



North Hennepin
Community College

QUICK REFERENCE EMERGENCY RESPONSE





North Hennepin
Community College

Emergency Phone Numbers

Fire, Police, Ambulance.....	911
College Public Safety Department	763-424-0807
College Director of Public Safety.....	763-424-0806
College Director of Facilities	763-488-0236
College information Desk.....	763-488-0391
Facilities Services.....	763-424-0773
Xcel Energy- Gas.....	800-825-2999
Xcel Energy- Electric.....	800-895-1999

Emergency Phone Numbers



North Hennepin
Community College

INTRODUCTION/NHCC StarAlert

This flipchart is designed as a quick reference to emergency management guidelines for North Hennepin Community College (NHCC). It is intended to provide guidance in case of emergencies or disasters. *Educators and Students should familiarize themselves with the information in the flipchart*, and should keep it in an area where it can be easily accessed in case of an emergency.

This document is not a replacement for NHCC's official Emergency Management Plan.

NHCC StarAlert is the college's emergency messaging system that allows college officials to quickly communicate health- and safety-related emergency information through a combination of various methods including text messages, e-mails, and phone calls.

To sign up for NHCC StarAlert or to update your contact information, visit <https://nhccstaralert.bbcportal.com/Entry>

NHCC StarAlert



North Hennepin
Community College

Crime Reporting

If you witness or become aware that a criminal act has occurred, you have a responsibility to report the incident to Public Safety or local law enforcements officials.

To report a crime:

- **Call 911 or the Public Safety Department, 763-424-0807** (dial 0807 if using a campus phone), for an emergency.
- Call the Public Safety Department, 763-424-0807 (dial 0807 if using a campus phone), for all non-emergencies including lost and found inquiries.
- If possible and safe to do so, observe on-going criminal activity until response personnel arrive, making note of the physical description of the perpetrator(s).
- Avoid disturbing any potential physical evidence that may be at the scene.

The College maintains a record of all criminal incidents that occur on campus. This information is compiled and distributed to the campus community annually in the Campus Security and Compliance report. The report and a daily log of incidents can be found by going to www.nhcc.edu and visiting the Public Safety web page.

Crime Reporting



North Hennepin
Community College

General Emergency Procedures

- Always protect yourself first.
- Protect and warn others to the best of your ability.
- **Call 911** and/or the College **Public Safety Department at 763-424-0807** (dial 0807 if using a Campus Phone).
- State the Emergency.
- Give building's address (7411 85th Avenue North, Brooklyn Park, MN 55445)
- Give exact location of the emergency in the building, including level/floor of building and clearly visible identifying markers such building door number, room number, elevator, etc.
- Initiate and/or follow the college's Emergency Plan.

Blue Light Phone System

An emergency blue light phone system is installed in the College parking lots to make the reporting of serious incidents easier and quicker. To report an emergency, crimes in progress or a suspicious person/incident, simply push the button which will then ring into 911 dispatcher. Please stand near the phone until the dispatcher has started communication with you. If your physical safety is in danger, please activate the phone and move to a safe place.

Once a phone has been activated, an officer will be summoned to that phone's location. ***Use of the Code Blue Emergency Phone Stations should be limited to emergency situations only.***

General Emergency Procedures



North Hennepin
Community College

Medical Emergency

In the event of an accident or illness to an employee, student, or visitor in your work area that result in an emergency, the following procedures are to be used as a guideline.

You should:

1. **Dial 911** and give the following information:
 - a. Your name and telephone number
 - b. The college's name, address, building, and room number you are in.
2. Render first aid appropriate to your level of training.
3. **Call the Public Safety Department at 763-424-0807** to inform them about the incident.
4. Send one person to meet and direct the emergency personnel when they arrive on campus.
5. Stay with the victim until emergency responders arrive, if safe to do so.
6. If an employee was injured, notify their supervisor for proper forms to be completed.
7. If possible, gather information for emergency responders.

Automatic External Defibrillators (AED) are available throughout the campus.

Medical Emergency



North Hennepin
Community College

Severe Weather

The Public Safety Department monitors severe weather conditions for the campus area through the National Weather Service and will notify the college community when an alert is issued that requires you to seek shelter. Employees, student, and guests of the College will be notified via the College Emergency Notification System, which includes direct contact, telephone, text messages, PA system, or other broadcast system, and alarm signals such as air horns.

If you are notified to take shelter because of severe weather:

- Go immediately to a room **without windows** in the center of the building, an inside hallway or stairwell, preferably on the lowest level in the building.
- Stay away from doors, outer walls, and any windows.
- Avoid places with wide-span roofs such as auditoriums, cafeterias, or large hallways.
- Get under a piece of sturdy furniture such as a workbench or heavy table or desk and hold on to it.
- Use your arms to protect your head and neck.
- Stay sheltered until the “**All Clear**” message is received from the Public Safety

In any of these emergency situations, college employees, to the best of their ability, should ensure students and visitors are aware of these procedures and help anyone who may require assistance to reach a safe shelter site.

Severe Weather



North Hennepin
Community College

Fire or Smoke

If fire or smoke is observed:

- Immediately activate the fire alarm, if it is not already sounding.
- **Call 911** and/or **College Public Safety at 763-424-0807** (dial 0807 if using a campus phone) or have someone make that call.
- Follow the Emergency Plan and begin evacuation of the building.
- If a fire extinguisher is available, you should use it if:
 1. You are confident in your ability to extinguish the fire.
 2. The fire is small (no bigger than a wastebasket).
 3. The Fire Department has been notified.
 4. Evacuation has begun.
 5. You have a safe exit route that the fire cannot block.
- Close all doors that can isolate fire and contain smoke, if possible and safe to do so.
- Do not use the elevators
- Know the evacuation routes, pull stations, and locations of the firefighting equipment.

Fire or Smoke



North Hennepin
Community College

Student Crisis

Please contact the **Public Safety Department at 763-424-0807** in the event of student crisis situations. The Department will make appropriate contacts and referrals.

- Alcohol and other drug use emergencies
- Disruptive behavior in the classroom
- Mental Health/behavioral incidents or concerns
- Physical injury
- Sexual assault
- Threats to public welfare

You should:

1. **Remain calm.** Your reaction to the situation can provoke the student.
2. Identify if the situation is placing anyone in immediate danger. If not, a complaint should be filed with a student Code of Conduct Officer as soon as possible.
3. If there is an immediate danger:
 - a. Request the student to leave the area. If it fails:
 - i. Request another person to leave the area and call Public Safety.
 - ii. Maintain a safe distance from the student until emergency personnel arrive.

If the situation becomes threatening before Public Safety personnel arrive, **call 911** and remove all students from the area. Faculty and Staff should also clear the area but should not lose sight of the threatening student. **Do not subdue or detain the student.**



Hazardous Materials

The potential for hazardous materials spills exists throughout the campus. Cleaning chemicals are used and/or stored in many College locations. In addition, laboratories, shops, studios, and maintenance areas use and store chemical and biological products and wastes associated with their activities. Contractors may bring other products into our buildings. Those using the products are expected to clean up small spills that do not pose an immediate health or safety hazard. Spills that are known to be hazardous or are too large to be cleaned up by the users should be handled similar to a fire emergency. Spills of unknown products should be considered hazardous until proven otherwise.

If you encounter a hazardous material spill or leak:

- **Report the spill.**
 1. **Call 911 and/or the College Public Safety Department, 763-424-0807** (dial 0807 if using a campus phone).
 2. State the emergency.
 3. Give the College address, 7411 85th Avenue North, Brooklyn Park, MN 55445 and the location of the spill in the building.
 4. Report any injuries.
 5. Report the name and amount of material spilled, if known.

- **Evacuate the area.**
 1. Follow the College's Emergency Plan to evacuate the building.
 2. Use the fire alarm if there is an immediate hazard and the entire building needs to be evacuated or notify those in the affected area if only a partial evacuation is needed.
 3. Shut off electrical equipment, if possible, and it is safe to do so.
 4. Proceed to emergency exits; do not use elevators.
 5. Help those needing assistance to evacuate.
 6. Confine the spill area.
 7. Lock doors leading to spill area
 8. **Stay up-wind from any hazardous vapors, gas, or liquids.**



Violent Intruder/ Active Shooter

RUN:

- Evacuate, If Possible
- Leave your belongings behind.
- Keep your hands visible to law enforcement.
- Take others with you, but do not stay behind because others will not go.
- **Call 911 when it is safe to do so.** Do not assume that someone else has reported the incident.

HIDE:

- Hide silently in as safe a place as possible
- Choose a hiding place with thicker walls and fewer windows, if possible.
- Lock doors and barricade with furniture, if possible.
- Turn off lights and silence phones and turn off other electronics.
- Close windows, shades and blinds, and avoid being seen from outside the room. Make sure to find a place that will provide protection from gunfire such as a brick wall, large trees or buildings.
- **Remain in place until you receive an “all clear” signal from the Public Safety Official.**

FIGHT:

- As a last resort, fight. If you cannot evacuate or hide safely and only when your life is in imminent danger, take action.
- Attempt to incapacitate or disrupt the actions of the shooter.
- Act with physical aggression toward the shooter.
- Use items in your area such as fire extinguishers or chairs.
- Throw items at the shooter, if possible.
- **Call 911 when it is safe to do so.**



North Hennepin Community College

The following check list is to be completed by any NHCC College employee receiving a bomb threat. Report the call to NHCC Public Safety Department at 763-424-0807 (dial 0807 if using a Campus Phone) then complete the remainder of the form before discussing the call with anyone.

DATE:

TIME:

TIME CALLER HUNG UP:

PHONE NUMBER WHERE CALL RECEIVED:

INSTRUCTIONS: Be Calm. Be Courteous. Listen. Do Not Interrupt the Caller.

Your Name: _____ Time: _____ Date: _____

ORIGIN OF CALL

Phone# _____ Internal Outside Local

CALLER'S IDENTITY

Male Female Adult Juvenile Approximate Age: _____ yrs.

VOICE

- Loud
- High Pitch
- Raspy
- Intoxicated
- Soft
- Deep
- Pleasant
- other

SPEECH

- Fast
- Distinct
- stutter
- Slurred
- Slow
- Distorted
- Nasal
- Other

LANGUAGE

- Excellent
- Fair
- Foul
- Good
- Poor
- other

ACCENT

- Local
- Foreign
- Not local
- Region

MANNER

- Calm
- Rational
- Coherent
- Deliberate
- Righteous
- Angry
- Irrational
- Incoherent
- Emotional
- Laughing

BACKGROUND NOISES

- Factory/ Machines
- Music
- Office Machines
- Animals
- Trains
- Street Traffic
- Quiet
- Party
- Voices
- Airplanes

Explain:

Ask Caller:

• Where is the bomb located?

• 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?