



ROCKY  
MOUNTAIN  
COLLEGE

# **Workplace Safety Manual**

## **Policies and Procedures**

Updated 6/13

# Table of Contents

- Purpose of Workplace Safety at Rocky Mountain College..... 3
- Workplace Safety Committee ..... 3
- Workplace Safety Policy ..... 3
- General Safety Rules..... 4
  - Lifting..... 5
  - Stair Use ..... 5
  - Wet Surfaces ..... 5
  - Ladder Use..... 5
  - Office..... 6
  - Housekeeping ..... 6
  - Maintenance ..... 7
  - Grounds ..... 8
- Hazardous Materials..... 8
- Chemicals..... 9
  - Hazardous Material and Chemical Labeling, Storage, and Disposal..... 9
  - Personal Protection ..... 10
- Hazard Communication Program ..... 10
  - General Policy ..... 10
  - Hazardous Materials..... 10
  - Chemical Hazard Identification..... 10
  - Incoming Chemicals – Employee Information and Training ..... 10
- Construction/Project Management..... 11
  - Contractor Policy..... 11
- Bloodborne Pathogens..... 12
- Vehicle Policy ..... 12
- Emergency Procedures..... 12
  - General Steps to Follow in an Emergency..... 13
  - When to Call ..... 13
  - Emergency Phone Numbers..... 14
  - Emergency Notification Response (ENR) ..... 14
  - Emergency Protocols ..... 15

Note: Navigation within this document can be easily accessed using the table of contents and/or by using the “Table of Contents” link at the bottom of each page.

## **Purpose of Workplace Safety at Rocky Mountain College**

Rocky Mountain College (RMC) adheres to principles that enhance and promote a healthy, wholesome atmosphere. People must feel secure within their present environment if they are to be positive and active members of their community.

RMC strives to make its community safe, useful, and functional. Safety is defined as “the condition of being safe from undergoing or causing pain, injury, or loss.”

This Workplace Safety Manual is provided to inform the campus community of RMC’s safety procedures, their development, and execution.

All staff, faculty, and student-employees should take the time to review the contents of this document in order to be prepared in the event of an emergency.

## **Workplace Safety Committee**

The RMC Workplace Safety Committee consists of the following individuals:

- 1) Director of Facility Services
- 2) Director of Campus Safety
- 3) Safety Training Manager, Flight Operations
- 4) Vice President for Student Life
- 5) Director of Human Resources
- 6) Workers’ Compensation Representative

The RMC Workplace Safety Committee meets quarterly. Meetings are open to any interested RMC student, faculty, or staff member. Meeting dates and times will be communicated to the College community one week in advance.

## **Workplace Safety Policy**

College employees and student-employees have a right to work and study in an environment free from health and occupational hazards. Administrators and supervisors must do everything within their control to ensure a safe environment and to be in compliance with federal, state, and local safety regulations.

- Rocky Mountain College wants to emphasize that our employees’ safety and health is uppermost in the minds of management and supervisors.
- We want to emphasize that injury prevention is the responsibility of everyone, and all employees will become thoroughly knowledgeable with and observe all safety practices. Your cooperation in accident prevention will mean that your employment with Rocky Mountain College will be safe. Rocky Mountain College management requests your cooperation in preventing accidents.

- Safety is not the sole responsibility of management, the supervisor, the experienced employee, or the new employee alone; it is the responsibility of every employee, every minute of the day or night whether at work, at home, or on the highway. Safety is an employee's continuous responsibility.
- Employees will know and understand the general safety rules contained in this manual as well as the specific safety rules pertaining to their particular job.
- Employees are expected to use proper care in their work for their own sake and the sake of employees working with or near them. If fellow workers are careless and perform his or her work improperly, call their attention to it. If he or she persists, report it to your supervisor.
- Safety can only be accomplished with the complete cooperation of all employees.
- Because we are engaged in many diverse activities, some work assignments require special protective equipment. Ask your supervisor what safety equipment and measures are necessary for your assignment.
- Be watchful for the safety of visitors, contractors, and new employees.
- Contractors and visitors will comply with all Rocky Mountain College rules and regulations. Report any conflicts to your supervisor.
- Good housekeeping reflects your interest in your surroundings. A clean operation is usually a safe operation.
- Rocky Mountain College employees are responsible for their immediate environment and each employee is responsible for sharing in the cleanliness of their work areas. Do your part to keep your area clean.

### **General Safety Rules**

- All work-related injuries or illnesses, however slight, must be reported to your supervisor immediately.
- Report unsafe conditions in the workplace immediately, including defective tools or other equipment, to your supervisor and the Director of Campus Safety.
- Use only the proper tools for the job. Do not use defective tools or equipment. If the proper tools are not available, request assistance from your supervisor.
- Supervisors will establish safe job procedures and also insist on employees observing and obeying safety rules. Deviations from established procedures require the approval of your immediate supervisor.
- If unsure of how to operate a machine or perform any assigned task, ask your supervisor before proceeding.
- Personal protective equipment must be worn or used in any area for which it has been issued.
- Get assistance lifting any item that is too bulky, awkward, or heavy for you to lift safely.
- If a repetitive task causes you discomfort, or you feel it is unsafe or unhealthy, report it to your supervisor immediately.
- Look where you are going, make sure there is enough light, and do not carry a load that blocks your forward vision.
- Avoid slippery, wet, or greasy floors and clean up spills as they occur.

- Do not use a chemical unless you fully understand its toxic properties and have the knowledge required to work with it safely.
- Alcohol and other drugs are prohibited.
- Horseplay and/or practical jokes are prohibited.
- In case of injury, Workers' Compensation 1<sup>st</sup> Report of Injury forms must be completed promptly. Forms are available in the Office of Human Resources.

The following guidelines state the proper procedures to ensure your safety:

### **Lifting**

- Face the object. Do not twist your body.
- Bend your knees; go down as far as necessary with the legs, not the back.
- Hold the object close to your body. Keep an elbow into the side of your body while lifting. If you cannot keep an elbow into your body, do not lift it.
- Lift with your legs, using the large muscles of the thigh, not the small muscles of the back. Lift smoothly, without jerking suddenly.
- Lift a heavy load no higher than the waist. Lift a light load no higher than the shoulders. Use a step stool when necessary. Heavier weights may strain the arm, shoulder, back, and neck muscles.
- Pivot on your feet to turn with the object, turning your whole body at one time. Do not twist to set the object down.
- Get help with heavy loads – utilizing mechanical assistance is preferred.

### **Stair Use**

- Keep one hand free to hold handrails.
- Watch where you are putting your feet on the stairs as they may be configured differently.
- Walk; never run when going up or down the stairs.
- Take one stair at a time.

### **Wet Surfaces**

- When walking on wet surfaces, take short steps to keep your balance. Walk with your feet pointed slightly outward for a stable base of support, and make wide turns at corners.
- Wear slip-resistant shoes with adequate friction for the condition of the walking surface.
- Whenever you see water, oil, or any other spilled substance clean it up right away. The spill should be marked with a sign, paper towels, or wastebasket while you are getting necessary cleanup supplies or while you report it to the appropriate person of that work area.

### **Ladder Use**

- Set ladder on firm, stable ground.
- Be sure the area around the base of the ladder is free of any objects that may become a tripping hazard upon descent.

- Set the base of the ladder out from its support, one foot for every four feet of working ladder height.
- Have someone hold the base, or tie off the ladder securely.
- Extend an extension ladder three feet beyond its contact with the building.
- Always inspect the ladder before using it, and never use the top rung.
- Do not over-reach. Keep your arms and legs close to your center of balance.

## **Office**

- Follow proper lifting procedures (see page 5) when moving boxes or other large objects. Ask for help with heavy loads.
- Keep desk and file drawers closed when not in use.
- To avoid falls, clean up liquids spilled on uncarpeted floors.
- Extension cords, wastebaskets, and other obstructions should not be left in aisles or walkways.
- Offices, halls, and stairways should be well lit. Contact Facility Services via the electronic work order system ([workorder@rocky.edu](mailto:workorder@rocky.edu)) when light bulbs need to be replaced.
- Do not overload electrical outlets.
- Turn off equipment (computers, printers, copiers, projectors, etc.) at the end of the workday.
- Use a chair that provides support for your back. Adjust the chair to fit your height. Use a footrest if necessary.
- Practice proper keyboarding techniques, and use a wrist rest to help avoid carpal tunnel syndrome.
- Take frequent, short breaks to rest your eyes when working on a computer for extended periods.
- Know where the fire extinguisher for your office/building is located, and know how to use it.
- Know the emergency/evacuation plan for your office/building in case of tornado, fire etc.

## **Housekeeping**

The Director of Facility Services will provide specific safety training. However, to ensure your own safety, you will need to abide by the following guidelines:

- Mops, buckets, and other equipment should be placed where no one can fall over them.
- Equipment or tools with defective electrical cords or plugs should not be used; they should be tagged for repair, and a “Facilities Services Requisition” form should be completed.
- Wear appropriate gloves when using any solution and when you are cleaning toilets and urinals.
- To avoid infection, keep your hands away from your face.
- Tools or equipment that are not working properly should be reported immediately and should not be used until they have been repaired or replaced.
- When your hands are wet or you are standing on a damp floor, do not touch light switches or handle electrical equipment.

- Use a ladder to reach high places. Do not climb on furniture or bath fixtures.
- Be alert to objects that may cause accidents. Remove them when possible, or report the hazard to your supervisor.
- Observe the rules for lifting safely (see page 5).
- Do not try to repair machines or equipment. Report them to your supervisor.
- Do not run your hands along surfaces that have not been checked for razor blades, broken glass, etc.
- Horseplay and practical jokes are strictly prohibited.
- Hold wastebaskets by the sides, and empty over a newspaper or open refuse bag. Never compact trash with hands or feet.
- Do not leave boxes, equipment, or carts where anyone could stumble over them. Observe good housekeeping rules – put things away properly.
- Know where fire extinguishers are located, and know how to use them.
- Keep supply closets in a clean and orderly manner. Do not store combustibles or flammable materials in closets.
- Walk; never run on the job. When going up and down stairs, use handrails.
- For extra protection, safety shoes or boots should be used when needed. Open-toed shoes are not permitted under any circumstances.
- Think safety at all times, and take safety precautions to protect yourself, your fellow employees, and guests.

## **Maintenance**

The Director of Facility Services will provide specific safety training. You will need to abide by the following guidelines to ensure your own safety:

- Use proper personal protection equipment as appropriate for the job: gloves, ear plugs, helmets, safety glasses, face shield, special clothing, footwear, dust or vapor masks, etc.
- Gloves or loose-fitting clothing are not to be worn around moving machinery.
- Do not work with faulty tools or machinery.
- To avoid a serious electrical shock, do not handle electrical tools, machines, switches, or connections with wet hands or when standing on a damp floor.
- Turn off electricity before making repairs to machinery. If you are working out of sight of the switch, leave a tag at the switch stating the machine is under repair.
- Never overload a fuse or circuit.
- See that ladders are in good repair and have nonskid feet.
- Use ladders to reach high areas. Never stand on the top or the next-to-top rung of a ladder.
- Do not use metal ladders for electrical repairs.
- Wear goggles when grinding or cutting steel, iron, and metals.
- Do not handle flammable liquids in enclosed areas.
- Obey the rules for safe lifting (see page 5).
- Clean up anything dropped or spilled.
- Have an assigned place for every machine and tool, and return it there.
- Do not try to operate machinery you do not understand.
- Horseplay and/or practical jokes are prohibited.
- Know where fire extinguishers are located, and know how to use them.

- Walk; never run on the job. Use the handrail going up and down stairs.
- For extra protection, safety shoes or boots should be used when needed. Open-toed shoes are not permitted under any circumstances.
- Loose fitting clothing should be avoided at all times.
- Think safety at all times, and take safety precautions to protect yourself and your fellow employees.
- Riding in/on the back or sides of vehicles is prohibited.

## **Grounds**

The Director of Facility Services has the responsibility of training and providing proper equipment. You will need to abide by the following guidelines to ensure your own safety:

- Use gloves when working around trees with thorns, etc.
- Protective hearing devices must be worn when using noise-producing equipment.
- Protective eye equipment must be worn when using any equipment that produces flying particles.
- Protective masks must be worn when using any toxic sprays for weed or pest control.
- Proper tool handling is important. If handled improperly, the sharp edges of the tool can cause serious injury.
- Proper safety clearance from your supervisor is essential before handling tools and/or equipment.
- For extra protection, safety shoes or boots should be used when needed. Open-toed shoes are not permitted under any circumstances.
- Loose fitting clothing should be avoided at all times.
- Riding in/on the back or sides of vehicles is prohibited.

Recognize potentially dangerous situations and look for logical solutions to them. Think through your job before you begin. Ask for help if needed.

## **Hazardous Materials**

A hazardous material is any biological, chemical, or physical item or agent that has potential to cause harm to humans, animals, or the environment, either by itself or through interaction with other factors.

Proper hazardous waste management is important in order to provide healthy and safe working conditions for faculty, staff, and students; to protect the environment; and to ensure compliance with applicable federal, state, and local laws and regulations. It is the responsibility of all College personnel to comply with College, state, and federal regulations regarding hazardous materials. The College is subject to state and/or federal inspection at any time and individuals can be cited for failure to comply with hazardous waste regulations.

If your job duties involve contact exposures, or creation of hazardous materials, contact your supervisor prior to any activities for specific safety procedures. In-depth protocol outlining



hazardous materials is available online, or hard copies may be reviewed by contacting Facility Services, the Campus Safety Office, or Human Resources.

## **Chemicals**

Chemicals are substances obtained by a chemical process or producing a chemical effect. Before use of any form of chemical (laboratory, janitorial, etc.), material safety data sheets (MSDS) should be reviewed. Janitorial chemical lists are on file in each housekeeping closet for every building. It is very important to not discard as ordinary trash any chemical solutions, chemical mixtures, industrial products, infectious wastes, contaminated rags, or any items containing or contaminated with substances that are regulated by government agencies, such as the Environmental Protection Agency (EPA) and the Occupational Safety and Health Administration (OSHA).

### **Hazardous Material and Chemical Labeling, Storage, and Disposal**

Any chemicals or hazardous materials received by RMC must be properly labeled according to the National Fire Protection Agency (NFPA) four-color system. All containers must be clearly labeled with the proper chemical name(s) of the substance(s). Trade names, acronyms, abbreviations, codes, or formulas are not acceptable. An updated MSDS must also be available in any area housing chemicals and/or hazardous materials.

Proper storage containers and areas must be determined before storing of any hazardous material or chemical as each substance is unique and may require distinctive protocol. General safety for storage areas requires clear aisles and passageways that are in good repair with no obstructions that could cause further hazards. All containers should be carefully labeled and identified as hazardous, and details of specific hazards should be outlined on the MSDS.

When a container is ready for disposal and is properly tagged, contact Facility Services at 406.657.1077 to request a pickup. A copy of the "Chemical Disposal Request" form must be given to Facility Services and accompany the container.

Certain chemicals are acceptable for disposal as regular trash or discarded in a sanitary sewer. Please consult the department head or the list of chemicals found in the RMC Hazardous Material and Chemical Management document for a comprehensive catalog of substances.

Solid materials (such as pipette tips, towels, gloves, etc.) that are minimally contaminated with chemicals (other than P-listed acutely toxic waste – please refer to the RMC Hazardous Material and Chemical Management document) and are drip-free may be disposed of in normal trash. Please note that sharps (syringes, needles, etc.) must be disposed of in sharps disposal containers regardless of whether they were used with any biological materials.

Special waste items that should be set aside for collection include batteries, compressed gas cylinders, ethidium bromide, mercury, waste oil, paint and painting supplies, photographic

chemicals, silver recovery, polychlorinated biphenyls (PCBs), fluorescent light bulbs, and compact fluorescent light (CFL) bulbs.

### **Personal Protection**

Safety equipment is required when handling and/or in the vicinity of hazardous materials and chemicals. Specific safety protocols are outlined within each department, and proper safety equipment is supplied by RMC for any employee or student-employees that needs protection. Safety devices that the College provides include, but may not be limited to, goggles, shields, rubber gloves, hearing protection, ventilation hoods, exhaust hoods, aprons, and respirators.

In-depth protocol outlining hazardous materials and chemical management is available online, or hard copies may be reviewed by contacting Facility Services, the Campus Safety Office or, Human Resources.

## **Hazard Communication Program**

### **General Policy**

The purpose of this program is to inform employees that RMC is complying with the Occupational Safety and Health Administration (OSHA) hazard communication standard and the Title 29 Code of Federal Regulations 1910.1200. Compliance includes the compiling of hazardous chemicals lists, the use of material safety data sheets (MSDS), ensuring that containers are labeled, and providing employees with training.

### **Hazardous Materials**

If your job duties involve contact with or exposure to hazardous materials, contact your supervisor for a briefing of specific safety requirements. Material safety data sheets (MSDS) are available for review on request.

Copies of the written program may be obtained from the Director of Facility Services.

### **Chemical Hazard Identification**

A list of chemicals is on file in the housekeeping closet of each building. If there is any question about a chemical, material safety data sheets (MSDS) should be reviewed.

Material safety data sheets (MSDS) are on file in the office of the Director of Facility Services.

### **Incoming Chemicals - Employee Information and Training**

Incoming chemicals must be labeled and classified as hazardous and must be stored in locations that meet safety standards. Material safety data sheets (MSDS) will also accompany these products and be stored in notebook binders at the locations.

All employees, including temporary employees, working with or potentially exposed to hazardous chemicals will be appropriately informed and trained concerning the potential hazards of the chemicals to which they may be exposed.

## **Construction/Project Management**

### **Project Management Policy**

As the College grows and our physical plant continues to age, major maintenance and construction projects are an inevitable fact of life. In all cases, RMC and the facilities department will strive to ensure that campus projects are as unobtrusive as possible and managed in accordance with industry best practices. As construction projects become necessary, employees can expect the following:

1. For all projects, every effort will be made to minimize the impact of construction on students, faculty, and staff. Whenever possible/practicable projects will be scheduled when school is not in session and buildings are unoccupied or minimally occupied.
2. For those projects that are unavoidably disruptive or inconvenient to the campus community, every effort will be made to:
  - a. thoroughly communicate to employees the nature of the work being done prior to the commencement of the project;
  - b. provide employees in the affected area(s) with a detailed construction plan;
  - c. provide employees with a projected timeline/project schedule;
  - d. for projects lasting more than five (5) business days employees will be provided with weekly updates detailing progress and modifications to timelines;
  - e. if necessary/appropriate, employees will be reassigned to work areas outside of the construction zone.

### **Contractor Policy**

No hazardous material will be introduced into the work place by vendors, salespersons, or employees without material safety data sheets (MSDS) being presented to the appropriate department.

The Director of Facility Services or facility services personnel will provide outside contractors with all necessary information concerning the potential hazards of the substances to which they may be exposed, as well as appropriate protective measures required to minimize this exposure. Material safety data sheets (MSDS) will be made available by Facility Services.

The Director of Facility Services must require all outside contractors to make available a list of hazardous chemicals and material safety data sheets (MSDS) for the materials that their employees will be using on College property.

The Director of Facility Services must also require all outside contractors to present and/or make available all valid and current licenses, permits, workers compensation coverage, and other documentation as required by federal and state laws. Contractors must also make available, upon request, documentation that permits all employees working at the College be authorized to legally work in the United States.

## **Bloodborne Pathogens**

Rocky Mountain College (RMC) has established an exposure-control plan, in accordance with OSHA standard 29 CFR 1910.1030, for all employees who handle, store, use, process, or dispose of potentially infected blood and blood products. This program includes requirements for personal protective equipment, engineering controls, housekeeping procedures, training, exposure reporting, and recordkeeping. A copy of the complete policy can be found on the RMC website. A copy is also available in the Human Resources and Facilities Services offices.

## **Vehicle Policy**

The campus of Rocky Mountain College has established 5 miles per hour (MPH) as the speed limit throughout campus. Employees, students, and visitors of RMC are expected to observe and obey traffic-control devices on campus just as they would observe state and local traffic control devices and laws. Traffic-control devices on campus are speed-limit signs, speed bumps, stop and yield signs, no-parking signs, and pedestrian crosswalks. RMC is private property and as a matter of policy and respect, we ask that all drivers refrain from driving or parking on the grass.

## **Emergency Procedures**

This section of the guide is intended to help staff, faculty, and students respond to emergency situations that may occur on the campus of Rocky Mountain College. Such emergencies can occur at any time and without warning, but their effects can be minimized if proper emergency procedures are established and followed.

The College is committed to the safety and security of all members of the campus community. In times of emergency, the College will provide appropriate campus-wide responses to assure life, safety, and minimize losses.

Emergency preparedness is also an individual responsibility. This guide will serve as a quick reference for efficient action during emergencies and should be kept in an easily accessible location at all times. All staff, faculty, and students should take the time to read and understand the contents of this guide before an emergency occurs.

In an emergency, correct and immediate action is important and instills in all present a feeling that things are under control. Know emergency procedures, have them available, and use them.

### **General Steps to Follow in an Emergency**

1. Call 911 if necessary (dial 8-911 from on-campus phones).
2. Make a complete assessment of the situation immediately.
3. Collect the facts and take accurate notes that include:
  - a. Who is involved (name, office, ID)? If you don't know who is involved, get a detailed description (gender, height, weight, hair color, clothing, glasses, facial hair, scars or tattoos, piercings, or other distinguishing characteristics).
  - b. What has happened, or what do you suspect will happen? What action or steps have you or your staff members taken thus far?
  - c. When did the incident(s) occur?
  - d. What were the precipitating events?
  - e. Were there any other witnesses? If so, collect all essential information from each, including:
    - i. their name and phone number, the identity/description of parties
    - ii. those involved, timeframe, location, etc.
4. Communicate information to your supervisor immediately. If your immediate supervisor is not available, go to another campus supervisor or vice president.
5. Submit proper documentation of the incident to your supervisor, including witness statements.
6. Follow up per established procedures.

### **When to Call**

Everyone is encouraged to contact emergency personnel any time they believe they need assistance. Examples might include, but are not limited to:

- Bomb threat
- Dangerous weapons (when suspicions or direct knowledge exist)
- Drug use in the building
- Death of a student, staff, or faculty member
- Fight (physical altercation)
- Fire
- Flood

- Medical emergency
- Psychological emergency (any behavior that leads others to be concerned about the safety of the student or others)
- Sexual assault
- Suicide/attempted suicide
- Any time the police have been called to a building on campus

**Emergency Phone Numbers:**

Campus Safety -----	406.238.7293
Facility Services -----	406.657.1077
Nurse -----	406.657.1068
Student Life -----	406.657.1018
Emergency Assistance -----	8-911
Billings Fire Dept./Emergency Squad -----	8-911
Billings Police -----	8-911

When calling:

- Give your name
- Give your building and extension
- Describe the situation clearly and accurately
- Do not hang up. Let the person you are calling end the conversation. (Other information may be needed.)

**Emergency Notification Response (ENR)**

In the event that it becomes necessary to provide a campus-wide alert of a significant emergency or dangerous situation that may pose an immediate threat to the safety of students, faculty, and staff, Emergency Notification Response (ENR) procedures enable the Department of Student Life and Campus Safety to notify the entire campus quickly, efficiently, and effectively.

In the event of an emergency, the following response procedures will be utilized to contact and provide information to faculty, staff, and students:

1. Each building is equipped with an array of speakers as part of the RMC public address system. The public address system will be utilized to make emergency announcements and/or provide instruction for on-campus incidents or catastrophic events.
2. Faculty and staff involved in the ENR will be contacted in each building on campus via landline, cell phone, or public address system.
3. The ENR staff in each building will be responsible for relaying information and appropriate response procedures to faculty and staff.
4. The staff will be responsible for emergency procedures and assisting students, visitors, and all other persons.
5. Campus vehicles may be used to cross the grounds sounding sirens, directing vehicle and pedestrian traffic, and supporting emergency personnel.

Authorized administrators of Emergency Notification Response procedures include:

Vice President for Student Life-----	406.657.1018
Director of Campus Safety-----	406.238.7293
Director of Facility Services-----	406.657.1077

Emergency notifications may include, but are not limited to:

- Bomb threats or other imminent violent threats
- Fire alarms, natural gas leaks, and hazardous spills
- Natural disasters
- Violent criminal behavior
- Explosions on campus

Notifications may also include campus closings due to severe weather, campus-wide power or utility failure, or threats to campus safety due to city of Billings emergencies.

### **Emergency Protocols**

Rocky Mountain College has established an “Emergency Protocols – Policy and Procedures for Addressing Campus Emergencies” document. This document, prepared by the Director of Campus Safety, Vice President for Student Life, and Facility Services, outlines, in detail, all policies and procedures for specific emergencies on the RMC campus. This document can be found on the RMC website. A copy of the document can also be obtained in the Office of the Vice President for Student Life.

Please refer to this document for specific information and instruction when dealing with campus emergencies.