



DALLAS CHRISTIAN COLLEGE

CRISIS MANAGEMENT PLAN

Table of Contents

Introduction	Page 2
Crisis Management Team	Page 3
Emergency Phone Numbers	Page 4
Off Campus Contacts	Page 5
Crisis Management Command Center	Page 6
Crisis Management Team Procedures	Page 7
Duties of Crisis Management Team	Pages 8 – 9
Evacuation Procedures and Assembly Areas	Page 10 – 11
Media Relations	Pages 12 – 13
Procedures for Specific Crises (with Checklists):	Page 14
<i>WHAT TO DO IN THE EVENT OF A FIRE</i>	Pages 15 – 16
<i>SEVERE WINDSTORM OR FUNNEL CLOUD SIGHTING</i>	Page 17
<i>YOU'VE RECEIVED A BOMB THREAT</i>	Page 18 – 21
<i>TERRORIST ATTACK</i>	Pages 23 – 26
<i>CHEMICAL ACCIDENT</i>	Pages 26 – 28
<i>POWER FAILURE</i>	Pages 29 – 31
<i>PHYSICAL VIOLENCE CHECKLIST</i>	Pages 32 – 33
<i>SUICIDE</i>	Pages 34 – 36
Resuming Operations	Page 37

Addendums

Campus Map
Administration Building Floor Plan
Pandemic Preparedness/Response Plan <i>Influenza Pandemic Attachment</i>
Suicide Warning Signs

Introduction

Dallas Christian College is committed to overseeing the health, well-being and safety of the students, staff, faculty and visitors to our campus. Our goal is to minimize any and all danger to life resulting from the effects of a natural disaster or civil disturbance. When such an emergency condition arises, we want a crisis management team to be able and ready to respond. This Crisis Management Plan ensures that our response will be timely and effective, no matter what the crisis.

The Plan describes the responsibilities of the Crisis Management Team and information necessary for the team to request additional assistance from the community as required to mitigate the impact.

Numerous crisis situations may arise on any college campus. These crisis situations range from natural disasters to civil disturbances. Stress and confusion are normal responses in any crisis; therefore, the timely and efficient implementation of the Crisis Management Plan will assure clear direction and continuity of control for key personnel.

The Crisis Management Plan (CMP) and Crisis Management Team (CMT) will only be activated during an actual or imminent crisis.

Objectives

The objectives of Dallas Christian College during a crisis are:

- Minimize loss of life or injury
- Minimize damage to property
- Meet vital human service needs
- Protect documents and records
- Restore operations

The Crisis Management Team

In a crisis situation, procedures sometimes must be changed in a moment's notice. Key responsible and qualified personnel have been selected and given the authority to make necessary changes. The difference is that in a crisis situation, all resources and personnel will be applied to the management of the crisis under the direction of the Crisis Command Team.

The Crisis Management Team will consist of the following individuals:

- President Brian Smith
- Interim Vice President for Academic Affairs Brian Smith
- Director of Student Development Karla Kuhl
- Vice President for Institutional Advancement Mark Worley
- Chief Financial Officer Andrea Short
- Director of Facilities David Lagunez
- Director of Institutional Technology (IT) Stephen Cobb
- Additional staff as appointed.

The Disaster Committee:

The Disaster Committee is responsible to train faculty and staff and provide updates to the Crisis Management Plan. The Disaster Committee will consist of the following individuals:

- Director of Student Development Karla Kuhl
- Chief Financial Officer Andrea Short
- Administrative Representative
- Director of Facilities David Lagunez
- Director of Institutional Technology (IT) Stephen Cobb
- Faculty Representative

Staff Alert Team

The following staff and faculty members are responsible to alert employees and students to evacuate the building during an emergency.

- Dr. Eddie Sanders (3rd floor)
- Dr. Mark Hahlen (2nd floor)
- Crystal Laidacker (1st floor)
- Lorice Perry secures the Library/Service Center
- Annette Escalvon secures the President's Suite
- Ken Faffler secures the Enrollment Management Offices

Emergency Phone Numbers

In the event of an emergency, the CMT, the Disaster Committee and other key personnel can be reached as follows:

The Management Team

Brian Smith, President – 407-729-4568

Brian Smith, Interim Vice President of Academic Affairs – 407-729-4568

Karla Kuhl, Director of Student Development – 214-796-1248

Mark Worley, Vice President for Institutional Advancement – 214-395-7775

Andrea Short, Chief Financial Officer – 469-475-2326

David Lagunez, Director of Facilities – 214-356-8817

Stephen Cobb, Director of Institutional Technology (IT) – 214-453-8133

Residence Directors

Gary Hardy, Resident Director, Newland Hall – 469-644-3793

Tyese Little, Resident Director, Winslow Hall – 979-824-2496

Other Key Staff

Dr. Mark Hahlen, Professor – 214-708-3879

Gary Hardy, Professor – 469-644-3793

Crystal Laidacker, Registrar – 972-955-3251

Lorice Perry, Librarian/Service Center – 214-453-8119

Ken Faffler, Vice President of Enrollment – 214-453-8113

Off Campus Contacts:

911 Dispatcher – 911

Farmers Branch Fire Department – 972-919-2640

Farmers Branch Police Department - 972-484-3620

Dallas Co. Sheriff's Department - 214-749-8641

Dallas County Health Department – 214-819-2100

Dallas Co. Civil Air Patrol - 972-222-8687

Dallas Co National Guard - 972-556-0350

Chemical Toxic & Oil Spills - 800-424-8802

American Red Cross - 214-424-0700

Dallas County Road Department - 972-247-1735

Farmers Branch Water Department - 972-919-2597

Dallas County Highway Department - 214-320-6100

Federal Emergency Management Agency - 940-891-8500

FBI Dallas - 972-559-5000

Poison Control Center - 800-764-7661

U.S. Marshalls Service - 214-767-0836

U.S. Secret Service - 972-868-3200

Texas Highway Patrol - 214-861-2000

Texas Road Conditions- 214-374-4100

Crisis Management Command Center

The Crisis Management Command Center will be directed by the President during a crisis. The CMCC will be the single point for monitoring and coordinating all responses to a crisis situation.

Access to the CMCC will be limited to the following personnel or their representative:

- President Brian Smith
- Interim Vice President of Academic Affairs Brian Smith
- Director of Student Development Karla Kuhl
- Vice President of Enrollment Management Ken Faffler
- Chief Financial Officer Andrea Short
- Director of Facilities David Lagunez
- Director of Institutional Technology (IT) Stephen Cobb
- Administrative staff as appointed.

The Command Center will be located in the following locations:

1. **Primary Site:** Administration Building (President's Conference Room)
2. **Secondary Site:** Banquet Hall
3. **Tertiary Site:** Winslow Hall Lobby
4. **Off Campus Site:** Wyndham Hotel on Villa Creek

Personnel will be notified of the Command Center site at time of recall.

On-Scene Command Post

It may become necessary for the CRISIS MANAGEMENT TEAM to set up an on-scene command post. When this post has been established, there will need to be immediate and effective communication set up between the on-scene command post and the CMCC.

Command Center Equipment

1. Cell Phones
2. Communication System
3. Television
4. Weather Radio
5. Marker and Boards
6. Reference Materials (floor plans, maps, etc.)
7. Two-way Radio Network (stationary and portable) with the ability to communicate with:
 - a) Security
 - b) Physical Plant
 - c) Civil Defense
 - d) Fire Department—Farmers Branch
 - e) Police Department—Farmers Branch
8. Updated list of students, faculty, and staff

Crisis Management Team Procedures

The following steps are designed to provide efficient and immediate responses to any crisis situation on or near the Dallas Christian College campus:

The first member of the Crisis Management Team to arrive on the scene should:

1. Determine the type, extent, and location of the emergency.
2. Send officers to evacuate and secure the area. If the area is contaminated, proper breathing equipment should be worn.
3. Establish contact with support services, emergency services (fire, rescue squad, police, etc.), and the CMCC.
4. When approved by the CMCC, choose and broadcast one of the Early Warning System Messages below.
5. Contact each member of the Crisis Management Team, the Resident Directors in each residence hall, and the building coordinator for each building on campus. (Crystal Laidacker, Administration Building; Jessica Ritcher, Gymnasium; Beth Ann Miller, Dining and Banquet Halls).
6. Check for the location of disabled persons in the area.
7. Dispatch mobile units to assist in the evacuation of disabled persons and those who do not speak English.
8. Begin an accounting of all students, faculty, staff, and visitors.
9. Keep a detailed log of events and responses to the situation. Log the time and any deviations from the Crisis Management Plan.
10. Establish procedures for further evacuation in case the incident expands. This may include sending students and faculty home by normal means or providing transportation.
11. Begin planning to secure equipment and structures.

Early Warning System Messages

Early warning system messages will be sent by email, text messaging, runners, or other methods as necessary.

Emergency Preparation

“This is (Name), with an official emergency alert. A (Type of crisis), is expected to strike the Dallas Christian College Campus within (Time).”

Mass Evacuation

“This is (Name), with an official emergency alert. A (Type of crisis) has occurred or is in progress at (Location).”

Each of these messages will be followed with specific commands:

- Stay where you are
- Move away from windows
- Proceed to the nearest shelter
- Evacuate all buildings

Duties of the Crisis Management Team

Duties of the President:

In a crisis situation, if the President, or a designated official is not available, the President's Cabinet will assume control and responsibility of the Crisis Management Team. The Vice President of Academic Affairs will act on behalf of the President in his absence. The Director of Student Development will act on behalf of the Vice President of Academic Affairs in his absence.

The President will be responsible for the preparation and release of public announcements. All inquiries by the media during a crisis will be referred to the President. The Vice President of Academic Affairs will act in the absence of the President.

- a) The President is responsible for the overall operation and management of the Crisis Management Plan.
- b) Only the President, his designated representative or a Cabinet member can activate the Crisis Management Plan (CMP).
- c) When the CMP is activated, the President will move to the Crisis Management Command Center and manage all activities with the assistance of the Crisis Management Team and all other support personnel.

Duties of the Vice President of Academic Affairs

The Vice President for Academic Affairs will be the primary point of contact for the on-scene coordination and the Crisis Management Team (CMT).

The Director of Student Development will act in the absence of the Vice President of Academic Affairs

Duties of the Vice President for Academic Affairs will include:

- a. Secure temporary shelter for residence hall evacuees.
- b. Secure storage for any and all property removed from the crisis area.
- c. Ensure that all residence hall occupants are aware of fire safety measures and evacuation plan for each building.
- d. Ensure that monthly fire safety inspections are performed by residence hall staff.
- e. Chair the DCC Crisis Management Committee.
- f. Ensure that the Crisis Management Plan is current.
- g. Schedule and initiate one Crisis Management (CM) drill each year.
- h. Critique each drill and submit findings and recommendations to Cabinet.
- i. Provide assistance in the implementation of CM when activated.
- j. Upon the activation of the CMP, call the Crisis Management Team together.
- k. Ensure regular safety inspections of the College campus.

Duties of the Director of Student Development:

The Registrar will act on behalf of the Director of Student Development in his absence. Duties of the Director of Student Development will include:

- a. Monitor all activities.
- b. Gather all data.
- c. Ensure all key personnel are in place and operating effectively.
- d. Ensure all building coordinators are apprised of current events.
- e. Ensure that all city, state and federal officials have been appropriately notified.

Duties of the Director of Facilities:

The Director of Facilities will generally be the first to know in a crisis situation. The Director will report to advise and update the President or his representative. The President will appoint a replacement in the absence of the Director of Facilities. Upon approval from the President, the Director of Facilities will activate the emergency response procedures outlined in the following sections of this handbook.

The Director of Facilities will assume the following duties:

- a. Take immediate action to reduce the threat of injury or loss of life. Activate evacuation when required.
- b. Provide logistical support for the CMT, including buildings, equipment and required resources.
- c. Provide necessary vehicles and operators required for CMT. First priority is given to Dallas Christian College vehicles and equipment.
- d. Ensure that floor diagrams and evacuation routes are listed on each floor of every building.
- e. Assist with maintaining order and keeping routes clear for all safety and support vehicles.
- f. Propose various drills and submit for possible implementation of drills.
- g. Review all fire safety inspections and coordinate any necessary corrective actions.

Duties of the Director of Institutional Technology (IT):

The Director of Institutional Technology (IT) shall be responsible for operation and maintenance of the College's technology systems and communication with students, employees and parents when appropriate.

Duties of the Resident Directors:

Resident Directors are the key personnel managing safety, fire and health matters in the residence halls.

- a. Ensure that all floor diagrams and evacuation plans are adequately posted on each floor.
- b. Ensure that an annual fire safety drill is conducted for building.
- c. Designate Resident Assistants who will assist with crisis management plans.

Evacuation Procedures and Assembly Areas

The first person who is aware of a crisis (fire, bomb threat, gas leak, chemical spill, etc.) requiring evacuation of a building or area should direct evacuation of the immediate area by first activating the fire alarm.

An individual should immediately phone/go/send someone to the appropriate place to report the crisis and have the fire alarm activated.

An adult runner should be sent to personally alert classrooms, offices or dorm rooms. (Use only if alarm system is not functioning.)

Evacuation Procedures:

- a. It is important for all students to go to designated area to leave the way clear for emergency personnel and equipment. Further instructions, if necessary, will be given at the assembly areas.
- b. Entire student body and staff should evacuate buildings and assemble in a predetermined location at the **Emergency Assembly Area** for your particular building.
- c. In the Assembly Area, RA or Building Coordinator will take roll. (All students, staff, and visitors are accounted for.)
- d. Students and staff should not re-enter any buildings until officials declare the area safe.

Emergency Assembly Areas:

In the event of an evacuation, employees and students will assemble at the following locations:

- **Winslow and Newland Halls** – Open field in front of the Administration Building.
- **Administration Building** – Open field in front of Administration Building.
- **Cafeteria** – Soccer field behind the cafeteria.
- **Gymnasium** – Open field in front of Administration Building.
- **RA's and building coordinators** will take roll to insure all students and employees are accounted for.

Administration Building

When an emergency alarm sounds, or the designated individuals sound the alarm, all occupants should immediately evacuate the building through the closest exit. Faculty, staff and administration should assist students in remaining calm. All office doors should be closed. Everyone should move away from the building.

The Director of Facilities and the Director of Student Development will serve as evacuation coordinators, and the designated individuals to sound the alarm.

Third Floor – Dr. Eddie Sanders will be the monitor for the third floor. At the sound of the alarm or upon notification, he should yell, "Please evacuate the building immediately!" Individuals should exit by the closest stairwells. Dr. Sanders should make sure the third floor is clear and office doors are closed before leaving.

Second Floor – Dr. Mark Hahlen will be the monitor for the second floor. At the sound of the alarm, or upon notification he should yell, “Please evacuate the building immediately!” Individuals should exit by the closest stairwells. He should make sure the second floor is clear and all doors are closed before leaving.

First Floor – Crystal Laidacker will be the monitor for the first floor. At the sound of the alarm or upon notification she should yell, “Please evacuate the building immediately!” Breanda Williams will secure the financial aid offices. Jane Reynolds will secure the Service Center and library. Crystal Laidacker will secure the academic offices. The financial aid offices, the academic offices, and the library should exit the east door. Mac Ingmire will secure the enrollment management offices. Crystal Laidacker should make sure the first floor is clear and office doors are closed before leaving.

Off-Campus Emergency Evacuation Procedures:

There is a railroad track close enough to the campus to cause damage or injury in the event of a derailment that includes spills containing toxic fumes.

Any toxic spill or bomb threat would require immediate evacuation of the campus.

Traffic support would be necessary from the Farmers Branch Police Department (972-484-3620) to direct traffic flow away from the source of danger. Routes of egress will be chosen in relation to the crisis.

Where there is sufficient advance warning of a natural or human caused disaster and the College population is considered to be in immediate danger, timely and systematic evacuation may be required. Those able to leave by automobile or other means should proceed to the Evacuation Assembly Areas listed below. Transportation will be provided by the Dallas Area Rapid Transit Authority under the coordination of the Civil Defense Agency from the residence hall assembly areas.

Media Relations

The President will act as Director of Public Relations. In the absence of the President, the Vice President of Academic Affairs will act as Director of Public Relations. All communications go through the President.

The Director of Public Relations should follow the following checklist and principles of communication.

Media Relations Checklist

1. Prepare a one-page media crisis plan detailing what you will do in the first hours of a disaster.
2. Name a spokesperson and a backup so you will tell “only one story.”
3. Brainstorm about possible crises—the ten worst things that could happen.
4. Deal with the crisis head-on; face the media quickly and openly.
5. Have all the facts; pre-assign your people to cover specific areas.
6. Respond to every media question within ten minutes – radio first, then television, then newspapers.
7. Never volunteer negative information.
8. Never go off the record, and do not speculate.
9. Do not use business jargon; keep your words basic and clear.
10. Appoint a spokesperson and a backup. Be on the scene at all times and maintain contact with the media center and with the on-site coordinator
11. Work with security to arrange for photographers and videographers on site as warranted by circumstances and safety.
12. Establish media center for media representatives
 - a) Media center location will be in close proximity to the Crisis Management Command Center (CMCC—see page 6)
 - b) Staffed by an official from the public relations office
 - c) Provide multiple telephone lines
 - d) Student employees and support staff will be used to answer phones and serve as escorts for media to and from site
13. Issue regular news briefing/statement
 - a. Public Relations Director will work with the spokesperson and on-site coordinator to prepare regular (hourly/ daily/weekly depending on situation) statements for the media and to respond to telephone inquiries quickly
 - b. All statements will be emailed to faculty/staff and posted to the Dallas Christian College web page as time and situation allow
 - c. Depending on the nature of the crisis, the news media may be given any or all of the following information:
 - 1) Nature of the crisis
 - 2) Location of the crisis
 - 3) Person(s) or issue(s) involved
 - 4) Dallas Christian College’s official response to the crisis
 - 5) Number of deaths/injuries (if any)
 - 6) Names of dead/injured (only after families have been notified)
 - 7) Current status of crisis
 - 8) Approximate time event happened and when it came under control

- 9) Damage (avoid giving specific dollar figures until insurance companies have released exact figures)
- 10) Effect on Dallas Christian College's operation for the following day/week/month
- 11) Basic facts about Dallas Christian College, its mission and positive side of things
- 12) When the next information will be available
- 13) When all the facts will be available
- 14) Name and title of spokesperson(s) to whom the facts can be attributed
14. Hold regular news briefings/conferences in the Chapel or Gymnasium, depending on nature, location and extent of crisis, detailing the above information from news release
15. Keep a record log (hourly if possible) of the information that has been released, rumors heard and rumor control efforts. Include notes, news clippings and records of statements to help evaluate the incident and resulting action.
16. Policies for dealing with the media and general inquiries
 - a) No reporter or photographer is to wander unescorted on campus during a crisis. If an escort is unavailable, media should be directed to the Chapel or Gymnasium. The College has no control of photographers, videographers or interviews made off campus but can control those made on campus.
 - b) No reporter is to enter a residence hall without prior permission from the Dean of Students.
 - c) All inquiries, including telephone, by the media or general public during a crisis will be referred and routed to the Dallas Christian College President's Office.
 - d) All telephone inquiries will be answered with a prepared statement issued by the spokesperson. This is the only information to be given over the phone. Inquiries from parents should be directed to the Student Development Office.
 - e) No "off-the-record" statements should be made by campus personnel.
 - f) Do not speculate; share candid but appropriate information and control rumors
 - g) Information is made available only after facts have been determined
 - h) Remember our real audience is our constituencies, not just the media

Principles of Crisis Communication

- Guard against paranoia. (News people are not out to get you.)
- Provide concise information.
- Guide reporters. (Do not be impatient with their lack of direction.)
- Be forthright. (Say only what you know; admit mistakes and apologize, if necessary.)
- Tell the truth.
- Announce the bad news.
- Remember your real audience. (It is your public, not just the press.)
- Show you care. (Communicate your concern for people's feelings.)
- Stick to the Crisis Management Plan.
- Prepare to give a crisis plenty of time.
- Be fair to all. (Avoid favorable treatment of one medium.)
- Stay calm.
- Win the crisis. (This is an opportunity to position yourself as trustworthy.)

Procedures for Specific Crises

Introduction

On the following pages are specific procedures for various crisis situations. In some instances there might be crises develop for which specific checklists are not available. In those events, the following items should be considered:

- Assess the situation
- Protect students, employees, visitors, equipment, vital records and other assets, particularly during the first three days.
- Get the College back up and running

Other specific procedures may be needed from time to time. Such additions could be:

- Warning employees and students
- Communicating with personnel and community responders
- Conducting an evacuation and accounting for all persons in the facility
- Managing response activities
- Activating and operating an emergency operations center
- Fighting fires
- Shutting down operations
- Protecting vital records
- Restoring operations

The following is a general checklist that could be used for a first-time assessment to any emergency:

- Activate local alarm system (if available)
- Contact emergency services (fire, police)—give number for each one in this section even though it is listed elsewhere
- Notify Crisis Management Team
- Assess emergency situation
- Establish Crisis Management Command Center
- Initiate appropriate emergency response follow-up

WHAT TO DO IN THE EVENT OF A FIRE

Warning systems to signal evacuation.

- The first person aware of a fire immediately directs evacuation of the immediate area and then activates the fire alarm if it is nearby or phones/goes/sends someone to the appropriate place to report a fire and have the fire alarm activated.
- An adult runner to personally alert classrooms. (Use only if alarm system is not functioning.)
- **Notify the fire department immediately, using 911. Be prepared to give as much specific information as possible, such as the following:**

Say:

- I am calling to report a fire at Dallas Christian College.
- The fire is located in (office or location) (define the type of fire, i.e. electrical, closet, attic, car, etc.)
- The telephone # I am calling from is _____
- An escort will meet you at _____
- Fire vehicles can enter the site at _____

Evacuation Procedures

- Entire student body and staff evacuate buildings and assemble in a predetermined location at the Emergency Assembly Area for your particular building.

In the event of an evacuation, campus residents should assemble at the following locations:

Winslow Hall	Open field in front of Admin Bldg
Newland Hall	Open field in front of Admin Bldg
Admin Bldg	Open field in front of Admin Bldg
Cafeteria	Soccer field behind the cafeteria
Gymnasium	Open field in front of Admin Bldg

It is important for all residents to go to designated areas to leave the way clear for emergency personnel and equipment. Further instructions, if necessary, will be given at the assembly areas.

At the Assembly Area

- RA will take roll. (All students, staff, and visitors are accounted for.) If a student/staff member is missing, it is helpful if the RA indicates to where the student/staff member was in route.
- Students and staff should not re-enter any buildings until fire department officials declare the area safe.

Crisis Management Team's Duties during a Fire:

- The CMT, or designee, shall take whatever steps are possible to protect the school's vital records.
- In case of a fire alarm, other than a practice drill, the Director of Facilities, or designee, shall phone the local fire department immediately.
- The Director of Facilities should alert the President or the Director of Student Development of the situation as soon as possible.
- Communication should be kept open with the local police and fire officials.
- Call the police department with crowd and traffic control, if necessary.
- Notify utility companies of a break or suspected break in lines. Record time called and person to whom reported.

SEVERE WINDSTORM OR TORNADO WATCH/WARNING

If high winds develop during school or work hours, the following steps should be taken:

- Retain all students, staff, and visitors inside the building. If it is safe to do so, evacuate rooms having large roof spans or those that are located where they will receive the full force of the wind.
- Open windows and blinds (residence halls) and remain close to inside walls.
- In the event of a tornado warning, move personnel to designated Safe Zones within each building:
 - **Newland and Winslow Halls** –middle of the downstairs hallway. The housing staff will access nearby rooms to obtain mattresses for cover.
 - **Administration Bldg** – President’s Conference Room or the downstairs men’s or women’s bathrooms.
 - **Gym** – Ideally, personnel should take cover in the Administration Bldg in the event of a tornado watch/warning. If a tornado is imminent and moving the Administration Bldg is no longer safe, take cover in the locker rooms.
 - **Banquet Hall/Cafeteria** - Ideally, personnel should take cover in the Administration Bldg in the event of a tornado watch/warning. If a tornado is imminent and moving the Administration Bldg is no longer safe, take cover in the kitchen or interior section of the building.
- Staff on duty should notify Mass Communication personal including the Residence Directors and the Dean of Students so that a text warning may be sent to the DCC community.
- Itinerant staff members and other personnel in route should take shelter, if possible, at a safe location. Their supervisor should be contacted as quickly as possible informing him/her of their location.
- Account for all students and staff.
- Monitor the am/fm radio for information and warning notices.
- In the event of downed power lines, DO NOT touch or move power lines. Contact the Director of Facilities who will contact the power company.
- When electricity is restored following a power outage, check the effects of the storm on the facilities (broken windows, safety hazards, refrigeration, computers, clocks, etc.).

Provide status reports on a regular basis to the Director of Facilities.

YOU'VE RECEIVED A BOMB THREAT

Bomb threats may be received by phone, mail, or message. There are specific procedures for handling each type of threat.

By Telephone

Most bomb threat calls are brief with the caller normally stating the threat in a few words and immediately hanging up or breaking the connection. Delay the caller by saying, "I'm sorry. I did not understand you. What did you say?" This might provide time to alert a co-worker and start the Site Specific process. It is very important that the person receiving the threat gets as much information as possible from the caller, i.e., where the bomb is located, what time it is scheduled to explode, why he/she placed the bomb in the school, what the bomb looks like. The recipient should note the following: sex of the caller and approximate age – man, woman, boy or girl; voice quality – accent, peculiar speech mannerisms; exact time call was received; background noise – music (type), motors, traffic. (Note: The Site Specific Checklist incorporates this information in the documentation.)

By Written Message

If a threat is received by letter, it should be preserved for investigation by the police. To accomplish this, the person opening the letter and recognizing it as a threat should place the letter in a document protector and report it per established procedures.

NEXT STEPS TO TAKE

There is no sure way of knowing whether or not the call is real or just a prank. The established procedures are activated whenever a bomb threat is received or suspected. Using the Bomb Threat Site Specific as a checklist and reporting form will provide an orderly procedure for maintaining the safety and welfare of students and staff as well as a precise record of all incident responses and actions.

- Person receiving threat or other designated persons in Site Specifics immediately activates the Fire Alarm.
- Person receiving threat calls 911 and reports threat to police, providing:
 - his/her name and title
 - building location
 - problem
- Person receiving threat or other designated person calls the President's Office to report the incident and action taken so far – evacuation, notification of police, and other actions.
- Staff/students evacuate buildings and proceed to Emergency Assembly Area and take roll. Staff should visually check the immediate area in which students are waiting and should not relocate Assembly Area near fences or bushes until they are checked.

If the bomb threat message contained a specific time of detonation, the buildings should not be re-entered until a significant period of time has elapsed after the designated time, no matter how thorough a check was conducted.

When it has been determined that building re-entry is permitted following what was judged to be a *prank* bomb threat, occupants should once again visually inspect their area for unusual items before settling in, and all other work areas should be checked visually one more time for anything unusual or out of place that might have been previously overlooked.

BOMB THREAT SITE SPECIFIC CHECKLIST

This checklist describes the action to be taken in response to a bomb threat. Section I is to be recorded by the person receiving a bomb threat. If the threat is by letter, record the words of the threat in this section and proceed to Section II of the checklist. Section II is the report of the actions taken following the receipt of a bomb threat. If specific persons are designated to perform these tasks, their names should be noted as appropriate.

Site: _____ Date: _____

Time: _____ Person receiving call: _____

I. **Report by Persons Receiving Call** (Check off completed tasks as appropriate to the circumstances of the incident. Attach record of additional actions.)

Exact Words of Caller/Threat: _____

If possible, ask the caller the following questions:
Where is the bomb (building, location)?

What time is it set to go off?

What kind of bomb is it? What does it look like?

Who set the bomb? Why was the bomb set?

Where are you calling from?

What is your name? _____ How old are you? _____

Evaluate the voice of the caller and check applicable spaces:

Male Female Adult Teen Elem. Age Child Old

Accent Speech Impediment Intoxicated Slow Rapid

Voice is familiar? If so, sounds like: _____

Background noise (check applicable spaces):

Music Conversation Typing Babies or children

Airplane Cars or trucks Machine noise

Other _____

Time caller hung up: _____ Remarks: _____

II. **Report by Designated Person** (Check off completed tasks as appropriate to the circumstances of the incident. Attach record of additional actions.)

Fire Alarm activated by _____ Time _____

911 called by _____ Time _____

Report:

- his/her name and title
- building/site location
- problem (bomb threat)
- "We have just evacuated the buildings."

President's Office notified by _____ Time _____

Message: "This is (name and title). We have just received a bomb threat. We have evacuated the buildings and called 911.

Written threat (letter) protected in document holder and kept by: _____

Thorough inspection of all classrooms, work areas, lounges, bathrooms, offices, multipurpose room, kitchen, shrubbery, roof, and perimeter areas conducted by: (check as appropriate)

Fire

Police

Evacuation from site declared necessary by _____

Buses requested from Transportation to move (#) _____ students and staff.

Time: _____ Evacuation Location: _____

Management and Police notified of evacuation from site by: _____

Suspicious object located in/at/near _____ and 911 called by _____ Time _____

OR

Nothing suspicious located. Re-entry authorized by: _____ Time: _____

Students/all personnel returned to classrooms/work area. Time: _____

TERRORIST OR ACTIVE SHOOTER ATTACK

Violent attacks from terror organizations or individual aggressors are impossible to predict with certainty. A case study of violent attacks on campuses reveals that while there are some widely differing variables to consider, there are some basic principles that can make our campus safer should such an event occur.

Every crisis situation is different, and each will require adaptability and situational awareness to determine the best course of action. In the event of an aggressor attacking individuals on campus, particularly if a firearm is involved, remember the following three principles listed in order as your preferred response:

1. AVOID
2. DENY
3. DEFEND

AVOID – If you are able to safely avoid the attacker, do so. Move quickly away from danger. Evacuate to a safe distance from campus, and contact 911.

DENY – If you deem it unsafe to move to an exit and away from harm, your next option is to deny an attacker access to you. This measure involves tactics such as:

- lock and secure the room door
- barricade yourself in a room
- avoid line-of-sight from any window or doorway
- remain low and quiet
- contact help by calling 911

DEFEND – If contact with the assailant is eminent, you may have no choice but to fight. Use whatever resources are at your disposal to defend yourself and those around you. Anything you can lift and throw is a viable projectile – books, bags, chairs, laptops, desks, etc. The intent of this last option is to incapacitate the assailant by whatever means possible.

If you are secured in a room during a violent attack, remain in the room until the police notify you that all is clear. When all clear is announced, immediately vacate the classroom and follow evacuation procedures. Comply with all instructions given by police and/or school administrators.

In the case of air or car bomb attack, there will be need for immediate and effective communication set up between the on-scene command post and the CMCC.

- a. The first person who is aware of an attack requiring evacuation of a building or area should direct evacuation of the immediate area by activating the fire alarm.
- b. An individual should immediately phone/go/send someone to the appropriate place to report the crisis and have the fire alarm activated.
- c. An adult runner should be sent to personally alert classrooms, offices or dorm rooms. (Use only if alarm system is not functioning.)

Evacuation Procedures

- a. It is important for all students to go to designated area to leave the way clear for emergency personnel and equipment. Further instructions, if necessary, will be given at the assembly areas.
- e. Entire student body and staff should evacuate buildings and assemble in a predetermined location at the **Emergency Assembly Area** for your particular building.
- f. In the Assembly Area, RA or Building Coordinator will take roll. (All students, staff, and visitors are accounted for.)
- g. Students and staff should not re-enter any buildings until officials declare the area safe.

Emergency Assembly Areas

Winslow Hall	Open field in front of Admin Bldg
Newland Hall	Open field in front of Admin Bldg
Admin Bldg	Open field in front of Admin Bldg
Cafeteria	Soccer field behind the cafeteria
Gymnasium	Open field in front of Admin Bldg

Administration Building

When an emergency alarm sounds, or the designated individuals sound the alarm, all occupants should immediately evacuate the building through the closest exit. Faculty, staff and administration should assist students in remaining calm. All office doors should be closed. Everyone should move away from the building.

The Director of Facilities and the Director of Student Development will serve as evacuation coordinators, and the designated individuals to sound the alarm.

Third Floor – Dr. Eddie Sanders will be the monitor for the third floor. At the sound of the alarm or upon notification, he should yell, “Please evacuate the building immediately!” Individuals should exit by the closest stairwells. Dr. Sanders should make sure the third floor is clear and office doors are closed before leaving.

Second Floor – Dr. Mark Hahlen will be the monitor for the second floor. At the sound of the alarm, or upon notification he should yell, “Please evacuate the building immediately!” Individuals should exit by the closest stairwells. He should make sure the second floor is clear and all doors are closed before leaving.

First Floor – Crystal Laidacker will be the monitor for the first floor. At the sound of the alarm or upon notification she should yell, “Please evacuate the building immediately!” Breanda Williams will secure the financial aid offices. Lorice Perry will secure the Service Center and library. Crystal Laidacker will secure the academic offices. The financial aid offices, the academic offices and the library should exit the east door. Ken Faffler will secure the Enrollment Management offices. Crystal Laidacker should make sure the first floor is clear and office doors are closed before leaving.

Emergency Assembly Areas:

In the event of an evacuation, employees and students will assemble at the following locations:

- **Winslow and Newland Halls** – Open field in front of the Administration Building.
- **Administration Building** – Open field in front of Administration Building.
- **Cafeteria** – Soccer field behind the cafeteria.
- **Gymnasium** – Open field in front of Administration Building.
- **RA's and building coordinators** will take roll to insure all students and employees are accounted for.

TERRORIST OR ACTIVE SHOOTER ATTACK SPECIFICS CHECKLIST

The checklist delineates the action to be taken in response to a Terrorist or Active Shooter Attack. It is imperative that all staff members be aware of these procedures and that persons other than the Director of Facilities be pre-authorized to carry them out if the Director is not available to make the determination required. If specific persons are designated to perform these tasks, their names should be noted as appropriate.

Site: _____

Date: _____

Location of accident: _____

Time: _____

Check off completed tasks as appropriate to the circumstances of the attack.

Determine if students/staff should be kept indoors or evacuated to safe location outside of classrooms/dorms/work areas. Action taken: _____

911 called by: _____ Time: _____

Report:

- his/her name and title, school/site name and address
- problem (specific location or site; type of attack; action taken, if any).

CMT, notified by: _____ Time: _____

Message: "This is (name and title) at (Dallas Christian College/site). We have been attacked (type and location). We (have/have not) evacuated outside the classroom/dorms/work areas, (have/have not) called 911."

Notified by responding government agency (fire, police).

Directed to remain on the site to: _____ by: (name of person/title and agency)

Transportation requested from Physical Plant to move (#) _____ students and staff.

Yes No Time: _____ Evacuation Location: _____

Director's Office notified of evacuation by: _____

Students/all personnel return to classrooms/dorms/work areas. Time/date: _____

CHEMICAL ACCIDENT

A chemical accident can occur on site (i.e., spill of some corrosive material or broken gas line) or near enough to the site to be a potential hazard (i.e., highway accident causing a spill of some highly toxic materials or release of some toxic gases into the air from an industrial accident or fire). Some chemical accidents will be minor and only involve the immediate location within a site and others may be large enough to necessitate relocating all students, staff, and other persons to either a safer location on the site or to an evacuation area away from the site. The nature, severity, and potential for health injury of the chemical accident will determine the type of response required.

Whatever the severity of the chemical spill, site personnel should not attempt to take it upon themselves to remove a known or possibly hazardous chemical or substance. There are personnel trained and equipped to do so.

On-Site Chemical Accidents

In the case of a chemical accident on campus or if the site wants to have a possible hazardous chemical removed, these are the steps to follow:

- Be aware of the chemical.
- Notify the department head, or designee, of type of chemical and location.
- Attempt to contain the spill—if the on-site staff cannot safely do this, request assistance. College personnel should not attempt to clean up or remove the spill; leave that for trained personnel.
- Re-locate students/staff to safe areas.

If the nature of the chemical accident poses an immediate health hazard or potential for explosion or destruction of property, the police/fire emergency system should be activated by calling 911 on the telephone. If the substance should pose an ecological hazard by entering the storm drain system or by a major ground leak, we are required by law to immediately contact the authorities through the 911 emergency system.

Off-Site Chemical Accidents

It is anticipated that major chemical accidents may occur off site, probably on nearby major streets and highways, as well as nearby industrial areas. In these instances the College will probably be contacted directly by the police and/or fire departments. When evacuation of the area is necessary, College personnel will probably be directed to a specific relocation area by the local response agencies involved (fire, police, etc.). Chemical accidents of disaster magnitude would probably be the result of a tank truck, railroad, or industrial accident in the release of large quantities of toxic gases.

These are some actions/considerations to be addressed in the case of a major chemical accident posing a potential hazard to the College:

- As appropriate, notify fire/police by calling 911.
- Determine the need to *remain/inside or outside*.

- Determine whether the students and staff should leave the College grounds. (See Evacuation Plan, VII)
- Maintain control of students in a safe area.
- Render first aid, as necessary.
- Return to site/building after government agency officials (fire department/police/Haz-Mat Team) have declared area safe.

CHEMICAL ACCIDENT SITE SPECIFICS CHECKLIST

The checklist delineates the action to be taken in response to a major chemical accident. It is imperative that all staff members be aware of these procedures and that persons other than the Director of Physical Plant be pre-authorized to carry them out if the Director is not available to make the determination required. If specific persons are designated to perform these tasks, their names should be noted as appropriate.

Site: _____

Date: _____

Location of accident: _____

Time: _____

Check off completed tasks as appropriate to the circumstances of the chemical accident.

Determine if students/staff should be kept indoors or evacuated to safe location outside of classrooms/dorms/work areas. Action taken: _____

(Only if necessary) 911 called by: _____ Time: _____
Report:
• his/her name and title, school/site name and address
• problem (type of chemical accident; specific location or site; has/has not entered the storm drain; action taken, if any).

Owner, notified by: _____ Time: _____

Message: "This is (name and title) at (Dallas Christian College/site). We have a chemical accident (type and location). We (have/have not) evacuated outside the classroom/dorms/work areas, (have/have not) called 911, and (have/have not) requested Physical Plant to contain/clean up."

Notified by responding government agency (fire, police/Haz Mat Team) of chemical accident.

Directed to remain on the site to: _____ by: (name of person/title and)

Transportation requested from Physical Plant to move (#) _____ students and staff.

Yes No Time: _____ Evacuation Location: _____

Director's Office notified of evacuation by: _____

Students/all personnel return to classrooms/dorms/work areas. Time/date: _____

POWER FAILURE

The response procedures are dependent upon whether we have or do not have advance warning and whether school is in session or is not in session.

Power Blackout WITH ADVANCE warning

- If after consultation with the President, the Vice President for Academic Affairs and/or the Dean of Students, classes will be cancelled or the regular hours of the school day changed, notify:

Local police department

Area radio and TV stations

- Alert key personnel to specific responsibilities.
- Maintenance should manually unlock the Administration Building exit doors. The doors to both residence halls must be secured open with zip ties on the crash bars.
- Turn off all electrical equipment (computers, printers, typewriters, copiers, etc.) individually.
- Shut off all electrical switches at the electrical panel.
- When power is restored, check the effect of the power outage on the site (refrigerated food, clocks, timers, etc.)

Power Blackout WITHOUT ADVANCE warning

- Tune to the Emergency Broadcast System on battery-powered radio.
- Activate internal emergency communication system (bullhorn) and give immediate instructions.
- The closing of school should be with the approval of the President and considered only when there is no other acceptable alternative. Should the President direct that students be dispersed, notify the following:

Maintenance and Operations
Transportation if buses are involved
Local police department

- Alert key personnel to specific responsibilities.
- Maintenance should manually unlock the Admin Bldg exit doors. The doors to both residence halls must be secured open with zip ties on the crash bars.
- Turn off all electrical equipment (computers, printers, typewriters, copiers, etc.) individually.

- Shut off all electrical switches at the electrical panel.
- In the event of freezing weather, the Student Development Office should contact the power company to determine the estimated timeframe to restore power. In the event that restoration will take more than one day, or if it cannot be determined, the Student Development Office in conjunction with Housing Staff will secure power generators and heaters adequate to heat the lobbies of each residence hall.
- When power is restored, check the effect of the power outage on the site (refrigerated food, clocks, timers, etc.).

POWER FAILURE SITE CHECKLIST

This checklist delineates the action to be taken in response to a power failure. It is imperative that all staff members be aware of these procedures and that persons other than the Director of Physical Plant be pre-authorized to carry them out if the Director is not available to make the determination required. If specific persons are designated to perform these tasks, their names should be noted as appropriate.

Site: _____

Date: _____

Area(s) involved: _____

Administrator in charge: _____

Duration of power outage: _____

Check off completed tasks as appropriate to the circumstances of the power failure.

Physical Plant notified. By whom: _____ Spoke to: _____

Entry/exit doors to the Admin Bldg and residence halls should be secure open or closed according to circumstances. (The doors automatically lock during power outage with no access possible from the outside unless they are secured open from the inside.)

Owner notified. By whom: _____ Spoke to: _____

Determination:

Close school (date/duration): _____

Disperse students to (where, i.e., name of other school, church, nearby park, homes, etc.)

Other: _____

Local police notified or alerted.
By whom & action taken _____

Area radio & TV (list) _____
By whom & action taken _____

Key personnel alerted. Whom: _____

PHYSICAL VIOLENCE CHECKLIST

Violent Act: College Response to Acts Against an Employee

HOMICIDE

1. Call #911 -- emergency squad/medical
2. Call Farmers Branch Police Department, 972-484-3620
3. Pastoral notification of family – President or designee
4. Report to OSHA
5. File insurance report

FORCIBLE

SEX OFFENSE

1. Call #911 -- emergency squad/medical
2. Call Farmers Branch Police Department, 972-484-3620
3. Pastoral notification of family -- President or designee
4. Assign staff member of same sex to accompany victim as needed through medical attention, police investigation
5. Pursue counseling possibilities for victim

KIDNAPPING

1. Call #911 -- emergency squad/medical
2. Call Farmers Branch Police Department, 972-484-3620
3. Pastoral notification of family --- President or designee

ASSAULT

1. Call #911 -- emergency squad/medical
2. Call Farmers Branch Police Department, 972-484-3620
3. Pastoral notification of family --- President or designee
4. Assign staff member of same sex to accompany victim as needed through medical attention, police investigation
5. File insurance report

ROBBERY

1. Call #911 -- emergency squad/medical if injuries involved
2. Call Farmers Branch Police Department, 972-484-3620
3. Contact insurance company to report loss

RECKLESS

ENDANGERMENT

1. File complaint with Farmers Branch Police Department, 972-484-3620.
2. Report to President's Office
3. Assess threat to employee (involve appropriate VP and President's Office) and determine appropriate response. If student(s) involved, include Student Development Office.

HARASSMENT

1. Report to President's Office
2. Assess threat to/by employee (involve appropriate VP and President's Office) and determine appropriate response. If student(s) involved, include Student Development Office.

DISORDERLY CONDUCT

1. Report to President's Office
2. Assess threat to/by employee (involve appropriate VP and President's Office) and determine appropriate response. If student(s) involved, include Student Development Office.

BERATING LANGUAGE

1. Report to President's Office
2. Assess threat to/by employee (involve appropriate VP and President) and determine appropriate response. If student(s) involved, include Student Development Office.

PHYSICAL OR VERBAL THREATS

1. Report to President's Office
2. Assess threat to/by employee (involve appropriate VP and President's Office) and determine appropriate response. If student(s) involved, include Student Development Office.
3. File complaint with Farmers Branch Police Department, 972-484-3620.

PROPERTY DAMAGE

1. Call Farmers Branch Police Department -- file report, 972-484-3620.
2. Report to President's Office.
3. Assess threat to/by employee (involve appropriate VP and Personnel Office) and determine appropriate response. If student(s) involved, include Student Development Office.
4. Notify insurance company of loss

SUICIDE AND CRISIS CENTER OF DALLAS - 214-828-1000

In Case of Suicide or Suicide Attempt

Use the following procedures for “Death or Serious Injury.”

Death or Serious Injury

These procedures apply when addressing a situation involving serious injury or the loss of life of a Dallas Christian College student, employee, or visitor on campus.

I. On Site Procedures

___ Designate person "in charge"

The "on the scene" college staff member with the most authority will be responsible for coordinating events and will be considered the official "in charge" until such time as a chief administrator is present.

___ Notify Authorities

Authorities should be notified in the following order when possible:

Emergency Medical Service (911)
Local Police (if appropriate) and Campus Security
President and President's Cabinet (Crisis Management Team)

(Any persons present should be directed **not** to notify anyone or make any phone calls until the parents or college officials have notified guardians. See notification procedures.)

___ Identification of injured/deceased

The staff member or administrator in charge should immediately locate an individual who can assist the medical personnel in identifying the injured/deceased.

___ Secure scene of incident

Every effort should be made to secure the accident scene. The area should be evacuated of all persons except for college officials, medical personnel, or police officers. Staff members should be assigned to address crowd control concerns. If the accident occurs outdoors, secure a reasonable distance from the scene (75' - 100'). If the accident occurs indoors, the adjacent rooms or offices should be vacated until permission is given by authorities to re-enter the area. The individual's personal belongings should be maintained in a secure manner until the family is able to indicate to college personnel when and how the items will be removed from campus.

II. Notification and release of information

Information Needed

Complete name
Home address and telephone number
Parent/Guardian's name
Social Security number
Minister's name and telephone number

In the case of students, this information may be obtained from the Registrar's Office or the Student Development Office. For college employees, it may be obtained from the Business Office. The persons contacted should be given a college telephone number and the name of a responsible individual to call for additional information

Notify appropriate persons

In incidents involving a student, the Director of Student Development (or his designee) and in incidents involving College employees, the President (or his designee), should notify the following persons and offices listed below, giving the details limited to the facts as known at the time. Care should be taken not to speculate on cause of death or other details that cannot be substantiated. No notification should be made, in cases involving death, until after the coroner has confirmed the identity of the deceased. Once the coroner has authorized notification, the family members should be notified in person by one of the following individuals (in order of preference):

1. Family minister (with police officer when possible)
2. Family relative/close friend (with police officer when possible)
3. Police officer. The family members will need to know the name and telephone number of the hospital, in cases of injury, or the mortuary, in case of death.

Persons to inform:

President and Cabinet
Immediate family members
Family's Minister
Residence Hall Staff (in cases of students)
Appropriate members of the campus community

Release of Information

Information released to the campus community or general public shall be limited to a statement of facts, including name and directory information, having been first approved by the President or the President's Cabinet. Information shall be made available through the Public Relations Office with requests for additional details referred to the appropriate chief administrator.

III. Follow-up

Campus Community

Every effort should be made to identify all persons who actually viewed the incident and the close friends of the victim. Staff should be assigned to meet any special emotional and psychological needs evident.

Miscellaneous Concerns

1. Notify Board of Trustees
2. Provide support services for friends, coworkers
3. Inform campus community of funeral location and time
4. Flowers from college for funeral
5. Provide profile of individual's involvement in the College for the minister/family
6. College representatives at funeral
7. On-campus memorial service (when appropriate)
8. Memorial fund (when appropriate)
9. In cases of death, remove name from college mailing lists, billings, etc.
10. Prepare information for release to the larger constituency via Cornerstone, etc.

Resuming Operations

Immediately after an emergency, take steps to resume operations.

- Establish a recovery team, if necessary. Establish priorities for resuming operations.
- Continue to ensure the safety of personnel and students on the property. Assess hazards. Maintain security at the incident site.
- Conduct an employee briefing.
- Keep detailed records. Take photographs of or videotape the damage.
- Account for all damage-related costs. Establish special job order numbers and charge codes for purchases and repair work.
- Follow notification procedures. Notify employees' families about the status of personnel on the property. Notify off-duty personnel about work status. Notify insurance carriers and appropriate government agencies.
- Protect undamaged property. Close up building openings. Remove smoke, water and debris. Protect equipment against moisture. Restore sprinkler systems. Physically secure the property. Restore power.
- Conduct an investigation. Coordinate actions with appropriate government agencies.
- Conduct salvage operations. Segregate damaged from undamaged property. Keep damaged goods on hand until an insurance adjuster has visited to the premises, but you can move material outside if it's seriously in the way and exposure to the elements won't make matters worse.
- Take an inventory of damaged goods. This is usually done with the adjuster or the adjuster's salvor if there is any appreciable amount of goods or value. If you release goods to the salvor, obtain a signed inventory stating the quantity and type of goods being removed.
- Restore equipment and property. For major repair work, review restoration plans with the insurance adjuster and appropriate government agencies.
- Assess the value of damaged property. Assess the impact of business interruption.

Maintain contact with suppliers.