

Safety and Security Office
Emergency Procedures

www.metrostate.edu/security

Fire/Medical/Police	9-911
Saint Paul Safety Officer	
CELL	651-775-0444
SAFETY DESK	651-793-1717
LIBRARY AND LEARNING CENTER	
SAFETY OFFICER	651-775-0715
Minneapolis MCTC Safety Officer	
NONEMERGENCY	612-659-6910
EMERGENCY	612-659-6900
Midway Center Safety Officer	
CELL	651-775-6122
Safety and Security Office	651-793-1725
24 Hour Answering Service	651-793-1700
TTY	651-772-7687

*Dial **11 on Saint Paul Campus and Midway Center
phones to call the safety officer.*

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Mission Statement

Safety and Security Office

The mission of the Metropolitan State University Safety and Security Office is to provide a safe and secure environment for all members of the community, which enables students, faculty, staff and guests to pursue their educational or occupational goals.

Security Services

Security services are contracted from professional security agencies. **Safety officers** are uniformed and trained on a variety of security and safety-related procedures. They are authorized to take appropriate action to assure the safety and security of all students, faculty, staff and visitors. Security services are augmented by local police, fire and ambulance response units. Response from safety staff or emergency professionals will be as timely as possible, yet could be delayed due to other safety-related interests.

Metropolitan State University encourages all university community members to be fully aware of the safety issues on the campus and to take action to prevent and to report illegal and inappropriate activities. Personal awareness and applying personal safety practices are the foundation of a safe community.

Emergency Notification

The university may notify students, employees and guests of campus emergencies related, but not limited, to medical emergencies, tornado warnings, terrorist threats, bomb threats, chemical or hazardous related incidents, active shooters, fires or emergency evacuations.

Notifications may include the use of building public address (PA) systems, e-mails, fire alarms, internet or Web messages, posting safety alerts on doors and bulletin boards, internal phone system or verbal messages. Notifications may inform university members on the nature of the incident and outline any specific instructions related to appropriate actions and safety or security.

Reporting Emergencies and Crimes

Medical rescue, fire and police should be contacted during an emergency by dialing **9-911**. Metropolitan State security staff and/or local municipal police and emergency personnel will respond to emergencies occurring in facilities used by Metropolitan State. After calling **9-911** it is important that security be reached by calling the safety officer at your campus and giving the name of the facility that you are calling from and requesting security service, or by calling the safety officer's cell phones for the Minneapolis and Saint Paul campuses and the pager for the Midway Center at the numbers on the main cover of this book.

Dial 9-911 to:

- Report a situation requiring a police officer at the scene;
- Summon an ambulance for medical assistance;
- Report a fire;
- Report a suspicious activity; and
- Report criminal activity.

Remember to:

- Stay calm;
- State the problem;
- State the location/building, floor and room number;
- Answer the operator's questions;
- Stay on the line until the 911 operator terminates the call;
- Call 9-911 back if the situation changes; and
- Inform the safety officer that outside authorities have been contacted and will be arriving on campus. Security has procedures to assist with the incident and/or direct the fire-police-ambulance to the area.

Campus Security Report

Each year the Safety and Security Office creates and publishes an annual *Campus Security Report* offering three years of campus crime statistics. The Crime Awareness and Campus Security Act requires that this report include crime categories relating to homicides, sex offenses (forcible and nonforcible), robbery, aggravated assault, burglary, motor vehicle theft, arson, liquor/drug/weapon offenses and hate crimes or crimes of prejudice. This report further includes policy statements, program descriptions and procedures to follow in response to criminal activities. Information relating to the notification of registered sex offenders that are enrolled or employed by this university can be obtained by visiting the Minnesota Department of Public Safety Bureau of Criminal Apprehension's Predatory Offender Registration and Tracking Program at www.dps.state.mn.us/bca/Invest/Documents/Page-07.html.

The *Metropolitan State End of Year Crime Report* is located at the following Web address: www.metrostate.edu/security. It can be obtained in a hard copy form from the safety literature display cases on the Saint Paul and Minneapolis campuses and Midway Center, or from the Security Office in Founders Hall on the Saint Paul Campus. Upon request to 651-793-1725, it can be mailed to students, prospective students and employees. It is also available in alternative formats through Disability and Special Services at 651-793-1525 or 651-772-7687 (TTY).

Requesting Emergency Medical Services

Medical Emergency

9-911 Call the Emergency Communication Center. Give the dispatcher the following information.

Nature of the medical emergency:

- number of injured; and
- breathing, bleeding, broken bone, pain status.

Location of the situation:

- exact building address and building name;
- room number, floor number; and
- telephone number.

651-793-1700 Call the Administrative Affairs Office:

- give the same information provided to the Emergency Center dispatcher; and
- evenings and weekends, ask the answering service to contact security/administrative personnel.

Do not attempt to move the victim. If you are properly trained, administer CPR and/or first aid as appropriate. **Never do more than you are trained to do.**

Make certain someone meets the emergency response unit in the lobby.

Normally, the Safety and Security Office will arrange to meet the response unit. Verify this when you call.

Inform the safety officer that outside authorities have been contacted and will be arriving on campus. The officer has procedures to assist with the incident and/or direct the fire-police-ambulance to the area.

Directions to First Aid kits and CPR masks are located on the Emergency Evacuation Floor Plans. These are located throughout Metropolitan State floors.

Fire Emergency

If smoke or fire is present

9-911 Call the Emergency Communication Center. Give the dispatcher the following information:

Nature of the fire status:

- smoke; and
- confirmed fire.

Location of the situation:

- exact building address and building name;

- room number, floor number; and
- telephone number.

651-793-1700 Call the Administrative Affairs Office.

- give the same information provided to the Emergency Center dispatcher; and
- evenings and weekends, ask the answering service to contact safety/administrative personnel.

For a small trash fire, fire extinguishers may be used, but **never do more than you are trained to do. Never place the fire between you and the exit.**

Evacuate the area immediately if significant fire or smoke is present. Do not use the elevators; use stairways only!

Fire alarm sounding and flashing status: evacuate the building immediately. Do not stop to call the Fire Department. Metropolitan State buildings are fire-panel monitored for this type of alarm and the Emergency Communication Center is notified automatically.

Physically-challenged individuals are to report to stairwell landings as a safe haven to wait for assistance from the responding fire department and/or safety officer. Able-bodied individuals may notify fire fighters and the Safety and Security Office of the location of the waiting physically-challenged individuals and, as appropriate, their attendant.

Inform the safety officer that outside authorities have been contacted and will be arriving on campus. The Safety and Security Office has procedures to assist with the incident and/or direct the fire-police-ambulance to the area.

Fire pull stations, fire extinguishers, primary and secondary evacuation routes are on all the Emergency Evacuation Floor Plans.

Evacuation Procedures

If building evacuation is declared by fire, police or administration, please leave the building area by posted routes. Do not stand around in hallways or on the sidewalks near the building. Move a safe distance away and into the tunnel system during inclement weather. Do not reenter the building until the safety officer gives the “**all clear.**”

Should a partial, or full, building evacuation become necessary, the Safety staff and Emergency Response will communicate evacuation information to appointed emergency/evacuation coordinator to direct the evacuation. In case of fire, the emergency sirens will sound.

The following procedures need to be followed for safe and orderly evacuation of floors and building.

- listen and react to the emergency communication and/or sounding siren;
- proceed by **stairwell** to a safe floor or exit as directed;
- physically-challenged individuals will be assisted by two predetermined assistants; and
- one assistant moves the physically-challenged individual into the fire exit stairwell landing and remains with the individual until rescue personnel respond. The second assistant will immediately seek and inform a fire fighter/security officer of the exact location of the individual needing evacuation.

Do:

- listen for announcements **over building emergency system** or directions from Safety staff;
- remember that orderliness and cooperation are more important than speed;
- follow the instructions of your floor captains or coordinators;
- **use only the stairwells** to evacuate;
- assist in moving physically-challenged individuals to stairwell landings;
- prepare to merge in the stairwell with people evacuating from other floors; and
- watch for firefighters coming up stairwells to handle the emergency.

Do not:

- use the elevator;
- run, push or create panic; and
- return to your office until Safety staff gives the “**all clear**”.

Arrival at safety zone/exit:

- wait for further instructions;
- remain calm and listen for further evacuation announcements; and
- emergency personnel will assist with evacuation of physically-challenged individuals.

Personal Safety

Call for an escort! The university Safety and Security Office can be contacted during regular business hours. Patrol and escort services are available during evening classes scheduled at the Minneapolis and Saint Paul campuses as well as the Midway Center. Day escorts are available by request at the Saint Paul and Minneapolis campuses by Safety and Security.

Protect your office.

- a. Lock your door and desk—even if you are going out for only a short time or going only a short distance. It takes only seconds to walk into your open room and steal your valuables.
- b. Do not prop open locked exterior building doors. These doors are locked for your protection and the protection of other community personnel.
- c. Never open exterior doors of the building for strangers. Always escort your guests to and from the main entrance doors.

Protect your automobile.

- a. Always lock your car doors and never leave your keys in the vehicle.
- b. Try to park your car in a well-lit area.
- c. Avoid leaving property where it is visible.

Protect yourself at night.

- a. Avoid walking alone at night.
- b. Refrain from taking shortcuts; walk where there is plenty of light and traffic.
- c. Call for an escort: Minneapolis—612-659-6910;
Saint Paul—651-793-1717 (desk) or 651-775-0444 (cell);
Library—651-775-0715 (cell);
Midway—651-775-6122 (cell); or
TTY—651-772-7687.

Protect yourself walking.

- a. Avoid walking alone after dark. If you must travel alone at night, use the escort service for your campus to escort you to your on-campus destination or locations near campus.
- b. Walk along well-lit routes.
- c. Be alert to your surroundings. If you suspect you are being followed, run in a different direction, go to the other side of the street and yell for help, or head quickly for a lighted area or a group of people.
- d. Have your keys ready when returning to your vehicle and keep your personal or valuable items concealed and close to your body.

Policy Regarding Sexual Assault Programs and Procedures

Policy:

1. Metropolitan State University's policy on sexual abuse and harassment is governed by the Minnesota State Colleges and Universities system's policy. In support of the system policy, Metropolitan State reaffirms the policy that sexual abuse and harassment will not be tolerated. Every effort will be made to assure that all members of the university community are provided an atmosphere free from sexual abuse and harassment. To prevent sexual abuse and harassment, educational efforts will be undertaken to inform employees and students of their responsibilities regarding such behavior, how to identify and eliminate potential sexual abuse and harassment and what steps can be taken if instances of sexual abuse and harassment are experienced.
2. Metropolitan State conducts a number of programs aimed at preventing sexual offenses and making the community aware of the potential of such crimes. These programs include nightly security patrols of the campus, providing escorts, inspecting the campus for potentially dangerous areas and implementing programs to inspect campus lighting and shrubbery. In addition, educational programs concerning sexual assault awareness are provided by university security, student services and counseling offices. The university also conducts a sexual harassment program called "The Invisible Line" for members of the university community.
3. Information relating to the notification of registered sex offenders that are enrolled or employed by this university can be obtained by visiting the Minnesota Department of Public Safety Bureau of Criminal Apprehension's Predatory Offender Registration and Tracking Program at <http://www.dps.state.mn.us/bca/Invest/Documents/Page-07.html> and by visiting the Minnesota Department of Corrections Level 3 Predatory Offender Information at <http://www.doc.state.mn.us/level3/level3.asp>.

Help Us Protect You

Watch for suspicious persons in and around university buildings and in parking lots. Do not pursue them. Call university security immediately. Call university security if you should enter your office and find a stranger, regardless of the “cover story” supplied.

1. Suspicious activity:
 - a. If you see any suspicious activity or people on or near campus, call university security immediately. Do not assume that what you observe is an innocent activity or that it has already been reported.
 - b. Do not assume the person is a visitor or university staff member that you have not seen before.
2. Suspicious people may be:
 - a. loitering about at unusual hours and locations; running, especially if something of value is being carried.
 - b. exhibiting unusual mental or physical symptoms. Person(s) could be under the influence of drugs or otherwise needing medical or psychiatric assistance.
 - c. carrying property that might be suspicious, depending on the circumstances, going from room to room trying door handles.

Door-to-door soliciting is not permitted in university facilities. Violations of this rule should be reported to university security immediately. Report all thefts and property loss immediately to university security. Be security conscious at all times.

Fire Extinguishers

Scope: This instruction applies to all personnel working as employees of Metropolitan State University, as well as appropriate vendors providing services to Metropolitan State University.

Reference information: All fire extinguishers will be rated 2A:40BC or higher. Locations of extinguishers are identified on a building emergency evacuation floor plan (EEFP) and a current list is maintained by facilities services. Copies of the plan and the list are kept by the Safety and Security Office.

Monthly inspections: A contracted service will inspect each fire extinguisher for serviceability and initial the inspection tag on each extinguisher during the first week of the month.

Serviceability: Any fire extinguisher found to be unserviceable (or missing) will be exchanged or replaced immediately by maintenance, security staff or contracted service.

Operation and use

1. The contents are discharged by pressure. **Do not discharge at a person's face—stand a minimum of six to 10 feet from the fire.**
2. Hold the extinguisher firmly in an upright position; twist and remove the pin.
3. Stay low to avoid inhalation of smoke and aim discharge just under the flames, using a side-to-side motion, sweeping the entire width of the fire. For wall fires, start at the bottom, sweep from side to side, and progress upward. For floor fires, sweep from side to side and move forward as the fire diminishes to reach the far edge of fire.
4. **Never** move into the area where fire was burning even though it appears to have been extinguished. You could be trapped and burned if the fire reflashes.
5. Never use water extinguishers on electrical fires.
6. Never use extinguishers at distances of less than six to 10 feet.

Elevator Malfunction

In the event of an elevator malfunction, first attempt to restart the elevator by pressing a floor location button. **Do not attempt to force the elevator doors open.**

If the elevator does not restart, open the telephone panel or call box located in the elevator and call the emergency number listed or press the emergency button.

If a recording does not play a recorded message, give the operator the following information:

- building location;
- elevator number (displayed in phone panel);
- floor number (if known);
- number of persons in the elevator; and
- direction the car was moving.

Remain calm. Press the emergency or alarm button to notify building occupants. Do not attempt any unusual method of leaving the elevator or of starting the elevator.

Homeland Security

While Metropolitan State University is not considered a high-risk target for terrorism, following the tragic aftermath of Sept. 11, 2001, the university recognizes the importance of proactively addressing related interests. In preparing for and responding to emergencies, involving terrorists or otherwise, education, information and open communications are key components in the preparation and prevention of those emergencies. The Safety Office will offer threat protection advice from federal and state emergency management agencies during periods of national emergency that relate to campus safety.

Feelings of stress, fear and tension are natural during times when national safety is uncertain. Keeping your thoughts and actions in perspective and not becoming controlled by possible terrorist activities are key components in maintaining one's peace of mind. We are taking positive and proactive steps in adjusting our emergency response procedures and working with the local emergency management system to better assure university members are safe in the event of local incidents. We ask that all university members familiarize themselves with our internal emergency procedures and report any suspicious or unusual activities to the Safety Office and/or contact public emergency services.

The U.S. Department of Homeland Security has created a five-level warning system. This national system offers information on terrorist risk levels and attempts to coordinate federal, state, local, corporate and public efforts against these threats. Different colors are represented at each terrorist risk level and are as follows: Green (Low Condition); Blue (Guarded Condition); Yellow (Elevated Condition); Orange (High Condition); and Red (Severe Condition). Below are informational Web locations that address a diverse blend of these safety and security recommendations.

U.S. Department of Homeland Security Home Page
<http://www.dhs.gov/dhspublic/>

Federal Emergency Management Agency: A Guide to Citizen Preparedness
<http://www.fema.gov/areyouready/>

American Red Cross Homeland Security Advisory System
<http://www.redcross.org/services/disaster/beprepared/hsas.html>

Minnesota Office of Homeland Security
<http://www.dps.state.mn.us/homesec/mohshome.asp>

Weather Emergency

A **severe weather warning** is an alert issued by the National Weather Service and/or local community. Public warnings will be given by five-minute steady siren sounds over the County Civil Defense Warning System.

Tornado watch means the weather conditions for tornados exist within the specific area. No outdoor warnings will be sounded. When the weather turns hot and humid and looks unsettled, staff should tune radios to one of the following broadcast stations for weather information.

AM Stations

WCCO – 830

KRSI – 950

KSTP – 1500

KFAN – 1130

KDWB – 630

WWTC – 1280

FM Stations

KQRS – 92

KS95 – 94.5

KNOW – 91.1

Tornado warning means that a tornado or high winds have been spotted in the area. An alert signal is sounded outside to warn individuals to take shelter inside a building. When the siren is heard, all members of the community should seek protection inside a building, away from doors and windows.

A basement is preferred and offers the best protection. If no basement area exists, seek shelter in the interior stairwells of the buildings. If possible, stay tuned to one of the broadcast stations. **Do not leave a protected area until the station advises that it is safe to do so, or Security/Facilities staff gives an “all clear.”** Directions to tornado shelter areas are located on the Emergency Evacuation Floor Plans.

In the event of a tornado or severe storm warning, immediately:

- move away from the perimeter of the building and glass areas;
- go to enclosed areas in the building core and/or to the interior lower level areas; and
- do not remain in areas with glass exposed to the outside;
- remain in the safety zones until you hear the “all clear” sound from the emergency sirens or when an “all clear” is announced, or when Security/Facilities staff notifies you of the “all clear.” You may then return to normal work functions.

Winter Emergencies

When leaving from Metropolitan State during a winter storm, employees should use caution and consider the following winter safety tips.

If you must go outside or drive:

- Wear several layers of clothing. Layers keep you warmer than a single heavy coat. Gloves and a hat keep you from losing body heat.
- Let someone know when you expect to arrive and what route you plan to take. If your car gets stuck along the way, they can send out help along your predetermined route.
- Keep your gas tank full for emergency use and to prevent the fuel line from freezing.
- Have your **Family Disaster Supplies Kit** in the car trunk, along with blankets and a small shovel. Additionally, a small bag of sand can be used for extra traction if you get stuck.

Watch for signs of frostbite:

- Signs include the loss of feeling and a white, pale appearance in fingers, toes, nose or ear lobes.

When driving in icy conditions:

- Slow down. If you don't have antilock brakes, pump, don't slam on your brakes. Brake only when your car is in a straight position before a curve. Release the brake before you steer into a curve. Accelerate only after you decrease the steering angle to exit the curve.

If you get stuck while driving:

- Stay with your car. Do not try to walk to safety.
- Tie a brightly-colored cloth to the antenna and raise it high enough for rescuers to see.
- Start the car and use the heater sparingly—about 10 minutes every hour. Keep the exhaust pipe clear so fumes won't back up into the car.
- Leave the overhead light on when the engine is running so that you can be seen.
- As you sit, keep moving your arms and legs to keep blood circulating and to stay warm.
- Keep one window slightly open to let air in. Open the window away from the blowing wind.

How will you be warned?

- **Winter weather advisory**—when a significant winter storm or hazardous winter weather is occurring, imminent, or is an inconvenience.
- **Winter storm warning**—a significant winter storm or hazardous winter weather is occurring, imminent or likely, and is a threat to life and property.
- **Heavy snow warning**—issued if snowfall of more than four inches is expected within a 12-hour period or six or more inches is expected within a 24-hour period. (In areas where snow is uncommon, a heavy snow warning may be issued if only two or three inches are expected.)
- **Blizzard warning**—winds that are at least 35 mph or greater, blowing snow that will frequently reduce visibility to one-quarter mile or less for a duration of at least three hours, and dangerous wind chills are expected in the warning area.
- **Wind chill index**—the calculation of temperature that takes into consideration the effects of wind and temperature on the human body. This is not the actual air temperature.

Beware of hazards.

- Be careful walking on snowy, icy surfaces.

Telephone Threats

Bomb and terrorist threats are normally just that—threats. However, each situation should be considered individually. In the event of such a threat, remain calm. Gather as much pertinent information as you can to assist Security and the Police Department Bomb Unit in evaluating the risk level of the caller. Use the Bomb Threat Telephone Checklist on the following pages to obtain information from the caller or to document what you remember was stated if caller hangs up.

9-911 Call the Emergency Communication Center. Give the dispatcher the following information:

1. **Nature of the threat or emergency state:**
 - exact threat statement of caller; and
 - time perimeters stated by caller.
2. **Location of the situation:**
 - exact building address of the statement threat;

- room number, floor number of the statement threat;
 - your exact location, building address, room and floor number; and
 - your telephone number.
3. Notify your supervisor or university management immediately;
- Give the same information as provided to the Emergency Communication Center dispatcher;
 - Do not touch any suspicious objects; and
 - Do not evacuate unless told to do so by proper authorities.

Call the following numbers:

Fire/Medical/Police9-911

Saint Paul

CELL:651-775-0444

SAFETY DESK:651-793-1717

Library and Learning Center (cell)651-775-0715

Minneapolis MCTC Safety Officer

NONEMERGENCY612-659-6910

EMERGENCY:612-659-6900

Midway Center

CELL651-775-6122

Safety and Security Office651-793-1725

24 Hour Answering Service651-793-1700

TTY651-772-7687

Bomb Threat Telephone Checklist

If you receive a bomb threat, remain calm. Have a prearranged signal alerting your supervisor to pick up the phone and monitor the call. If possible, record the message. Inform the caller that the bomb may injure innocent people.

Obtain as much of the following information as possible: _____

Where is the bomb? _____

When (what time) is the bomb set to go off? _____

What does the bomb look like? _____

What kind of package or box? _____

What kind of bomb is it? _____

What will cause the bomb to explode? _____

Why did you set the bomb? _____

Exact wording of the call: _____

See and complete questions on page 18.

Number at which call was received:

Time of call: _____ Length of call: _____

Date of call: _____

Judge the voice: Man _____ Woman _____ Child _____

Loud _____ Soft _____ Deep _____

Raspy _____ Slurred _____ Disguised _____

Calm _____ Excited _____

Judge the speech: Rapid _____ Slow _____

Distinct _____ Distorted _____ Accent _____

Stutter _____ Lisp _____

Threat language: Well spoken _____ Foul _____

Irrational _____ Incoherent _____ Taped _____

Message read by threat maker _____

Origin of call: Local _____ Long distance _____

Internal _____ Booth _____

Background sounds: Music _____ Street noise _____

House noise _____ Machine noise _____

Animal noise _____ PA system _____

Other _____

Remarks _____

Call immediately reported:

To: _____

Phone: _____

Name of person receiving call: _____

Position: _____

Phone: _____

Date: _____

Signature of person receiving call and
completing form.

Date

Dealing with Hostile/Angry Customers

Some Metropolitan State employees, students and guests can react with anger because of difficulty in finding help with their situations, emotional pain or discomfort, fear and anxiety.

1. React and respond to the individual in a calm but firm manner.
2. Use lower volume of voice to help the customer calm down.
3. Rehearse ahead of time what you would say or do in these situations.
4. Do not tolerate abusive behavior.
5. Make command statements in a firm but nonchallenging tone, saying what you want or do not want. "I understand that you are upset." "It sounds like you really are angry about this." "I do not want to argue with you." "I want you to leave."
6. Use strong body language. When standing, place your feet slightly apart, one foot slightly in front of the other. Relax your joints and position your shoulders over your feet.
7. If you are sitting down, use the same stance, body upright, ready to move.
8. Think over situations that could occur and how you would react. Go through the movements you would need to make to get help or get out of the situation. Practice. One strategy might be to keep a desk, chair or other object between you and the person to keep distance.
9. If you anticipate problems with an individual, let coworkers know ahead of time.
10. If you feel you may be in jeopardy, leave the area. Go somewhere else and notify the safety officer.

Purse and Wallet Thefts

A serious interest for office workers is purse and wallet theft. Thieves can be in and out of your workspace in just minutes and know just where to look. They may try to access your workspace by asking to use a restroom or asking for directions to a specific location, or they could even be coworkers.

1. Never leave your purse or wallet unattended, even for a moment.
2. Lock your purse or wallet somewhere secure, such as a desk drawer or file cabinet if you cannot take it with you.
3. Lock your office door every time you leave the office unattended.
4. Do not bring any more cash to work than you need for the day.
5. If you need to carry credit cards, make sure you inventory them, listing card numbers and phone numbers to call in the event of their theft. (Suggestion: on one sheet of paper make a photo copy of your drivers license, blank check, and all credit cards.) Keep this list or photocopy in a safe place. Never carry your Social Security card with you; it could be used by a thief.

6. Be alert to anyone who tries to get you to leave your desk for errands. Some thieves pose as clients and try to get you to go to another room for a copy, and so on. Do not leave your desk unattended. If this is unavoidable, lock it before you walk away from it.
7. Be alert to all people in your workspace. If you see someone you do not know, unaccompanied by a coworker, offer the “**Friendly Challenge.**” (see below)
8. If theft occurs, immediately report the crime to the safety officer. Time is of essence: immediately call credit card companies and bank to report the theft. Extreme amounts of financial charges can be placed against your accounts within minutes of the theft.

The Friendly Challenge

If you see someone you do not know, offer a friendly challenge. The easiest way to do the friendly challenge is simply ask, “May I help you?” If the person is a legitimate client, you will then be able to escort him where he needs to go, provide directions, or phone ahead to the person or office that the individual is inquiring about. Offering assistance with detailed communication in attempting to relay a message improves quality services to the legitimate client and acts as a deterrent to the individual with ulterior motives.

The person intent on crime has received the message that he can be identified, and the communication between departments is precise enough to acknowledge individual movement in the building and on campus. If individuals do not belong in the building, they may offer a vague excuse. In most cases, a suspicious person will leave as soon as he knows he has been observed. If he does not, you may ask for identification, or go to the nearest courtesy phone and call the safety officer.

Requesting Nonemergency Support Services

Contact the safety officer for immediate assistance with:

- lockouts;
- escort services;
- basic first aid; and
- incident reports.

Contact Administrative Affairs for safety and maintenance assistance on:

- room temperature;
- water leaks;
- broken items; and
- custodial services.

Metropolitan State Instructions for After-hours Register

An **After-hours Register** is used for personal safety and to monitor public building access into all Metropolitan State University facilities, at the time designated according to individual building schedules.

Employees and their sponsored guests who access the building are asked to sign the **After-hours Register sheet at the safety officer's desk in Founders Hall**. The security officer may request all persons requesting entry to present picture identification.

Normally employees entering the building after hours sign in individually. However, it is acceptable for an employee to sign in and list the number of guests rather than having all sign in when the guests are not employees of Metropolitan State and would not ordinarily be in the building after hours. This procedure is also acceptable when a vendor has a crew present to work and the crew will be with the vendor at all times in the same location. The security officer on duty may use discretion in effecting this procedure.

The **After-hours Register** is basically self-explanatory. The individual prints his name, signs under "**Signature,**" writes in the unit to which he belongs and the building and office number in which he will be working, and marks time in and time out as appropriate.

Contact your supervisor or someone from building management whenever instructions are not clear or you are not certain of the proper action to take!

Description of a Person

To assist the security officer and/or police officer, the most useful information to obtain when describing a person is:

Sex _____ Race _____ Age _____
Height _____ Weight _____ Build _____

Hair/Face:

Color _____ Style _____ Facial hair _____
Eyes _____ Glasses _____

Clothing:

Hat _____ Shirt _____ Coat _____
Tie _____ Pants _____ Shoes _____

Speech/body:

Impediments/accents _____
Tattoos, scars, marks, amputations _____
Distinctive gait/limp _____

Description of a Vehicle

To assist the security officer and/or police officer, the most useful information to obtain when describing a motor vehicle is:

License plate number _____
Make _____
Color _____
Body style _____
Year _____
Accessories _____
Identifying marks _____

Crisis Intervention

The following organizations offer services and support programs to individuals experiencing difficulties. These services consist of professional individuals in the areas of crisis management to include psychology, social or sexual difficulties, chemical dependency, marriage and family crisis, stress management, conflict resolution, academic related concerns and many other personal interest areas. Individuals seeking support are welcome to contact the Safety Officer at 651-793-1725 for additional information on the below services:

State Employee Assistance Program (EAP) is to provide confidential, accessible services to individual employees and state agencies in order to restore and strengthen the health and productivity of employees and the workplace.

651-296-0765 or 800-657-3719

Metropolitan State University offers a variety of counseling, consultation and educational services designed to assist students with concerns that might interfere with their experience at Metropolitan State University.

651-793-1558

Other related support services

Ramsey County Adult Mental Health Services

651-793-7900

Crisis Intervention Center

Hennepin County Medical Center

612-347-3161 (Crisis Line)

Saint Paul Campus
700 East Seventh Street
Saint Paul, MN 55106-5000

Minneapolis Campus
1501 Hennepin Avenue
Minneapolis, MN 55403-1897

Midway Center
1450 Energy Park Drive
Saint Paul, MN 55108-5218

Midway Center–Energy Park Place
1380 Energy Park Lane, Suite 205
Saint Paul, MN 55108

Web site
www.metrostate.edu

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It is available in alternative formats upon request. To make such a request, call Disability and Special Services at 651-793-1525 (voice) or 651-772-7687 (TTY).

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