



The following is the **NMSU Quick-Flip Guide to Emergencies**. This has been designed and reviewed for applicability at New Mexico State University (all campuses). To use this guide, print out the sheets, discard this page, and then trim the remaining sheets just below the color bars. When stacked together, the top edges should line up and look like the photograph above.

Any other institution or entity adopting this guide must ensure the information provided is correct and appropriate for that location and environment. Differences in response times, availability of emergency medical dispatching, capabilities of local public safety response agencies, and phone numbers vary from location to location.



Quick-Flip Guide To **EMERGENCIES**

November 2007

This guide has been developed by the NMSU Police Department, in concert with other public safety and health entities, in order to provide faculty and staff with a quick reference to use in times of emergencies. Employees are urged to keep it in a readily accessible location, and to go through the guide several times a year in order to stay familiar with it. The information contained in this guide is general in nature, and more specific guidance and instructions can be obtained by calling the NMSU Emergency Dispatch Center at 911 during emergencies (for non-emergencies, call 646-3311) at any time.

Training in how to handle a wide variety of emergency situations is available from the NMSU Police Department. This includes classes on self defense, CPR and First Aid, Community Emergency Response Team (CERT), and the nationally taught R.A.D.Kids course (for children). For more information on these courses, call the Police Department administration at 646-4533 during normal business hours.

FIRE

Small fire:

- Notify others nearby, call **9 1 1**
- If safe, use fire extinguisher
- If fire remains after 1 minute, get out

Large fire/smoke:

- NOTIFY others, call **9 1 1**
- Activate Fire Alarm
- Leave building quickly, using stairs
- If can't escape, use safe refuge area

Fires can be extremely dangerous. Nationally, over a dozen people will die on college campuses each year due to fire.

In addition to having working smoke/fire detectors, all buildings should have fire extinguishers, and the occupants of the buildings should be trained in how to properly use them.

Fires can grow quickly, so anytime a decision is made to try to fight a fire with a fire extinguisher, it is important to be aware of this possibility and abandon efforts in favor of escape if the fire has grown to a size of several feet or more.

For more information about fires, and to learn how to properly use a fire extinguisher, contact the NMSU Fire & Emergency Services Department at 646-2519.

SEIZURE

If someone is having a seizure:

- Help them gently to the ground
- Move objects they might strike away from them (like chairs or tables)
- Call **9 1 1**
- Ask others nearby to give the person some privacy by turning their backs
- Follow emergency medical directions provided by the dispatcher

Seizures can be caused by a variety of conditions and disorders. While some people have had seizure conditions for a number of years and take medication to control them, others may have their first seizure on campus. Even for those patients taking medication, they may still have seizures occasionally.

Someone having convulsive seizures can be terrifying to someone nearby who has not seen them before. They can also be very embarrassing to the patient, as the patient is often aware of what is going on around them and what is said as they are recovering for several minutes before they are able to speak.

Contrary to television shows and movies, you should never put something in the mouth of a person who is having a seizure. While a person may not breathe while they are having convulsions, they are not choking. However, putting something in their mouth can cause them to choke.

BLEEDING

Small cuts:

- Clean the wound of debris
- Apply an adhesive bandage
- Recommend consulting a doctor

Large cuts/bleeding:

- Call **9 1 1**
- Using a clean cloth or bandage, apply direct pressure to the wound
- Have the person lie down with legs elevated
- When possible, use protective gloves while giving treatment

Cuts can be small and present no immediate danger, or they can be large and an immediate threat to the patient's life.

Regardless of the size of the cut, however, there is always a potential for infection. Therefore, whenever possible cuts should be bandaged with sterile dressings, and the person should be encouraged to see their physician to determine whether or not the cut may have become infected.

Cuts to the face and head can bleed large amounts, even if the cut itself is small. They can also present a special danger if on or near the eyes, nose, or mouth. Any cuts in this area should be referred to medical professionals.

If there is an object still inside the wound (such as a stick, knife, or piece of glass), it should be left where it is and not moved. Bandage around the object as best as possible to keep it from shifting and seek immediate medical treatment.

BLEEDING

MEDICAL (other)

For all medical emergencies:

- Assess scene safety – is it safe to approach the patient?
- Is the person breathing? Can he/she talk or cough?
- Call **9 1 1**
- If possible, take the phone to where the patient is located
- Follow the emergency medical instructions provided by the dispatcher
- If others are available, have them assist in giving aide, helping first responders find the patient, etc.

There are a wide variety of medical conditions that might affect a person. These include animal bites, insect stings, allergic reactions, falls, heat and cold emergencies, and heart attacks.

If someone is in need of medical assistance, always start with calling 911 in order to get emergency medical services responding as quickly as possible. These professionals will bring the appropriate equipment and medications that can be used to help the person and get them as quickly as possible to a hospital.

In addition, the emergency dispatcher can provide callers with directions over the phone on what can be done until responders arrive. This includes the gathering of critical information, instructions on how to assess the patient, and information on how to perform life-saving techniques like CPR.

Before something happens, consider taking a First Aid and CPR course. These courses provide the opportunity to learn and practice emergency techniques. In the event of an emergency, you will then be more confident in your abilities.

THEFT

In Progress:

- Call **9 1 1**
- Tell the dispatcher what is happening
- Provide a description of the person(s) committing the crime
- Give the direction of travel if the person starts to leave
- If safe, follow the person at a distance and continue to provide the dispatcher with updated information

If already completed:

- Call police to report
- Gather as much information about the stolen items as possible
- Cancel credit cards or checks

Most theft on college campuses is the result of desirable items not being properly secured. Basic prevention measures can greatly reduce the likelihood of theft, including:

- Do not leave valuables like laptop computers, backpacks, and purses in unsecured offices or classrooms, even for just a few minutes
- Secure items in vehicles out of sight. When possible, lock them in the trunk or take them with you
- Keep a record of credit card numbers and contact information so cards can be quickly cancelled if necessary
- Keep a record of the make, model, and serial numbers of all electronic equipment
- Do not leave windows open, even if just a few inches.
- Use quality locks on bicycles that resist cutting from bolt cutters or wire cutters
- Use quality locks on doors, preferably deadbolts
- Follow departmental safety and security procedures
- Report suspicious activity

If victimized, do not touch/handle things until after police have been called so you don't destroy possible evidence.

THEFT

SUSPICIOUS PERSON

As soon as possible:

- Call **9 1 1** or non-emergency numbers for police or security
- Provide the dispatcher with as much information as possible about the person, including clothing description, height, build, hair color, eye color, jewelry, vehicle description, license plate number, etc.
- If possible, take a picture with a cell phone or other camera
- Notify supervisors so they can take any action necessary to improve security in the office/work environment

Virtually everyone has seen someone they thought did not belong in an area, or was doing something that didn't quite seem right. In some cases, these suspicious people have been reported and found to be terrorists conducting surveillance on a location. In these cases, many lives were saved. In other cases, it has been determined that the person was not actually doing anything wrong. In both cases, the decision to report the suspicious behavior was appropriate.

When people are planning on committing a crime, they frequently "test" the environment to see what they can get away with and the ease with which they will be able to commit their eventual crime. They often begin by doing things that are not proper, but not necessarily illegal. This may include trying door knobs to see if any are left open, looking closely at door latches to see if they might be able to jam them in the open position, taking pictures of the area (especially of site lines, camera locations, alarm panels, doors, windows, and equipment), sitting and watching the habits and patterns of the people who work there, etc.

If something or someone doesn't feel quite right, it is always best to take the safe approach and report it to the proper police or security authorities so it can be checked out. Don't feel bad if the person ends up being innocent, as the next time the suspicious person might be up to no good.

SUSPICIOUS PERSON

ACTIVE SHOOTER

If possible:

- **Escape** from the area immediately
- Notify others you encounter of the danger
- Call **9 1 1**
- If able to find a safe area, stay on the line and continue to provide the emergency dispatcher with updated information

If unable to escape immediately:

- Get to an office or room as far away from the shooting as possible
- Lock the door and cover any windows facing hallways
- Keep quiet and do not answer the door
- Call **9 1 1** and tell the dispatcher where you are and what is happening
- Look for means of possible escape or self-defense

Active shooter incidents are extremely dangerous. They are often the result of an individual familiar with an area carrying out a planned attack on the occupants of the building. Due to a number of high-profile incidents over the past 40 years, there are a number of examples of attacks available that are used by some criminals to plan their actions. This means that large-scale shooting incidents will continue to be a threat at schools and workplaces for a long time.

During an active shooter incident, time is critical. If gunshots are heard, it is critical to avoid getting closer to the area to see what is happening. Instead, people need to act quickly to get as far away as possible, warning others as they leave.

If unable to escape, making an office or classroom into a shelter may be the only possibility. Doors should be locked (or blocked), windows covered, and cover (like thick tables or desks) used. Call 911 to notify authorities what is happening and that you are trapped. Do not answer the door if someone knocks. It may take quite a while for officers to get to you, as they will first focus on stopping the shooter(s). Remember, the longer it takes to get to you, the further away from the actual shooting you are likely to be.

If you have been trapped and are able to find a means of escape or self-defense, use them when you can do so as safely as possible. If directly confronted by the shooter, self-defense with what is available may be the only viable option.

ACTIVE SHOOTER

BOMB THREAT

By Phone:

- Pay close attention to what the caller is saying
- Look for caller ID information on the phone
- Use the guide in the next column to gather as much information as possible
- Notify others nearby, call 911
- Look for any items that appear to be out of place, report them to responding units.
- Follow departmental procedures to guide decisions on what to do next

In Writing:

- Call 911 police to report
- Avoid touching paper any more than is absolutely necessary.
- If threat is immediate, follow departmental procedures
- Follow instructions provided by the emergency dispatcher

Gather as much information from the caller. This includes:

- If a recorder is available, make sure it is running
- Note the time and Caller ID information
- Note which line the call is coming in on
- Pay close attention to the exact words used
- Keep the caller on the line as long as possible, try to get as much detailed information as possible, to include:
 - Where is the bomb?
 - When is the bomb going to explode?
 - What does the bomb look like? What kind?
 - What will cause it to explode?
 - Who placed the bomb? Why?
 - Where are you calling from?
 - What is your name? Address?
 - Note the following characteristics of the caller:
 - Does it sound like a male or female voice?
 - What is the caller's demeanor (calm, angry, rushed, laughing, crying, sincere, etc.)
 - Does the caller have any special characteristics (accent, stutter, lisp, slur, nasal sound, high pitch, low pitch, squeaky, etc.)
 - Does the caller speak fast, rushed, slow, deliberate, loud, soft, etc.
 - Is the voice familiar?
 - Are there any background noises?
- Follow any special instructions provided by the emergency dispatcher.

BOMB THREAT

CHEMICAL SPILL

Small spill:

- Follow established laboratory or workplace procedures for spill management
- Notify Environmental Health & Safety Office
- Ensure cleaned-up material is properly disposed

Large spill:

- NOTIFY others, call 911
- Leave building quickly, using stairs
- If can't escape, use safe refuge area
- If people have been contaminated, use emergency showers if safe and available

Ingestion:

- Call 911
- Inform the dispatcher of the chemical or product name
- Have someone else contact the Poison Control Center at 1-800-222-1222

Chemicals are part of the everyday lives of virtually everyone in the United States. As such, they are familiar items to most people. This familiarity can sometimes result in the chemicals being handled in a manner that is less cautious than it should be. In addition, some accidents can occur as the result of slips and falls. Either of these can lead to a chemical being spilled into the environment.

Since chemicals vary greatly in the type and amount of danger they present, the nature of the specific chemical involved in a spill needs to be taken into consideration during an incident. Chemicals that present an inhalation hazard may need to be handled quite differently from those that only present a contact danger. Because of this, all employees who may be exposed to chemicals in the workplace need to be properly trained about the chemicals and where they can find the Material Safety Data Sheets, along with any specific departmental or laboratory procedures for spills that might exist.

In order to reduce the danger of spills, there are several steps that can be taken, including:

- Keep chemicals in their original containers
- Have MSDS and departmental procedures clearly posted
- Have annual training with all employees regarding chemical hazards in their workplace
- Call 911 for any spill that is larger than the department is trained and equipped to handle
- Make sure any cleaned up chemicals are properly disposed
- Never pour chemicals down a sink – call the Environmental Health and Safety Office for guidance on how to properly dispose of chemicals.

CHEMICAL SPILL

EMERGENCIES

In any emergency:

- Call **9 1 1**
- Say, “This is an **EMERGENCY**”
- Give your **LOCATION**
- Briefly tell **WHAT** is happening
- Stay on the line for instructions or to provide additional information to the dispatcher.

Stay safe:

- Get to a safe place as quick as possible
- Notify others of the danger so they can also stay away
- Monitor the situation to see if it gets worse or if circumstances (like wind direction) change
- Don't take unnecessary risks to try to save property
- Be prepared in advance for things that can be reasonably anticipated based on occupation or location

There are a number of potential emergency situations that might occur. These include **natural disasters** (such as floods, tornados, earthquakes, extreme heat, lightning, disease outbreaks, etc.) and **manmade incidents** (including traffic crashes, hazardous chemical releases, downed electrical lines, collapsed bridges, criminal activity, terrorism, arson, etc.).

Because there is such variety in what might happen, it is impossible to provide guidance for all possible incidents in a guidebook like this. However, there are common factors in many incidents that may prove useful most of the time. These include:

- Know how to get emergency help (usually via **911**)
- **Be prepared** – Have supplies to get yourself through at least 72 hours of a major incident, including food, water, and clothing
- **Assess danger** – Avoid obviously dangerous activity like crossing flooded roadways, live electrical wires, the sounds of gunshots or explosions, etc.
- **Help yourself** – If possible, evacuate to a safer location. If leaving is not possible, shelter in place in the safest location you can get to depending on the hazard.
- **Help others** – If you can safely do so, warn others nearby of the danger. This may mean turning on hazard lights on your vehicle, placing flares or reflective markers in front of the hazard, talking with people approaching, etc.
- **Reassess** – Be aware that situations can change for the worse. Continually monitor the situation and be prepared to move further away or take other action if the danger grows.
- **Plan for Reunion** – Have a plan for getting in touch with family and friends during major disasters. Designate a person outside the area to serve as a check-in point.

OTHER EMERGENCIES

The following space contains contact information for university offices related to emergency planning, response, and recovery. Offices that can provide related support are also included, and there is space for the user to write down additional contacts specific to his/her needs.

NMSU Police Department	EMERGENCY 911	Non-emergency	646-3311
NMSU Fire Department	EMERGENCY 911	Non-emergency	646-2519
New Mexico Poison Control Center			1-800-222-1222

Environmental Health and Safety	646-3327
Employee Health Center	646-6600
Employee Assistance Program	646-6600
Human Resource Services	646-1694
EEO/ADA Office.....	646-3635
Student Health Center.....	646-1512
Dean of Students.....	646-1722
Student Counseling and Development Center.....	646-2731
Housing and Residence Life.....	646-3202

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WEBSITES:

www.nmsupolice.com
safety.nmsu.edu
www.fire.nmsu.edu

NMSU Police Department
 Environmental Health & Safety
 NMSU Fire Department

RESOURCES