

Lory Student Center Emergency Procedures

The most important thing to remember during an emergency is to *stay calm* and take a few seconds to think about what you should do. **In all cases--if you encounter a life-threatening situation call University Police at 911.** For non-emergency situations, call the Colorado State University Police Department at 491-6425.

After the police have been notified, please contact building management. During weekdays, this includes Department Heads and Event Planning Office (491-0229). On weekends and evenings, this includes Building Managers (215-7112) who will notify appropriate personnel at home. Building Managers or Facility Coordinators will assist during an emergency situation by meeting with emergency personnel, clearing crowds, evacuating the building, and any other assistance that is needed.

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Bomb Threat:

1. Locate the ***FBI Bomb Data Questionnaire*** (following page) and fill it out while talking to the caller. If questionnaire is not immediately available, record every word spoken by the caller and any background noises. Then immediately fill out Bomb Threat Questionnaire.
2. Alert a co-worker via note (if possible) while on the line with the bomb threat. Have a co-worker call University Police at **911** and have the following information available: where the bomb threat is, who is taking bomb threat call, an estimate of how many people are in the building, and have them stay on the line until the dispatcher tells them to hang up.
3. Notify Event Planning (491-0229) or Operations staff to meet officer at location where the call is received.
4. Notify the Director or Department Head to meet officer at location where the call is received.
5. Meet with the responding officer(s) to provide as many details as possible about the call. CSU Police will evaluate whether to evacuate the building, wait out the threat, or notify building occupants and let them make a personal decision about evacuation. **Do not pull the fire alarm – it could trigger a device or cause a panic.**
6. Personnel may be asked to walk through part of the building to see if anything seems out of place or determine if anyone unusual has been seen in the area.

Bomb Threat Checklist

Questions to Ask:

1. When is the bomb going to explode?
2. Where is it right now?
3. What does the bomb look like?
4. What kind of bomb is it?
5. What will cause the bomb to explode?
6. Did you place the bomb?
7. Why?
8. What is your address?
9. What is your name?

Exact Wording of the Threat: _____

Sex of Caller: _____ Race: _____
Age of Caller: _____ Length of Call: _____
Number at which call is received: _____
Time call received: _____ Date call received: _____

Caller's Voice:

Calm Angry Excited Slow Rapid Crying
 Soft Loud Laughter Normal Distinct Whispered
 Slurred Nasal Stutter Lisp Raspy Accent
 Deep Ragged Disguised Familiar
 Cracking Voice Clearing Throat Deep Breathing

Background Sounds:

Street noises Crockery Voices Animal Noises Motor
 Clear PA System Static Local Music
 House Noises Long Distance Booth Office Machinery Factory
 Other (specify): _____

Threat Language:

Well Spoken (educated) Incoherent Taped Foul
 Irrational Message read by threat maker

Remarks: _____

Your name: _____ Your position: _____
Your telephone number: _____ Date checklist completed: _____

Report Immediately to CSU Police Department, 911

Earthquake:

1. Take cover under heavy furniture – a table, desk, or bench – or within a doorway.
2. Keep away from glass.
3. Wait for quake or tremor to subside and all falling objects to come to rest.
4. For small quakes and tremors with **NO** apparent damage, return to normal activities, the Operations staff and Maintenance Supervisor will survey entire building for possible damage such as: leaking pipes, fallen books, etc. and report damages to CSU Police Department.
5. If damage appears heavy, evacuate **ONLY** when notified by University Police that it is safe to leave.
6. Proceed immediately to designated area.
7. Stay away from electrical power sources, fallen lines, buildings, or other tall objects.
8. Do **NOT** smoke. Gas lines may have ruptured.

Evacuation Plan:

1. Supervisors are responsible for the orderly evacuation of their area. Please note that you should ask people to leave, but if they refuse, exit the building and inform University Police and Poudre Fire Authority the location of people still in the building.
2. **DO NOT** take time to turn off computers, printers, or office lights. Lock cash registers or cash boxes if there is time.
3. Exit the building through the closest exit. Know an alternate exit route. As you are leaving the building, ask all patrons you encounter to evacuate.
4. Fire doors on each floor are activated to close when the emergency alarm goes off.
5. **DO NOT** use the elevators. The elevators will be inactivated during a fire alarm.
6. If unable to exit the building, five refuge locations have been identified. Level 100: 1) staircase south of Student Media, 2) staircase west of Campus Activities; Level 300: 3) top of staircase west of Executive Director's Office, 4) entry foyer by Grand Ballroom D, 5) Engineering Building covered bridge. Operations staff will notify the University Police if there are staff awaiting evacuation at these locations.
7. Proceed in an orderly manner as quickly as possible to the nearest exit and then to the designated reporting area. Staff need to monitor their assigned entrance door to prevent people from re-entering the building.

8. If there is a severe emergency, you will be asked to report to the designated area and to await further instructions from emergency personnel once the entire building has been secured. The primary designated reporting area for this building is the **EAST PLAZA**.
9. People must remain at least 50 feet away from the building and remain clear of driveways, roads, etc. Please note that evacuating the ballroom onto the West Balcony is **NOT** an acceptable evacuation area. People need to go down the stairs away from west windows of the building.
10. Upon arrival of the University Police, the Operations staff and/or the Maintenance Supervisor will assist them in whatever manner they request or direct. Poudre Fire Authority staff and/or the University Police will clear the building, checking elevators and areas where the mobility impaired are located in the building.
11. The alarm panel is located to the right of the vending just outside the doors by the WGAC office (Suite 234). University Police will arrive with a key to re-set the alarm.
12. Emergency Alarms being turned off does not mean the building is clear and safe to re-enter. They are silenced so that emergency response personnel are able to communicate with each other. **DO NOT RE-ENTER THE BUILDING FOR ANY REASON UNTIL INSTRUCTED TO DO SO BY FIRE OR POLICE OFFICIALS.**

You should never assume that the alarm is a test or drill. Evacuate first, then ask questions...lives may depend upon your responsible and speedy action.

Fire/Smoke Emergency:

1. The Lory Student Center is equipped with a *Notifier Fire Detection and Alarm System* that will detect heat and smoke and activate horns throughout the building. If you notice a fire and/or smoke before the alarm has been activated, please activate the nearest fire alarm pull station. Pull stations are located in all hallways throughout the building. Look for the red boxes and follow the instructions (push in, then pull out). An alarm will ring at CSU Police Department. University Police will notify the Poudre Fire Authority.
2. If there is immediate danger, remain calm, and follow evacuation procedures and then call University Police Department at **911** from a nearby building. If there is not an immediate danger, call University Police Department at 491-6425.
3. Follow evacuation plan. Listen for directions from emergency personnel.
4. **DO NOT RE-ENTER BUILDING** unless cleared to do so by Poudre Fire Authority.

IF YOU ARE TRAPPED IN THE BUILDING...

1. If the door to the room you are in is hot to the touch and/or smoke is seeping in around it, **DO NOT OPEN IT.**

2. Walls, ceilings, floors, and doors are designed to withstand fire for a safe period of time.
3. Stuff the crack under the door with wet clothing or other material to keep the smoke out.
4. Let someone know you are trapped. Call **911** and stay on the line until the dispatcher tells you to hang up. If there is no phone available, yell and wave out the window to gain attention.
5. Stay low to the floor near the window, as the smoke will fill higher areas first.

Flooding/Water Damage:

Interior Flooding...

1. Evacuate the affected area.
2. Report to East Plaza, if accessible.
3. The Operations Staff and Maintenance Supervisor will contact Facilities to shut water off, if necessary. Call University Police at **911** from a nearby building and have the following information available: where the flooding occurred, if there are any injuries, and stay on the line until you are told to hang up.
4. Stay away from all power (electrical) sources.
5. Stay away from utility vaults.

Exterior Flooding...

1. Call University Police at **911** and let them know what building you are in, how high the water is, and how many people are with you.
2. If at all possible have a phone, radio, flashlights, and first aid kits available.
3. If there is water all around the building, proceed to the highest point accessible.
4. If there is water on only one side of the building, proceed in an orderly fashion out of the building exit that has no water.
5. Immediately go to the highest area possible.

Hazardous Materials:

A hazardous material is any material that, because of its quantity, concentration, or physical or chemical characteristics, poses a significant threat to potential hazard to human health and safety or the environment if released into the workplace.

Hazardous wastes can either be a liquid, solid, or gas. Hazardous wastes are classified as toxic (can make you sick), corrosive (can eat through metal, damage to the skin and eyes), ignitable (can burst into flame), or reactive (can release heat or toxic materials or may explode under certain conditions).

1. If you witness an incident where hazardous material may be involved, call University Police at **911**. Police will contact Environmental Health Services and Poudre Fire Authority.
2. If you hear a building alarm, evacuate the building.
3. Stay away from the incident site and try to keep others from going into the area to minimize the risk of contamination.
4. Avoid contact with any spilled liquid materials, airborne mist, or condensed solid chemical deposits. If possible, keep your body fully covered.
5. Do not eat or drink any food that may have been contaminated.
6. Allow emergency response teams to clean up spill and do not re-enter the area or building until instructed to do so by University Police, Environmental Health, or Poudre Fire Authority.

Medical:

1. Survey scene for additional dangers (e.g. electrical cords still plugged in, hazardous material leaking, etc.).
2. Call **911** and stay on the line until the dispatcher tells you to hang up.
3. Have someone alert Event Planning Services (EPS) to clear the area and direct emergency personnel to the correct location of the victim. EPS staff will fill out an *Accident Report* if the injury occurred in the building and forward it to Environmental Health.
4. Do not move the victim or give first aid unless you are trained and certified to do so. If you begin life saving techniques (CPR), you must continue until paramedics arrive.
5. Remain with the victim and try to keep the victim warm and alert by talking with them until emergency response teams arrive.

6. Emergency First Aid Kits are located at the Information Two storeroom/Ram Ride (Room 191) on the first level, Information Desk on the second level, and in Room 307 on the third level.
7. AEDs are located in the following areas:
 - 1st Level* – at elevator outside of Career Center (Room 120), at elevator outside of Ramskeller, at freight elevator near Room 144, and at elevator near Cam’s Lobby Shop.
 - 2nd Level* – at elevator in Theatre, hallway outside of SLiCE (Room 210), and at elevator outside of Food Court (just behind Subway).
 - 3rd Level* – at elevator near Executive Director’s Office (Room 303), at elevator by Event Planning (Room 315), and at elevator outside of Grand Ballroom C/D.NOTE: Operations staff will take care of the manufacturer’s requirement for monthly inspections.

Other Emergencies:

Assault, Harassment, Destruction of Property, Mutilation, Vandalism, Problem Patrons, and Theft...

1. Call University Police at **911**.
2. Notify the Building Manager (215-7112) to alert them of the situation.
3. Observe suspicious persons, but **DO NOT TRY TO DETAIN THEM**.
4. Ask the victim to remain until University Police arrive.
5. Obtain names, addresses, and telephone numbers of witnesses.

Power Failure:

1. Notify the Operations staff during weekdays, and a Building Manager (215-7112) on the evenings and weekends. Operations will notify Facilities Services.
2. University Police will be contacted by designated departmental personnel after normal working hours and on the weekends.
3. Notify Operations staff and/or Building Managers to assist various departments in evacuating patrons from critical areas until the power is restored.

Shooter/Armed Person:

If the shooter is outside the building...

1. Turn off all the lights, close and lock all windows and doors. If you cannot lock the door, try to block the door with desks and chairs.
2. If you can do so safely, get all occupants on the floor and out of the line of fire.
3. If you can do so safely, move to the core area of the building and remain there until the police tell you it is safe to leave. Do not respond to commands until you are certain they are issued by a police officer.

If the shooter is inside the building...

1. If it is possible to escape the area safely and avoid danger, do so by the nearest exit or window. Leave personal items in the room.
2. As you exit the building, keep your hands above your head and listen for instructions that may be given by police officers. If an officer points a firearm at you, make no movement that may cause the officer to mistake your actions for a threat. Try to stay calm.
3. If you get out of the building and do not see a police officer, attempt to call the police by dialing 911. Tell the dispatcher your name and location and follow their instructions.

If the shooter enters your office or work area...

1. There is not set procedure in this situation. If possible, call 911 and talk with a police dispatcher. If you cannot speak, leave the phone line open so the police can hear what is going on.
2. Use common sense. If you are hiding and flight is impossible, attempts to negotiate with the suspect may be successful. Playing dead may also be a consideration.
3. Attempting to overcome the suspect with force is a last resort that should only be considered in the most extreme circumstances. Only you can decide if this is something you should do. Remember, there may be more than one shooter.

If the shooter exits your area and you are able to escape, leave the area immediately. Do not touch anything in the area and remember to be alert for responding police officers who may mistake you as the shooter. While escaping, as soon as you see a police officer, put your hands over your head and immediately comply with the officer's instructions.

Tornadoes and Winds:

1. Follow the instructions contained in the emergency text and email notifications.
2. Proceed to the nearest interior portion of the building on the lowest floor of the building. Stay away from glass or flying debris. If possible have phone, radio, flashlight, and first aid kits available.

3. Contact University Police at **911**.
4. Monitor the storm by listening to the radio. **DO NOT LEAVE THE TORNADO EVACUATION POINT SAFE AREA UNTIL TOLD TO DO SO.** University Police and Poudre Fire Authority will be making rounds to determine damages and will notify staff when it is safe to leave the building. This may take a while, so remain in the designated area until you are contacted to leave. There may be structural damage to the building.
5. NOTE: Tornadoes have been known to leave the ground and come back down again in a matter of minutes or even as long as half an hour. Remain in the designated area until notified by University Police or Poudre Fire Authority that it is safe to leave.

Winter Weather:

Closures...

1. The Lory Student Center Executive Director's Office will notify Department Heads of any closures during normal business hours. If professional staff are not available, the Building Manager will be notified.
2. Closure of the building will take place from the south to the north, with any remaining occupants ending up in the Transit Center area. **The LSC is considered a safe haven in the event of severe weather and some staff members may need to remain onsite if any occupants are unable to reach home safely.**
3. Call 491-SNOW (491-7669) for all weather-related updates about campus.
4. Always keep a phone list at home in the event you need to contact staff about building closures due to weather.

Icy conditions...

1. If you witness a fall due to icy conditions, notify the Operations staff and the Building Manager (215-7112).
2. The Director of Operations will then work directly with Facilities Management on the issue. If the Director is not available, the Building Manager will then notify Facilities Management.