



CROWN COLLEGE

Emergency Procedures Guide

7-25-24

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EMERGENCY CONTACTS

POLICE - FIRE – EMERGENCY MEDICAL SERVICES 911

CROWN COLLEGE RESOURCES

Campus Security	952-446-4101
Crisis Management Team	952-446-4102
Facilities	952-446-4183 or 952-412-3659 (after-hours)
Counseling Center	952-446-4352
Chief of Staff and College Communications	952-446-4359 (office) 612-799-8917 (cell)
Main Campus Number	952-446-4100
RD on Duty	612-547-9531

OTHER RESOURCES

Carver County Dispatch	952-361-1231
Carver County Mobile Crisis Unit (Mental Health)	952-442-7601
Hospital – Ridgeview Waconia	952-442-2191
Suicide and Crisis Lifeline	988
Poison Control	800-222-1222

OVERVIEW

These emergency procedures are designed to provide members of the Crown College community with a ready-to-use reference on how to respond in case of an emergency on our campus.

Campus safety and emergency preparedness are responsibilities that we all share. All community members play a critical role in keeping students, faculty, staff, and our guests safe on campus.

Here's how you can help do your part:

If you see something, say something.

- Reporting crimes, suspicious behavior, and safety concerns to Crown College Campus Security or local authorities helps keep us all safe.
- Program your phone with local emergency numbers.
- Don't hesitate to make a report if something doesn't look or feel right.

Plan ahead.

- The time to think about what you would do in an emergency is now.
- Take a few minutes to read through these procedures and consider how you would respond.
- Learn more about personal, family, and community preparedness at <https://ready.gov>.

MEDICAL EMERGENCY

A medical incident that requires medical assistance

IMMEDIATE ACTIONS:

- **CALL 911 IMMEDIATELY:** Report your location and as much information as possible regarding the nature of the emergency. Do not hang up until directed to do so by the emergency operator.
- **CONTACT SECURITY:** Call Crown College Security at 952-446-4101 to report the medical emergency.
- **OBTAIN AN AED IF NEEDED:** Send someone to the nearest AED if the medical emergency is potentially a cardiac issue.

ADDITIONAL ACTIONS:

- Trained individuals can assist with CPR, including the use of an AED, as necessary.
- Assign an individual to report to the entrance and guide Emergency Medical Services personnel to the location of the medical emergency.
- Refer all media inquiries to the Chief of Staff and Communications

WELLBEING CHECK

Concern with a student, staff, faculty member, or visitor who appears to be an immediate or potential threat to their own safety or that of others

IMMEDIATE THREAT TO SAFETY OR THAT OF OTHERS

- **CALL 911:** Contact 911 and share specific details of what is occurring.

IF YOU ARE EXPERIENCING FEELINGS OF SELF-HARM OR HARMING OTHERS

- Visit or contact **Counseling Services** at 952-446-4352 during business hours or contact the RD on Duty.
- **Call Carver County Mobile Crisis Unit**
- **Call 988** from any phone for immediate, free, 24x7 confidential support.

IF SOMEONE YOU KNOW IS EXPERIENCING FEELINGS OF SELF-HARM OR HARMING OTHERS

- **CONTACT COUNSELING SERVICES AT 952-446-4352:** Crown College staff will work with appropriate resources to aid individuals in need.
- **AFTER HOURS:** Contact Campus Security or the RD on Duty.

QUICK REFERENCE FOR ASSISTING INDIVIDUALS HAVING DIFFICULTIES:

- Recognize Symptoms
 - A significant change in academic performance or classroom conduct
 - Unusual behavior or appearance
 - Traumatic events or changes in relationships.
 - Reference to suicide, self-harm, homicide, or death
- Respond to the Individual
 - Speak privately with the individual in need.
 - Directly and candidly discuss your observations and concerns.
 - Offer support and assistance.
- Walk with them to Counseling Services during business hours.

Additional Actions:

- Refer all media inquiries to the Chief of Staff and Communications.

Missing Person(s)

A student may be considered missing if they are absent for 24 hours, or there are unique circumstances that suggest that they are missing

IMMEDIATE ACTIONS:

- Report the incident to the Crown College Security at 952-446-4101.
- Crown College Security will escalate response to law enforcement if the situation calls for it.
- Be ready to report basic information that you are aware of (circumstances, characteristics, etc.).

Missing person (non-student):

- Report the incident to the Crown College Security at 952-446-4101.
- Assist in locating the individual (on campus).
- Non-student reporting parties will call law enforcement if needed.

Additional Actions:

- Refer all media inquiries to the Chief of Staff and Communications.

BLOOD/BODILY FLUIDS

An exposure, spill, contact, or clean-up of blood or other bodily fluids

IMMEDIATE ACTIONS:

- **BLOCK OFF AREA:** Use safety cones, signing, or other available items to block off the area, if applicable. This will prevent exposure to others along with slips, trips, and falls.
- **REPORT INTERNALLY:** Report the incident to Crown College Facility Services at 952-446-4183 or 952-412-3659 after-hours.

ADDITIONAL ACTIONS:

- Use universal biohazard precautions.
 - Consider all blood and bodily fluids potentially infectious.
 - Wear personal protective equipment (PPEs), including non-latex gloves, outer layer clothing protection, and safety glasses to prevent contact.
- Spray every affected object with a solution of 1-part bleach to 10-parts water for at least one minute.
- Remove liquid with a paper towel or a mop.
- Disinfect the mop with bleach before storing it or putting it in the trash.
- Dispose of disinfected mop water in an industrial sink that is never used to handle food.
- Dispose of solids (ex: paper towels) in the regular trash after spraying with bleach solution.
- Wash your hands thoroughly with soap and water.
- Visit the Virtual Care group in our.crown.edu under health services concerning health questions if not urgent.
- Refer all media inquiries to the Chief of Staff and Communications.

CHEMICAL SPILL/EXPOSURE

A chemical spill or the potential exposure to harmful biological or other hazardous material

IMMEDIATE ACTIONS:

- **CALL 911 IMMEDIATELY IF ANYONE NEEDS EMERGENCY MEDICAL ATTENTION OR IF A SIGNIFICANT SPILL COULD HARM THE ENVIRONMENT.**
- Do not touch, smell, taste, or handle the material in any way.
- Secure the exposed area by blocking access to the impacted area.
- Assign individuals to keep everyone out of the exposed area.
- Avoid any actions that may spread a contaminant, such as moving items around, sweeping, or putting the contaminant into the trash.

ADDITIONAL ACTIONS:

- **REPORT INTERNALLY:** Report the incident to Crown College Facility Services at 952-446-4183 or 952-412-3659 after-hours.
- If anyone is injured or thought to be exposed to an unknown contaminant, follow your **Medical Emergency** procedures.
- Aid anyone with symptoms of exposure. If applicable, move them to fresh air, advise them to wash any exposed areas of their skin with soap and water, and/or use the eyewash station.
- Isolate potentially exposed individuals to minimize contact with those not exposed.
- Evaluate the risk of further exposure with guidance from key responders and consider evacuation.
 - The need to evacuate depends on the location of the exposure inside the building. Follow direction of emergency personnel.
 - Evacuate the building if safety is threatened. Follow your location's **Evacuation Plan**.
- Visit the Virtual Care group in our.crown.edu under health services concerning health questions if not urgent.
- Refer all media inquiries to the Chief of Staff and Communications.

ELEVATOR ENTRAPMENT

A person (or persons) is unable to exit an elevator because of mechanical or other failure

IMMEDIATE ACTIONS:

- **CALL 911** if there are injuries or immediate medical attention is required.
- **Individuals** in elevator, press the emergency help button.
- **REPORT INTERNALLY:** Report the incident to Crown College Facility Services at 952-446-4183 or 952-412-3659 after-hours.

ADDITIONAL ACTIONS:

- Direct passengers to not pry the doors open.
- Determine:
 - Number of passengers trapped.
 - Location or floor of the elevator.
 - Elevator cab number.
- Remain in contact with the passengers and advise them that onsite personnel are being dispatched to resolve the issue.
- If a local/manual reset of the elevator system does not release the passengers and restore elevator functionality, contact your elevator service provider for emergency service.
- If the trapped passengers cannot wait, are panicking, or need medical attention, contact 911 immediately.
- Refer all media inquiries to the Chief of Staff and Communications.

UTILITY PROBLEM

A utility failure impacting your location's water, power, or gas – including a gas leak

IMMEDIATE ACTIONS:

- **EVACUATE IF SAFETY IS THREATENED:** If you believe your location is under imminent threat, or if directed to by public safety officials, evacuate the building using your **Evacuation Plan**.
- **REPORT INTERNALLY:** Report the incident to Crown College Facility Services at 952-446-4183 or 952-412-3659 after-hours. Please do not hesitate to report any issues regardless of the time of day.

FOR WATER RELATED ISSUES OR POWER ISSUES (BOIL ORDER, SEWAGE CONTAMINATION, LACK OF HOT WATER):

- Report the incident to Crown College Facility Services at 952-446-4183 or 952-412-3659 after-hours. Please do not hesitate to report any issues regardless of the time of day.

FOR A GAS LEAK:

- Discontinue the use of cellphones, radios, two-way radios, and/or electrical devices.
- Evacuate the building using your **Evacuation Plan**.
- **CALL 911 upon evacuating safely.**
- **CALL Crown College Facilities 952-446-4183 or 952-412-3659 after hours.**

ADDITIONAL ACTIONS:

- **CONTACT SECURITY:** Call Crown College Security at 952-446-4101 to report the evacuation.
- Refer all media inquiries to the Chief of Staff and Communications.

EVACUATION

There is an immediate need to leave the building due to an unsafe situation

IMMEDIATE ACTIONS:

- **IMMEDIATELY & SAFELY EXIT THE BUILDING:** Move to the closest exit and proceed down the EXIT stairwell in a safe and orderly manner. Take immediate personal belongings with you.
- **ASSIST OTHERS:** Assist others that may have difficulty exiting the building.
- **DO NOT RE-ENTER:** Remain at a safe distance from the building. Do not go back into the building for any reason until an authorized Crown College official deems it safe to re-enter.

ADDITIONAL ACTIONS:

- **CONTACT SECURITY:** Call Crown College Security at 952-446-4101 to report the evacuation.
- Refer all media inquiries to the Chief of Staff and Communications.
- The Crisis Management Team will send a Regroup alert.

FIRE

A fire in your building or on campus

IMMEDIATE ACTIONS:

- **ACTIVATE THE FIRE ALARM:** Pull a fire alarm station on your way out of the building.
- **CALL 911 IMMEDIATELY:** Provide the emergency dispatcher with any information that will be helpful to first responders. Determine if anyone is injured and share that information with the dispatcher.
- **CONTACT SECURITY:** Call Crown College Security at 952-446-4101 to report the fire.

ADDITIONAL ACTIONS:

- Do not go back into the building for any reason until an authorized Crown College official deems it safe to re-enter.
- Refer all media inquiries to the Chief of Staff and Communications at 952-446-4359.
- The Crisis Management Team will send a Regroup alert.

ACTIVE SHOOTER

An event where individual(s) are actively engaged in shooting at individuals

IMMEDIATE ACTIONS:

- **RUN: If you can**
 - Have an escape route and plan in mind.
 - Leave all belongings behind.
 - Keep your hands visible to responding police officers.
- **HIDE: If you cannot run**
 - Hide in an area out of view.
 - Block the entry to your hiding place and lock the doors.
 - Silence cell phones.
- **FIGHT: Only if you must**
 - As a last resort and only when your life is in imminent danger.
 - Attempt to incapacitate the shooter.
 - Act with physical aggression. Throw items, if possible.
- **CALL 911 IF IT IS SAFE TO DO SO:** Stay on the phone with the emergency operator until instructed to hang up, but only if it is safe.

ADDITIONAL ACTIONS:

- When law enforcement responds:
 - Initial responding officers may not stop to aid injured victims and may be in full tactical attire.
 - Do not open the door until the person can provide an identification badge.
 - Remain calm and follow all instructions.
 - Put down any items in your hands (i.e., bags, jackets)
 - Raise hands and spread fingers.
 - Always keep hands visible
 - Avoid quick movements towards officers, such as holding on to them for safety.
 - Avoid pointing, screaming, or yelling.
 - When evacuating, do not stop to ask officers for help or directions.
- Refer all media inquiries to the Chief of Staff and Communications.
- The Crisis Management Team will send a Regroup alert.

VIOLENT ATTACK

**A threatening event that causes
immediate jeopardy to the safety of
person(s) at your location**

IMMEDIATE ACTIONS:

- **CALL 911 IMMEDIATELY:** Report your location and as much information as possible regarding the nature of the emergency. Do not hang up until directed to do so by the emergency operator.
- **CONTACT SECURITY:** Call Crown College Security at 952-446-4101 to report the incident.

ADDITIONAL ACTIONS:

- Refer all media inquiries to the Chief of Staff and Communications.

ROBBERY

The use of force or intimidation to unlawfully take the property of another

IMMEDIATE ACTIONS:

- **FOLLOW INSTRUCTIONS:** Obey the exact instructions of the robber.
- **TAKE MENTAL NOTES:** Mentally note the physical description of the robber, including any distinguishing characteristics.

AFTER THE SITUATION IS SAFE:

- **CALL 911 IMMEDIATELY**
- Have everyone that witnessed the robbery write down a description of the robber, their escape vehicle, license plate number, and any other details about what happened.
- Protect the crime scene (any place the robber went or touched) and make sure the area is secured to prevent anyone from entering or disturbing the crime scene.
- **CONTACT SECURITY:** Call Crown College Security at 952-446-4101 to report the robbery.
- Refer all media inquiries to your organization's designated media contact.

ADDITIONAL ACTIONS:

- Refer all media inquiries to the Chief of Staff and Communications.

CIVIL UNREST

A protest or crowd with the potential of erupting into destructive or violent behavior

IMMEDIATE ACTIONS:

- **IMMEDIATELY CALL 911:** Notify law enforcement of the civil unrest situation. Be prepared to provide details on the number of protestors, actions they are taking, and if you or others are in any danger.
- **CONTACT SECURITY:** Call Crown College Security at 952-446-4101 to report the incident.
- **IF THE SITUATION IS UNSAFE:** Immediately secure the location by securing all perimeter doors and windows. Evacuate the location if needed.
- Move to areas without windows and secure the door.

ADDITIONAL ACTIONS:

- Secure the facility if it is safe to do so.
 - Ensure any employees, visitors, and customers that may be outside are brought inside the location before securing the facility.
 - Includes: windows, doors, blinds, rooms that may contain hazardous materials such as cleaning materials
- The Crisis Management Team will make an announcement over Regroup.
- **“A [riot condition // or other descriptive term] now exists in the area bounded by [street names, location description] ... please stay inside the building and away from doors and windows until further notice.”**
- Refer all media inquiries to the Chief of Staff and Communications.
- The Crisis Management Team will send a Regroup alert.

Bomb Threat

A bomb threat can cause immediate jeopardy to the safety of person(s) at your location.

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly but remain calm and obtain additional information.

If a bomb threat is received by phone:

- Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
- Listen carefully to the caller's voice, speech patterns and background noises. Be polite and show interest.
- Try to keep the caller talking to learn more information. Where is the bomb, when will it go off, why did you place the bomb here?
- If possible, write a note to a colleague to call 911.
- If your phone has a display, copy the number and/or letters on the window display.
- Write down as much detail as you can remember about the caller and conversation. Try to get exact words.
- Immediately upon termination of call, DO NOT HANG UP, but from a different phone, contact 911 immediately with information and await instructions.
- Call Crown College Security at 952-446-4101

ADDITIONAL ACTIONS:

- Refer all media inquiries to the Chief of Staff and Communications.
- The Crisis Management Team will send a Regroup alert if applicable.
- Evacuate the building if applicable.

Weapons/Fireworks

Student(s) found having fireworks, firearms, bows, or weapons in violation of the Crown Student Handbook

Firearms:

- Call campus security at 952-446-4101 if a firearm is known or thought to be on campus.
- Call the Security Manager: (work) 952-446-4103) (cell 507-272-0607)
- Call the Associate Director of Operations and Security (work 952-446-4143) (cell 507-491-7917).
- If none of the above contacts can be reached and there is a perceived danger to the community or community member **CALL 911 IMMEDIATELY.**

Fireworks:

- Call Crown College Security at 952-446-4101: If fireworks are present on campus
- If fireworks are being used, keep a safe distance, wait for them to be finished and then gather student information
- **IMMEDIATELY CALL 911:** If a fire is caused or if fireworks are being used in a dangerous or destructive manner

Miscellaneous Weapons:

- If there is any weapon on campus that is a threat to students or campus safety call 911.
- Call Crown College Security at 952-446-4101

ADDITIONAL ACTIONS:

- Refer all media inquiries to the Chief of Staff and Communications.

Suspicious Package or Mail

A suspicious package or mail that causes immediate jeopardy to the safety of person(s) at your location

Upon receiving suspicious mail or package

- Minimize the number of people who come in contact with the item by immediately limiting access to the area in which it was found.
- Contact 911 with information and await instructions. Contact Crown College Security at 952-446-4101.
- Secure the immediate area - do not allow people in or out.
- Ask “involved” people to minimize further contact with the item.
- Obtain advice from emergency response officials regarding possible contamination and further actions to be taken.

ADDITIONAL ACTIONS:

- Refer all media inquiries to the Chief of Staff and Communications.

TORNADO

A localized violently destructive windstorm usually with a funnel-shaped cloud

DURING A TORNADO WATCH:

- Be aware of current weather conditions.
- Listen for tornado sirens and/or alerts within the campus buildings indicating a tornado warning.
- The Crisis Management Team will send Regroup alert.

TORNADO WARNING:

- Proceed to the closest severe weather shelter location *on the lowest level of the building without windows*.
- Take shelter in the location until the all-clear is given.
- The Crisis Management Team will send an all-clear Regroup alert.

WHEN THE ALL CLEAR IS GIVEN:

- Check your surroundings carefully for any potential damage or hazards to your safety.
- For injuries, reference the **Medical Emergency** protocols within this document.

ADDITIONAL ACTIONS:

- Refer all media inquiries to the Chief of Staff and Communications.

SEVERE WINTER WEATHER

Severe winter weather that may impede campus operations, classes, or create dangerous conditions

CLOSURE/DELAY DECISIONS COMMUNICATED BY 6:30 AM or 1:00 PM

- In the event of severe weather, Crown College will communicate any closure or delay decisions by 6:30 AM (morning delays or cancellations) or 1:00PM (afternoon/evening delays or cancellations).
- A community announcement will be published by Operations & Communications.
- The Crisis Management Team will send a Regroup alert if applicable.
- Faculty/Staff will be notified by their divisional leader.

IF UNSAFE CONDITIONS ON CAMPUS ARE FOUND

- Report the incident to Crown College Facility Services at 952-446-4183 or 952-412-3659 after-hours. Please do not hesitate to report any issues regardless of the time of day.

ADDITIONAL ACTIONS:

- Refer all media inquiries to the Chief of Staff and Communications.

MEDIA ONSITE

A member of the media is onsite or has contacted you for comment on an incident or story

Crown College's Communications Team serves as the point of contact for all media inquiries. During an emergency, it is especially important that reporters be directed to the Communications Team.

WHAT TO DO WHEN CONTACTED BY THE MEDIA:

- Refer all media inquiries to the Chief of Staff and Communications
- Do not answer questions or provide comments. Be polite, courteous, and calm.
- To assist the Communications Team in responding as quickly as possible, obtain the following information if possible:
 - The reporter's full name
 - The name of the media outlet they represent.
 - The reporter's contact information (phone number and e-mail address)
 - The nature of the reporter's inquiry and information being requested.
 - The reporter's deadline
- Tell the reporter that you are referring their request to the appropriate person and that someone will get back to them as soon as possible.
- If pressed, explain to the reporter that this is routine procedure.



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