

Hennepin County

Emergency Response Procedures Plan for Hennepin County, Minnesota

This plan provides a framework for responding to emergencies within Hennepin County, Minnesota, including key contacts, local authorities, evacuation procedures, first aid and medical assistance, and how to report an incident.

1. Emergency Contacts

Key Emergency Numbers:

- Emergency Services (Fire, Medical, Police): 911
 - Highmark Companies:
 - HR Manager: (763) 270-7623
 - Risk & Compliance Manager: (763) 270-7619
 - Nurse Hotline: (844) 412-7951
 - Non-Emergency Law Enforcement: Hennepin County Sheriff's Office - (612) 348-3744
 - Poison Control: 1-800-222-1222
 - Hennepin County Health Department: (612) 348-4111
 - Red Cross (Local Chapter): (612) 871-7676
 - National Weather Service (Weather Alerts): 1-800-329-0997
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2. Local Authorities

- Hennepin County Sheriff's Office
 - Phone: (612) 348-3744
 - Address: 350 S. 5th St., Minneapolis, MN 55455
 - Services: Law enforcement, search and rescue, emergency coordination.
 - Minneapolis Fire Department
 - Phone: (612) 333-3123 (Non-emergency)
 - Address: 420 2nd Ave. N., Minneapolis, MN 55401
 - Services: Fire suppression, rescue operations, hazardous material incidents.
 - Minneapolis Police Department
 - Phone: (612) 673-3000 (Non-emergency)
 - Address: 350 S. 5th St., Minneapolis, MN 55455
 - Services: General law enforcement, criminal investigations, and public safety services.
 - Bloomington Fire Department
 - Phone: (952) 563-4900
 - Address: 1800 W 98th St., Bloomington, MN 55431
 - Services: Fire response, rescue operations, public safety education.
 - Eden Prairie Police Department
 - Phone: (952) 949-6200
 - Address: 8080 Mitchell Rd., Eden Prairie, MN 55344
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3. Evacuation Procedures

Evacuation Routes and Shelters:

- Designated Evacuation Routes: Primary roads include Interstates 94, 35W, 394, and U.S. Highways 169 and 212. Local roadways and transit routes will be adjusted based on the situation.
- Evacuation Shelters:
 - Minneapolis Convention Center - 1301 2nd Ave. S., Minneapolis, MN 55403
 - Eden Prairie High School - 17185 Valley View Rd., Eden Prairie, MN 55346
 - Bloomington Civic Plaza - 1800 W Old Shakopee Rd, Bloomington, MN 55431
 - Ridgedale Library (for smaller evacuation scenarios) - 12601 Ridgedale Dr, Minnetonka, MN 55305

Evacuation Procedure:

1. Stay Informed: Stay tuned to local news, weather reports, and official social media accounts from authorities (Hennepin County Emergency Management, local police/fire).
2. Follow Authorities' Instructions: Evacuations will be directed by local law enforcement or emergency management personnel. Follow their instructions carefully and promptly.
3. Secure Your Site: If evacuating from a site, secure windows and doors, and unplug appliances to prevent fire hazards.
4. Leave Early: If an evacuation order is given, leave the area as soon as possible to avoid traffic congestion and risks.
5. Special Needs Assistance: Contact Hennepin County Emergency Management at (612) 348-3744 for assistance with evacuation for individuals with mobility challenges or other special needs.
6. Stay Together: Evacuate with the team when possible.

4. First Aid and Medical Assistance and Mental Health Crisis Support

First Aid Procedures:

- Basic First Aid Kit: Keep a well-stocked first aid kit at home, work, and in your vehicle. Include supplies like bandages, antiseptics, gloves, scissors, burn cream, pain relievers, etc.

Local Medical Assistance:

- Hennepin Healthcare (HCMC)
 - Phone: (612) 873-3000 (Emergency Room)
 - Address: 701 Park Ave., Minneapolis, MN 55455
 - Services: Emergency care, trauma center, inpatient and outpatient services.
- Abbott Northwestern Hospital
 - Phone: (612) 863-4000
 - Address: 800 E. 28th St., Minneapolis, MN 55407
 - Services: Emergency room, surgical services, urgent care.
- Fairview Southdale Hospital

- Phone: (952) 924-5000
- Address: 6401 France Ave. S., Edina, MN 55435
- Services: Emergency care, diagnostic services, surgery.

In Case of Injury or Medical Emergency:

1. Call 911 for immediate medical emergencies.
2. Provide First Aid if you are trained, including CPR, wound care, or stabilizing injuries until medical help arrives.
3. Transport to Hospital: If safe to do so, transport injured individuals to the nearest medical facility. Otherwise, wait for emergency responders.

Mental Health Crisis Services:

- **Hennepin County Mental Health Crisis Line:**
 - **Phone:** (612) 596-1223 (Available 24/7)
- **National Suicide Prevention Lifeline (Now 988)**
 - **Phone:** 988 (Available 24/7)
- **Crisis Text Line:**
 - **Text:** HOME to 741741 (Available 24/7)

5. How to Report an Incident

General Reporting Procedures:

1. Immediate Emergency Situations: Dial 911 for life-threatening emergencies, such as fire, medical emergencies, criminal activity, or accidents.
 - Provide clear details including your location, nature of the emergency, and any potential hazards.
2. Report Non-Emergency Incidents:
 - Notify your Project Manager or Supervisor at the office first. They will provide directions on any further reporting measures. As best as you are able stick to the facts with what you relay to them.
 - If Health or Safety related Notify Amy Robertson (HR) or if you are unable to reach them your Compliance Coordinator.
3. Non-Emergency Reporting: For non-urgent issues, you may contact local law enforcement:
 - Hennepin County Sheriff's Office: (612) 348-3744
 - Minneapolis Police Department (Non-Emergency): (612) 673-3000
 - Bloomington Police Department (Non-Emergency): (952) 563-4900
4. Public Health and Environmental Hazards: For reporting public health issues or environmental concerns, contact:
 - Hennepin County Health Department: (612) 348-4111

- Minnesota Department of Natural Resources (DNR): (651) 296-6157 (for wildlife incidents, pollution, etc.)
5. Utility Emergencies:
- Xcel Energy (Power Outages): 1-800-895-1999
 - CenterPoint Energy (Gas Leaks or Emergencies): 1-800-296-9815
 - Minneapolis Public Works (Water and Sewer): (612) 673-3800