



# Ferris State University

## Emergency and Safety Procedures Guide



# Dial 911

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## **If Someone Becomes Ill or is Injured and Requires Medical Attention:**

- Call 911.
- Give the dispatcher the following information:
  1. The location of the person. Include the building and the room number.
  2. The illness or injury of the person.
  3. Whether the person is conscious.
  4. Any other information that is known, such as existing health conditions.
- Don't hang up until you are told to do so by the dispatcher.
- Administer first aid if you have the proper training.
- Be aware of hazards associated with bloodborne pathogens. Do not come into contact with bodily fluids.
- Do not move the person.
- **Direct police/medical services to the victim's location**
- Comfort the victim and reassure them that medical assistance is on the way.
- After the victim's immediate needs have been taken care of, remain to assist Police/medical services with pertinent information about the incident.

**For All Emergencies:  
Dial 911**

**MEDICAL EMERGENCIES**

Serious water damage can occur from a number of sources such as broken pipes, clogged drains, damaged skylights or windows, or construction related incidents.

### **If a Water Leak Occurs:**

- Contact **Physical Plant** at 231-591-2920.
- After hours or on weekends contact **FSU Police** at 591-5000.
- Give the location of the leak, the severity and any damage that can be seen.
- If there are electrical appliances or outlets near the leak, use extreme caution. If there is any possible danger, evacuate the area immediately.
- If you know the source of the water and are confident of your ability to stop the flow (i.e., unclog the drain, turn off the water, etc.) then do so.
- Do not attempt to move items that are plugged into an electrical outlet and are already wet. These items will be removed once the power is shut down to the area.
- Be prepared to assist as directed in protecting objects in jeopardy. Take only necessary steps to avoid or reduce immediate water damage such as covering objects with plastic sheeting, or moving small or light objects out of danger.

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**FLOODING AND WATER DAMAGE**

## If a Chemical Spill or Leak Occurs:

1. If toxic chemicals come into contact with your skin or eyes, immediately flush the affected area with clear water. Remove contaminated clothing.
2. Call 911 and give them a complete description of the incident.
3. Describe the type of accident: fire, explosion, spill, or leak.
4. Identify the building where the incident occurred and the room number or location of the incident.
5. If the incident involves a chemicals, give the approximate amount of the spill and inform Police/First Responders the name of the chemical if known.
6. Give your name and the telephone number from which you are calling.
7. Note any injuries. Are you or anyone else in the building injured? Advise Dispatcher of the injuries.
8. Don't hang up until told to do so by the Dispatcher.
9. At a safe distance, await the arrival of Police/First Responders. Provide any additional information that they may require.
10. All chemical spills and fires, no matter how small, should be reported to FSU Police (591-5000) and Physical Plant (591-2920).

## Response to Refrigerant/Toxic/Oxygen Alarms: (non-fire)

1. Treat all alarms as real.
2. Refrigerant/toxic/oxygen alarms are warning devices - not protective. On alarm, evacuate room immediately and close door.
3. Call FSU Police (591-5000) to report alarms.
4. Request Public Safety to notify Safety, Health, Environmental and Risk Management (SHERM).
5. Remain outside the room. Do not enter for any reason. Do not attempt a rescue.
6. Call the Fire Department (911) if a rescue is necessary. Only trained responders in self-contained breathing apparatus can conduct a rescue in an oxygen deficient atmosphere.
7. When the gas release abates, or if a faulty sensor is suspected, SHERM can clear the area for re-occupancy using hand-held gas monitors. Do not re-enter the area until cleared by SHERM or the Fire Department. (2/2020)

**For All Emergencies:  
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**HAZARDOUS MATERIAL INCIDENT**

## Preplan:

- Every Department should have flashlights available that are tested periodically to ensure that they work.

## If a Power Outage Occurs in Your Building:

- Remain calm.
- Call Physical Plant at 591-2920, Consumers Energy 1- 800-477-5050 or 911 .
- Assist others in your immediate area who may be unfamiliar with the building/ workspace.
- Turn off equipment such as computers and monitors to avoid potential serious damage once the power is restored.
- If you are in a dark area, proceed cautiously to an area that has emergency lights.
- If you are on an elevator, stay calm. Use the emergency button or telephone to summon assistance.
- In most instances power will be restored in a short matter of time. However, if you are instructed to evacuate the building, proceed cautiously to the nearest exit.

**NOTE:** Individuals with disabilities may need assistance. Exit signs are on emergency power and should remain lit during an outage.

**For All Emergencies:  
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**POWER OUTAGE**

## If an Explosion Occurs:

- Remain calm.
- Call 911 and advise them of your location and a description of what occurred and what you observed.
- Be prepared for the possibility of further explosions.
- Crawl under a table or desk, **unless otherwise directed**.
- Stay away from windows, mirrors, overhead fixtures, filing cabinets, bookcases, electrical equipment and large, heavy, unstable objects.
- Be guided by police or the fire department personnel. If an evacuation is ordered, see the evacuation section of this pamphlet.
- Do not move seriously injured persons unless they are in obvious immediate danger (i.e., fire, building collapse, etc.).
- Open doors carefully and watch for falling objects.
- **DO NOT USE THE ELEVATORS!**
- Accompany and assist persons who appear to need direction or assistance.
- Do not use matches or lighters.
- Use telephones for emergencies only. Remember that others may also be calling for assistance. If the emergency number is busy, remain calm and try your call again.
- Prior planning includes being familiar with possible hazards in and near your building and knowing evacuation routes, location of nearest emergency pull station and fire extinguisher.

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**EXPLOSIONS**

## **If You Are Involved in an Accident, Do the Following:**

- Stop at once! Check for personal injuries and request an ambulance if needed. Do not leave the scene. Ask for the assistance of a bystander.
- Call 911 or ask for the assistance of a bystander.
- Protect the scene. Set emergency flashers or flares out to prevent further injury or damage.
- Record names and addresses of all witnesses and occupants of involved vehicles. Record the vehicle license number.
- Do not argue! Make no statement except to proper authorities. Sign only official police reports.
- If you are driving a University-owned vehicle, fill out a motor vehicle incident report form and submit to Safety, Health, Environmental and Risk Management. (2/2020)

**For All Emergencies:  
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**MOTOR VEHICLE ACCIDENT**

On occasion, during the winter months, the University may be forced to close, delay opening, or cancel classes due to severe weather conditions. If weather conditions are severe, listen to FM 100.9, FM 102.3 or AM 1460 radio or TV channels 9, 10 or 13. FSU will provide the local media with a statement regarding the closing procedures so that you will know when you are to report to work or school.

All departments have in place a telephone tree listing the names, office phone numbers and home phone numbers of all individuals in the department. This telephone tree can be activated by the department head when he/she is notified of any changes to the normal work schedule due to closings. Update this tree yearly or when any changes are necessary due to new employees in your department.

### Preplan:

- Tornado Watch: Conditions are favorable for tornadoes.
- Tornado Warning: A tornado has been spotted in the area and occupants should seek shelter immediately.
- Identify the appropriate place in your building to seek shelter should a tornado occur.

### If a Tornado Warning is Issued:

- Be aware of your building's severe weather shelter areas.
- Immediately WALK to the designated tornado shelter area. The location of the shelter in each building on campus has been selected based on tornado safety criteria.
- **Assist Individuals that need assistance.**
- If you are in a building you are unfamiliar with, go to the lowest level of the building, find an interior area (i.e., interior hall, closet, or bathroom). Seek refuge under a table or desk, kneeling face down with your hands covering your head to reduce injury. If available, cover yourself with a coat or other such material.
- Avoid areas that have a large roof span that may collapse: auditoriums, gymnasiums, etc.
- Stay away from windows, glass, and unsecured objects such as filing cabinets or bookcases.
- **DO NOT USE ELEVATORS!**
- Remain in the safe area until you receive an "all clear" message from FSU Police or local public safety agencies.

**For All Emergencies:  
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**TORNADOES/SEVERE WEATHER**



### Preplan:

1. Know at least 2 exits out of the building. Also, know at least 2 different ways of leaving the University should streets and intersections be blocked off.
2. Have a pre-designated meeting place for all those in your office or classroom
3. Know who is not present for the day so that they can be accounted for at the designated meeting place.
4. The building can be evacuated either by the fire alarm being sounded or by verbal indication to leave by FSU Police or other emergency response personnel.

### If an Evacuation is Issued:

1. Remain calm. Leave your area quickly by WALKING to the nearest exit of the building.
2. **DO NOT USE ELEVATORS!**
3. Assist Individuals that need assistance.
4. Only take essential personal possessions when leaving the building. Take items such as car keys and handbags in case the building is shut down and you are not able to re-enter the building.
5. Close doors behind you when leaving. Check to make sure everyone is out of the room before closing the door.
6. Go to your department's pre-designated meeting place.
7. Await further instruction from FSU Police or other emergency response personnel.
8. If a building is going to remain closed, you will be given instructions as to where to go to obtain information regarding the closing.
9. If instructed to leave campus, follow the instructions given by FSU Police. You will be told if certain roads are going to be closed and if you need to exit in a certain direction.

**For All Emergencies:  
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**EVACUATION**

### Preplan:

1. Know what the fire alarm sounds like.
2. Know the location of the fire alarm stations.
3. Know the closest exit and at least one other means of exiting out of the building.
4. Leave the building immediately when the fire alarm is sounded.
5. Have a pre-designated meeting place for all those in your office/classroom.
6. Know who is not present for the day so that they can be accounted for at the designated meeting place.

### If You Discover Fire or Smoke:

1. Sound the fire alarm to get everyone out of the building.
2. Dial 911 from a campus phone or a cellularphone, to contact Emergency Services.
3. Give your name, the name of the building and the location of the fire within the building.
4. Only take essential personal possessions when leaving the building. Take items such as car keys and handbags in case the building is shut down and you are not able to re-enter the building.
5. Close all doors behind you to confine smoke and fire.
6. **WALK!!!** to the nearest exit. **DO NOT USE ELEVATORS!** Note: Assist Individuals that need assistance.
7. Go to your department's pre-designated meeting place at least 300-500 feet from the building.
8. Cooperate with emergency personnel and FSU Police. Follow all instructions when given.
9. Do not re-enter the building until you are told to do so by FSU Police or other emergency personnel.

### PASS:

- Take immediate actions to control the fire if it is safe to do so and you have been properly trained.
- Never fight a fire if fighting could block your escape route!
- If the fire is small and your safety is not compromised and you know how to use a fire extinguisher, you should attempt to put out small fires.
- Remember the word PASS:  
**P**ull the pin  
**A**im low at the base of the fire  
**S**queeze the handle  
**S**weep from side to side at the base of the fire.

### If You are Trapped in Your Office/Room:

- Wedge wet towels or cloth materials along the bottom of the door to keep out smoke.
- Try to close as many doors between you and the fire as possible.
- Use the telephone to notify FSU Police or the fire department of your problem and location.
- If you are trapped in an area and need fresh air, only break a window as a last resort.

### If You Catch on Fire:

#### **DO NOT RUN!!!**

- **STOP** where you are,
- **DROP** to the ground, and
- **ROLL** over and over to smother the flames.

### Evacuation Assistance:

**If you are unable to evacuate and require assistance:**  
**Call 911** and report your location and request evacuation assistance. (2/2020)

Telephone threats can be received by any person at any time, but usually will be received by FSU Police, a main switchboard operator or persons in a sensitive area. Mail bombs or bomb threats may be received by a number of means including standard mail, package delivery service and trucks.

### **If You Receive a Telephone Threat:**

- Remain calm.
- Keep the caller on the line as long as possible. Listen carefully. Note the time of the call and telephone number it came in on, if applicable.

Ask the caller the following questions:

- Where is the bomb?
  - When will it explode?
  - What does the bomb look like?
  - What is your name and the motive for placing the bomb?
  - Are you a student or employee?
- 
- Write down any pertinent information such as background noises, gender of caller, accents, and patterns of speech.
  - Call FSU Police or notify your local authorities.

### **If You Receive a Written Threat or Parcel:**

- Remain calm.
- Notify Police immediately by calling 911.
- Do not attempt to open the package.
- Do not place the article in water or a confined space such as a desk drawer.
- Keep anyone from handling it or going near it.
- Do not use portable radios or cellphone within 100 ft. of the package.
- Write down every thing you remember about the letter or parcel.
- Save all packing materials.

Remember to always err on the side of safety. If you feel that the parcel may indeed be an explosive device, calmly alert individuals in your area to leave quickly and quietly, and contact the Police immediately at 911.

## **BOMB THREAT/SUSPICIOUS PACKAGES**

**Be calm. Be Courteous. Listen. Do not interrupt the caller.  
Notify Supervisor Immediately.**

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Exact Words of Person Placing Call: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**QUESTIONS TO ASK:**

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

2. Where is the bomb right now? \_\_\_\_\_

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

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

5. Why did you place the bomb? \_\_\_\_\_

**TRY TO DETERMINE THE FOLLOWING:** (check as appropriate)

Caller's Identity:  Male  Female  Juvenile \_\_\_\_\_ Approx. Age

Voice:  Loud  Soft  Raspy  Deep  
 High Pitched  Other \_\_\_\_\_

Speech:  Fast  Slow  Distinct  Slurred  
 Stutter  Distorted

Accent:  Local  Foreign \_\_\_\_\_ Nationality

Manner:  Calm  Angry  Laughing  Intoxicated  
 Coherent  Nervous  Irrational  Emotional

Language:  Excellent  Fair  Foul  
 Good  Poor

Background Noises:  Machines  Music  Trains  Animals

Planes  Party Noises  Mixed  Quiet  
 Traffic Noises  Other \_\_\_\_\_

Additional Information: \_\_\_\_\_

\_\_\_\_\_

**ACTION TO TAKE IMMEDIATELY AFTER CALL:** (Contact FSU Police at 911)

Receiving Telephone Number: \_\_\_\_\_

Person Receiving Call: \_\_\_\_\_

**BOMB THREAT CHECKLIST**

Ferris State University is committed to protecting the health and safety of everyone by providing a working and educational environment that is free of harassment, threats and acts of violence. In support of this initiative and consistent with FSU policies, FSU will not tolerate any threat, direct or implied, or physical conduct by any person which results in harm to people or property, or which harasses, disrupts or interferes with another's work performance, or which creates an intimidating, offensive or hostile environment.

### **Examples of Violence on Campus:**

- Physical assault and or threat.
- Stalking or continuous harassment of another causing terror, fear, worry or intimidation.
- Actions aimed at disrupting or sabotaging university operations.
- Indirect threats such as, "I know where you live"

Notify FSU Police immediately at 591-5000 or call 911.

Advise the dispatcher of the following:

- Your name, location, and description of what happened.
- Are there injuries and if so, the extent of the injuries?
- Is a weapon involved?
- Does the threat still exist?
- Is the perpetrator still in the area?
- A description of the attacker and direction of flight.

### **What to do if Confronted by a Threatening Person:**

- Leave the area and get out of harm's way.
- Report the incident to FSU Police as soon as possible.

If unable to leave the area:

- Try to stay at a safe distance.
- Try to calm the threatening individual.
- Try to get the attention of a co-worker or student so they can call FSU Police.
- Listen to the individual and let them do most of the talking.
- Use delaying techniques to give the individual the opportunity to calm down.
- Acknowledge the person's feelings.
- Be respectful and empowering.
- Be reassuring and point out choices.

DO NOT:

- Upset the individual with communication that generates hostility.
- Reject all the person's demands from the start.
- Use body language or speech that challenges the individual.
- Make sudden movements.
- Belittle, criticize or agitate the person.
- Make false statement or promises.

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**VIOLENCE ON CAMPUS**

Campus Police is open 24 hours a day, seven days a week. Call 911 to report a crime or suspicious activities. Here are a few suggestions for what you might do to prevent a crime in your area.

### Reporting a Crime:

- If a crime or disruptive behavior occurs on campus (assault, robbery, theft, etc.), dial 911 immediately.
- Furnish any pertinent information:
  1. Location
  2. Nature of incident
  3. Description/identity of those involved
  4. Whereabouts of perpetrators
  5. Whereabouts of victims
  6. Description of what transpired
  7. Any related information
- When reporting an incident or crime on campus, all information will be treated with appropriate confidentiality. Please identify yourself to FSU Police. Your identity will be afforded all due confidentiality. We encourage members of our campus community to report any criminal activity promptly. Safety and security on campus is a cooperative effort.
- Upon receipt of notification of a crime occurring on campus, FSU Police officers will respond immediately and investigate.

### Protecting Your Auto or Bicycle:

- Always lock your car.
- Lock bikes to immovable objects or bike racks with hardened-alloy locks and chains or U-Shaped locks.
- Do not leave tempting valuables or property visible inside the car. Lock these items in the trunk.
- Look into your car before getting in. Lock doors and roll up windows once inside for protection.
- Do not stop to help occupants of stopped or disabled vehicles. Continue driving to the nearest phone and call assistance for them.
- Raise the hood, then lock yourself into your car if it breaks down. If someone stops and offers you help, remain in your car and ask them to phone for help.

### In Your Office:

- Lock your door, even if you are just going down the hall. It takes a thief ten seconds or less to enter an open room and steal your property.
- Do not leave messages on your door indicating that you are away and when you will be back.
- If someone asks to use your phone for an emergency call, offer to place the call for them instead of allowing them access.
- Do not put your address on your key ring.
- Do not leave keys in hiding places.

### Protecting Yourself:

- Avoid walking alone. Stay alert and be aware of your surrounding.
- Walk purposefully, know where you are going, project a no-nonsense image.
- Walk in well-lit areas and away from heavy foliage.
- If you encounter a suspicious or dangerous situation, seek assistance and protection immediately.
- Avoid party situations where alcohol is consumed heavily.
- Pour your own drink and protect it from tampering when attending parties.
- In dating situations, firmly and confidently communicate what behavior is acceptable to you and what is not.

### Protecting Your Personal Property:

- Secure valuables left in your room or vehicle.
- Engrave all valuables.
- Mark your name in your books.
- Lock doors and windows to your room when you leave, are sleeping, or in the bathroom.

## Stay Informed of an Emergency

- Ferris computer desk top warning system - Alertus Desktop Notifications
- Emergency text alerts - sign up on Ferris360
- Emergency Outdoor Broadcast System (Big Rapids)
- University email
- Indoor and out of doors electronic signs
- Social media such as Ferris State University Department of Public Safety Facebook

(2/2020)

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**Keeping You Informed**