

RESPONDING TO EMERGENCIES



Emergency Floor Officers
<http://www.saf.tcu.edu/efo.htm>

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Introduction

An emergency is any situation – actual or imminent – that endangers the safety and lives of TCU students, staff or the security of TCU property.

In some emergency situations, such as severe weather, emergency actions taken by the university may include evacuation to a safer location or to shelter-in-place. When such actions are warranted, you will be advised through fire, police, or university officials via radio, telephone, email, television stations, the Emergency Alert System, public address systems, loudspeakers, door-to-door notifications, or other appropriate means.

Area Evacuation

An area evacuation is an organized withdrawal from a building or area to reach safe haven. Upon notification, the following steps should be followed:

- Dress appropriately for the weather.
- Take only essentials with you (eyeglasses, ID, medications, cash/checkbook/credit cards) – do not pack belongings.
- Turn off unnecessary equipment, computers, and appliances.
- Close the door to your room as you exit.
- Leave the building by the nearest exit and/or following evacuation directions provided for safe routes from the TCU area.
- If you need special assistance, contact the TCU Police (x7777) for assistance.

Shelter-in-Place

When emergency conditions do not warrant or allow evacuation, the safest method to protect individuals may be to take shelter inside a campus building and await further instructions.

- Move indoors or remain there – avoid windows and areas with glass.
- If available, take a radio or television to the room to track emergency status.
- Keep telephone lines free for emergency responders, do not call 911 for information.

Additional information can be found by contacting the:

TCU Safety Department
Box 297130
Secret-Wible Building, Rm. 117
Fort Worth, Texas 76129
817-257-6363
r.cobb@tcu.edu

or by previewing the TCU Risk Management website for Emergency Floor Officers (EFO) at:

<http://www.saf.tcu.edu/efo>

Emergency Telephone Numbers

Any emergency may be reported by dialing:

x7777

Should you decide to do this, the following information should be provided:

- your name
- the specific location of the emergency,
- the type of help needed – fire department, ambulance, police, etc.
- a description of what happened, giving concise and factual information
- information on known or suspected injuries or fatalities.

Important phones numbers for reporting emergencies or problems on the TCU campus are:

Campus Police (24-hr number)	257-7777
Emergency Management/Business Continuity	257-4747
Office of Communications	257-7810
Physical Plant (24-hr number)	257-7956
Telecommunications	257-7798
Facility Services	257-7957
Risk Management	257-7778
Safety Department	257-7220
Workers Compensation	257-7778

Medical Emergency

EMERGENCY ACTIONS

- Call 7777 (257-7777 if using a cell phone)
 - identify your location: building name, street address, floor, office/room number,
 - describe the situation
 - what has happened
 - describe the type(s) of injuries
 - state that help is needed
- Obtain or provide on-site first aid
- Alert other employees/students that an emergency is occurring

TCU Campus Police

257-7777

Fire Emergency

EMERGENCY ACTIONS

- Evacuate building – Activate alarm system/tell others to evacuate
 - Do not use the elevators when evacuating a building in a fire emergency
- Assist handicap persons in evacuating the building
 - If needed, assist getting wheelchair bound persons to the nearest fire exit or stairwell
 - Contact TCU Police or fire personnel and let them know of the location of handicapped persons
- Close all doors to contain fire/smoke
 - Never block open a fire door to an emergency exit
- Provide primary first aid as needed
- Call x7777
 - identify location of fire: building name, street address, floor, office/room
 - describe the situation
 - what has happened
 - type(s) of injuries
 - identify the type of help needed
- Go to the gathering site designated by your department

TCU Campus Police

257-7777

Severe Weather/Tornado

EMERGENCY ACTIONS

- Use your location's weather alert radio, monitor television/radio weather channels or computers to monitor the approach and severity of the approaching weather system:
 - **Tornado Watch** means weather conditions are favorable to the formation of tornadoes
 - **Tornado Warning** means a tornado has been sighted in the area
- If the Weather Service issues a severe weather or tornado warning for the Tarrant County area, warn employees/students in your immediate area.
- Close all doors and stay away from areas with windows.
- Move to the pre-planned emergency shelter for your building.
- If available, take a battery-powered radio, use computer and flashlight into the shelter.
- Remain in the shelter area until an all-clear is given.
- Reconvene employees/students when the storm system has passed and account for all persons.

SHELTERS

Best areas:

- Basement, or lowest floor level
- Inside walls opposite side of corridor from which storm is approaching
- Restrooms without windows
- Interior hallway on lowest floor level
- Interior closets

Areas to avoid:

- Lobbies
- Walkways
- Atriums
- Rooms with large roof spans, such as auditoriums
- End rooms in one-story buildings
- Rooms with large glass areas
- Hallways that could become "wind tunnel"

If you are outdoors:

If you are in a car, do not attempt to drive out of the way of a tornado. Tornadoes are very unpredictable in their movements. Get out of the car and seek shelter in a sturdy building or structure. If no structure is available, lie flat in the nearest ditch, ravine, or low area, face down with hands protecting the back of your neck and head.

TCU Campus Police

257-7777

Natural Disasters

EMERGENCY ACTIONS

Ice Storms

- Monitor approaching winter storm conditions – freezing rain, sleet, snow, high winds, wind-chill conditions
- Ensure employees/students understand University policy for closing down university operations under adverse weather conditions.
- Be aware that steps, ramps and sidewalks will be slippery and appropriate footwear is needed.
- To prevent auto accidents and injuries, do not come into work if the University is closed and you are not required to do so.

Floods

- In heavy rains, beware of flash flooding. If the possibility for flash flooding exists, move to a higher location.
- Contact Physical Plant (x7954) to report any flooding in your building
- If time allows, place valuable equipment up on file cabinets or desks for protection against water damage
- Place paper files on top of cabinets, if possible
- Unplug all fixtures, including extension cords, from the wall outlets
- Be aware of electrical hazards

Lightning

- When a thunderstorm threatens or when the campus lightning prediction system sounds, go inside immediately for protection.
 - The lightning prediction system will sound a single blast from its warning horn when a potential lightning hazard exists.
 - An all-clear signal of three horn blasts will be sounded after the lightning hazard passes.
- When indoors, stay away from windows, water, sinks, and faucets.
- If you are in a hard-topped car, stay there.
- If you are caught outside, stay away from any object that could act as a natural lightning rod, such as tall trees. Stay clear of open fields, open water or small isolated sheds. If you are caught in an open area, crouch low to the ground; do not lie flat on the ground.
- Get away from fences or other metal objects.

TCU Campus Police

257-7777

Utility Failure

EMERGENCY ACTIONS

Electrical Power Loss

- Contact the TCU Physical Plant 24-hour dispatch (x7956)
- Contact Campus Police if assistance exiting or securing the building is necessary.
- Turn off all electrical, office, and computer equipment. Some equipment, if left on, could be damaged when power is restored. DO NOT unplug your telephone.
- Remain in your area if power loss is not related to another emergency condition, such as smoke or fire. Continue routine assignments if possible. Await further instructions.
- Use a flashlight, cell phone or lightsticks when walking around. Re-check equipment after power is restored.

Water

- Contact the TCU Physical Plant. Contact Facility Services for flood cleanup. See Natural Disaster section for flooding issues.

Heating, Ventilation, Air Conditioning

- Contact the TCU Physical Plant (x7956).

Telephone

- For normal repairs, contact TCU Connect (x4357).
- In the unlikely event of a system-wide failure of TCU's telephone system:
 - you do not need to notify TCU Connect as alarm systems are in place
 - use a cell phone in your area for emergencies (see the emergency call sheet for wireless numbers)

TCU Physical Plant (24-hr number)
257-7956

TCU Telecommunications
257-4357

TCU Campus Police
257-7777

TCU Facility Services
257-7957

Chemical Spills

In TCU Educational Facilities:

It is the responsibility of the faculty and lab instructors to know the characteristics of the chemicals they work with and to take precautions to protect themselves and students in containing spills that occur. Be prepared to provide a Material Safety Data Sheet (MSDS) on the chemicals involved in the incident.

In TCU Work Areas:

It is the responsibility of employees to know the characteristics of the chemicals they work with and to take precautions to protect themselves in containing spills that occur. Individual Departments are responsible for maintaining a current list of Material Safety Data Sheets.

EMERGENCY ACTIONS

- **First priority is First Aid.** Any spill that results in personal exposure should be treated immediately:
 - Eyes/Skin contact: If chemical is a liquid, assist the person to a sink/eyewash and flush the eyes or affected skin areas with water thoroughly and continuously for a minimum of 15 minutes. If chemical is a solid, brush chemical off skin gently. Remove contaminated clothing. Contact TCU Police for an ambulance (257-7777).
 - Inhalation: Get the person to fresh air. Perform CPR as needed. Contact TCU Police for an ambulance.
- When appropriate, evacuate personnel and students from danger.
- Evaluate the severity of the spill:
 - Identify the chemical spilled, the quantity and the location of the spill.
 - Regardless of the quantity, immediately report the following types of spills to TCU Police and to Risk Management.
 - flammable, toxic, corrosive, unknown
 - compressed gas releases
 - leaking containers
 - radioactive materials

General Cleanup Procedure – For minor spills only

- Only trained personnel should attempt to clean up spills. Cleaning up such spills is dangerous and should only be performed by persons knowledgeable of the hazards associated with the involved chemicals.
- Clear all persons from the area who are not directly involved in the cleanup.
- Obtain a Material Safety Data Sheet (MSDS) for the chemical that was spilled.

- Place all cleanup materials in a sealed container -- compatible with the chemical involved in the spill
~ and contact the TCU Safety Department for disposal.

TCU Campus Police

257-7777

TCU Safety Department

257-7220

Menacing Person/Weapons Threat

EMERGENCY ACTIONS

- **Get Out** - Leave the building or immediate area, if safe to do so. Contact Campus Police (817.257.7777) upon reaching a safe location.
- **Hide Out** - If you can't leave the building, hide in a room where you can lock the door and turn off all of the lights. Try to place as many barriers ~ locked doors, rooms, hallways, etc. ~ between you and the perpetrator as possible.
 - Block the door with tables, chairs, copying machines, etc. if you have time even if you can lock the door.
 - Stay away from windows and out of the line of sight. Turn off all lights.
 - Remain quiet
 - Turn off cell phones and other items that may make a noise.
- As a last resort, prepare to **Take Out** the shooter if you are confronted

For more information concerning preparation for an active shooter scenario go to the following website.

www.emergency-preparedness.tcu.edu/videos.asp

If you are in the same area as the person ~ and he/she is not threatening you ~ you may be in a hostage situation.

- Remain calm. Cooperate with the person. Make no sudden movements.
- If safe to do so, alert other employees/students that an emergency is present, or imminent, and to quietly leave the area.

TCU Campus Police

257-7777

University Closing

EMERGENCY ACTIONS

When the university is officially closed, all students, faculty and staff members will be excused from reporting, except those providing essential services related to:

- Health and Safety
- The presence of a residential student community
- Agreements with the public for use of university facilities

Although a closure decision can be made at any time, the Provost will generally make a decision to close the University early on the morning of closure. The decision to close is based on the latest information and physical conditions.

On a morning closure, this information will be sent to the campus by 6:30 a.m. via TCU ALERT, posted on the TCU home page (under the Top News Stories heading) and recorded on TCU's information line (817-257-INFO or 4636).

Additionally, the information also will be sent to local television and radio stations. Among the local DFW television stations to be notified will be ABC Channel 8, NBC Channel 5, CBS Channel 11, and FOX Channel 4.

Local radio stations that will be notified include WBAP 820 AM and KLUV 98.7 FM.

The TCU homepage can be located at <http://www.tcu.edu>.

No notice will be sent or posted if the University remains open.

It is also possible that some areas of Tarrant County will be more severely affected than others, so even if the University remains open, employees should keep their personal safety uppermost in their minds. If you know your route to campus will be treacherous, do not attempt to make a dangerous trip.

In addition, please consider taking the following actions for your benefit:

If you have not yet signed up for TCU ALERT, you will need to check the home page, e-mail or recorded info line for delayed opening or closure information.

- The TCU ALERT sign-up webpage can be found by going to the TCU homepage and linking to the Emergency Preparedness page.
- The e-mail closure message will come from a generic e-mail address titled "Texas_Christian_University@notify.com."

Media Communications

EMERGENCY ACTIONS

Emergency situations attract media attention. For that reason, working with the media during a crisis is an important part of the emergency response procedures.

- **Office of Communications (817.257.7810)** - The Office of Communications will prepare a fact sheet for all issues to official University business which have public interest. The Vice-Chancellor for Marketing and Communication along with the Director of Communications, will form a management committee and appoint a spokesperson to organize and prepare statements.
- If you are contacted by the media, direct all media inquiries to the **Office of Communications**. This will help ensure that all media interview the designated spokesperson and that all media receive accurate, identical information.

Always keep in mind that it is utmost important to tell the truth, tell it quickly, be mindful of the public's need to know, the University's legitimate interests, an individual's privacy considerations, and liability concerns.

Office of Communications
257-7810

Harassing/Obscene Phone Calls

EMERGENCY ACTIONS

- Do not participate in a conversation with a person placing a harassing or obscene phone call.
- If your phone is capable of displaying the caller's phone number, note the number.
- Hang up the telephone.
- Call Campus Police and report the nature of the call and all details, including the caller ID number.

TCU Campus Police

257-7777

Death Involving a TCU Employee

Faculty/Staff Member

- Department Managers, Deans, and Vice Chancellors are responsible for informing the appropriate departments and co-workers of a death or injury of a staff or faculty member.
- The Office of Communications is responsible for all contact with the Media.
- The name of the faculty or staff member and other information should **NOT** be released except to on-site emergency assistance personnel. The Medical Examiner or Designee will inform the family of a death
- The University offers counseling through the Employee Assistance Program (EAP) for any faculty/staff member who requests this assistance.
- In the event of an on-campus event, notifications would occur after the situation has been handled as a medical emergency.
- Campus Police may secure the area, and no one, including the Media, should be permitted in the building without the consent of University Officials.

Death of a Family Member of an Employee

Death or serious injury of a member of an employee's family is an emotional situation that requires sensitivity. If the need arises to inform an employee of this type of situation while on the job, the director or manager should do the following:

- Request guidance or assistance from Human Resources.
- Verify the information regarding the situation and confirm the identity.
- Provide privacy when informing the employee.
- Offer transportation or other assistance.
- Consider informing other department members of the situation, if appropriate.

Human Resources

257-7790

Campus Police

257-7777

Office of Communication

257-7810

Death/Injury Notification of a Student

Student

- The Vice Chancellor for Student Affairs, or designee, is responsible for informing the appropriate departments and other students of a death or injury of a student.
- The Office of Communication is responsible for **all** contact with the Media.
- In the event of an on-campus event, notifications would occur after the situation has been handled as a medical emergency.
- Campus Police may secure the area and no one, including the Media, should be permitted in the building without the consent of University Officials.
- The name of the student and other information should **NOT** be released except to on-site emergency personnel. The Medical Examiner, or designee, will work with the University to inform the family of a death.
- The University offers counseling through the Counseling Center for any student who requests this assistance.

Family member of a student

Death or serious injury of a member of a student's family is an emotional situation that should be handled with sensitivity. The Vice Chancellor of Student Affairs or designee would handle this situation.

Vice Chancellor for Student Affairs

257-7820

TCU Campus Police

257-7777

Office of Communication

257-7810

Bomb Threat/Suspicious Item

EMERGENCY ACTIONS

– When a bomb threat is received by phone:

- If the threat of explosion is immediate, evacuate all people from the premises at once.
- If the caller indicates there's some time before the bomb will go off:
 - Try to get as much information as possible about the location and description of the bomb, and the caller
 - Use the Bomb Threat Checklist to record all information.
 - Stay on the line only as long as the caller continues to provide useful information.
 - Immediately evacuate the premises. **Take the checklist with you.**
- Call Campus Police and notify them of the above information.

EMERGENCY ACTIONS – Discovery of a suspicious item/mail:

- If you find an item you suspect is an explosive device, DO NOT touch, move or disturb the item.
- Contact Campus Police immediately.
- Keep persons away from the area until help arrives.

TCU Campus Police

257-7777

Kidnapping/Hostage Situation

EMERGENCY ACTIONS

- If possible, leave the building.
- If it is safe to do so, alert other employees/students that an emergency is present, or imminent, and to quietly leave the area.
- Contact Campus Police (x7777) when you feel you are in a safe location.
- If you are in the same location as the hostage-taker, cooperation is your best defense. Make no sudden movements.
- In a hostage situation ~ versus an active shooter situation ~ remember that the hostage-taker will generally use the hostages as a bargaining chip.

If you receive a telephone call regarding a kidnapping/hostage situation:

- Keep the caller on the line to get as much information as possible.
- Use the Kidnapping/Hostage checklist to record as much information as possible about the situation and phone call.
- If you receive a ransom note or other form of communication, contact Campus Police at once. Minimize additional handling of the note, or any other physical evidence, until it can be delivered to authorities.

TCU Campus Police

257-7777

Bomb Threat Checklist

Be calm, be courteous. Listen, do not interrupt.

Exact words of caller: _____

Questions to ask:

1. When is the bomb going to explode? _____
2. Where is the bomb right now? _____
3. What kind of bomb is it? _____
4. What does it look like? _____
5. Why did you place it? _____
6. Where are you calling from? _____

Caller's Voice

- | | | | |
|---|--|-------------------------------------|-------------------------------------|
| <input type="checkbox"/> MALE | <input type="checkbox"/> FEMALE | <input type="checkbox"/> ADULT | <input type="checkbox"/> JUVENILE |
| <input type="checkbox"/> ACCENT | <input type="checkbox"/> WELL SPOKEN | <input type="checkbox"/> IRRATIONAL | <input type="checkbox"/> INCOHERENT |
| <input type="checkbox"/> FOUL | <input type="checkbox"/> CALM | <input type="checkbox"/> ANGRY | <input type="checkbox"/> EXCITED |
| <input type="checkbox"/> SLOW | <input type="checkbox"/> RAPID | <input type="checkbox"/> SOFT | <input type="checkbox"/> LOUD |
| <input type="checkbox"/> LAUGHTER | <input type="checkbox"/> CRYING | <input type="checkbox"/> NORMAL | <input type="checkbox"/> SLURRED |
| <input type="checkbox"/> NASAL | <input type="checkbox"/> SPEECH IMPED. | <input type="checkbox"/> RASPY | <input type="checkbox"/> DISGUISED |
| <input type="checkbox"/> DEEP | <input type="checkbox"/> HIGH | <input type="checkbox"/> FAMILIAR | <input type="checkbox"/> TAPED |
| <input type="checkbox"/> MESSAGE READ BY THREAT MAKER | | | |

If voice is familiar, who did it sound like? _____

Did the caller indicate knowledge of TCU? How? _____

Background Sounds

- | | | | |
|--|--|--|--|
| <input type="checkbox"/> STREET NOISES | <input type="checkbox"/> DISHES | <input type="checkbox"/> VOICES | <input type="checkbox"/> PA SYSTEM |
| <input type="checkbox"/> MUSIC | <input type="checkbox"/> HOUSE NOISES | <input type="checkbox"/> MOTOR | <input type="checkbox"/> AIRCRAFT |
| <input type="checkbox"/> QUIET | <input type="checkbox"/> OFFICE EQUIP | <input type="checkbox"/> ANIMAL NOISES | <input type="checkbox"/> LONG DISTANCE |
| <input type="checkbox"/> STATIC | <input type="checkbox"/> FACTORY EQUIP | <input type="checkbox"/> ON-CAMPUS | <input type="checkbox"/> OFF-CAMPUS |

Date: _____ Time Received: _____ Time Ended: _____

TCU Campus Police

257-7777

Kidnapping/Hostage Checklist

Be calm, be courteous. Listen, do not interrupt.

Exact words of caller: _____

Questions to ask:

1. Who has been kidnapped/taken hostage? _____
2. Who are you? _____
3. How can we be sure you have this person and that he/she is safe and unharmed? _____

4. What are your demands? _____
Under what conditions? _____
5. When will he/she be released? _____
6. If we meet your demands, how do we know he/she will be released unharmed? _____

7. Where/how can I reach you? _____

Caller's Voice

- | | | | |
|---|--|-------------------------------------|-------------------------------------|
| <input type="checkbox"/> MALE | <input type="checkbox"/> FEMALE | <input type="checkbox"/> ADULT | <input type="checkbox"/> JUVENILE |
| <input type="checkbox"/> ACCENT | <input type="checkbox"/> WELL SPOKEN | <input type="checkbox"/> IRRATIONAL | <input type="checkbox"/> INCOHERENT |
| <input type="checkbox"/> FOUL | <input type="checkbox"/> CALM | <input type="checkbox"/> ANGRY | <input type="checkbox"/> EXCITED |
| <input type="checkbox"/> SLOW | <input type="checkbox"/> RAPID | <input type="checkbox"/> SOFT | <input type="checkbox"/> LOUD |
| <input type="checkbox"/> LAUGHTER | <input type="checkbox"/> CRYING | <input type="checkbox"/> NORMAL | <input type="checkbox"/> SLURRED |
| <input type="checkbox"/> NASAL | <input type="checkbox"/> SPEECH IMPED. | <input type="checkbox"/> RASPY | <input type="checkbox"/> DISGUISED |
| <input type="checkbox"/> DEEP | <input type="checkbox"/> HIGH | <input type="checkbox"/> FAMILIAR | <input type="checkbox"/> TAPED |
| <input type="checkbox"/> MESSAGE READ BY THREAT MAKER | | | |

If voice is familiar, who did it sound like? _____

Did the caller indicate knowledge of TCU? How? _____

Background Sounds

- | | | | |
|--|--|--|--|
| <input type="checkbox"/> STREET NOISES | <input type="checkbox"/> DISHES | <input type="checkbox"/> VOICES | <input type="checkbox"/> PA SYSTEM |
| <input type="checkbox"/> MUSIC | <input type="checkbox"/> HOUSE NOISES | <input type="checkbox"/> MOTOR | <input type="checkbox"/> AIRCRAFT |
| <input type="checkbox"/> QUIET | <input type="checkbox"/> OFFICE EQUIP | <input type="checkbox"/> ANIMAL NOISES | <input type="checkbox"/> LONG DISTANCE |
| <input type="checkbox"/> STATIC | <input type="checkbox"/> FACTORY EQUIP | <input type="checkbox"/> ON-CAMPUS | <input type="checkbox"/> OFF-CAMPUS |

Date: _____ Time Received: _____ Time Ended: _____

TCU Campus Police

257-7777