOMB THREATS

**Important IHCC Phone Numbers:**

Administration.....	3613
Counseling.....	3508
Disability Services.....	3884
Health Services.....	3524
Information Desk.....	3500

**Maintenance**

- Day.....651-755-6099
- Night.....651-755-6104

**Safety & Security**

- Services.....3711
- Director.....3528

**Important Community/Metropolitan Phone Numbers:**

City of Inver Grove Heights.....	651-450-2500
Inver Grove Heights Police:      Non-emergency dispatch.....	651-322-2323
Administration.....	651-450-2525
Inver Grove Heights Fire:      Non-emergency dispatch.....	651-322-2323
Administration.....	651-450-2547
Dakota County Crisis Intervention.....	952-891-7171
Dakota County Health Department.....	651-554-6100
360 Communities (Domestic Violence/Sexual Assault 24 hour help line).....	952.985.5300

**Hospitals**

Regions Hospital.....	651-254-3456
St. Josephs Hospital.....	651-232-3000
United Hospital.....	651-241-8000
Woodwinds Hospital.....	651.232.0228

Corvel (work related Injuries 24 hour information line).....1-866-399-8541

**ADDITIONAL PHONE NUMBERS**



**CAMPUS MAP**