1.0 Purpose
To ensure that the customers, staff, and community are kept safe and secure while dining or working in any of our facilities.

2.0 Revision History
N/A

3.0 Persons Affected
All staff in NMU Dining Services (student and fulltime) and customers of our facilities are affected by this policy.

4.0 Policy
One of the top priorities of NMU’s Dining Services is to make sure our employee’s work day is safe and our customers’ dining experience is safe – including encouraging staff to sign up for NMU text alerts. This policy will address a multitude of emergency scenarios and how to deal with them.

5.0 Definitions
N/A

6.0 Responsibilities
It is the responsibility of all staff – student and full-time – to read and understand this document. It shall be the responsibility of the on-site manager or lead supervisor of each unit to walk staff through the policy and procedure should an emergency event happen.

7.0 Procedures

7.1: SHELTER IN PLACE
WHEN NECESSARY: Robbery, Sniper, Active Shooter
1. Shelter in place.
2. Closest to your area – shut all doors and windows, lock, turn off lights, secure yourself, be quiet.
3. Don’t move until law enforcement arrives.
4. Cell phone – call 911, only if safe to do so.
5. Do not confront shooter, protect yourself, and attempt to escape – safely and quickly, only if safe to do so.
6. Listen for mass notification announcements and do as directed.
7. REMEMBER: MOST UNITS HAVE CAMERAS, phones can dial 911 without accessing – the caller does not need to speak - just dial, this will alert law enforcement.

7.2: SEVERE WEATHER EVENTS:
WHEN NECESSARY: WINTER STORM, TORNADO, FLOODS, (not all inclusive)
1. Do what necessary: mass notification and text alert tell you to do
2. May be shelter in place or evacuate – Supervisor’s call
7.0 Procedures (continued):

7.3:EVACUATE:

WHEN NECESSARY: Fire, Bomb threat,
1. Pull fire alarm (for fire only)
2. Call 911
3. Escort all guests out, if safe to do so.
4. Get all employees out, if safe to do so.
5. If able – double check bathrooms, storerooms, etc.
6. May use fire extinguisher ONLY IF TRAINED – the University puts no expectation on any employees to fight fire.
7. Activate Ansul System if fire is in an area protected by an Ansul system
8. Supervisor – must grab schedule and take a headcount. Each unit should have a designated area to convene in the case of an emergency, outside or in another building. Head count would be taken at designated safe spot.
9. Let manager/supervisor or emergency personnel know of trapped individuals or people needing assistance.

7.4: MEDICAL EMERGENCIES:
1. CALL 911 IMMEDIATELY
2. IF YOU ARE TRAINED – YOU MAY ASSIST, but not required by the University.
3. CLEAR AREA – for emergency personnel
4. MOVE FURNITURE AND ANY OTHER HARD OR SHARP OBJECTS AWAY FROM INDIVIDUAL WHO IS IN TROUBLE.
5. DIRECT EMERGENCY RESPONDERS TO SITE

7.5: UNRULY CUSTOMER:
1. Try to calm them down.
2. Be cordial and calm yourself.
3. Involve your manager/supervisor
4. Manager to ascertain - If they are persistent – call Public Safety at 2151 or 911
5. Do NOT engage in an argument – you may not know their true state of mind.

7.6: SOMEONE CARRYING A GUN OR KNIFE IN NON-THREATENING MANNER:
1. NOTIFY SUPERVISOR/MANAGER IMMEDIATELY
2. IF THE INDIVIDUAL IS APPROACHABLE – KINDLY ASK THEM TO LEAVE CAMPUS WITH THE WEAPON AND THEY ARE MORE THAN WELCOME TO RETURN TO CAMPUS WITHOUT IT.
3. IF THEY REFUSE – CALL 2151 OR 911 – FOR COMBATIVE INDIVIDUAL
7.7: **BIANNUAL REVIEW:**

1. Before the beginning of each main semester (Fall and Winter) a representative from Public Safety will review the above procedures at each Dining Services Unit.

2. The Manager of Program Development will liaise with the Operations Managers, Associate Director of Retail Operations and Public Safety to find mutually agreeable times and dates to conduct the training at each Dining Services unit.

3. The recommended times for this training would be in August before Fall term begins and in December after Fall term ends.