

Annex B: Boise State University Emergency Response Guide

This Emergency Response Guide has been developed to provide overall guidance for various emergency incidents, which could occur at Boise State University. Abbreviated checklists for specific incidents are also available on the Boise State [Emergency Management website](#).

This section provides specific hazard information, emergency action procedures and building evacuation instructions for faculty, staff, students and visitors of the University to follow in response to certain emergencies. Any condition that may be harmful or threatening to the employees, students and visitors of the University or to its buildings and contents is a reason to call for emergency assistance.

Employees are encouraged to periodically review this emergency action information and to retain the University Emergency Response Plan in every office on campus for ready reference. Copies and revisions may be printed from the [Emergency Management website](#).

Each University building or facility shall have an appointed Building Coordinator and alternate/assistant as set forth in Boise State University [Policy 9150](#). Unless instructed otherwise by officials, when a building alarm sounds or an evacuation is ordered, designated Building Coordinators and/or alternates and assistants shall direct and ensure, to the extent practical, that a safe evacuation proceeds until campus and community emergency personnel arrive.

Annex B: Table of Contents

1. General Instructions for all Emergency Situations	B-2
2. Active Shooter	B-3
3. Bomb Threat	B-7
4. Building Evacuation	B-7
5. Fire and Smoke	B-4
6. Flooding	B-9
7. Hazardous Materials	B-10
8. Medical Emergencies	B-12
9. Natural Gas Leaks and Pipeline Breaks	B-12
10. Persons In Distress.....	B-13
11. Power Shortages and Outages	B-14
12. Report a Crime	B-14
13. Report Sexual Assault	B-15
14. Report Unsafe Conditions/Incidents	B-16
15. Work-Related Injury or Illnesses	B-16

1. General Instructions for all Emergency Incidents

GET OUT OF IMMEDIATE DANGER AND THEN REPORT THE SITUATION BY **DIALING 911 FROM ANY TELEPHONE.**

Give your name, the location and type of incident, your phone number and if an evacuation is underway. Answer any questions and **do not hang up the phone until the dispatcher is finished.**

ADDITIONAL IMPORTANT PHONE NUMBERS:

- [University Security and Police Dispatch](#): (208) 426-6911
- [Environmental Health & Safety](#): 426-3999 (24 hour line: 208-863-8024)
- [Facilities Operations & Maintenance](#): 426-1409 (after 4 pm/weekends: 426-6911)
- [University Health Services](#): 426-1459
- [Counseling Services](#): 426-1459

What to Do in an Emergency?

- ❑ Remain calm, use common sense and provide aid. Take time to think before acting.
- ❑ Always evacuate the building immediately when you hear an audible alarm, see a visible alarm, when directed by authorities or when the environment in the building becomes life threatening. (e.g., smelling natural gas). Proceed to the designated assembly area for further instructions.
- ❑ Do not use the telephone for reasons other than emergency purposes.
- ❑ Do not enter elevators during an emergency. If stuck in an elevator, do not attempt to force open stalled elevator doors. Use the emergency phone to contact University Security.
- ❑ Keep a flashlight handy if you are in an area that does not have emergency lighting or natural lighting.
- ❑ Know the location of all marked exits from your work/living area.

* Calling University Security and Police Dispatch will initiate the University Emergency Response Team, which will start an Incident Command Post at the location of the emergency.

Reporting an Emergency

- ❑ Dial 911 to reach an emergency dispatcher who can summon medical, fire or police response. These individuals can also contact emergency personnel who

are not “first responders” but will oftentimes be needed to assist the first responders with incident resolution.

- ❑ You can also reach the emergency dispatcher by picking up one of the blue light emergency phones found along campus, in parking garages and in the stairwells of some residence halls.
- ❑ If phone lines are dead, take the message to the Boise State Security & Police Services Department in Capital Village at 2245 University Drive in person or use a cell phone, if available, and dial 426-6911.

2. Active Shooter

*Active shooters are very unpredictable and create chaos and panic at the location, thus making it difficult to establish one specific plan of action. You must be aware of certain guidelines when making your decisions; any action you take must be your own decision. Also, always be aware of your surroundings, environment, and options before an emergency occurs. Ask yourself, “What if?” questions and develop a plan. **Develop a Survival Mindset.***

- ❑ If confronted, do not aggravate the suspect.
- ❑ Remain calm and understanding.
- ❑ Create time and distance.

Actions:

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

- ❑ **Run:** Can you safely escape?
- ❑ **Hide:** Is there a good place to hide?
- ❑ **Fight:** Will you take out the shooter?

Run: Getting out

- ❑ If you can and you deem it safe, get out and get to a safe place. You will have to rely partially on instinct.
- ❑ Leave belongings behind, but take your cell phone if it is handy.

Boise State University **Emergency Operations Plan**

- ❑ **Call 9-1-1** as soon as you are safe (see Calling For Help Checklist below)

Hide: Hide out in a safe place

- ❑ Find a hidden location.
- ❑ Find protection behind furniture if possible.
- ❑ Find a room that locks if you can.
- ❑ If possible, close and lock the outside door to the room.
- ❑ Blockade the door with furniture or other heavy objects.
- ❑ Close the blinds, turn off the lights, remain quiet, silence cell phones, 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.
- ❑ Turn off any sounds

Fight: Take out the shooter

- ❑ 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.
- ❑ If possible and safe to do so, report the location of the assailant.

IF OUTSIDE WHEN A SHOOTING OCCURS

- ❑ 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.
- ❑ 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.
- ❑ Wait and listen for directions from Public Safety and/law enforcement personnel.

IF SUSPECT IS IN CLOSE PROXIMITY

Boise State University **Emergency Operations Plan**

- ❑ An individual must use his/her own discretion about when he or she 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.

HELPING OUT

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

CALLING FOR HELP

If safe to do so, call the appropriate authorities. **DO NOT assume that someone else has reported the incident.**

- ❑ **Call 9-1-1**
- ❑ Be persistent; phones may be jammed due to high call volume from other concerned Faculty Students, Staff & Visitors.
- ❑ **Only dial University Security Dispatch (426-6911)** if unable to get through to **9-1-1**
- ❑ Calmly identify yourself and your exact location.
- ❑ Remain calm and answer the dispatcher's questions.
- ❑ The dispatcher is trained to obtain the necessary and required information for an appropriate emergency response.

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 his/her name, if known.

Boise State University **Emergency Operations Plan**

- ❑ 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.

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.

Active Shooter Video Training Resources

Go to the Boise State Active Shooter /Workplace Violence Resources page (<http://emergencymanagement.boisestate.edu/active-shooter-resources/>) to find more training to include videos and online courses.

3. Bomb Threat

If a Bomb Threat is Received:

- ❑ Stay calm.
- ❑ If your phone has Caller ID, record the number displayed.
- ❑ Gain the attention of someone else close-by, **point to this information**, and have that person **call 9-1-1** from any other campus or cell phone. This call should be made out of hearing range from the caller.

Boise State University **Emergency Operations Plan**

- ❑ Try to keep the caller on the phone long enough to complete the [Bomb Threat Phone Call Checklist](http://tiny.cc/r3ziqw) (<http://tiny.cc/r3ziqw>)
- ❑ Work with arriving emergency personnel to assist them in evaluating the situation.
- ❑ Assist emergency responders with a search of the area if requested.
- ❑ Provide for an orderly evacuation **ONLY** when ordered by emergency personnel.
- ❑ Do NOT sound the evacuation alarm or evacuate the building unless told to do so by your Building Coordinator or Incident Commander.
- ❑ If ordered to evacuate, proceed to safe assembly locations. Do NOT return to an evacuated building unless told to do so by the on-scene Incident Commander.

[Bomb Threat Phone Call Checklist](http://tiny.cc/r3ziqw) (<http://tiny.cc/r3ziqw>)

4. **Building Evacuation**

When ordered to evacuate or when alarms are activated, ALWAYS LEAVE IMMEDIATELY.

- ❑ Unless ordered otherwise by officials, designated Building Coordinators and/or alternates and assistants (identified with red armbands) shall direct and ensure, to the extent practical, that a safe personnel evacuation is conducted. **Treat all alarms as warning of an actual emergency situation.**
- ❑ All department heads, faculty, managers and supervisors must help direct employees, students, visitors and each other to obey evacuation instructions of emergency response personnel and/or the Building Coordinators.
- ❑ Building Coordinators and/or alternates and assistants shall notify emergency personnel immediately upon their arrival at the scene concerning the status of the evacuation, the exact location of any injured or trapped persons, those waiting in designated Areas for Evacuation Assistance, any others who may be anywhere in the building, and any other relevant information on the emergency situation.

Exit quickly and calmly using nearest emergency escape routes and marked exits and proceed to Safe Assembly Locations. **DO NOT USE ELEVATORS!**

- ❑ Do not attempt to use elevators during an emergency. Elevators are called to the first floor when the fire alarm system is activated. Use only stairways in an evacuation.
- ❑ Use clear, safe escape routes and exits and proceed to the nearest outside Safe Assembly Location shown on this building's posted evacuation map, or to a

location ordered by emergency response personnel. Do not return to an evacuated building until directed by University officials.

- ❑ If possible, take your coat and keys but do not take time to go to lockers or offices for personal possessions.
- ❑ Where applicable and if possible and safe, turn off laboratory gases, exhaust fans, and close doors/windows as you exit.

Assist persons requiring evacuation assistance to get to designated Areas for Evacuation Assistance. Be alert for trapped, injured, or other persons requiring assistance.

- ❑ Transporting of individuals requiring evacuation assistance up or down stairwells shall be avoided until emergency response personnel have arrived. Unless imminent life-threatening conditions exist, relocation of these individuals shall be limited to the designated Areas for Evacuation Assistance.
- ❑ Notify emergency personnel immediately upon their arrival of the exact location of any injured or trapped persons, those waiting in designated Areas for Evacuation Assistance, and any others who may be anywhere in the building.

5. Fire and Smoke

Alert personnel in immediate vicinity and evacuate.

- ❑ Unless a fire is small and easily extinguished, alert others, activate a fire alarm and evacuate the building. **Dial 9-1-1 from any phone to reach the fire department.** If possible, **close doors** on your way out to prevent spread of smoke or vapors into adjoining rooms and corridors. Never enter a smoke-filled room. Feel all doors for heat and do not open a door that is hot to the touch. When heavy smoke is present, stay close to the floor.
- ❑ If your or another person's clothing is on fire, **stop, drop** to the floor or other horizontal surface **and roll** to put out the flames. Seek immediate medical assistance.

6. Flooding

In Case of Imminent or Actual Flooding

(If you need sandbags, call the Emergency Management Office at 426-3638)

If you can do so safely:

Boise State University **Emergency Operations Plan**

- ❑ Secure vital equipment, records, and hazardous materials by moving to higher, safer ground.
- ❑ Shut off all non-essential electrical equipment.
- ❑ Wait for instructions from your Building Coordinator, Facilities Operations & Maintenance, or University Security.
- ❑ Avoid standing in floodwater due to the threat of electrocution.

Once you receive notice to evacuate:

- ❑ Move all personnel to a safe area, away from the building in danger.
- ❑ Locate those persons with special needs, and provide assistance if possible.
- ❑ Otherwise, provide their location to Emergency Responders.
- ❑ Do NOT return to the building until instructed to do so by the Incident Commander, Building Coordinator, or Facilities Operations & Maintenance.

Call [Facilities Operations & Maintenance](#) for assistance with flood clean-up as soon as possible to avoid unsanitary conditions and mold:

- ❑ Mon.- Fri. till 4p.m. 426-1409
- ❑ Call University Security & Police Dispatch after hours and on weekends: 426-6911

** Flooding can occur due to major rainstorms, water main breaks, or loss of power to sump pumps*

7. Hazardous Materials

A hazardous materials incident is defined as “an uncontrolled release of a hazardous material”

If the release is highly toxic, involves a substantial amount of material, or cannot be safely contained without endangering yourself or other personnel, follow the steps below:

- ❑ If the release is inside a fume hood of a lab, lower the sash.
- ❑ Alert others in the area to the presence of the release or spill.
- ❑ Turn off any gas burners if you can do so without putting yourself in harm’s way.

Boise State University **Emergency Operations Plan**

- ❑ Retrieve a material safety data sheet (MSDS) on the hazardous material if safe to do so.
- ❑ Evacuate the area, closing doors as you leave.

If there is a threat to the occupants of the building:

- ❑ If an explosion risk is present, avoid turning electrical equipment on or off and activate a fire alarm from a different floor or building to prevent generating a spark.
- ❑ Pull the fire alarm to alert others in the building to evacuate.
- ❑ **Call 9-1-1 from a safe location.**
- ❑ From a safe location, call your supervisor, then Campus Security & Police Services at 426-6911 and EHS&S at 863-8024 (24 hr cell).
- ❑ Arrange for those most familiar about the details of the incident and general knowledge of the material released to meet with those providing assistance as needed. Bring a material safety data sheet (MSDS) if possible.
- ❑ See the HAZARDOUS MATERIALS EXPOSURE section below for treatment of those exposed to the hazardous material. Isolate contaminated persons and do not allow them to leave or to spread the contamination. Avoid hazardous material contamination or exposure to yourself.
- ❑ If safe to do so, post “HAZ MAT INCIDENT- DO NOT ENTER” signs on the entrances to the area

HAZARDOUS MATERIALS EXPOSURE

- ❑ If you are exposed to a hazardous material:
- ❑ Ensure you are in a safe location.
- ❑ **If injury is serious or life threatening, call 9-1-1.**
- ❑ Use eyewash or safety showers as needed to wash off hazardous materials. Flush the affected area with copious amounts of water for at least 15 minutes.
- ❑ Anyone who has had a hazardous materials exposure, including a potential exposure, must follow the steps as outlined in the WORK-RELATED INJURY OR ILLNESS section to obtain medical treatment if needed and complete appropriate university documents, etc.

MINOR HAZARDOUS MATERIALS INCIDENT

If the release involves a small amount of material and can be contained without endangering yourself or other personnel, follow the steps below:

- ❑ If the release is inside a fume hood of a lab, lower the sash.
- ❑ Alert others in the area to the presence of the release or spill.
- ❑ If cleaning the release or spill is within your training and comfort level, you may follow your group's procedure to clean it up. Otherwise, evacuate the area and treat as a **MAJOR HAZARDOUS MATERIALS INCIDENT** above.
- ❑ Retrieve a material safety data sheet (MSDS) on the hazardous material if safe to do so.
- ❑ Keeping yourself between the hazardous material and an exit to avoid being trapped.
- ❑ **Call your supervisor, then Boise State Security at 426-6911 and Environmental Health & Safety at 863-8024 (24 hr cell).**

8. Medical Emergencies

If you become aware of a seriously ill or injured person, you should:

- ❑ **Call 9-1-1 right away.**
- ❑ Give the 9-1-1 dispatcher as much information as possible about the injury or illness and the location of the victim.
- ❑ DO NOT attempt to move a seriously injured person.
- ❑ Remain with the person until the police or emergency medical personnel arrive.

If the injured person is a Boise State University employee, contact their supervisor as soon as possible. If it is after hours or on the weekend, call University Security Dispatch at 426-6911 and they can locate a specific faculty or staff member and leave them a message.

If you were the injured person, go to [Work Related Injury or Illness](#) response checklist for more information on what to do.

9. Natural Gas Leaks and Pipeline Breaks

Actions:

- ❑ Confine any fire or fumes to the extent possible (close off any doors to the affected area that you can safely do so). This will help limit the impact of the leak or fire.
- ❑ If you suspect there is a leak of an explosive gas (i.e. natural gas), DO NOT use cell phones, elevators, fire alarm pulls, flashlights or other devices capable of producing static electricity, sparks, electric arcs or open flames.
- ❑ When ordered to evacuate, immediately leave the building and proceed to safe assembly locations as identified in the **EVACUATION ROUTE MAPS AND INSTRUCTIONS** posted in your building.
- ❑ Move at least 200 feet upwind from the gas leak into an area where you cannot smell the gas.
- ❑ **When in a safe location, call 9-1-1** to report the situation; provide your location and the location of the odor to the dispatcher.
- ❑ Leave all ventilation systems operating unless instructed otherwise by emergency responders.
- ❑ DO NOT return to an evacuated building unless directed to do so by authorities.

10. Persons in Distress

Persons Who Are Disruptive

If you are concerned with an individual who displays conduct that is reckless, disorderly, dangerous, threatening, including self-harmful behavior, **and you are concerned for your safety or the safety of others**, you have these options:

- ❑ ***If there is an immediate potential for danger, call 9-1-1 or University Security & Police Services at 426-6911 right away.***
- ❑ Submit a C.A.R.E. (Campus Assessment, Resource, and Education) Report (<http://care.boisestate.edu/notify/>), an electronic referral system which connects the individual of concern to campus services that can provide appropriate intervention and counseling.

Persons Who Are Distressed

A person who is distressed often displays persistent traits and behaviors, such as: unduly anxiety, sadness, irritability, withdrawal, confusion, lacking motivation and /or concentration, seeking constant attention, demonstrating bizarre or erratic behavior, or expressing suicidal thoughts.

- ❑ ***If there is an immediate potential for danger, call 9-1-1 or University Security & Police Services at 426-6911 right away.***
- ❑ If the person is a Boise State student, contact Counseling Services at (208) 426-1459 (<http://healthservices.boisestate.edu/counseling/>)
- ❑ If the person is a Boise State student, faculty or staff, submit a C.A.R.E. Report (<http://care.boisestate.edu/notify>), an electronic referral system, which connects the individual of concern to campus services that provide appropriate interventions and counseling.

Note: Read more about warning signs and options on the C.A.R.E. website: <http://care.boisestate.edu/>

11. Power Shortages and Outages

During all power shortages and outages, all university classes, offices, administrative and computer network systems shall carry on unless specifically directed otherwise by the University President.

The University President, or designated representative, shall determine if and when to call for the cancellation of classes, evacuation of buildings and orderly shut down of administrative and computer network systems at a time deemed appropriate given the information at hand.

Actions:

- ❑ If directed to evacuate buildings, **shut off switches** to as many electrical items as possible.
- ❑ **Use clear safe escape routes and exits** and proceed to safe assembly locations as identified in the EVACUATION ROUTE MAP AND INSTRUCTIONS posted in your building.
- ❑ Assist persons requiring evacuation assistance to designated areas for evacuation assistance. Advise the Building Coordinator or Security of their location when you leave the building.
- ❑ To report a localized power outage, **contact Facilities Operation and Maintenance at 426-1409** during business hours and then notify **Security &**

Boise State University **Emergency Operations Plan**

Police Dispatch at 426-6911. DO NOT call 9-1-1. After 4:00 PM, notify University Security & Police Dispatch at 426-6911.

DO NOT return to evacuated buildings until directed to do so by authorities.

12. Report a Crime

Boise State University faculty, students, staff and visitors can call the University Security Department at 426-6911 to report a crime, emergency, or suspicious activity. (*Dial 9-1-1 for emergencies requiring Emergency Responders*)

- ❑ Additionally, if you have information about a crime that has occurred on campus but wish to remain anonymous, go to the Boise State University "[Silent Witness](#)" page or call the Boise Police Department Crime Stoppers at 343-COPS. Your information will be taken with the strictest confidence by specially trained personnel. Tipsters are issued code numbers to protect their anonymity and never provide their name or personnel information.
- ❑ If you have any additional questions or comments on these procedures, contact the University Security Department at policeuniversitysecurity@boisestate.edu or visit their website at [University Security Department](#).

13. Report Sexual Assault

Boise State University is deeply concerned about protecting our students, faculty, and staff from sexual assault; therefore, **any incident of sexual assault requires immediate reporting to the appropriate campus officials.**

Sexual Assault Reporting Options:

- ❑ Call 9-1-1 or Boise State University Security at 426-6911 (24/7)
- ❑ Consult with the Violence Prevention and Support Center Coordinator (VSPC) at the [Boise State University Women's Center](#): 426-4259 (Monday through Friday)

There is much more detailed information on your options on [Women's Center Support Website](#), but here are some immediate items to keep in mind if you think you might want to report a sexual assault to the police:

- ❑ DO NOT wash or discard clothing which might contain helpful evidence.
- ❑ Evidence collection is best done within 72 hours of the assault and best collected immediately following assault.

Boise State University **Emergency Operations Plan**

- ❑ It is best NOT to shower or bathe, wash your hands, or use the toilet prior to reporting.

Additional Support Option: Contact the [Women's & Children's Alliance \(WCA\)](#) Sexual Assault Crisis Line at (208) 343-7025

14. Report Unsafe Conditions/Incidents

All unsafe conditions should be reported to avoid injury or property damage.

- ❑ If you observe an unsafe condition that poses a threat of injury or property damage, **you can report it using [Report an Incident](#). If the situation is critical and needs immediate attention, call University Security at 426-6911 (24/7).**
- ❑ Additionally, if you are aware of an incident which happened on campus and want to ensure follow-up from one of Boise State University's Public Safety departments (Environmental Health & Safety, University Security & Police, Risk Management, Facilities Operations & Maintenance) **click on this link: [Report an Incident](#).**

15. Work-Related Injury or Illnesses

If the injury or illness is serious or life threatening, call 9-1-1.

Otherwise, follow these steps:

- ❑ Call in and report the injury to the H-U-R-T line, 426-H-U-R-T (4878)
- ❑ Report the injury or illness to your supervisor regardless of severity.
- ❑ Seek medical attention as required and file appropriate forms with the [Office of Risk Management and Insurance](#). See below for more information:

Faculty, and staff, and student employees injured while performing work duties:

- ❑ If an employee is injured on the job, the employee must first contact his/her supervisor regarding the injury.
- ❑ With the supervisor's consent, the employee should go to the nearest St. Luke's Occupational Health Services Clinic (8am-5pm):
 - Boise – 703 Americana Blvd., Ste 130 (Americana & Shoreline), (208) 706-7500

Boise State University **Emergency Operations Plan**

- Meridian – 520 S. Eagle Road (St. Luke’s Meridian, Ste 2213), (208) 706-5447
- For injuries that occur after hours or that require immediate care, employees should go directly to the St. Luke’s Emergency Room, 190 E. Bannock St, 381-2222
- Supervisor will need to complete and file Supervisor’s Accident Report within 48 hours of incident whether or not medical treatment is received.

Students (who are not employed by Boise State) or employee injured outside of work:

- Medical: Consult your insurance provider to determine where to seek medical treatment.
- Student to complete and file Incident/Accident Injury Report to [Boise State Risk Management](#) within 24 hours of the incident.