

**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 the Colorado State University Police Department (CSUPD) at 911.** For non-emergency situations, call the CSUPD at 491-6425.

After the police have been notified, please contact building management. During weekdays, this includes Department Heads and Event Planning Office (970-491-0229). On weekends and evenings, this includes Building Managers (970-215-7112) who will notify appropriate personnel at home. Building Managers 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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Active Shooter:

Clearly, response to an active shooter is one of the most dynamic situations that anyone will ever face. Prior to the arrival of police personnel, how you respond to an active shooter will be dictated by the specific circumstances of the encounter, keeping in mind there could be more than one shooter involved in the same situation. If you find yourself in an active shooter situation, try to remain as calm as possible and use these suggested actions to help you plan a strategy for survival. Keep in mind, the entire area is still a crime scene.

An individual must use their own discretion during an active shooter event as to whether they choose to run to safety or remain in place. However, best practices for an active shooter event are listed below.

The potential for a school shooting exists on every campus throughout the United States. Although the possession of firearms on or around the campus is prohibited, previous local and national shootings dictate the importance and need for a response plan. In the event you observe an individual with any type of weapon on the campus, immediately contact CSUPD at 911.

Develop a Survival Mindset

Awareness and Preparation: Take time to understand your surroundings and environment before an emergency occurs. Ask yourself, "What if?" questions and develop a plan.

In an Active Shooter Emergency

Make a decision, trusting your instincts, to take action to protect yourself to survive the situation. You generally will have three options:

Run or Evacuate

- If you can and you deem it safe, get out and get to a safe place.
- Attempt to evacuate.
- Have an escape route and plan.
- Leave your belongings.
- Keep your hands visible.

Hide

- Find a place to hide. Find protection.
- Block entry and lock doors.
- Remain quiet and silence your cell phone.
- Close the blinds, turn off the lights, remain quiet, spread out away from other individuals, and move behind available cover. Stay on the floor, away from doors or windows, and do not peek out to see what may be happening.
- If possible and safe to do so, report the location of the assailant.

Fight or Take Action

- As a last resort, try to incapacitate the shooter.
- Act with physical aggression.
- Make a plan with others in the room about what you will do if the shooter enters.
- Make a total commitment to action and act as a team with others.
- Do whatever is necessary to survive the situation.

Remember to always:

- Take note of the two nearest exits in any facility you visit.
- Be aware of your environment and any possible dangers.

CALL 911 WHEN IT IS SAFE TO DO SO!

Additional Guidelines to Consider

If an active shooter is outside your building or inside the building you are in, you should:

- Try to remain calm.
- Try to warn other faculty, staff, students, and visitors to take immediate shelter.
- Proceed to a room that can be locked or barricaded.
- Lock and barricade doors or windows.
- Turn off lights.
- Close blinds.
- Turn off radios or other devices that emit sound.
- Keep yourself out of sight, stay away from windows and take adequate cover/protection, (i.e. concrete walls, thick desks, filing cabinets).
- Silence cell phones.
- Have one person call 911 and provide:
 - Your name and location, "we have an active shooter on campus, gunshots fired."
 - If you were able to see the offender(s), give a description of the persons(s) sex, race, clothing, type of weapon(s), location last observed, direction of travel, and identity, if known.
 - If you observed any victims, give a description of the location and number of victims.
 - If you observed any suspicious devices (improvised explosive devices), provide the location observed and a description.
 - If you heard any explosions, provide a description and location.
- Wait patiently until a uniformed police officer, or a staff member known to you, provides an "all clear."
- Unfamiliar voices may be an active shooter trying to lure you from safety; do not respond to voice commands until you can verify with certainty that they are being issued by a police officer or University official.
- Attempts to rescue people should only be attempted if it can be accomplished without further endangering the persons inside a secured area.
- Depending on circumstances, consideration may also be given to exiting ground floor windows as safely and quietly as possible.

If an active shooter enters your area, you should:

- Try to remain calm.
- Try not to do anything that will provoke the active shooter.
- If there is no possibility of escape or hiding, only as a last resort when it is imminent that your life is in danger should you make a personal choice to attempt to negotiate with or overpower the assailant(s).
- Call 911, if possible, and provide the information previously listed.
- If the active shooter(s) leaves the area, barricade the room or proceed to a safer location.

If Suspect is in Close Proximity

- An individual must use their own discretion about when they must engage a shooter for survival.
- Generally, one can lie motionless and pretend to be unconscious or confront the individual.
- Make a plan as to how you will survive the situation.
- Make a total commitment to action and act as a team with others if possible.
- Do whatever is necessary to survive the situation.

If you are in an outside area and encounter an active shooter, you should:

- Try to remain calm.
- Move away from the active shooter or the sounds of gunshot(s) and/or explosion(s).
- Look for appropriate locations for cover/protection (i.e. brick walls, retaining walls, large trees, parked vehicles, or any other object that may stop bullet penetration). When you reach a place of relative safety, stay down and do not move. Do not peek or raise your head in an effort to see what may be happening.
- Drop to the ground immediately, face down as flat as possible. If within 15-20 feet of a safe place or cover, duck and run to it.
- Move or crawl away from gunfire, trying to utilize any obstructions between you and the gunfire. Remember that many objects of cover may conceal you from sight but may not be bulletproof.
- Try to warn other faculty, staff, students, and visitors to take immediate shelter.
- Wait and listen for directions from CSUPD and/or other law enforcement personnel.
- Call 911 and provide the information listed in the guideline.

Help Out

- Warn others.
- Help others escape.
- Keep others away from the danger area.
- Help the injured.
- Help others stay calm.

What to Expect from Responding Police Officers

The objectives of responding police officers are:

- Immediately engage or contain the active shooter(s) in order to stop life threatening behavior.
- Identify threats such as improvised explosive devices.
- Identify victims to facilitate medical care, interviews, and counseling.

When Law Enforcement Arrives

- When law enforcement reaches you, do not run at them or make sudden movements.
- The priority of the first responders will be to identify the shooter. Law enforcement will need to ensure that you are not the shooter.
- Do not scream, yell, point, or wave your arms.
- Do not hold anything in your hands that could be mistaken for a weapon (including cell phones).
- Be quiet and compliant.
- Show the officers your empty hands and follow their instructions.
- Give the number of shooters.
- Give the location and physical description of the shooter.
- Give the number and types of weapons.
- When it is safe to do so, you will be given instructions as to how to safely exit your location.

Police officers responding to an active shooter are trained to proceed immediately to the area in which shots were last heard in order to stop the shooting as quickly as possible. The first responding officers may be in teams; they may be dressed in normal patrol uniforms, or they may be wearing external ballistic vests and Kevlar helmets or other tactical gear. The officers may be armed with rifles, shotguns, or handguns. Do exactly as the officers instruct. The first responding officers will be focused on stopping the active shooter and creating a safe environment for medical assistance to be brought in to aid the injured.

Calling for Help

- If safe to do so, stop and take time to get a good description of the criminal. Note height, weight, sex, race, approximate age, clothing, method and direction of travel, and their name, if known. If the suspect is entering a vehicle, note the license plate number, make and model, color, and outstanding characteristics. All of this takes only a few seconds and is of the utmost help to the responding officers.
- Although you are not expected to know all of the answers, answer them to the best of your ability. Even though you may think the questioning is wasting valuable time, the information you provide will enable CSUPD dispatchers to dispatch officers and other emergency personnel safely and effectively.

During your call to police, you will be asked questions, such as:

- What exactly is happening and how do you know? Is it still happening?
- Where is the suspect now? What was their last known direction of travel?
- Are there any wounded and how many?
- What is the specific location of occurrence?
- What types of weapons were used? Describe the weapon/s or other dangerous object/s if possible, and any visible ammunition:
 - Rifle/Shotgun/Handgun: revolver or automatic
 - Ammunition: Describe type, amount, and type of container (metal box, cardboard box, backpack pockets and others)
 - Knife or other dangerous weapons
 - Explosive device: Give specific description.
 - Were any shots fired? Describe the sound and the number of shots fired.
 - Do you know who the suspect/s is? If yes, identify them and provide any background knowledge you may have.

Awareness of your Situation:

Situational awareness is being aware of what is happening around you in terms of where you are, where you are supposed to be, and whether anyone or anything around you is a threat to your health and safety. Situational awareness is the ability to identify, process, and comprehend information about your surroundings. It is dynamic, hard to maintain, and easy to lose. It is an important skill for responding to emergency situations.

Public safety and security are everyone's responsibility. If you see suspicious activity, report it to local law enforcement or a person of authority using the "5W's":

- Who did you see?
- What did you see?
- When you saw it?
- Where did it occur?
- Why it is suspicious?

Here are a few ways you can improve your Situational Awareness today before you need it in a survival situation:

1. Identify Elements Around You

This is the most basic level of Situational Awareness where you begin to monitor, detect, and recognize multiple situational elements, including objects, events, people, and environmental factors.

2. Trust Your Feelings

A gut feeling that things are not quite right can cause you to take notice of something out of place.

3. Avoid Complacency

Often when tasks are routine, complacency occurs. Challenge yourself and others to take notice of your surroundings frequently.

4. Continually Assess the Situation

Pay attention to what your surroundings are telling you before you find yourself in a difficult situation.

Bomb Threat:

1. Locate the **FBI Bomb Data Questionnaire** (following page) and fill it out while talking to the caller. If the 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 CSUPD 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. CSUPD 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: _____

Gender of Caller: _____

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 CSUPD at 911.

Earthquake:

In the event of an earthquake, do not attempt to leave the building. You are safer within the building until the initial tremors subside. Beware of falling glass and electrical lines.

During an Earthquake:

1. Try to remain calm.
2. If you are on an upper floor of a building, get under a desk. Do not run for exits. The power may fail, forcing the elevators to become inoperative. Seek safety where you are at the time of the incident and then leave calmly if evacuation is necessary.
3. The building's fire alarm system or sprinkler system may be triggered and turn on. Expect to hear noise from breaking glass, cracks in the walls and falling objects.

After an Earthquake:

When the shaking stops, there may be considerable damage as well as injuries. It is especially important that everyone remains calm and begins the task of taking care of one another. The first concern is for the injured. Fires are a likely result of an earthquake, please be aware of fire procedures.

1. Remain calm and take time to assess your situation.
2. Be prepared to experience multiple aftershocks. Aftershocks may cause additional damage or collapse of a structure.
3. Help everyone who is hurt and administer emergency first aid when necessary. Cover injured persons with blankets to keep them warm. Seek medical help for those who need it. Emergency kits are located on each floor of the LSC, as denoted on the plan.
4. Check for fire and fire hazards. Put out fires immediately if it is safe to do so.
5. Check for damage to utilities and appliances. Shut off electricity if there is any chance of damage to wiring.
6. Do not turn on electrical switches or appliances.
7. Do not touch power lines, electric wiring, or objects in contact with them.
8. Do not use the telephone, except to call for help or to report serious emergencies, or to perform some essential service. When the emergency is clearly over, contact relatives and friends.
9. Listen to the radio for information about the earthquakes, and disaster procedures.
10. Use great caution when entering or moving about in a damaged building. Collapses can occur without much warning, and there may be dangers from gas leaks, electric wiring, broken glass, etc.

For small quakes and tremors with **NO** apparent damage, return to normal activities, the Operations staff and/or the Building Manager will survey entire building for possible damage such as: leaking pipes, fallen books, etc. and report damages to CSUPD.

If damage appears heavy, evacuate **ONLY** when notified by CSUPD that it is safe to leave.

There are no procedures which can eliminate all earthquake danger. However, damage and injury can be greatly reduced by following the above.

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 CSUPD 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 waiting areas 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 CSUPD 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 CSUPD, the Operations staff and/or the Building Manager will assist them in whatever manner they request or direct. Poudre Fire Authority staff and/or CSUPD will clear the building, checking elevators and areas where those individuals needing assistance 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). CSUPD 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 CSUPD. CSUPD will notify the Poudre Fire Authority.
2. If there is immediate danger, remain calm, and follow evacuation procedures and then call CSUPD at **911** from a nearby building. If there is not an immediate danger, call CSUPD 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/or Building Manager will contact Facilities to shut water off, if necessary. Call CSUPD 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 CSUPD 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 CSUPD at **911**. CSUPD 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 CSUPD, 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) clear the area and direct emergency personnel to the correct location of the victim. EPS staff will fill out an *Incident Report* if the injury occurred in the building and forward it to Environmental Health.
4. Lay responders should provide care including first aid, CPR, and the use of an AED (if needed) if properly trained to do so. If no trained employee is present, any bystander acting in “good faith” is authorized to use an AED if needed (and perform hands-only CPR). Lay responders should ***not move the victim unless absolutely necessary to prevent exposure to further harm.*** Care must be continued until the person shows an obvious sign of life, the scene becomes unsafe, an AED is ready, the responder is too exhausted to continue, a trained responder takes over, or EMS personnel arrive and take over.
5. If you find someone who is unconscious due to an injury, but does not require CPR:
 - Do NOT move the person.
 - Keep the person in a flat position of comfort.
 - You may elevate feet 8-10 inches, unless this causes pain or a neck/back or hip injury is suspected.
 - Loosen clothing around neck and waist.
 - Keep body temperature normal. Cover person with blanket or sheet.
 - Do not give anything to eat or drink.
 - If person vomits, roll them onto their left side, keeping back and neck in straight alignment if injury is suspected.
 - Reassure person that help is on the way and that you have called 911.
6. Remain with the victim and try to keep the victim warm and alert by talking with them until emergency response teams arrive.
7. Emergency Kits with first aid supplies are located in Room 172 on the first level, Information Desk on the second level, and in Room 307 on the third level.
8. AEDs are located in the following areas:
 - 1st Level*
 - at elevator outside of Career Center (Room 120)
 - at elevator outside of Ramskeller
 - at elevator near Cam’s Lobby Shop
 - 2nd Level*
 - at elevator in Theatre
 - hallway outside of SLiCE (Room 210)
 - at elevator outside of Food Court (just behind Subway)
 - at elevator outside of Off-Campus Life (Room 281)

3rd Level

- at elevator near Executive Director's Office (Room 303)
- at elevator by Event Planning (Room 315)
- at elevator outside of Grand Ballroom C/D
- at elevator outside of Room 382

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 CSUPD at **911**.
2. Notify the Building Manager (970-215-7112) to alert them of the situation.
3. Observe suspicious persons, but **DO NOT TRY TO ENGAGE WITH OR DETAIN THEM**.
4. Ask the victim to remain until CSUPD arrive.
5. Obtain names, addresses, and telephone numbers of witnesses.

Power Failure:

1. Notify the Operations staff during weekdays, and a Building Manager (970-215-7112) on the evenings and weekends. Operations will notify Facilities Management.
2. CSUPD 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.

Tornadoes and Winds:

1. Follow the instructions contained in the emergency text and email notifications.
2. Taking shelter:
 - Get away from the perimeter of the building and exterior glass.
 - Leave all offices and move all occupants to the lowest level in the building and to the core areas of the building (corridors, elevator lobbies) away from windows.
 - Sit down in the corridor and protect yourself by putting your head as close to your lap as possible or kneel on the ground protecting your head.
 - If you are trapped in an office and cannot get to the core of the building, seek protection under a desk and keep calm.
 - After the threat of the tornado warning has been lifted by the National Weather service, a CSU personnel member or security will announce the all-clear.
 - Notify the Operations staff and/or Building Manager of all severe leaks, fires, structural or other damage after the storm.
 - If possible, have a phone, radio, flashlight, and first aid kits available.

Monitor the storm by listening to the radio. **DO NOT LEAVE THE TORNADO EVACUATION POINT SAFE AREA UNTIL TOLD TO DO SO.** CSUPD 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.

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 CSUPD 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 970-491-SNOW (970-491-7669) 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 (970-215-7112).
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.