



STUDENT AFFAIRS

University Unions

**King Family Commons
Responding to Emergency
Manual**

Responding to Emergencies
King Family Commons

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Emergency Telephone Numbers

Any emergency may be reported by dialing Campus Police at extension 7777 (from a campus phone) or 817-257-7777 (from a cell phone).

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 – police, fire department, ambulance, etc.
- A description of what happened, giving concise and factual information
- Any information on known or suspected injuries or fatalities

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

Campus Police (24-hour number)	817-257-7777
Emergency Management/Business Continuity.....	817-257-4747
Office of Communications	817-257-7810
Physical Plant (24-hour number)	817-257-7956
Telecommunications	817-257-7798
Facility Services	817-257-7957
Risk Management	817-257-7798
Safety Department.....	817-257-7220
Workers Compensation.....	817-257-7778
University Unions Staff On-Call.....	682-429-0998
TCU ID Center Staff On-Call.....	817-257-8888

Introduction

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

Notification

In emergency situations, such as severe weather, emergency actions taken by the University may include locking down the building, evacuation to a safer location or seeking shelter. When such actions are warranted, take the following emergency or preventative action.

Lockdown

A lockdown is an emergency situation that requires an organized withdrawal from the public areas of the building behind locked doors and away from danger. Upon notification Unions student and professional staff need to get themselves to safety immediately. Take a cell phone or radio with you but only if you can do it quickly. Your ability to get to safely quickly is the most important part of a lockdown situation.

- Get to safety quickly and quietly.
- Get out of sight behind a locked door.
- Obey all instructions from police quickly and quietly.
- You may choose to offer aid once you have been evacuated from danger by police.

Evacuation

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

- If you need special assistance evacuating the building, contact Campus Police at extension 7777 or 817-257-7777.
- Take only essentials with you (eyeglasses, ID, medications, cash/checkbook/credit cards) – do not pack belongings.
- Take a flashlight, a radio and designated emergency go bag to the evacuation area to track emergency status.
- 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.

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Seek Shelter

When emergency conditions do not warrant or allow evacuation, the safest method to protect individuals may be to seek shelter inside the King Family Commons Building or in designated safe areas and await further instructions. When taking shelter:

- Avoid windows and areas with glass and exterior walls.
- Get to the lowest, most interior location in the building.
- Put as many walls between you and a weather emergency as possible.
- Take a cell phone with you.
- Take a flashlight and a radio or designated emergency go bag to the shelter area to track emergency status.
- Keep telephone lines free for emergency responders, DO NOT call 911 for information.

Defining Emergency Personnel

Primary Building Deputy

The Primary Building Deputy will decide what procedures need to be followed (depending on the situation) and will have complete authority until such time as he/she is relieved of authority by a staff member from Campus Police, emergency response personnel, or someone in higher authority than the Primary Deputy.

Secondary Building Deputy

In those instances when the Primary Building Deputy is not on-site, the Secondary Building deputy should be contacted to fulfill all evacuation duties of the Primary deputy.

Emergency Floor Officers

Emergency Floor Officers (EFOs) are accountable for the evacuation of their specifically assigned zones within the King Family Commons Building.

Access Monitors

These personnel assist evacuation efforts by monitoring access in/out of the facility.

Personnel Responsibilities

Primary Building Deputies

- Has primary authority over all building occupants in the event of an emergency situation.
- Will review and update King Family Commons emergency procedures plan annually or as needed.
- Will train and inform appropriate personnel and building occupants of emergency procedures, updates, and changes.
- Is responsible for ensuring all interior and exterior doors are secured in the event of a total facility lock-down.
- Conducts emergency drills as requested and recommended by the University
- Has the authority and responsibility for enforcing basic fire and safety regulations
- Will complete, within two weeks, a post-evacuation assessment any time a lockdown, evacuation, or seek shelter situation occurs with the office of campus safety.
- Will inspect and restock emergency response supplies semi-annually or after each use.

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Secondary Building Deputy

- Assumes the Primary Building Deputies role in all emergency situations in the event of the Primary Deputies absence.
- Works collaboratively with the Primary Building Deputy to provide any evacuation observations for post-evacuation assessment.
- Responds and communicates with Primary Building Deputy for further instructions.

Emergency Floor Officers

- Should be familiar with their assigned zones and all emergency procedures.
- Clear their zone in the event of an evacuation.
- Use an authoritative tone and calm demeanor to direct occupants to the appropriate exit and away from the site of the emergency.
- Ensure the safe evacuation of any physically impaired occupants in their assigned zones; if an impaired occupant cannot be successfully evacuated, Floor Deputy should move the individual to a safe area and notify emergency response personnel.
- Do not move injured individuals, unless an emergency threatens their well-being.
- Proceed to their predetermined exterior safety area (P.E. Clark Lawn) and account for all staff from their assigned interior zone following a successful evacuation.
- Respond and communicate with Primary Building Deputy for further instructions.
- May designate assistants from available personnel in their area, if needed.
- Designate and train alternate floor deputies for their area of responsibility in their absence.
- Communicate the assignment of alternates and assistants to the Primary Building Deputy.

Access Monitors

- Report to designated entrance/exit as soon as possible after any other emergency response responsibilities have been satisfied.
- Ensure entrances into the King Family Commons Building are clear (50 foot clear perimeter) and passable for emergency response personnel.
- Respond and communicate with Primary Building Deputy for further instructions.
- When requested by emergency response personnel secure building perimeter as necessary.
- Communicate to building occupants if/when the building is clear to re- occupy (as instructed by the Primary Building Deputy)

Responding to Emergencies King Family Commons

TCU Staff Who Office in the King Family Commons

- Must obey the instructions of the Building and Floor Deputies during an emergency or drill.
- Should proceed to the designated exterior safety area (P.E. Clark Lawn).
- Recognize that the Unions Building Supervisor is responsible for evacuating the facility during evenings and weekends and defer any emergency or evacuation question to that person.
- Provide assistance, in the event of an emergency, as directed by Union Deputies, Campus Police, or emergency response personnel.

University Unions Student Employees

- Will remain alert and look/listen for signs of an emergency in the King Family Commons Building.
- Should relay any information to the Primary Building Deputy and/or the University Unions office.
- May be asked by the Primary/Secondary Building Deputy to assist in emergency procedures.

Evening and Weekend Emergencies

- The Building Supervisor will assume the role of the Primary Building Deputy in the event of an after-hours emergency situation.
- Available student employees and TCU staff members on-site may be asked (by the Evening Coordinator) to fulfill Floor Deputy and Access Monitor duties.
- Immediately after the situation is under control, the Building Supervisor should contact the TCU on call number (682) 429-0998.
- The Building Supervisor should record all details in the Night Report and should assist the Assistant Director for Operations in assessing the evacuation or emergency response

Building Deputies

Primary Building Deputy: Amy Schroer, Fraternity and Sorority Life

Secondary Building Deputies: Unions Student Staff

Evening and Weekend Primary Building Deputies: Building Supervisor

Evening and Weekend Secondary Building Deputies: Event Specialist

Emergency Floor Officers

Responding to Emergencies
King Family Commons

Floor	Room(s)	EFO
1	Main Lobby	Amy Schroer
	Dining Areas 1-5	
	South Lobby	
	Lounge/Study	
1	The Press, Caliente's, Magnolia's, O'Briens	Sodexo *
2	Room 205	Information Desk/Building Supervisor
	Room 203	

****Each retailer is responsible for evacuating their area of employees and patrons. Floor Deputies will provide notification of the evacuation to each outlet's management.***

Responding to Emergencies King Family Commons

Access Monitors

Floor	Room(s)	Deputy
1	West Entrance	Sodexo
1	North Entrance	Amy Schroer
1	South Entrance	Information Desk
1	Main Entrance	Building Supervisor

**Each retailer is responsible for monitoring access at their entrance/exit points (does not apply for spaces with only interior access). Access monitors will provide notification of the evacuation to each outlet's management.*

Safety Zones

Outdoor Zone

All evacuees should be directed away from the building and to P.E. Clark Lawn. In the event that passage to P.E. Clark Lawn is blocked or it is not a safe location due to smoke or flying debris, evacuees should gather at the Rec Center sand volleyball courts.

Interior Safety Areas

In the event of a weather-related emergency, facility patrons should be asked to seek shelter (by the Floor Deputies) to one of the following safety areas:

- First floor interior stairwells
- First floor restrooms
- First floor rooms without windows or glass
- **No one should remain on the second or third floors**

Employee Readiness

Communication during an emergency is critical. There are six steps each employee can do to assist TCU and help reassure your own family in the event of an emergency:

Sign-up for TCU ALERT. The TCU ALERT service sends emergency text messages to campus members via cell phones, campus wide e-mails and messages to home phones. To register for TCU ALERT, go to my.tcu.edu.

Download the Frog Shield app. The Frog Shield app. Allows students to report emergencies directly to TCU police from their smart phone with the push of a button. You can download this application from the Apple app. Store or Google Play. Once it has been downloaded it can be set up in less than five minutes.

Update your local and emergency contact information on file with TCU. TCU will only be able to contact your family in an emergency if this information is current. Faculty and staff can download a PCF (personal change form) by clicking on “forms and publications” on the Human Resources tab at www.my.tcu.edu. If you need assistance with the PCF form, contact your supervisor.

Communicate a designated emergency plan to your family before an emergency. If you choose to leave campus in an emergency, make sure your family knows where you will go if you are not heading home (a colleague’s home, for instance) and how they can reach you there. Since phone lines could be damaged, consider designating an out-of-town family member as a primary phone contact where relatives can call to receive updates about your situation. Always have a back-up family meeting location and phone contact designated.

When on campus, call Campus Police at extension 7777 instead of 911 in case of emergency. This actually minimizes response time as Campus Police are able to assist emergency responders in navigating the campus and get to you sooner. Program 817-257-7777 into your cell phone for on-campus emergencies, or dial extension 7777 on campus.

Call home to let your family know you are safe. Campus phone lines could be overrun with incoming calls if an emergency occurs in the TCU area or on campus. You can help keep phone lines open and campus operating as normally as possible by calling home and telling your family you are safe.

Lockdown Plan

General Lockdown Procedures

When emergency conditions involve an active shooter or a violent situation involving the police, the safest method to protect individuals may be to lockdown and take shelter inside and await further instructions. When in a lockdown situation, one must do the following:

General Notes on Lockdown

- Lock or get into a locked room or hiding place
- Block the doorway with furniture
- Block any view into the room
- Silence cell phones (including the ringer) and remain absolutely quiet
- Do not allow anyone in the space (the good guys will have keys to open the door)

Once the police arrive

- Remain calm and follow their instructions
- Drop any items in your hands
- Raise your hands and spread your fingers
- Avoid sudden movements toward the officers
- Avoid pointing screaming or yelling
- Do not ask questions when evacuating

TCU Staff must obey the instructions of the Building Deputies and Emergency Floor Officers during an emergency or drill

- Should proceed to the designated interior safety area
- Aid in the event of an emergency, as directed by the Building Director, the Emergency Floor Officers, Campus Police or emergency response personnel

Assisting the Physically Impaired

Visually Impaired Persons

- Announce the type of emergency
- Offer your arm for guidance
- Verbally guide the person, giving them information about your general path and obstacles
- Once at the safety zone, offer to provide further assistance

Responding to Emergencies

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Hearing Impaired Persons

- Turn lights on/off to gain the person's attention
- Indicate directions with gestures
- Write a note with shelter-in-place instructions

Persons using Crutches, Canes or Walkers

- Provide as much assistance as possible
- If physically able, offer to move the individual using a sturdy chair or rolling chair
- If physically able, help carry the person to safety

Wheelchair-bound Persons

- If physically able, help carry the person to safety
- Reunite wheelchair and user as soon as possible
- Always consult with the persons before making your decision, lifting may be dangerous for non-ambulatory people

Follow these procedures as closely as possible, without putting yourself in extreme danger.

Active Shooter/Active Threat

EMERGENCY ACTIONS

If you suspect anything – report it immediately to Unions Staff or Campus Police.

Remain calm and know where you will shelter in case violence erupts.

If possible (and from a secure area), call Campus Police at extension 7777 or 817- 257-7777 for assistance. The Information Desk is equipped with a panic button in the event that you are unable to contact the Campus Police by phone.

Follow these procedures as closely as possible, without putting yourself in extreme danger.

Run (Away from the threat if you know where it is and you can do so safely)

- Help others escape/ keep others away from the danger area.
- Warn others of danger.

Hide (If the location of the threat is unknown)

- Stay hidden from the shooter's view.
- Find somewhere that will provide protection, such as a room with furniture.
- Avoid places that will trap or restrict movement (in case evacuation is possible later).
- Keep the shooter out by locking a door, creating a blockade, etc.
- Turn off lights, cell phone ringers, and all noises – remain silent.
- Do not huddle together – spread out.

Fight (As a last resort, only if your life is in danger)

- As a last resort, prepare to defend yourself from the shooter if you are confronted.
- Be aggressive and attempt to incapacitate shooter.
- Improvise weapons (Chairs, keys, pens, fire extinguishers, etc.).

If you are in the same area as the threatening person – and they are not actively 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/patrons that an emergency is present, or imminent, and to quietly leave the area.

The Police are looking for the shooter. When they arrive on scene, show them your EMPTY hands and comply with their instructions.

Follow these procedures as closely as possible, without putting yourself in extreme danger.

Evacuation Plan

General Evacuation Procedures

The automated alarm notification system will provide notification of a fire in the facility. The system will automatically contact the proper authorities. DO NOT rely on this system to begin evacuation. In the event of any emergency, always call Campus Police at extension 7777 or 817-257-7777. The Primary Building Deputy and Floor Deputy should begin evacuation procedures upon the sounding of the alarm. The automatic alarm notification system does not provide warning for other emergencies. Floor Deputies will be notified of the need to evacuate via the Primary/Secondary Building Deputies or a member of the University Unions staff (including uniformed student employees).

Procedures for all building emergencies are outlined in the King Family Commons Responding to Emergencies booklet.

General Notes on Evacuation

- Check all areas of your assigned zone – including restrooms, stairwells, and vacated offices.
- Avoid using the elevator.
- Always seek out the closest, safest path when exiting a facility.
- Make evacuation announcements in a calm, clear, and authoritative tone.
- Seek out children, elderly, and persons with disabilities and assist them in exiting the facility.

Assisting the Physically Impaired

Visually Impaired Persons

- Announce the type of emergency
- Offer your arm for guidance
- Verbally guide the person – giving them information about your general path and obstacles
- Once at the safety zone, offer to provide further assistance

Hearing Impaired Persons

- Turn lights on/off to gain the person's attention, OR
- Indicate directions with gestures, OR
- Write a note with evacuation instructions

Responding to Emergencies

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Persons using Crutches, Canes, or Walkers

- Provide as much assistance as possible
- If physically able, offer to move the individual using a sturdy chair or rolling chair, OR
- If physically able, help carry the person to safety

Wheelchair-bound Persons

- If physically able, help carry the person to safety
- Reunite wheelchair and user as soon as possible
- Always consult with the persons before making your decision – lifting may be dangerous for non-ambulatory people.

Follow these procedures as closely as possible, without putting yourself in extreme danger.

Fire Emergency

EMERGENCY ACTIONS

If you see or smell smoke, see flames, or smell a burning, electrical smell:

Call Campus Police at extension 7777 or 817-257-7777 – even if the automated alarm system goes off. Campus Police will dispatch the appropriate emergency personnel.

- Identify yourself and your position
- Identify the location of the fire: building name, floor, office/room number
- Describe the situation
- Describe any injuries
- Explain what type of help is needed

For a small, minor fire (such as a fire contained in a trash can):

- Attempt to extinguish the fire using a fire extinguisher if you can do so safely.
- Notify the University Unions Administration of the situation.

If the fire is large or is unable to be extinguished:

- Evacuate the immediate area surrounding the fire.
- Close doors to contain smoke/fire.
- Begin evacuation of the building as per the Evacuation Plan located at the end of this Section.

All evacuees should go to the designated gathering site: **P.E. Clark Lawn.**

If there are injuries or disabled patrons, help get the individuals to the evacuation area.

Take a flashlight and a radio or designated emergency go bag to the evacuation area to track emergency status.

Provide primary first aid as needed if it is safe to do so.

Follow these procedures as closely as possible, without putting yourself in extreme danger.

Chemical Spill

EMERGENCY ACTIONS

Immediately notify the University Unions office of the situation.

First priority is first aid. Any spill that results in personal exposure should be treated immediately.

Eye or skin contact

- If the chemical is a liquid, assist the person to a sink or eyewash and flush the eyes or affected skin areas with water thoroughly and continuously for a minimum of 15 minutes.
- If the chemical is a solid, brush chemical off skin gently. Remove contaminated clothing.
- Contact Campus Police at extension 7777 or 817-257-7777 for medical assistance.

Inhalation

- Get the person to fresh air.
- Contact Campus Police at extension 7777 or 817-257-7777 for medical assistance.

Call Campus Police at extension 7777 or 817-257-7777 to report the following types of spills – regardless of quantity:

- Flammable, toxic, corrosive, or unknown liquids
- Compressed gas releases (Carbon dioxide, Natural Gas, Propane)
- Leaking containers
- Radioactive materials

Identify the chemical spilled, the quantity, and the location.

When appropriate, evacuate patrons/employees from danger.

Clean-Up

Notify the Safety Office at extension 7220 or 817-257-7220.

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

Follow these procedures as closely as possible, without putting yourself in extreme danger.

Bomb Threat/Suspicious Item

EMERGENCY ACTIONS

When a bomb threat is received by phone:

If the threat of explosion is immediate, evacuate the building as per the Evacuation Plan at the end of this section.

All evacuees should go to the designated gathering site: **P.E. Clark Lawn.**

If there are injuries or disabled patrons, help get the individuals to the evacuation area.

- Call Campus Police at extension 7777 or 817-257-7777 and notify them of the above information.
- Notify the University Unions office of the situation.
- If the caller indicates there is 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 and record as much information as you can.
- Begin evacuation of the building as per the Evacuation Plan located at the end of this section. Take the Bomb Threat Checklist with you.
- All evacuees should go to the designated gathering site: P.E. Clark Lawn.
- If there are injuries or disabled patrons, help get the individuals to the evacuation area.

Discovery of a Suspicious Item/Mail

- Do not touch, move, or disturb the item.
- Call Campus Police at extension 7777 or 817-257-7777 immediately.
- Notify the University Unions office of the situation.
- Keep people away from the area until help arrives.

Follow these procedures as closely as possible, without putting yourself in extreme danger.

Bomb Threat Checklist

Be calm. Be courteous. Listen. Do not interrupt.

Exact words of the 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 the bomb look like?
5. Why did you place it?
6. Where are you calling from?

Callers Voice

Male	Female	Adult	Juvenile
Accent	Well-Spoken	Irrational	Incoherent
Foul-Language	Calm	Angry	Excited
Slow	Crying	Normal	Slurred
Laughter	Rapid	Soft	Loud
Nasal	Speech Difficulty	Raspy	Disguised

If the voice is familiar, who did it sound like? Did the caller indicate knowledge of TCU?

Background Sounds:

CARS	DISHES	VOICES	PA SYSTEM
MUSIC	HOUSE NOISES	MOTOR	AIRCRAFT
QUIET	OFFICE EQUIP.	ANIMAL NOISES	LONG DISTANCE
STATIC	FACTORY EQUIP.	ON-CAMPUS	OFF-CAMPUS

Staff:

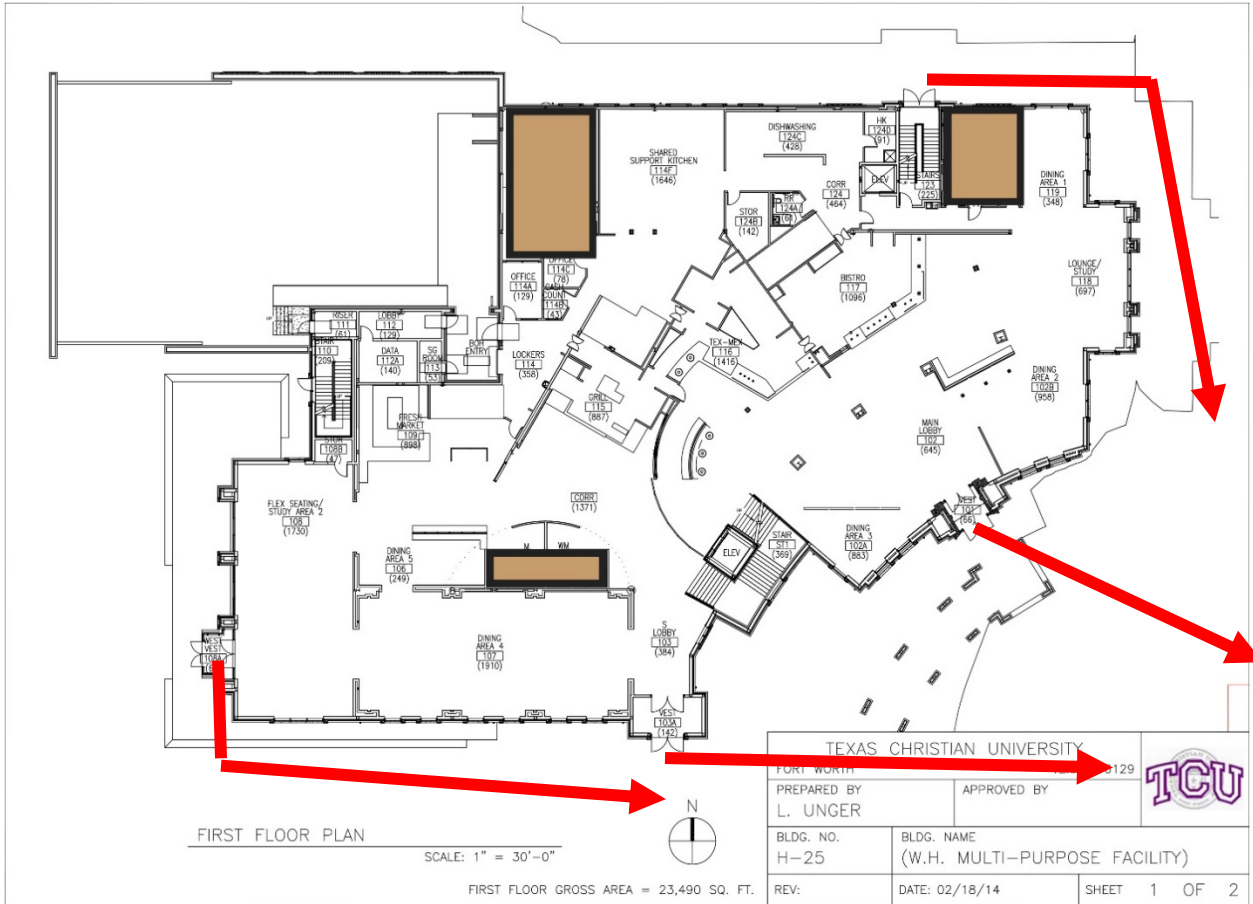
Date:

Time Received:

Time Ended:

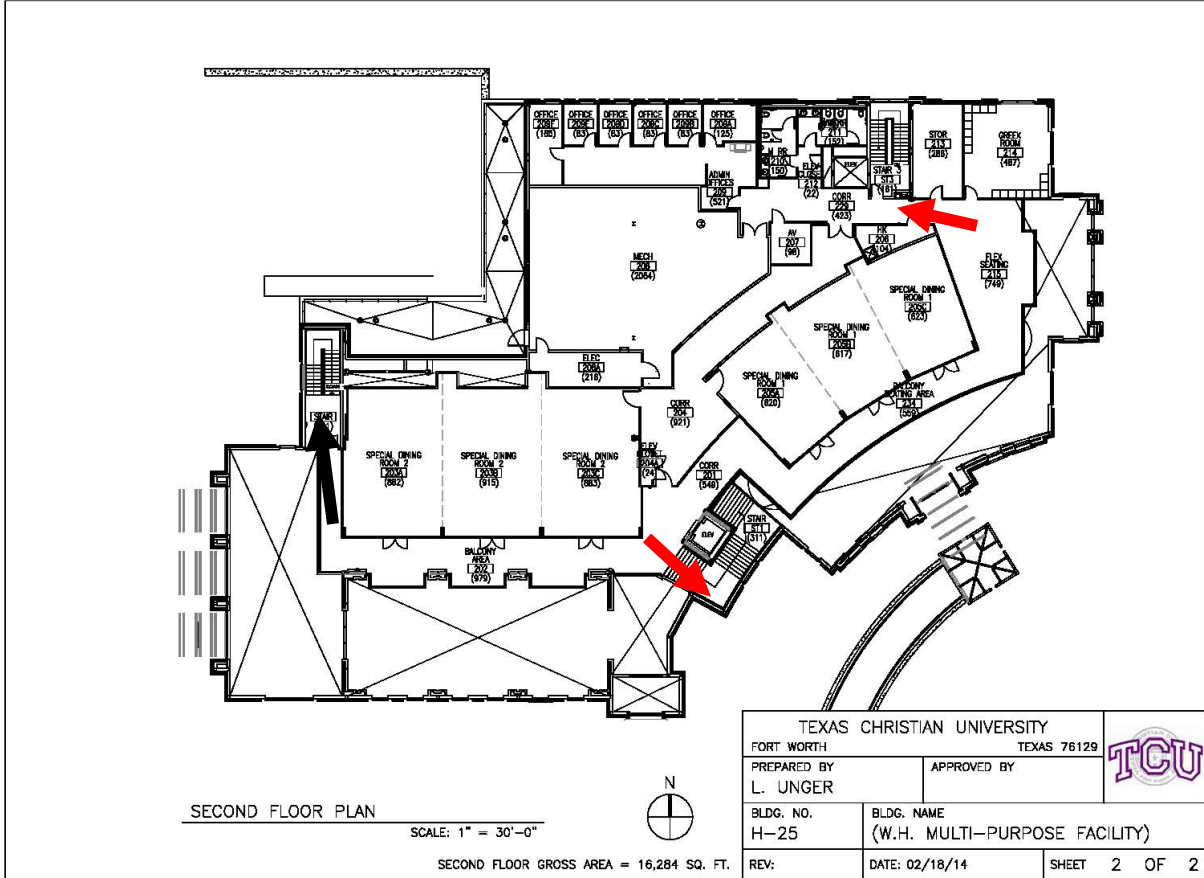
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KFCB Egress Diagram Floor 1



Responding to Emergencies
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KFCB Egress Diagram Floor 2



Seek Shelter Plan

General Evacuation Procedures

The automated campus alert system will provide notification of an emergency. The system will automatically contact the proper authorities. In the event of any emergency, always call Campus Police at extension 7777 or 817-257-7777. The Primary Building Deputy and Floor Deputy should begin seek shelter procedures upon the sounding of an alert. Emergency floor officers will be notified of the need to seek shelter via the Primary/Secondary Building Deputies or a member of the University Unions staff (including uniformed student employees).

General Notes on Seeking Shelter

Check all areas of your assigned zone – including restrooms, stairwells, and vacated offices.

Avoid using the elevator.

Always seek out the closest, safest shelter area.

Make announcements in a calm, clear, and authoritative tone.

Seek out children, elderly, and persons with disabilities and assist them in getting to a shelter location.

Assisting the Physically Impaired

Visually Impaired Persons

- Announce the type of emergency
- Offer your arm for guidance
- Verbally guide the person – giving them information about your general path and obstacles

Hearing Impaired Persons

- Turn lights on/off to gain the person's attention
- Indicate directions with gestures
- Write a note with evacuation instructions

Persons using Crutches, Canes, Walkers or Wheelchairs

- Provide as much assistance as possible
- If physically able, offer to move the individual using a sturdy chair or rolling chair
- If physically able, help carry the person to safety

Severe Weather/Tornado

Emergency Actions

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.

Notify the University Unions Administration office of the emergency, and secure the Information Desk.

- Close all doors and instruct patrons to stay away from areas with windows.
- Move all patrons to the pre-planned emergency shelter for your building.
- If available, take a battery-powered radio, emergency go bag and flashlight into the shelter.
- Remain in the shelter area until an all-clear signal is given by University Unions staff, Campus Police, administrators, or emergency personnel.
- Reconvene employees/patrons when the storm system has passed and account for all persons.

SHELTERS

Shelter Areas in the KFCB:

- Interior areas on first floor level
- Restrooms without windows
- First floor Interior hallway and stairwells
- Dry goods storage area
- First floor closets

Areas to avoid:

- Second floor balconies
- Second floor meeting rooms
- Lobbies and other open areas
- Rooms with large glass areas

Follow these procedures as closely as possible, without putting yourself in extreme danger.

Natural Disasters

EMERGENCY ACTIONS

Ice Storm

- Use a radio, weather radio, television, or Internet to monitor approaching winter storm conditions – freezing rain, sleet, snow, high winds, and wind-chill conditions.
- Check the TCU Homepage (www.tcu.edu), look for an all-campus email or TCU Alert message, or call the TCU Infoline (x4636) for information about University closings.
- Be aware that steps, ramps, and sidewalks will be slippery and appropriate footwear is needed.
- Contact Housekeeping to get non-skid mats and wet floor signs for the King Family Commons Building entrance.

Flood

- 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 and paper files up on file cabinets or desks for protection against water damage
- Unplug all fixtures, including extension cords, from the wall outlets and be aware of electrical hazards

Lightning

- When a severe thunderstorm threatens the area or when the campus lightning prediction system sounds, Seek shelter 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 caught outside, stay away from any objects that could act as a natural lightning rod, such as tall trees, fences, and metal objects. Also avoid open fields, open water, or small, isolated buildings. If you do get caught in an open area, crouch low to the ground (do not lie flat).

Follow these procedures as closely as possible, without putting yourself in extreme danger.

Other emergency situations

Other emergency plan

The staff of the University Unions are required to react to a variety of different situations during the course of their time on shifts. The university only requires the knowledge of lockdown, evacuation and seek shelter policies for general students, faculty and staff. However, the students and staff of the university unions are required to be more familiar with additional types of universities. In the following pages are emergencies and situations that exist outside of lockdown, evacuation and seek shelter. They are included to help the staff be prepared in the event of their occurrence.

When reacting to other emergency situations:

- Ensure your safety before offering aid
- Maintain radio contact at all times
- Remain calm during emergencies
- Always know where your closest exit is
- Always comply with emergency response personnel
- When in doubt contact TCU PD at ex. 7777

Medical Emergency/Injury

EMERGENCY ACTIONS

If the patient is UNCONSCIOUS or has a suspected HEAD, NECK or SPINAL injury:

- DO NOT move the patient.
- Call Campus Police at extension 7777 or 817-257-7777. Campus Police will dispatch the appropriate medical personnel.
- Identify yourself and your position
- Identify your location: building name, street address, floor, office/room number
- Describe the situation
- Describe the type(s) of injuries
- Explain what type of help is needed
- Notify the University Unions Administration office of the emergency.
- Obtain or provide on-side first aid
- Remain with patient until help arrives.
- Send someone to the building's entrance to help direct emergency personnel.
- Alert other employees/patrons in a calm manner that an emergency is occurring.
- Complete an Accident Report Form and return it to the Information Desk.

Utility Failure

Electrical Power Loss

- Notify the University Unions Administration office of the situation.
- Contact the TCU Physical Plant at extension 7956 or 817-257-7956.
- Locate a flashlight and emergency go bag.
- Secure the Information Desk and conduct a walk-through of the building to check on the safety of patrons.
- Remain in your area and continue routine assignments, unless the electrical failure is due to another emergency, such as smoke or fire.

Contact Campus Police at extension 7777 or 817-257-7777 if assistance exiting or securing the building is necessary. Turn off all electrical, office, and computer equipment. DO NOT unplug the telephone. (Once power is restored, plug in and check all equipment.) Await further instructions.

Water

- Notify the University Unions office of the situation.
- Contact the TCU Physical Plant at extension 7956 or 817-257-7956.
- For flood clean-up, contact TCU Facility Services at extension 7957 or 817-257- 7957.

Heating, Ventilation, Air Conditioning

- Notify the University Unions office of the situation.
- Contact the TCU Physical Plant at extension 7956 or 817-257-7956.

Telephone

- Notify the University Unions office of the situation.
- For normal repairs, contact TCU Connect at extension 4357 or 817-257-4357

In the event of a system-wide failure of TCU's telephone system:

- You do not need to notify Telecommunications, as alarm systems are in place.
- Use a cell phone in your area for emergencies.
- Campus Police and Physical Plant will be stationed in each building to utilize radio communication for emergencies.

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.

- Direct all media inquiries to the Office of Communications at extension 7810 or 817-257-7810.

Always keep in mind that it is of utmost importance 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.

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, write it down.
- Hang up the telephone.
- Notify the University Unions office of the situation.
- Call the Campus Police at extension 7777 or 817-257-7777 and report the nature and details of the call, including the caller ID number.

Kidnapping/Hostage Situation

EMERGENCY ACTIONS

If you are notified in person of a kidnapping or hostage situation:

- Remain calm
- Cooperate with the person
- Notify the University Unions office of the situation when it is safe to do so.

Call Campus Police at extension 7777 or 817-257-7777 and notify them of the above information. The Information Desk is equipped with two panic buttons in the event that you are unable to contact the Campus Police by phone.

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

- Keep the caller on the phone to get as much information as possible.
- Use the Kidnapping/Hostage Checklist to record all information.
- Call Campus Police at extension 7777 or 817-257-7777 immediately.
- Notify the University Unions office of the situation.

If you receive a ransom note:

- Call Campus Police at extension 7777 or 817-257-7777 immediately.
- Notify the University Unions Office of the situation.
- Minimize the handling of the note.

Follow these procedures as closely as possible, without putting yourself in extreme danger.

Kidnapping/Hostage Checklist

Be calm. Be courteous. Listen. Do not interrupt.

Exact words of the caller:

Questions to Ask:

1. Who has been kidnapped/taken hostage?
2. Who are you?
3. What are your demands?
4. When will they be released?

Callers Voice

Male	Female	Adult	Juvenile
Accent	Well-Spoken	Irrational	Incoherent
Foul-Language	Calm	Angry	Excited
Slow	Crying	Normal	Slurred
Laughter	Rapid	Soft	Loud
Nasal	Speech Difficulty	Raspy	Disguised

If the voice is familiar, who did it sound like? Did the caller indicate knowledge of TCU?

Background Sounds:

CARS	DISHES	VOICES	PA SYSTEM
MUSIC	HOUSE NOISES	MOTOR	AIRCRAFT
QUIET	OFFICE EQUIP.	ANIMAL NOISES	LONG DISTANCE
STATIC	FACTORY EQUIP.	ON-CAMPUS	OFF-CAMPUS

Staff:

Date:

Time Received:

Time Ended: