

# New Century School

1355 Pierce Butler Route  
St. Paul, MN 55104

Emergency Action Plan

2015-2016

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## **Staff Responsibilities Any Disaster**

### **Building Administration or Designee:**

- Verify information.
- Call 911 if necessary.
- Seal off high-risk area.
- Convene crisis team, if needed, and implement crisis response procedures.
- Notify Director.
- Notify students and staff (depends on emergency).
- Evacuate students and staff or relocate to a safe area within the building, if necessary.
- Refer media to Director (or designee).
- Notify community agencies (if necessary).
- Implement post-crisis procedures.
- Keep detailed notes of crisis event.
- Notifications of parents/guardians will be handled, in accordance with district policies, by the building administrator or administrative designee.

### **Teachers/Staff:**

- Verify information.
- Lock classroom doors, unless evacuation orders are issued.
- Warn students, if advised.
- Account for all students.
- Stay with students during an evacuation.
- Take class roster.
- Refer media to Director or designee.
- Keep detailed notes of crisis event.
- Keep staff and students on site, if possible, for local investigators so interview and accurate documentation of the events can be completed, if event warrants.

# Fire

## **In the event a fire, smoke or a gas odor has been detected:**

- Pull fire alarm.
- Evacuate students and staff to the designated area. See map posted at Room Exits
- Notify fire department (call 911) and Director or Office Manager; administration must report incident to Fire Marshal (as required by State Law).
- Follow normal fire drill route. Follow alternate route if normal route is too dangerous or blocked.
- Teachers take class roster.
- Teachers take attendance after being evacuated.
- Teachers report missing students to building administrator immediately.
- After consulting with appropriate officials, building administrators may move students to alternate building if weather is inclement or building is damaged.
- No one may reenter building(s) until entire building(s) is declared safe by fire/police personnel or administration
- Building administrator notifies students and staff of termination of emergency. Resume normal operations.

# Severe Weather: Tornado/Thunderstorm/Flooding

## 1. **Tornado/Severe Thunderstorm Watch has been issued in an area near school:**

The Director or Office Manager will monitor Emergency Alert Stations (see EAS section) or NOAA Weather Radio (National Weather Service).

### **Teachers/Staff:**

- Bring all persons inside building(s).
- Close windows and blinds.
- Review tornado drill procedures and location of safe areas.  
*Tornado safe areas are in interior hallways or room away from exterior walls and windows, and away from large rooms with high span ceilings. Get under a desk, if possible.*
- Review “drop and tuck” procedures with students.

## 2. **Tornado/Severe Thunderstorm Warning has been issued in an area near school, or tornado has been spotted near school:**

The Director or Office Manager will announce to staff we are moving into the Severe Weather drill.

### **Teachers/Staff:**

- Move students and staff to designated safe areas.
- Close classroom doors.
- Remind teachers to take class rosters.
- Ensure that students are in “tuck” positions.
- Account for all students.
- Remain in safe area until warning expires or until emergency personnel have issued an all-clear signal.
- **Refer to building diagram showing safe areas. Post diagrams in each classroom showing routes to areas.**

## 3. **Flood Watch has been issued in an area that includes your school:**

The Director or Office Manager will monitor Emergency Alert Stations, NOAA Weather Radio, and stay in contact with local emergency management officials.

### **Teachers/Staff:**

- Review evacuation procedures with staff and prepare students.
- Check relocation centers. Find an alternate relocation center if primary and secondary centers would also be flooded.
- Line up transportation resources.

## 4. **Flood Warning has been issued in an area that includes your school:**

- If advised by emergency responders to evacuate, do so immediately.
- Teachers take class rosters.
- Move students to designated relocation center quickly.
- Turn off utilities in school and lock doors.
- Teachers take role upon arriving at relocation center. Report missing students to building administrator.
- **Notify parents/guardians according to district policy.**

## **Assault/Fight**

- Ensure the safety of students and staff first.
- Call the Director.
- Building administrator call 911, if necessary.
- Teacher(s) defuse situation, if possible. Control the scene and demand that the combatants stop. Clear onlookers.
- Building administrator will notify School Nurse to document any injuries.
- Building administrator assembles Crisis Team Members, if necessary.
- Seal off area where assault took place if there are any Blood Borne Pathogens.
- Building administrator notifies police if weapons were used, victim has physical injury causing substantial pain or impairment of physical condition, or assault involved sexual contact (intentional touching of anus, breast, buttocks or genitalia of another person in a sexual manner without consent. This includes touching of those areas covered by clothing).
- Building administrator notifies parents/guardians of students involved in assault.
- Document all activities. Building administrator obtains statements from combatants and witnesses and deals with situation according to district discipline policy.
- Assess counseling needs of victim(s) or witness(es). Implement post-crisis procedures.

# **Bomb Threat**

## **Upon receiving a phone call that a bomb has been planted in school:**

- Complete the “Threat Phone Report” and the “Caller Identification Checklist” on the following pages.
- Listen closely to caller’s voice and speech patterns and to noises in background.
- After hanging up phone, immediately dial the call back service \*69 in your area to trace the call, if possible.
- Notify the Director or designee.
- Building administrator notify local law enforcement agency.
- The Director, or designee, orders evacuation of all persons inside school building, or other actions, per school policy.
- If evacuation occurs, teachers should take class roster.

## **If threat is received by a written note:**

- The Director notifies law enforcement.
- Avoid any unnecessary handling of note. It is considered evidence by law enforcement.
- Place note in a plastic bag, if available.

## **Evacuation procedures:**

- The Director notifies students and staff.
- Report any unusual activities/objects immediately to the appropriate officials.
- Take class roster.
- Students and staff may be evacuated to a safe distance outside of school building, in keeping with school policy. After consulting with appropriate officials, building administrator may move students to a designated building, if indicated.
- Teachers take roll after being evacuated.
- No one may reenter building until fire or police personnel declare entire building is safe. (Note: Teachers and Staff know what has been disturbed and added to their work area and may be asked by fire or law enforcement personnel to help search.)
- Building administrator notifies students and staff to termination of emergency. Resume normal operations.
- Notify parents/guardians, per district policies and/or guidance.

## **Demonstration or Disturbance**

### **Building Administrator will:**

- Ask demonstrators to disperse.
- Notify police, if necessary.
- Ensure the safety of students and staff first.
- Contain unrest. Seal off area of disturbance.
- Building administrator notifies Director
- Warn staff. Building administrator may initiate lock-down procedures. (See Lock-Down Procedures on page 20)
- Shut off bells, if applicable.
- Move people involved in disturbance to an isolated area.
- Document incidents with cassette recorder or take detailed notes.

### **Teachers:**

- Keep students calm.
- Lock classroom doors.
- Do not allow students outside of classroom until you receive an all-clear signal from building administrator.
- Make a list of students absent from classroom.
- Document all incidents.



# Hazardous Materials

## **Incident occurred in school:**

- Notify the Director.
- Call 911. If identity and/or location of hazardous material is known, report information to 911.
- Evacuate to an upwind location, taking class roster.
- Seal off area of leak/spill. Close doors.
- Secure/contain the area until fire personnel arrive.
- Fire officer in charge may recommend additional shelter or evacuation actions.
- Consider shutting off heating, cooling, and ventilation systems in contaminated area to reduce the spread of contamination.
- Follow procedures for sheltering or evacuation.
- Administration will notify parents/guardians if students are evacuated, according to school policy.
- Resume normal operations after consulting with fire officials.

## **Incident occurred near school property:**

- Fire or Police will notify school officials.
- Consider need for closing outside air intake, evacuation of students to a safe area or sheltering students in the building until transportation arrives.
- Fire officer in charge of scene will recommend shelter or evacuation actions.
- Follow procedures for sheltering or evacuation.
- If evacuation, take class roster.
- Notify parents/guardians if students are evacuated, according to district policy and/or guidance.
- Resume normal operations after consulting with fire officials.

*Note: Consider extra staffing for students with special medical and/or physical needs.*

## **Serious Injury/Death**

### **If incident occurred in school:**

- Call 911. Do not leave the victim unattended.
- Notify the Director.
- Notify School Nurse or CPR/first aid certified persons in school building of medical emergencies
- If possible, isolate affected students/staff member.
- Initiate first aid if trained.
- Do not move victim except if evacuation is absolutely necessary.
- Administration will activate school crisis team if needed.
- Administration will designate staff person to accompany injured/ill person to hospital.
- Building administrator notifies parent(s)/guardian(s) of affected student.
- Direct witness(es) to school social worker or school psychologist. Contact parents if students are sent to school social worker or school psychologist.
- Administration will determine method of notifying students, staff and parents.
- Refer media to Director,

### **If incident occurred outside of school:**

- Administration will activate school crisis team, as needed.
- Administration will notify staff if before normal operating hours.
- Administration will determine method of notifying students and parents. Announce availability of counseling services for those who need assistance.
- Refer media to Director

### **Post-crisis intervention Administration will:**

- Meet with school social worker and school psychologist.
- Determine level of intervention for staff and students.
- Designate rooms as private counseling areas.
- Escort affected student's siblings and close friends and other "highly stressed" individuals to school social worker and/or school psychologist.
- Assess stress level of staff. Recommend counseling to overly stressed staff.
- Follow-up with students and staff who received counseling.
- Designate staff person(s) to attend funeral.
- Allow for changes in normal routines or test schedules to address injury or death.

# **Suicide**

## **Suicide Attempt in School**

### **Suicide attempt in school:**

- Intervene prior to attempt suicide, as appropriate.
- Verify information.
- Try to isolate suicide person from other students. Prevent others from witnessing a traumatic event if possible.
- **Call 911**, if person requires medical attention, has a weapon or needs to be restrained.
- Notify or Associate Director.
- Administration will notify school nurse/social worker and/or school psychologist, and appropriate crisis intervention/mental health hotline number (see Emergency Numbers).
- Building administrator will activate Crisis Response Team members if needed.
- Calm suicide person.
- Stay with person until counselor/suicide intervention arrives. Do not leave suicide person alone.
- Building administrator calls parents/guardians if suicidal person is a student.
- Building administrator may schedule meeting with parents and school social worker and/or school psychologist to determine course of action.
- Administration will determine method of notifying staff and students. Initiate grief counseling plan as appropriate.

### **If attempt results in death/serious injury:**

- **Call 911.** Do not leave victim unattended.
- Notify school nurse or CPR/first aid certified person in school building of medical emergency.
- Isolate victim if possible.
- Notify Director.
- Administration will activate school crisis team.
- Administration will designate staff person to accompany victim to hospital.
- Building administrator notifies parents/guardians if victim is a student.
- Direct witness(es) to school social worker and/or school psychologist. Contact parents if students are sent to school social worker and/or school psychologist.
- Administration will determine method of notifying students, staff and parents.
- Refer media to Director
- Implement grief-counseling plan as appropriate.

# Weapons

## **Staff or student who is aware of a weapon brought to school:**

- Immediately notify Director.
- Tell building administrator or teacher the name of suspected person who brought the weapon, where the weapon may be located, if the suspect has threatened anyone or any other details that may prevent the suspect from hurting someone or himself/herself.
- If teacher suspects that weapon is in classroom, he/she should confidentially notify a neighboring teacher. Teacher should not leave classroom.

## **Building administrator will:**

- Call police if a weapon is suspected, as viewed by a reasonable person, to be in school.
- Ask another administrator to join you in questioning suspected student or staff member.
- Isolate student from weapon, if possible. If the suspect threatens you with the weapon, do not try to disarm him/her. Back away with your arms up. Stay calm.
- Accompany suspect to private office to wait for police.
- Inform suspect of his/her rights and why you are conducting search.
- Keep detailed notes of all events and why search was conducted.
- Notify parent(s)/guardian(s) if suspect is a student. Explain why search was conducted and results of the search.
- Document the incident, per reporting requirements established in Minnesota Statutes.

# Shooting

If a person threatens with a firearm or begins shooting:

## **Staff and Students:**

- If the shooting occurs outside and you are outside – go inside the building as soon as possible. If you cannot get inside, make yourself as compact as possible; put something between yourself and the shooter; do not gather in groups.
- If the shooting occurs inside the building and you are outside – take students away from the building. Go to our alternate building, take attendance, notify office of whereabouts, and await further information.
- If the shooting occurs inside and you are inside – go into **Lockdown** procedures

## **Building Administrators will:**

- Assess the situation as to:
  - the shooter's location
  - any injuries
  - potential for additional shooting
- **Call 911** and give as much detail as possible about the situation.
- Secure the school, if appropriate.
- Assist students and staff in evacuating from immediate danger to a safe area.
- Care for the injured as carefully as possible until law enforcement and paramedics arrive.
- Refers media to Director per media procedures.
- Assist Director in preparing information to be released to media and parents/guardians.
- Notify parents/guardians according to district policy.
- Hold information meeting with all staff.
- Initiate a grief counseling plan.

# **Terrorism**

## **Chemical or Biological Threat**

### **Upon receiving a phone call that a chemical or biological hazard has been planted in school:**

- Complete the “Chemical/Biological Threat Phone Report” and “Caller Identification Checklist” on the following pages.
- Listen closely to caller’s voice and speech patterns and to noises in background.
- Notify Director, or designee.
- Notify local law enforcement agency.
- Building administrator orders evacuation of all persons inside school building(s), or other actions, per school policy.
- If evacuation occurs, teachers should take class roster.

### **Upon receiving a chemical or biological threat letter:**

- Minimize the number of people who come into contact with the letter by immediately limiting access to the immediate area in which the letter is discovered.
- Ask the person who discovered/opened the letter to place it into another container, such as a zip-lock bag or another envelop.
- Notify 911 and the Minnesota Duty Officer (800) 422-0798.
- Separate “involved people from the rest of the staff and students for investigation purposes.
- Move all “involved” people out of the immediate area to holding area.
- Ask “involved” people to remain calm until local public safety officials arrive.
- Ask “involved” people to minimize their contact with the letter or their surroundings, because the area is now a crime scene.
- Limited decontamination and change of clothing for a person who opened or handled letter without any gloves may be appropriate. Get advice of public safety officials.

### **Evacuation procedures:**

- Building administrator notifies students and staff if evacuation is deemed necessary. Do not mention “terrorism” or “chemical or biological agent.”
- Report any unusual activities immediately to the appropriate officials.
- “Uninvolved” students and staff will be evacuated to a safe distance outside of school buildings(s), in keeping with school policy. After consulting with appropriate officials, building administrator may move students to a designated building, if indicated.
- Teachers take roll after being evacuated noting any absences immediately to the building administrator or designee.
- Students and staff “involved” in a letter opening or receiving a phone call will be evacuated as a group if necessary per consultation of the building administrator and public safety officials.
- Building administrator notifies students and staff of termination of emergency. Resume normal operations.
- Notify parents/guardians, according to district policies.

## **Threat Phone Report**

**(To include threats related to the release of chemicals, disease causing agents and incendiary devices.)**

1. Date and time call was received:
  
2. Exact words of caller:
  
3. Remain calm and be firm. Keep the caller talking and ask the following questions:
  - a. Where is the device/package?
  
  - b. What does the device/package look like?
  
  - c. When will it go off/detonate?
  
  - d. What will cause it to go off/detonate/trigger?
  
  - e. How do you deactivate it?
  
  - f. Why was it put here?
  
  - g. Did you place the device/package?
  
4. If the building is occupied, inform the caller that detonation/releases of hazardous substances could cause injury or death of innocent people.
  
5. If a call is received on a Caller ID equipped telephone, check for the origin of the call and record the number.

## Caller Identification Checklist

Time of call: \_\_\_\_\_

Caller's identity: \_\_\_\_\_

Sex/Age group:    \_\_\_ Male    \_\_\_ Female    \_\_\_ Adult    \_\_\_ Juvenile

Approximate age:    \_\_\_ Year

Origin of call:    \_\_\_ Local    \_\_\_ Long Distance    \_\_\_ Internal

Call's voice:    \_\_\_ Loud    \_\_\_ Soft    \_\_\_ Fast    \_\_\_ Slow  
                  \_\_\_ Deep    \_\_\_ Squeaky    \_\_\_ Distant    \_\_\_ Distorted  
                  \_\_\_ Sincere    \_\_\_ Raspy    \_\_\_ Stressed    \_\_\_ Stutter  
                  \_\_\_ Nasal    \_\_\_ Drunken    \_\_\_ Slurred    \_\_\_ Lisp  
                  \_\_\_ Disguised    \_\_\_ Crying    \_\_\_ Broken    \_\_\_ Calm  
                  \_\_\_ Irrational    \_\_\_ Rational    \_\_\_ Angry    \_\_\_ Incoherent  
                  \_\_\_ Excited    \_\_\_ Laughing    \_\_\_ Righteous    \_\_\_ Accent

Background noises:    \_\_\_ Voices    \_\_\_ Airplanes    \_\_\_ Street traffic    \_\_\_ Trains  
                          \_\_\_ Animals    \_\_\_ Party    \_\_\_ Factory machines    \_\_\_ Quiet  
                          \_\_\_ Music    \_\_\_ Horns    \_\_\_ Office machines    \_\_\_ Bells

Familiarity:

\_\_\_ Did the caller's voice sound familiar?

\_\_\_ Did the caller seem to be familiar with the building or area by his/her description of the device location?

Name of person receiving the call: \_\_\_\_\_

Telephone number call was received at: \_\_\_\_\_

Immediately after caller hangs up, report threat to or Associate Director, evacuate the building, and call 911.

(\*Teachers take your roster during an evacuation.)



## **Intruder/Hostage**

### **Intruder – an unauthorized person who enters school property:**

- Ask another staff person to accompany you before approaching intruder.
- Politely greet intruder and identify yourself.
- Ask intruder the purpose of his/her visit.
- Inform intruder that all visitors must register at the main office.
- Notify Director.
- If intruder's purpose is not legitimate, ask him/her to leave. Accompany intruder to exit.

### **If intruder refuses to leave:**

- Warn intruder of consequences for staying on school property. Inform him/her that the police will be called.
- Notify police and building administrator if intruder still refuses to leave. Give police full description of intruder.
- Walk away from intruder if he/she indicates a potential for violence. Be aware of intruder's actions this time (where he/she is located in school, whether he/she is carrying a weapon or package, etc.).
- Building administrator may issue lock-down procedures (see Lock-Down Procedures section).

### **Witness to hostage situation:**

- If hostage taker is unaware of your presence, do not intervene.
- Call 911 immediately. Give dispatcher details of situation; ask for assistance from hostage negotiation team.
- Seal off area near hostage scene.
- Notify building administrator. (Building administrator should issue a lockdown.)
- Give control of scene to police and hostage negotiation team.
- Keep detailed notes of events.

### **If taken hostage:**

- Follow instructions of hostage taker.
- Try not to panic. Calm students if they are present.
- Treat the hostage taker as normally as possible.
- Be respectful to hostage taker.
- Ask permission to speak and do not argue or make suggestions.

## **Lock-Down Procedures**

1. The Director or designee will issue lock-down procedures by announcing a lockdown over the P.A. system.
  
2. **Upon notice of a Lock-Down:**
  - Teachers should immediately gather all students/staff outside their classroom, bring students/staff into the classroom, lock the door and close it.
  - The door should not be opened for anyone other than the police or administration.
    - Do not open the door to any student asking to be let in. You do not know if the student is a part of the threat and you do not want to put others at risk.
  - If there is no teacher in the room at the time of a lockdown, instruct students to go to the nearest classroom.
  - Teacher should close window blinds and shut off lights.
  - Students should be moved away from windows/doors and sit together in a secure area.
  - All students should remain quiet – teacher should check email for information or instructions.
  - Non-teaching staff members should go to the nearest classroom, or secure area with a locked door.
    - Room 106 teacher will quickly check student bathrooms for any missing student/staff/parents
    - Room 121 teacher will be responsible for two slips, one for their room and one for room 122
    - Teachers with exterior doors make sure they are closed tight, covered and locked.
    - Office secretary/personnel will quickly check staff bathrooms for any missing staff, parents, or students
    - Classes outside the building SHOULD NOT enter the building. Move outside classes to primary evacuation site (by garages on the other side of Hamline Building)
    - Room 123 teacher will quickly welcome any class having PE into their classroom
    - If you are a specialist (Speech, etc) in the front office please bring your students into the conference room
    - Room 117 teacher will be responsible for two slips, one for their room and one for room 116
    - Media Center – Any staff member using the MC is responsible that the doors to the MC are locked. All staff and students should be moved away from any windows, and sit in a secure area.
    - Maintenance – If in the halls at time of lockdown, go into the nearest classroom.
    - Food Service/Lunch –Have students sit quietly under tables in the duck and cover position. Do not evacuate students because you do not know if there is a threat outside.
  - Students in bathrooms should stay in the bathroom, hidden in a stall, and remain quiet.
    - Remind students they will NOT be admitted into their classroom to stay put.
  - Once your area is locked down, staff should make a list of all students/staff in your lock-down area.
  - Please check your email for information.
  - If you have any students/staff that are hurt or in need of medical attention, or information about the threat/crisis, please send an email to the Director.

If there is a hostage situation, remain calm, calm the students and follow the instructions of the hostage taker. Treat the hostage taker respectfully and as normally as possible. Ask permission to speak; do not argue or make suggestions.

## **Sheltering Procedures**

**Sheltering provides refuge for students, staff, and public within the school building during an emergency. Shelters or safe areas are located in areas that maximize the safety of inhabitants. Safe areas may change depending on the emergency.**

- Identify safe areas in each school building.
- Building administrator warns students and staff to assemble in safe areas. Bring all persons inside building(s).
- Teachers take class roster.
- Close all exterior doors and windows, if appropriate.
- Turn off any ventilation leading outdoors, if appropriate.
- Cover up food not in containers or put it in the refrigerator, if appropriate and time permitting.
- If advised, cover mouth and nose with handkerchief, cloth, paper towels or tissues.
- Teachers should account for all students after arriving in safe area.

**All persons must remain in safe areas until notified by building administrator or emergency responders.**

## **Evacuation/Relocation Centers**

### **Evacuation:**

- Call 911, if necessary.
- Notify Director of situation.
- Director will initiate evacuation procedures.
- Building administrator determines if students and staff should be evacuated outside of building or to relocation center (alternate building). Administration coordinates transportation if students are evacuated to relocation center. Administration will contact other building and informs them that evacuation is taking place.
- Building administrator notifies relocation center.
- Direct students and staff to follow fire drill procedures and route. Follow alternate route if normal route is too dangerous.
- Turn off lights, electrical equipment, gas, water faucets, air conditioning and heating systems.
- Close doors.
- Notify parents/guardians per district policy and/or guidance.

### **Teachers:**

- Direct students to follow normal fire drill procedures unless building administrator alters route.
- Take class roster.
- Close classroom doors and turn out lights.
- When outside building, account for all students. Inform building administrator immediately if student(s) is/are missing.
- If students are evacuated to relocation center, stay with class. Take attendance again when you arrive at relocation center.

### **Relocation Center:**

# Media Procedures

09/13/10

**All staff must refer media to the Director who assumes responsibility for issuing public statements during an emergency.**

- Director serves as district spokesperson unless he/she designates a spokesperson. If spokesperson is unavailable, an alternate assumes responsibilities.

## **District spokesperson:**

Director –  
Office –                      Cell –                      Home –

## **Alternate District spokesperson:**

Office Manager –  
Office -                      Cell –

Academic Dean –  
Office –                      Cell –

- Administration will assist Director with coordinating media communications. Administration will develop a script to use for making statements to media, families, and the community.

## **During an emergency, adhere to the following procedures:**

- Building administrators relays all factual information to Director.
- Establish a media information center away from school.
- Update media regularly. Do not say “No comment”.
- Do not argue with media.
- Maintain log of all telephone inquiries. Use scripted response to inquiries.

## **Media statement:**

- Create a general statement before an incident occurs. Adapt statement during crisis.
- Emphasize safety of students and staff first.
- Briefly describe school’s plan for responding to emergency.
- Issue brief statement consisting only of the facts.
- Respect privacy of victim(s) and family of victim(s). Do not release names to media.
- Refrain from exaggerating or sensationalizing crisis.

# School Emergency Team Members

## School Crisis Team

Position	Name	Work	Cell#
Director			
Office Manager			
Academic Dean			
Parent Liaison			
Nurse			
Facilities Manager			

## CPR/First Aid/AED Certified Persons in School Building

Name	Certification
	CPR FIRST AID AED
	CPR FIRST AID AED
	CPR FIRST AID AED
	CPR FIRST AID

## Emergency Phone Numbers

### Fire, Ambulance, Police

Emergency		911
Local Police (non-emergency)		(651)291-1111
Local Fire (non-emergency)		(651)224-7811
Ramsey County Crisis Intervention/Mental Health Hotline		(651)290-8999

### Referrals

Crime Victim Services	Statewide	(800)247-0390
	Metro area	(651)215-6954
Suicide Crisis Hotline	Metro area	(612)379-1199
24 hour Crisis Counseling	Statewide	(612)379-6363
Hazardous Materials/Poison	Statewide	(800)422-0798
	Metro area	(651)649-5451
Poison Control Center	Statewide	(800)764-7661
National Capital Poison Center		800-222-1222
Disaster Assistance	Statewide	(888)404-2236
American Red Cross	Metro area	(612)871-7676
Emergency Management Agencies:		
DEM (Division of Emergency Management)	Statewide	(800)422-0798
(24-hour)	Metro area	(651)649-5451
Anoka County Emergency Management	County	(651)266-1020

### Public Utilities

Electricity:	Excel Energy	(800)895-1999
Gas:	Excel Energy	(800)895-2999
Water:	Regional Water Service – Customer Service	(651)266-6350