



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

Brooklyn Park Site Safety Officer

Safety Desk 763-488-2655
Cell 763-354-4168

Safety and Security Office 651-793-1725

24 Hour Answering Service 651-793-1700



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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.

Safety and Security Services

Safety and 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. Safety Services are augmented by local police, fire and ambulance response units. Response from safety staff or emergency professionals is as timely as possible, yet can 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.

STAR Alert— Emergency Mass Notification System

Metropolitan State University operates an emergency mass notification system called Star Alert. This system delivers messages to students, staff, faculty and community faculty by phone, text and/or email if an emergency or incident arises which may threaten safety or impact normal campus operations. Registered students, staff, faculty and community faculty automatically have work or other emergency numbers and e-mails added to the Star Alert system.

Each person can view their contact information and if interested make changes to their phone numbers and email addresses, and choose what methods Star Alert will use to contact you. Through the Star Alert Portal, you can also activate being contacted by text (SMS) messaging. If you are not interested in adding numbers or making changes, you do not have to do anything.

A link to the Star Alert Portal:

[Star Alert Portal](#)

A link to the Star Alert Instructional Document:

[Star Alert Instructional Document](#)

Timely Warnings and Emergency Notifications Procedure

In the event that a situation arises either on or off campus that may include crimes outlined in the Campus Security Report section of this book or other serious crimes, the safety and security director and/or members of the Emergency Crisis Team will use their judgment to decide whether a campus-wide Safety Alert will be issued. This case by case decision depends on whether or not the situation constitutes as an ongoing and continuing a serious threat to the university community. The warning will be issued without delay through the university e-mail system to students, faculty and staff.

Depending on the particular circumstances of the crime or emergency, and especially in situations that could pose as a continued and immediate threat to the individuals of our community, the Public Safety Office will also issue an Emergency Notification alert on the e-mail system announced on the public address system and issue a notice on the university emergency RU READY? Web site at: <http://www.metrostate.edu/READY/>.

When appropriate, the university will also issue an emergency mass notification announcement on the Star Alert system. Students and employees are automatically signed up for this mass notification system. Star Alert messages will alert the community to a variety of campus related Timely Warning crimes and Emergency Notification incidents via text and voice message to personal or work cell phones and/or email addresses. The messages will be sent should any emergency or incident arise which could threaten life, safety or impact normal campus operations.

A hard copy of all Timely Warnings and Emergency Notifications will also be posted on building bulletin boards around campus and issued to individuals upon request. Anyone with information warranting a “Clery Timely Warning” should report the circumstances to the university Safety and Security Office by e-mail, by phone (651-793-1725), to a safety officer within the Safety and Security Office of Founders Hall or to any safety officer on the Saint Paul or other campus locations.

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 includes crime categories relating to criminal homicides, sex offenses (forcible and nonforcible), robbery, aggravated assault, burglary, motor vehicle theft, arson, liquor/drug/weapon offenses and referrals, domestic violence, dating violence, stalking and hate crimes or crimes of prejudice.

The Metropolitan State University security report is located at the **RU Ready?** Web page (www.metrostate.edu/READY). It can also be obtained in a hard copy form from the safety literature display cases or from the Security Office in Founders Hall on the Saint Paul Campus. Upon request, a hard copy can also be mailed to students, perspective students or employees. It is also available in alternative formats through Disability and Special Services at 651-793-1549.

This report further includes policies relating to emergency response and evacuations, emergency notifications, safety programs, drugs and alcohol, sexual violence and procedures to follow in response to criminal activities. Information relating to the notification of registered sex offenders can be obtained by visiting the Minnesota Department of Corrections Level 3 Predator Offender Search Web site (coms.doc.state.mn.us/Level3).

RU Ready?

RU Ready? is a one-stop Web page for safety alerts and offers valuable information on a variety of emergency preparation procedures. You are always able to find the latest alert information at <http://www.metrostate.edu/READY>. The **RU Ready?** Web page is constantly updated with the latest campus alert and safety information.

Protecting Metropolitan State employees, students and property is the shared responsibility of the entire university community. We can prepare ourselves for emergencies by taking simple steps such as reading and reviewing safety information, becoming informed about emergency plans and procedures and getting involved in preparing our community.

The **RU Ready?** Web page provides information you need to be prepared and also serves as a place on the internet that you can use to quickly find updates on campus situations like:

- bomb threats
- classroom emergency and safety
- emergency evacuation procedures—tornado, fire, bomb and chemical
- Emergency Public Address Notification
- lockdown and active shooter
- medical emergencies
- pandemic planning
- weather related class cancellation
- campus closing

Reporting Emergencies, Crimes and Requesting Emergency Services

Medical rescue, fire and police should be contacted during an emergency by dialing 9-911. Metropolitan State safety 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.

Dial 9-911 to:

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

Remember to:

- Stay calm and 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.

University Safety and Security Services has procedures to assist with the incident and/or direct the fire/police/ambulance to the area.

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.

Call the Administrative Affairs Office 651-793-1700.

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

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.

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

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.

Evacuation Procedures

If building evacuation is declared by fire, police or administration, 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; and
- proceed by stairwell to a safe floor or exit as directed.

Do:

- listen for announcements over building emergency system or directions from safety staff;
- remember that orderliness and cooperation are more important than speed;
- 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.”

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

Arrival at safety zone/exit:

- wait for further instructions; and
- remain calm and listen for further evacuation announcements.

Emergency personnel will assist with evacuation of physically-challenged individuals.

Lockdown Instructions

Violent incidents, including but not limited to acts of terrorism, an active shooter, assaults or other incidents of workplace violence can occur on the campus or in close proximity with little or no warning. An “active shooter” is considered to be a suspect whose activity is immediately causing serious injury or death and has not been contained.

The purpose of a “lockdown” is to minimize accessibility to rooms on campus to reduce the risk of injury or danger to faculty, staff, students or visitors. A lockdown is implemented when requested by campus public safety, local law enforcement, fire department, campus administration or any other credible source of information. Lockdown notification is provided through the campus paging system, Star Alert mass notifications system, e-mails, postings, digital signs or verbal instructions.

Campus Lockdown—Immediate Action

1. If you are able to safely leave the building, do so immediately.
 - If you are not able to leave, lock or barricade your door, call 9-911 on campus phones or on cell phones and report your location and other information relevant to the incident.
2. Secure the immediate area. Whether a classroom, office or other:
 - Lock or barricade the door, if able, and block it using whatever is available—desks, tables, file cabinets, other furniture, books and so on.
 - After securing the door, position people out of sight and behind items that might offer additional protection—walls, desks and so on.
 - If the assailant enters your room and leaves, lock or barricade the door behind them.
 - If safe to do so, allow others to seek refuge with you.
3. Protective Actions. Take appropriate steps to reduce your vulnerability:
 - Close blinds and block windows.
 - Turn off radios and computer monitors, and silence cell phones.
 - Place signs in exterior windows to identify your location and the location of injured persons to emergency responders.
 - Remain calm and quiet.
 - Remain in the secured area until directed otherwise by emergency officials.

4. Unsecured Areas. If you find yourself in an open area, immediately seek protection:

- Put something between you and the assailant.
- Consider trying to escape, if you know where the assailant is and there appears to be an escape route immediately available to you.
- If in doubt, find the safest area and secure it the best way possible.

When the condition causing the lockdown has been eliminated, an “all clear” announcement is made over the campus paging system. Emergency responders also walk through the campus and clear areas on a floor by floor basis.

Personal Safety

Call for an escort! The university Safety and Security Office can be contacted during regular business hours.

Protect yourself walking

- 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.
- Walk along well-lit routes.
- 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.
- Have your keys ready when returning to your vehicle and keep your personal or valuable items concealed and close to your body.

Protect your office

- 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.
- Do not prop open locked exterior building doors. These doors are locked for your protection and the protection of other community personnel.

Protect yourself at night

- Avoid walking alone at night.
- Refrain from taking shortcuts; walk where there is plenty of light and traffic.

- 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
Brooklyn Park Site—763-657-3722 (cell).

Policy Regarding Sexual Assault Programs and Procedures

Part 1. Policy Statement. Sexual violence, domestic and dating violence and stalking are an intolerable intrusion into the most personal and private rights of an individual, and are prohibited at Metropolitan State University. Metropolitan State University is committed to eliminating sexual violence in all forms and will take appropriate remedial action against any individual found responsible for acts in violation of this policy. Acts of sexual violence may also constitute violations of criminal or civil law, or other Metropolitan State University policies that may require separate proceedings. To further its commitment against sexual violence, Metropolitan State University provides reporting options, an investigative and disciplinary process and prevention training as appropriate.

Application of policy to students, employees and others. This policy applies to Metropolitan State University students and employees and to others, as appropriate, where incidents of sexual violence on Metropolitan State University property have been reported. Reports of sexual violence committed by a student at a location other than on Metropolitan State University property are also covered by this policy. Reports of sexual violence committed by a Metropolitan State University employee at a location other than Metropolitan State University property are covered by this policy.

Reports of sexual violence committed on Metropolitan State University property by individuals who are not students or employees are subject to appropriate actions by Metropolitan State University, including, but not limited to, pursuing criminal or civil action against them.

Education and Resources

Metropolitan State University educates the campus community about sexual assaults, relationship and dating violence and stalking through presentations during new student orientation and various college-wide

presentations given through the course of the academic year. Investigators and decision makers who investigate and adjudicate complaints of sexual violence receive annual training. Informational brochures regarding sexual violence are available through the Metropolitan State University Public Safety Office and Student Counseling Services. The university also conducts regular security patrols of the campus and provides escorts.

Procedures for Campus Disciplinary Action for Sex Offenses:

Victims of sexual assault or those witnessing any type of sexual violence or relationship violence are strongly encouraged to report the incident to the Public Safety Office; the campus Title IX coordinator; and/or detail other campus offices where a victim may file a complaint. The Public Safety Office is the office of official record for reports of sexual assault, as it is in all reported law violations. A report with public safety can ensure that proper steps are taken to ensure the safety of the survivor as well as the safety of the campus community as a whole. Filing a report with public safety can also initiate the Metropolitan State University disciplinary process, and is an option for any person wishing to report a case of misconduct.

Additional info regarding Metropolitan State University's sexual violence procedures can be found in the annual campus security report.

Help Us Protect You

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

Suspicious activity:

- If you see any suspicious activity or people on or near campus, call University Safety immediately. Do not assume that what you observe is an innocent activity or that it has already been reported.
- Do not assume the person is a visitor or university staff member that you have not seen before.

Suspicious people may be:

- loitering about at unusual hours and locations; running, especially if something of value is being carried.

- exhibiting unusual mental or physical symptoms. Person(s) could be under the influence of drugs or otherwise needing medical or psychiatric assistance.
- 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 safety immediately. Report all thefts and property loss immediately to university safety. **Be security conscious at all times.**

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 the telephone 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, 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.

If You See Something, Say Something™

“If You See Something, Say Something™” is a national campaign that raises public awareness of the indicators of terrorism and terrorism-related crime, as well as the importance of reporting suspicious activity to state and local law enforcement.

Informed, alert communities play a critical role in keeping our nation safe. The U.S. Department of Homeland Security (DHS) is committed to strengthening hometown security by creating partnerships with state, local, tribal and territorial governments and the private sector, as well as the communities they serve. These partners help us reach the public across the nation by aligning their messaging with the campaign's messages and distributing outreach materials, including public service announcements (PSAs).

U.S. Department of Homeland Security Home Page:

<http://www.dhs.gov/dhspublic/>

Minnesota Office of Homeland Security:

<http://www.dps.state.mn.us/homesec/mohshome.asp>

Weather Emergencies

Tornado watch means the weather conditions for tornadoes 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 or TVs to one of the following broadcast stations for weather information.

- WCCO 830 (AM Radio) and Channel 4 (TV)
- KSTP 1500 (AM Radio) and Channel 5 (TV)
- KARE—Channel 11 (TV)
- Fox—Channel 9 (TV)

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;
- do not remain in areas with glass exposed to the outside;
- go to enclosed areas in the building core and/or to the interior lower level areas;
- 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 (which you can find at <http://www.ready.gov/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.

Winter information:

- 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.

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 the Security Office 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.

Call 9-911 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.

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 the **RU Ready?** web page.

Number at which call was received: _____

Time of call: _____ Length of call: _____ Date of call: _____

Call immediately reported:

To: _____ Phone: _____

Name of person receiving call:

Position: _____ Phone: _____ Date: _____

Signature of person receiving call

Date completing form

Dealing with Hostile/Angry Clients

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.

Campus Thefts

Thieves can be in and out of your workspace in just minutes and know just where to look for cell phones, laptops, purses or other valuables. 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, wallet, cell phone or laptop unattended, even for a moment.
2. Lock your valuables somewhere secure, such as a desk drawer or file cabinet if you cannot take them with you.
3. Lock your office door every time you leave the office unattended.
4. 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 page 21.)

If theft occurs, immediately report the crime to a 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.

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.

The Friendly Challenge

If you see someone you do not know acting suspiciously, 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 or her where he or she 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 phone and call a 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.

Pandemic Planning and Information

Metropolitan State University is aware of the impact a pandemic could have on our campuses. To prepare, a committee of university leaders have worked with local and county officials to create a coordinated operations and response plan.

The **RU Ready?** Web page provides information and links about pandemics and gives you some practical, common sense measures to reduce your risk of contracting the flu.

In the unlikely event of a pandemic, the **RU Ready?** Web page, as well as the main Metropolitan State home page, will be updated with the latest news and important information about university events and activities. At this time we recommend that you emphasize basic infection prevention measures. The measures include:

- covering mouth and nose with a tissue when coughing or sneezing;
- washing hands often with soap and water or an alcohol-based hand rub; and
- staying home when you are sick.

Metropolitan State University monitors all influenza developments and is reviewing plans and processes to keep our community safe.

For additional information, go to the following Web site:

<http://www.metrostate.edu/READY/pandemic.html>

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/Blouse _____ Coat _____

Tie/Scarf _____ Pants/Skirt _____ Shoes _____

Speech/body:

Tattoos, scars, marks, amputations _____

Distinctive gait/limp _____ Impediments/accents _____

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 a safety officer at 651-793-1725 for additional information on the below services:

Minnesota's Employee Assistance Program (EAP) provides 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)

Parking Information

Public Parking

There is no daily public parking available to the general public unless it involves business on the campus.

Handicap Parking

Handicap parking is available on all campuses.

Emergency Code Blue Phones

Emergency code blue phones are installed in the parking lots of the Saint Paul Campus.

They are located:

- Seventh Street parking lot north of St. John's Hall
- Library's main east parking lot
- Ramp and adjacent parking lot

These emergency phones have one panic button that when pressed dials directly into the safety officer's cell phone for emergency related calls only. These phones do not make other calls.

Parking Violations on the Saint Paul Campus

Parking violations are issued to address the increasing number of violators parking along yellow fire lanes within the center courtyard, parking for over 30 minutes in the center lot designated for drop off and pickup, no parking permit displayed in the Seventh Street lot, and for expired or misused permits as well as other violations.

Citation Payment

Payment of citations is to be directed to the Cashier's Office and requires a copy of the citation. Payment is due 14 days from the Date of Issuance (*date is written on the citation by the issuer*) or a \$20 late fee will be added.

Failure to Pay Citation Failure Could Result In

- Loss of the use of the parking lot
- A vehicle being immobilized or towed
- College administration sanctions

Violations During the Same Semester

- A second violation results in doubling of the fine.
- A third violation results in tripling of the fine.
- A fourth violation results in a tow at the owner's expense and loss of parking privileges at the university.

Tips on Personal Safety in Parking Lots, Ramps and Streets

Personal safety tips for before, when and after parking and when returning to your car.

Before Parking:

- Put valuables and packages in the trunk or out of sight before you arrive at your destination.
- Drive with your car doors locked and windows closed.
- Keep wallets and purses out of view while driving. Do not leave them next to you on the seat.
- Look and park in a well-lighted area of the lot or ramp.
- When you can, park your car as close as possible to an exit in a ramp or near the attendant's office in a lot.

When Parking:

- If you must leave your key with attendant, leave only your car key.
- Check parking ramp or lot for security, video cameras, regular patrols or escort services.

After Parking:

- Do not leave any valuables where they can be seen from outside the car.
- Keep your parking stub.
- Walk in the center of the ramp roadway. Display a confident and positive attitude.
- If someone is trying to break into your car, honk the horn repeatedly.

When Returning to the Car:

- If possible, return to your car with an escort or in a group.
- Have your door key in your hand.
- Look around and inside your car before you unlock the door and get in.
- Once inside the car, lock your door and start your engine. Start moving the car as soon as possible after situating yourself.
- If you know someone is following you while you are driving, go to the closest police or fire station and honk your horn, or drive to an open business or gas station where you can safely call the police.

As a courtesy to our neighbors, please do not park in front of homes around campus—off street parking is limited. If you have any questions, please call the Safety Office at 651-793-1725.



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

Brooklyn Park Site
9110 Brooklyn Boulevard
Brooklyn Park, MN 55445-2410
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 651-793-1549 (voice) or 651-772-7687 (TTY).

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