

BUILDING SUPERVISOR'S HANDBOOK



Revised
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MISSION STATEMENTS

Facilities Services

Facilities Services is committed to efficient stewardship of MSU's environment for the benefit of higher education in Montana.

Facilities Planning, Design & Construction

Provide responsible leadership and systematic guidance to preserve and advance the physical environment of MSU in support of education, research, and community outreach.

1. Building Supervisor Responsibilities

- A. Facilities Services (FS) and Facilities Planning, Design & Construction (FPDC) sincerely appreciate your willingness to fulfill the important responsibilities of serving as a Building Supervisor at MSU. The Building Supervisor network is intended to maintain an effective, orderly and reliable *single-point* responsibility for communications and building access/security issues between the Facilities Departments and our building users. Therefore, as a general rule:
- *we do not allow designations of multiple Building Supervisors for any one facility;*
 - *Building Supervisors are usually located within their assigned building.*
- Doing otherwise would seriously compromise the primary intent of the Facilities Services Building Supervisor network.

As a Building Supervisor, your primary responsibilities involve assisting the Facilities departments in successfully executing their missions, including but not limited to:

- i. Communication – Communicate information between building users and Facilities for a broad range of activities that may affect your building and/or its users.
 - ii. Building Access – Assist in the oversight of key distribution for your building by partnering with FS to scrutinize, control and limit the number of keys authorized for your building.
 - iii. Coordination – Assist Facilities in coordinating maintenance work, utility outages, renovation work, project planning, etc.
 - iv. Regulatory Compliance – Participate in the inspection process and resolution to correct deficiencies.
 - v. Building Maintenance - Participate in the Facilities Condition Inventory process and planning projects to address maintenance issues.
 - vi. University Policies – Report and participate in enforcing University Policies.
 - vii. Other Responsibilities – Coordinate/disseminate information from other entities that rely on the Building Supervisor network – e.g., MSU Police Dept, Safety & Risk Management, Information Technology Dept, etc.
- B. After-hour Callouts – As mentioned in A,i, iii & vii above, the Building Supervisor plays an important role in the communication loop related to the safe operation of your facility. Unfortunately, MSU Police, Facilities, Safety & Risk Management do not have the resources to notify multiple building users of specific incidents. Therefore, in the event that your facility experiences an operational problem outside the typical MSU business hours (M-F, 8-5), it will be the Building Supervisor’s responsibility to initiate their internal communication network to notify interested parties within the facility of the situation. Occurrences that may warrant this action include, but are not limited to: roof leaks, broken water or heat pipes, electrical outages, climate control issues, intrusion alarms, environmental alarms, etc.
- C. Building Supervisor responsibilities run continuously throughout the calendar year (i.e., responsibilities do not end with the academic year). Since a greater level of campus construction and maintenance activity often occurs during the summer months, it is important that each Building Supervisor assign a reliable back up person (such as a trusted administrative assistant) who can maintain communications between building occupants and Facilities during all Building Supervisor absences. FS maintains a list of assigned back up personnel for communications purposes.
- D. Building Space Allocation/Management – Due to their intimate knowledge of their building occupants, Building Supervisors will be asked by Facilities to participate in periodic input,

analysis and verification of space occupancies within their assigned building. HOWEVER, the resolution of interdepartmental problems and conflicts related to facility use and official space assignment/allocations within MSU's buildings remain the purview of the Deans, VPs and ultimately the Space Management Committee processes.

2. Communication

- A. Building Supervisors serve building occupants and building users as critical communication links, liaisons and emissaries for Facilities.
- B. Utility interruption notification is centralized through the FS Work Control Center and relayed to each Building Supervisor who represents the areas affected by any type of utility interruption. It is the Building Supervisor's responsibility to immediately relay the interruption information and any related specific instruction to all building occupants and building users. Faithfully executed, this system will ensure that all occupants receive prior notice of planned utility interruptions initiated by outside contractors through FPDC or the FS workforce and ensure that occupants are apprised of circumstances surrounding any unplanned incidents.
- C. Building Supervisors must encourage all facilities users to contact the Work Control Center with all facility related issues. Building Supervisors may choose to be made aware of the maintenance and repair problems particular to their facility by having all departments within their facility notify the Building Supervisor when items have been reported. This process will reduce duplicate requests for service, repetitive problems are more easily identified, and it provides a basis for effective communication and follow-up regarding building maintenance issues. Building Supervisors should report all damage, vandalism, violations of the Construction Activities policy, etc. to FS.
- D. Building occupants should notify the Building Supervisor of any potential needs or modifications that may affect any portion of their assigned building. The Building Supervisors also disseminate information generated by Facilities in planning for major maintenance or renovation projects.

3. Building Access

- A. All access hardware on *academic buildings* at MSU is comprised of a single-manufacturer (BEST Corp), graduated-hierarchy type system. Each building has its own *building master key*, which overrides all *sub-master keyed (offices, entries, etc.)* locksets in the building. Building master keys are collected under grand masters, with the university great-grand master at the top level. The MSU Police Dept is the only entity that has great-grand master key access – for security/emergency purposes. Custodial spaces, maintenance rooms and mechanical rooms are generally under a FS-controlled master key (i.e., not under the building master – but they are under the great-grand master for emergency access).

- B. It is critical that distribution of and access to building master keys be tightly limited and judiciously guarded. Modern security protocols demand that no more than two (2) or three (3) building masters should be issued to building occupants. Typically, the Building Supervisor, the Building Supervisor's designated back up and in complex situations possibly one other upper administrative type person may be issued a building master key. Specific keying schemes can allow all other building occupants, including entire departments, to access all their spaces without the need for a building master key to be issued. If questions arise about such keying arrangements, contact the FS Work Control Center (x2107).

All master key requisitions must be in accordance with the above guidelines and must be authorized by the Director of Facilities Services.

- C. The loss of a building master key must be immediately reported to the MSU Police Dept and the FS Work Control Center. Any security problems or thefts may be investigated by the MSU Police Dept. The Building Supervisor's college or department and/or other building occupant colleges or departments may be required to participate in funding a whole-building re-keying project if circumstances require.
- D. While active daily monitoring of building access is not currently necessary, it is important for the Building Supervisor to maintain some awareness of how the building is being used and to report any activities that are disruptive or contrary to the safe use and benefit of legitimate building users.
- E. As Facilities Services upgrades each academic building with Cat-Card access, Facilities Services will provide the Building Supervisors and Departments within each building with the "Access Guidelines" document that outlines the requirements and protocol for after-hour building access for designated employees, staff, faculty and students. Keyed after-hour access will not exist after Cat-Card access is installed.
- F. To ensure deactivation of all Cat-Card access and the return of all university keys prior to leaving the University, Building Supervisors and Departments are required to sign the Termination Checklist for any employee leaving MSU.

4. Coordination

- A. The Building Supervisor will also be expected to assist the Facilities Departments in coordinating maintenance work and scheduling utility outages, etc., with building occupants and building users. The Building Supervisor may also be asked to participate in planning major renovation or additions that affect the building and to provide input regarding potential Long Range Building Program projects.

5. Regulatory Compliance

- A. The MSU Safety and Risk Management Department coordinates periodic/annual Fire/Life Safety Inspections with the Fire Marshall. It is the Building Supervisor's responsibility to participate (or provide a designated representative to participate) in each inspection and to participate in finding, implementing and enforcing solutions to correct deficiencies.
- B. Periodic inspections by other compliance agencies - e.g., building codes, Dept of Labor (OSHA-like inspections), ADA inspections, etc. – may also require participation by the Building Supervisor including the implementation of solutions to correct deficiencies.

6. Building Maintenance

- A. It is the Building Supervisor's responsibility to participate with FPDC in the Facilities Condition Inventory (FCI). The FPDC FCI Team inspects one of MSU's major academic buildings each month, resulting in a complete round of inspections approximately every three years. This process produces the information from which MSU's annual maintenance priorities are defined and provides information for the Long Range Building Program request for each legislative session.
- B. In addition to the FCI, Facilities Services maintains various maintenance programs – e.g., Scheduled Maintenance, Classroom Maintenance, Preventive Maintenance, etc. - and specific maintenance input may be solicited periodically from Building Supervisors for which timely responses will be greatly appreciated.

7. University Policies

- A. It is the Building Supervisor's responsibility to assist Facilities in the operation of his/her assigned building in accordance with all university policies and to encourage compliance among all building occupants and users.

8. Assignment of Building Supervisors

- A. Building Supervisors are assigned by the Associate VP for University Services through a collaborative process that includes consultation with the Director of Facilities Services, Dean(s) under which major building occupant departments reside and the department heads of the various occupant departments.
- B. As noted before, as a general rule:
 - *we do not allow designations of multiple Building Supervisors for any one facility;*
 - *Building Supervisors are usually located within their assigned building.*Doing otherwise would seriously compromise the primary intent of the Facilities Services Building Supervisor network.

Appendix A

Budget Information – Who Pays?

Available Services

- Work Control/Campus Maintenance
- Receive and Dispatch all Service Requests
- Project Estimating and Scheduling Services
- Campus Key Distribution
- Carpenter Shop
- Custodial Services
- Electrical Shop
- Elevators
- Engineering Services
- Heating Plant
- Key/Lock Shop
- Laborer Shop
- Landscape and Grounds
- Mail Services
- Mechanic Shop
- Motor Pool
- Paint Shop
- Plumbing Shop
- Refrigeration Shop

Facilities Services charges for work performed and determines who is responsible for these charges. Assignment of charges for typical services are listed below. They do not necessarily apply in all cases, nor are they all-inclusive.

Services normally charged to Facilities Services operating budgets:

- Building maintenance items such as custodial services, trash collection, repairs to walls, windows, doors, roofs, ceilings, floors, and elevators are funded by State supported facilities.
- Repairing and servicing of all utility distribution systems (except video, voice and data communications cabling) including heat, cooling, water, gas, compressed air, electricity, air handling systems, and waste water.
- Repairs to walks, roads, curbs, street lights and storm sewers; care of lawns, trees and shrubs.
- Scheduled Maintenance Activities include replacements and upgrades to items such as painting, flooring, ceilings, lighting, plumbing systems, roofs, etc.

Services normally charged to the requesting college or department:

- Repairs to department equipment.
- Service to refrigeration equipment, air conditioning equipment and utility services installed at the request of the department.
- Remodeling, renovation and moving at the request of the department.
- Installation of research or instructional equipment or machinery, including utility support systems.
- Special requests from a college or department for upgrades and renovations.
- Services provided to MSU's Auxiliary enterprises.
- Services to prepare or support special events and the necessary cleanup following these events.
- Extraordinary maintenance or service (including custodial) requests that are discretionary and departmental in nature.
- Delivery of departmental supplies and equipment.

If you have any questions regarding a billing you have received, please call Facilities Services Work Control at 994-2107.

Appendix B

Construction Activities Policy

Subject:	Physical Plant
Policy:	Construction Activities Policy
Revised:	October, 2009
Origin Date:	1985
Review Date:	Three (3) years from Revised Date above
Sponsor:	Facilities Services Advisory Committee

Introduction and Purpose:

All MSU facilities are owned by the State of Montana and MSU. The facilities operations departments; Facilities Planning, Design & Construction (FPDC) and Facilities Services (FS) are charged with operating, maintaining and preserving the value of MSU's physical facilities for the benefit of the State and MSU, which includes assuring that all construction activities are accomplished in accordance with State Statutes, Administrative Rules, Legislative or Regents Authorizations, Regent's Policies, University Policies, University Design Guidelines, University Construction Standards, building codes, seismic codes, electrical/mechanical codes, ADA Guidelines, Environmental Health and Safety Regulations, Department of Labor Regulations, Insurance Requirements, Collective Bargaining Agreements, and are performed in an efficient and cost effective manner etc.

Definitions:

Construction Activities means but is not necessarily limited to, new construction, alteration, repair, maintenance, remodeling, and any other physical changes, such as painting, flooring and window coverings; including installations of equipment, appurtenances and furnishings that require installation, modification, structural considerations, or extension of building services or building systems, by convention, guideline or code; involving buildings, grounds, infrastructure elements, real property or parts thereof.

Policy:

In order to responsibly execute the above charge, all construction activities, regardless of the source of funds, shall be administered by either Facilities Services (FS) for maintenance and small scale projects or by Facilities Planning Design & Construction (FPDC) for large scale projects, projects which require design services, contract management, and projects designed and/or constructed by private consultants and contractors employed by the University. All construction contracts shall be issued and administered by FPDC (or the State Architecture & Engineering Division, through FPDC, as appropriate), and all construction activities shall be performed under the administrative oversight of FPDC or FS.

Procedures:

A. Contacts

Contact the FS Work Control Center Estimator to initiate any kind of maintenance or small scale construction activity or with any questions relating to construction activities or the application of this policy.

Contact the FPDC University Architect to initiate any large scale project or projects requiring design services or with any questions relating to construction activities or the application of this policy.

Contact the Information Technology Center to initiate communications systems, equipment or communications wiring projects or with any related questions.

B. Special Sanctions:

This policy is not intended to interfere with or inhibit student, research or academic fabrication projects *that do not fall within the definition of construction activities as noted above*. The University recognizes that certain departments do have the need, and right, to have their technicians perform carpentry work, metal work, electronics and related tasks, strictly associated with fabrication and repair of non-building equipment used for research and educational purposes in various labs and galleries. Such work is sanctioned as long as the work does not alter University facilities, nor violate the scope of work of any Collective Bargaining Agreement (CBA). However, any attachment to the building or any installation, modification or extension of building services or building systems, necessitated by convention, guideline or code, shall be performed as a construction activity under the administrative oversight of FS or FPDC.

In addition, MSU supports University-approved student building-like construction projects, which may include carpentry and other construction activities noted above, provided such projects are initiated under the direct guidance and administrative oversight of FS or FPDC, which may include negotiating a one-time dispensation from a specific CBA provision.

C. Communications Systems, Equipment and Wiring:

MSU owns its complete telephone system, including PBX equipment, communications wiring and PBX software. The Information Technology Center (ITC) is responsible for the management of this system. All changes, additions, or deletions to this system require the prior approval of ITC. ITC will make all purchases of communications systems, equipment and wiring in accordance with MSU's "Procurement Policy and Procedures."

In addition, MSU owns its complete wired and wireless telecommunications system, including cabling for data, voice, security, video, etc. ITC is responsible for the management of this system. Any extension of this cabling infrastructure will require prior review and approval by both ITC and FS or FPDC, and will be subject to inspection/approval after installation. The attachment of any device to the cabling infrastructure must conform to the Standards for Network Connectivity at Montana State University (<http://www.montana.edu/itac/campusnetstds.doc>). The connection of devices to one another in a laboratory setting is covered by these provisions only if one or more of the devices is connected or will be connected to the MSU telecommunications system, or if their interconnection would violate building codes or involve Unauthorized Construction Work as discussed herein.

In many cases, building codes and/or university standards require that telecommunication cabling in finished areas of a building be enclosed in a specified raceway. The installation of a raceway must be done by, or through, FS or FPDC as stated previously in this policy. Access to concealed building spaces, including but not limited to chases, mechanical spaces, elevator shafts, telecommunication rooms and spaces, ductwork, custodial spaces, spaces above suspended ceilings, behind baseboards and trim, etc., for any purpose (wiring or otherwise) is expressly prohibited without prior approval from FS or FPDC.

Installation of telecommunication wiring may be done by qualified personnel of departments, when such installation has been reviewed and specifically authorized by FS or FPDC and ITC prior to the installation and when not in conflict with CBAs, the AMP Netconnect Warranty Program, or other applicable requirements. Installations that have not been reviewed and approved by FS and FPDC and ITC prior to installation represent Unauthorized Construction Work and are subject to all the corrective actions noted herein.

Internal Control:

Except for the special sanctions noted previously, any such activity that is not initiated through a facilities operations department following the policy outlined herein will be considered Unauthorized Construction Work. Unauthorized Construction Work often violates statutes, standards, policies, regulations and codes, and often results in hazardous situations during execution or in the future. In the event that Unauthorized Construction Work is discovered, the following actions may be taken:

- A. Representatives from the facilities operations departments/ITC and/or Personnel and Payroll Services will inspect the work to determine whether there has been a violation of this policy and/or any CBA provision. If it is determined that a CBA provision has been violated, the department that implemented the Unauthorized Construction Work shall participate in settlement negotiations with FS and the applicable bargaining unit, if requested by FS, and shall bear the full costs of any negotiated settlement.
- B. As necessary, the appropriate facilities operations department(s)/ITC will inspect the project for quality of craftsmanship, standards of materials, and compliance with codes and other policy and regulatory requirements. In the event that any craftsmanship or materials are determined to be sub-standard, or the project is not in compliance with applicable codes, etc., the appropriate facilities operations department(s)/ITC will make all necessary corrections. The costs of such activities will be charged to the department responsible for the Unauthorized Construction Work.
- C. If, for any reason, the unauthorized work must be removed, the appropriate facilities operations department(s)/ITC will proceed with that action and the resulting cost will be charged to the department responsible for the Unauthorized Construction Work.
- D. If a record must be made of any such work and building drawings must be revised to reflect same, the appropriate facilities operations department(s)/ITC will do so and the cost for such records will be charged to the department responsible for the Unauthorized Construction Work.

Appendix C

Work Order Request Form

This is a Word Document template which you can use to email your work requests to Work Control. Please do not fill this form out as a web page and try to send it, as you will be sending a blank request form. Instead, save it in your default templates folder. (Generally, on your C: drive in the 'Documents and Settings\\Application Data\\Microsoft\\Templates' folder). Then when you open Microsoft Word, you can open a new file, select the WorkOrderRequestForm template and click 'OK'. Fill in the form and use the 'Send' option to email the request to: workcontrol@montana.edu.

[Work Order Request Form](#)

Estimate Request Form

This is an Excel Document template which you can use to email your estimate requests to Work Control. Please do not fill this request form out as a web page and try to send it, as you will be sending a blank request form. Save it in your default templates folder. (Generally, on your C: drive in the 'Documents and Settings\\Application Data\\Microsoft\\Templates' folder). Then when you open Microsoft Excel, you can open a new file, select the 'EstimateRequestForm' template and click 'OK'. Fill in the form and use the 'Send' option to email the request to: workcontrol@montana.edu

[Estimate Request form](#)

Appendix D

University Staff/Student Key Requests

Facilities Services Reception Area
Plew Building, 6th Avenue and Grant Street
Hours: 9:00 am - 4:00 pm, Monday - Friday
(closed on University staff holidays)
Fax: 406-994-6572
Email: keyrequest@montana.edu

Facilities Services assumed responsibility for issuing University keys on June 1st, 2009. This change affects keys formerly issued by the University Police department. Student residence keys continue to be handled by Residence Life.

Please note changes in key request and return procedures. Campus Key Request forms must be received, in advance, before a key may be issued.

University Staff/Student Key Issues

University staff or students must complete a [Campus Key Requisition form](#), and obtain all required signatures, in order to receive a University Key. The original Campus Key Requisition form should be mailed or delivered to Facilities Services. Please note that anyone receiving a key is required to have a Montana State University GID# for identification.

- The form may be faxed or emailed to Facilities Services in order to expedite processing. The original, signed, copy must be received by Facilities Services before a key may be issued.
 - Email Instructions:
Please include only last four digits of keyholder's GID on the emailed form.
- Faxed or emailed forms are NOT allowed for requests for building master or restricted keys.
- Key Requests received by 10:00 am will normally be available for pick up by noon of the next working day. If you need ADA accessibility, please call 406-994-4131 for arrangements. Facilities Services will contact the keyholder when the key is ready, as various factors may cause processing to take more or less time than usual. The key(s) must be picked up, in person, during the hours posted above. The keyholder should bring valid photo identification and be prepared to sign for all University keys in his/her possession. Please arrange to pick up your key within thirty days after being informed that it is ready. Key requests may be purged if the key is not picked up in a timely manner, in which case a new key request form will be required.

Key Returns

Keys may be returned to Facilities Services during the hours posted above. Keys should be returned in person. If you need ADA accessibility, please call 406-994-4131 for arrangements. Under extenuating circumstances, keys may be returned for another person as long as all keys held by that person are returned.

Appendix E

MSU POLICE

The Montana State University Police Department is a full service law enforcement agency with first responder responsibilities for the MSU campus for law enforcement, medical, fire and other emergencies. If a crime occurs contact the MSU Police Department at 994-2121; in the event of an emergency, dial 911. The MSU Police Department can also be contacted by email at police@montana.edu. For more information about University policies and procedures concerning disaster and recovery go to http://www2.montana.edu/policy/emergency_manual/. For incidents of criminal activity, stalking, bomb threat, explosion, fire, or earthquake please follow the procedures below. In the event of an officially declared emergency, the MSU website www.montana.edu will direct you to critical information.

1. Crime Reporting

An effective crime prevention program hinges on the efforts of the entire community. MSU's Crime Prevention Program encourages all members of our campus community to work together to make MSU as crime free as possible. One of the most important actions anyone can take is to report crime, suspicious persons, and potential problems as quickly as possible. Any victim or witness to a crime should report the crime so police can ensure public safety and conduct an investigation. Even if the victim declines prosecution, MSU Police need to know the details surrounding the event so action can be taken to preclude further incidents of a similar nature and to protect others from crime. Incidents involving injury to people or crimes against persons should **always** be reported to MSU Police.

Crimes can be reported in person by coming to the MSU Police Department located at the Huffman Building at the corner of S. 7th Avenue and Kagy Boulevard; by telephone at 994-2121 or 911; or by e-mail using the Silent Witness Program: switness@montana.edu.

Individually, you can help prevent crime on campus by taking a few precautions:

- Register your bicycle with MSU Police and lock your bike to a bike rack when not in use; [bicycle registration](#) is free.
- Keep expensive articles locked up and out-of-sight in your automobile.
- Use a common sense approach to protecting your valuables and either keep them in your locked residence or on your person; record serial numbers of expensive articles.
- Know who you are talking to on the [telephone](#) and be cautious of both telephone solicitations and a person(s) who approaches you for any reason.
- Keep only reasonable amounts of cash on hand and protect your credit cards and credit card numbers.
- Keep locker combinations and electronic passwords confidential.

2. Stalking/Harassment

Like domestic violence, stalking/harassment is a crime of power and control. Stalking/harassment is conservatively defined as "a course of conduct directed at a specific person that involves repeated (two or more occasions) visual or physical proximity, nonconsensual communication, or verbal, written, or implied threats, or a combination thereof, that would cause a reasonable person fear" ([Tjaden and Thoennes, 1998](#)). Stalking behaviors also may include persistent patterns of leaving or sending the victim unwanted items or presents that may range from seemingly romantic to bizarre, following or laying in wait for the victim, damaging or threatening to damage the victim's property,

defaming the victim's character, or harassing the victim via the Internet by posting personal information or spreading rumors about the victim. If you are being harassed by another individual, file a report with MSU Police as soon as possible.

A. Harassing Phone Calls

Abusive, annoying, harassing, obscene, or threatening telephone calls are an unwarranted invasion of your privacy. You should contact MSU Telephone Services or MSU Police any time you receive a telephone call of questionable intent or origin. Do not give out information to anyone you do not positively recognize or who fails to identify themselves.

B. Threatening Calls

If you are threatened by a caller, immediately contact MSU Police. The police will either seek a court order for placement of a telephone trace procedure or, if determined not to be a life-threatening situation, law enforcement may refer the customer to the appropriate university office for a voluntary telephone number change or voluntary customer initiated trace procedure.

C. Telephone Trace Policy

MSU's Telephone Services Manager may place a telephone trap/trace on university telephones in situations where harassing/threatening calls are received by customers.

D. How Do I Reach the Police or Telecommunications Office?

If you are the victim of malicious calls or would like to request additional information on personal safety and security, contact the Telephone Services Manager in the Information Technology Center at extension 5050 or the MSU Police at extension 2121.

The MSU Telephone Services Office is open during regular university business hours, Monday through Friday, 8:00 am to noon and 1:00 to 5:00 p.m. except holidays, and may be reached at extension 5050. MSU Police are available 24 hours a day, seven days a week at extension 2121.

3. Active Shooter

An active shooter is a person actively engaged in killing or attempting to kill people in a confined and populated area. Although the likelihood of an active shooter event occurring at MSU is extremely low, it is important that members of the MSU community understand how to respond should they find themselves in such a situation. Below is guidance regarding what to do during an active shooter event as well as what to expect when law enforcement arrives on scene.

A. Evacuating or Hiding

If there is an accessible avenue of escape, attempt to evacuate the premises. If evacuation is not possible, find a place to hide where the active shooter is less likely to find you. The safest place for you to be is inside of a secure room. To prevent an active shooter from entering your hiding place, lock the door and barricade it with heavy furniture. Silence cell phones and pagers and remain quiet. If it is not possible to hide or evacuate, remain calm and if possible, dial 911 to alert the police of the active shooter's location. If you cannot speak, leave the line open and allow the dispatcher to listen.

B. Taking Action Against the Active Shooter

As a last resort, and **only** when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by throwing objects and using improvised weapons.

C. When Law Enforcement Arrives

Law enforcement's primary objective is to stop the active shooter as soon as possible.

Responding officers will not necessarily know the identity of the shooter and may treat everyone they encounter as a possible suspect. Remain calm and follow the instructions of the responding officers.

D. Information to Provide to Law Enforcement or 911 Operators

- Building name and address
- Location of the active shooter(s)
- Number of shooters
- Physical description of shooter(s) (weight, height, race, gender, clothing color and style, etc.)
- Number and type of weapons held by the shooter(s) (handgun, rifle, shotgun, explosives)
- Number of potential victims at the location

The first officers to arrive at the scene will not stop to help injured persons. Their task is to proceed immediately to the shooter/threat. Once the threat has been neutralized, safety corridors will be established and the building will be evacuated.

Appendix F

BOMB THREAT

If you receive a bomb threat over the telephone:

1. Listen carefully to the details of the threat and try to keep the caller talking until you are able to get the answers to the following questions:
 - a. When is the bomb going to explode?
 - b. Where is it right now?
 - c. What does it look like?
 - d. What kind of bomb is it?
 - e. What will cause it to explode?
 - f. Did you place the bomb?
 - g. Why?
 - h. What is your name?
2. Note whether the caller is male or female, any distinctive voice characteristics the caller may have (i.e., accent, slurring, key words used), and any background noise that you may hear.
3. When the caller hangs up, dial 911 and tell the MSU Police dispatcher all of the information you learned from the caller concerning the bomb and location. Be sure to give the dispatcher your name, office location, and telephone extension. Do not hang up until the dispatcher releases you.
4. After you have contacted the MSU Police Dispatcher, remain quiet about the threat and stay where you are until you are contacted by MSU Police. MSU Police, in cooperation with the Bozeman Fire Department, will give the order to evacuate the building if necessary.

**Montana State University
Bomb Threat Checklist**

CALL UNIVERSITY POLICE IMMEDIATELY – 911

Be Calm and Courteous, Speak Quietly and Firmly
Get all Information Possible from the Caller

1. What building? _____
2. When will it go off? _____
3. Where is the bomb? _____
4. What floor? _____
5. What part of the building? _____
(north, south, etc.)
6. What type of bomb? _____
(chemical, mechanical, electrical, trip)
7. What does it look like? _____
(size, shape, color, etc.)
8. Why was it placed there? _____
9. Name of person calling? _____
(if not given, note gender, age, etc.)

ALSO TRY TO NOTICE OTHER CHARACTERISTICS ABOUT THE CALL

1. Is the call long distance?
2. Voice characteristics?
(loud, soft, intoxicated, etc.; fast, slow, slurred, etc. foreign or regional accent)
3. Background noises?
(Quiet or party atmosphere; voices, music or office machines; street traffic, airplanes, etc.)

Person Receiving call: _____

Date: _____ Time: _____

Telephone # _____ Dept. _____ Supv. _____

Appendix G

GENERAL EMERGENCY MANAGEMENT

1. Explosions

If an explosion occurs somewhere in your building:

- A. Pull the nearest fire alarm to evacuate the building.
- B. Call 911 and tell the MSU Police dispatcher the location of the explosion and, if known, its seriousness and any possible injuries to personnel. Be sure to give the Dispatcher your name, office number and telephone extension. Do not hang up until the Dispatcher releases you.
- C. After you have completed the call, wait a safe distance outside the building until help arrives.
- D. Do not approach or come into contact with any downed utility lines or other damaged utilities.
- E. Direct responding emergency personnel to the explosion area and any personnel that might be injured.
- F. Assist in taking a head count of building occupants in order to help determine who may be trapped in the building. Communicate this information to the emergency response personnel.

2. Fire

A fire emergency may exist alone or in conjunction with another type of emergency (i.e. earthquake, chemical spill, explosion, criminal activity, etc.). Trained firefighters may not always be immediately available; however, even if they are not available, do not endanger yourself or others in an effort to put out a fire in your building unless you are confident that you can extinguish the fire safely, and have already reported the fire to 911.

If a fire occurs in your building:

- A. Pull the nearest fire alarm to evacuate the building.
- B. Call 911 and tell the MSU Police dispatcher the location of the fire. Be sure to give the dispatcher your name, office number, and telephone extension. Do not hang up until the dispatcher releases you.
- C. Spread the alarm. Know the exit routes and keep them open.
- D. Evacuate the building, closing doors and windows behind you to confine the fire and prevent drafts. Keep doors and windows free of obstructions. Do not use elevators.
- E. Assist the physically disabled or others requiring assistance to exit the building in an emergency.
- F. Disconnect electrical equipment on fire. Know the location of equipment switches and electrical panels. Keep area in front of all electrical panels open.
- G. If you should become trapped in the building, move to a room on an outside wall with a window. Place a towel or jacket, etc., at the bottom of the door to help prevent smoke from entering the room. Hang a towel, sheet, blanket or other large item from the window so it may be visible from the outside. If you have access to a phone that works, call 911 and give your location.
- H. Assemble a safe distance away from the building, utilizing your building pre-designated evacuation assembly point. Do not block driveways or areas to be used by fire or other emergency response units.
- I. Do not approach or come into contact with any downed utility lines or other damaged utilities.
- J. If you know the location of the fire, material involved, or other pertinent information, meet Fire Department personnel and provide them with all the information you have regarding the fire.
- K. Do not attempt to reenter the building until the Fire Department and a University official declares the building safe.

- L. Assist in taking a head count of building occupants in order to help determine who may be trapped in the building. Communicate this information to emergency response personnel.
- M. Know the location(s) where those not able to evacuate will likely take refuge – e.g., physically disabled persons may not be able to evacuate high-rise buildings.

3. Earthquake

MSU is in a high earthquake hazard zone. Earthquakes are unpredictable, may strike without warning and range in intensity from small tremors to severe shocks that may last from a few seconds to several minutes. Injuries usually result from falling debris rather than from the direct movement of the earth. Disruption of communication lines, light and power lines, and sewer and water mains can be expected.

If an earthquake strikes when you are inside:

- A. Stay inside (falling building elements present great danger).
- B. Watch out for falling plaster, light fixtures, glass, bookcases, etc.
- C. Stay away from windows and mirrors. Either take refuge under a table or desk, sit or stand against an inside wall away from windows, or stand in a strong inside doorway.
- D. Fire danger is greatly elevated after an earthquake.

If an earthquake strikes while you are outside:

- A. Avoid high buildings, walls, building parapets, power poles, and other objects that may fall. Move to open areas away from hazards.
- B. Do not approach or come into contact with any downed utility lines or other damaged utilities.

After the tremor is over:

- A. Check for injured people. Do not move seriously injured people unless they are in immediate danger.
- B. If you think that the building may have been damaged, evacuate. Aftershocks can level severely damaged buildings.
- C. Do not use the telephone except to report an emergency. If a call is necessary, dial 911 and report the emergency situation to MSU Police. Be sure to give the dispatcher your name, location, and telephone extension.
- D. Do not use plumbing or anything electrical (including elevators) until after the utility and electrical lines have been checked.
- E. Open doors carefully, watching for objects that may fall.
- F. Do not use matches or lighters and watch for fires that may have started.
- G. Keep streets clear for emergency vehicles.
- H. Be prepared for additional after-shocks.
- I. Assist in taking a head count of building occupants in order to help determine who may be trapped in the building. Communicate this information to emergency response personnel.

4. Lightning

Lightning causes more deaths than any other weather hazard, so keep the following safety rules in mind.

If the lightning threatens when you are inside:

- A. Stay inside and stay away from open doors or windows, radiators, metal pipes, sinks, and plug-in electrical objects such as radios, electric typewriters, lamps, etc.
- B. Do not use plug-in electrical equipment or the telephone.
- C. *If lightning strikes when you are outside:*

- D. Seek shelter in a building, if possible. If no buildings are available seek shelter in a ditch or ravine.
- E. When there is no shelter, avoid the highest object in the area and avoid being the highest object yourself. If only isolated trees are nearby, the best protection is to crouch or lie in the open, keeping at least as far away from the isolated trees as they are high.
- F. If you are wearing or carrying anything metal, get rid of it.
- G. If you feel an electrical charge (hair stands on end, skin tingles), lightning might be about to strike you. Drop to your knees and bend forward, putting your hands on your knees.

Note: Persons struck by lightning receive a severe electrical shock and may be burned, but they retain no electrical charge and can be handled safely. A person struck by lightning can often be revived by prompt application of CPR.

Appendix H

ENVIRONMENTAL MANAGEMENT

The following information regarding environmental management addresses only immediate emergency actions as a result of a spill or exposure to chemical or radiological materials. Please consult the Safety and Risk Management Web Site for other chemical and radioactive materials information and assistance: <http://www.montana.edu/wwwsrn/>

1. Chemical Spill

Various teaching, research and service activities at MSU require the use of a number of chemicals or hazardous materials that are potentially harmful if they are accidentally spilled. If a chemical spill occurs:

If the spill poses an immediate hazard to life or health, or is an immediate fire hazard:

- A. Evacuate the immediate area and close the door behind you.
- B. Pull the nearest fire alarm to evacuate the building.
- C. Call MSU Police at 911 and inform the dispatcher what type of chemical was spilled, the amount spilled and the exact location of the spill or fire (building, room number, etc.). Be sure to give the dispatcher your name, location, and the extension from which you are calling. Do not hang up until the dispatcher releases you. MSU Police will contact MSU Chemical Safety personnel to respond.
- D. After evacuating the building, occupants should gather, wait at a safe distance and follow the instructions given by emergency response and administrative personnel.

If the spill is small and does not pose a life safety or fire hazard:

- A. Contain the spilled chemical or hazardous material to prevent it from spreading. Prevent further spill or discharge of chemical or hazardous material. Do not let chemical or hazardous material enter drains or run along pipes or under walls where it may run into another room or to a lower floor.
- B. Use appropriate personal protective equipment when working with or near chemicals or hazardous materials. Evacuate all personnel from the immediate area of the spill and warn occupants in adjacent rooms.
- C. Call 911 and tell the dispatcher what type of chemical(s) or hazardous material(s) were spilled, the amount spilled, and the exact location (building, room number, etc.) of the spill. Be sure to give the dispatcher your name, location, and extension from which you are calling. Do not hang up until the dispatcher releases you. The dispatcher will contact the appropriate emergency response personnel.
- D. If injury occurs give appropriate first aid. If you have a copy of the appropriate Material Data Safety Sheet for the chemical or hazardous material involved, have it available for emergency responders.
- E. If qualified, initiate cleanup. If not, wait until Hazardous Material Management personnel arrive.

If the spill is outside a building:

- A. Take preventative measures to control the spread of the chemical.
- B. Take precautions to alert all others in the vicinity. Prevent anyone from coming into contact with the chemical or hazardous material.
- C. Call 911 and inform MSU Police of the situation.

2. Radiation Accident

In the event that someone is physically contaminated with radioactive materials; accidentally exposed to large sources of radiation (e.g., sealed sources or radiation producing machinery); or there is a spill or loss of control of radioactive material; or there is a fire in an area where radioactive materials are used:

- A. Call the Radiation Safety Officer at extension 7317 or 6888 during regular business hours. During off-hours call 911 and tell the MSU Police dispatcher the exact location of the incident (building, room number, etc.) and any details regarding the incident of which you are aware. Be sure to give the dispatcher your name, office/lab number and telephone extension. Do not hang up until the dispatcher releases you.

In case of major spill or ruptured source of radioactive material, proceed with the following:

- A. Contact the relevant authorities as directed above.
- B. Tell all personnel not involved in the spill to vacate the room at once.
- C. Attempt to contain the spill as much as possible.
- D. If the spill has occurred on skin, begin irrigating the exposed area with soap and warm water.
- E. If the spill has occurred on clothing, remove that clothing immediately and place in a discernable container (e.g., radiation-waste box) for further examination by the radiation Safety Officer. Use radiation detection instrumentation to ascertain whether skin contamination has occurred.
- F. Close all windows and shut off fans and air conditioners immediately.
- G. Vacate the room, but stay in an area outside the room until the Radiation Safety Officer arrives and determines the severity of the situation.

More detailed information regarding the circumstances addressed above may be found at the SRM

Web site: <http://www.montana.edu/wwwsrm/radiation.htm>

Appendix I

RISK MANAGEMENT

The following information is provided regarding reporting workplace injuries and illnesses and MSU's Early Return To Work program. Additional information regarding other risk management and insurance programs can be obtained at the SRM Web Site:

<http://www.montana.edu/wwwsrn/>

1. Workers' Compensation Claim Reporting Procedures

Each employee must report any work related accident or injury immediately to his/her supervisor, unless precluded by emergency medical treatment. The supervisor, with the employee's assistance, or without, if the employee is incapacitated, must complete the First Report of Injury and Occupational Disease form within 24 hours. If the employee is not available for signature, obtain a signature as soon as possible. If there is any reason to question the claim, the supervisor should check the appropriate box on the claim form and provide relevant information.

If an employee is hospitalized or is expected to miss work because of the injury/illness the supervisor must notify *MSU Safety and Risk Management* at 994-6888 immediately.

The First Report of Injury and Occupational Disease is available at:

<http://www.montana.edu/wwwsrn/Insurance/workerscomp.htm>. It is a web-based form and has to be printed after completion. Send the signed (injured employee and supervisor) original via campus or U.S. mail to: MSU Safety and Risk Management, 1160 Research Drive, Bozeman, MT 59718.

An injured employee requiring medical attention must notify his/her supervisor of treatment as soon as possible. Notification must include the name and phone number of the medical provider. Supervisors will maintain close contact and coordination with Safety and Risk Management for return to work activities and/or any temporary job modifications that may be needed.

Incident/Accident Investigations

The supervisor shall conduct an inquiry into the circumstances of every incident/accident. The inquiry should address all factors bearing upon the incident, including input from any applicable witnesses. Identify the root cause(s) of the incident and take corrective actions to prevent recurrence. Safety and Risk Management personnel are available to assist the supervisor in this investigation. In some cases the supervisor may be asked to complete a formal incident/accident investigation report.

3. MSU Early Return to Work and Modified Duty Program

A. What Happens If I'm injured at Work and Can't Do My Job?

After a work related injury your physician may determine that you can return to work in a modified or limited duty position. This is called an early return to work provision. A temporary position may be in your home department or elsewhere on campus.

B. What is a modified or limited duty position?

This is a position that meets the requirements your physician has set for you to heal properly. You will have certain restrictions that you and your supervisor will discuss together. Both of you will determine which parts of your regular job you can still do. If you are unable to do any parts of your regular job then your supervisor will look for other duties within your

department. If there are no tasks or duties available then Safety and Risk Management may work with you and your supervisor to place you in another campus position that can meet your temporary requirements.

C. How long will I be in this modified or light-duty position?

It depends how quickly you heal. Only your physician can release you to resume the tasks of your regular job. Safety and Risk Management will work closely with you until you are released.

D. What if my physician recommends therapy?

Your physician may recommend physical or occupational therapy during this time and you need to attend those sessions. It is to your advantage to make these appointments before or after work. But since they, like the early return to work program, are part of your recovery you may be released from work to attend such appointments.

E. Do I have to do this?

Yes – while it is not possible to develop modified duties or find another limited duty position that meets the needs of the university and the injured employee, you are required to work with Safety and Risk Management and your supervisor to evaluate each situation. (Also see http://www2.montana.edu/policy/early_return/early_return.htm) The benefits of the early return to work program are faster recovery, staying active in the work environment and maintaining your regular wages. It also maintains compliance with workers' compensation for you and MSU.