

Quick... What Do I Do?

System Offices Crisis Management Action Plan

This brochure is a handy guide for quick reference in case of a crisis. It lists the immediate steps you need to take in a variety of emergency situations. More complete information appears in the System Offices/A&M System Building Crisis Management Plan. Evacuation routes are posted on both floors and appear in the Crisis Management Plan Attachment E, Emergency Evacuation Plan, available online at <http://tamus.edu/offices/> (log in to the System Offices intranet).



Fire

- ◆ Dial 9-911 and report the location and extent of the fire.
- ◆ Set off a fire alarm.
- ◆ Evacuate the building.

Tornado

If you learn a tornado warning has been issued by the National Weather Service or otherwise learn of a tornado in the area:

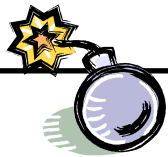
- ◆ Notify Kevin McGinnis at 8-6330, Edwin Davis, the Building Superintendent, at 8-6086, and your department head.
- ◆ If advised, take shelter on the first floor of the building in the Wellness Center, kitchen, training rooms or the main north/south hallway between the training rooms and the Wellness Center.



Evacuation Procedures

Evacuation may be required by fire, tornado, bomb threat or other emergency. In most cases, notification will be by fire alarm or telephone calls to each department's main number. Notification may also come from the University Police, College Station Fire Department, or your department head or a senior manager.

- ◆ Close the door to your office, leaving it unlocked.
- ◆ Follow your assigned evacuation route. If you're on the second floor, take the nearest stairwell to the first floor.
- ◆ For a building evacuation, proceed outside and away from the building to your assigned location.
- ◆ For a tornado, proceed to the Wellness Center, kitchen, training rooms or the main north/south hallway between the training rooms and the Wellness Center.
- ◆ Check in with your area proctor so he/she knows you are safe.
- ◆ Remain at your evacuation location until instructed to return to your workstation or to leave the premises.



Bomb or Biological Agent



Telephone Call

- ◆ If your telephone displays your caller's telephone number, write the number down. In some cases, the telephone will display a partial number rather than a full number, but the telephone company may be able to use this information to determine the full number.
- ◆ Use the checklist on the third page to take notes on the call.
- ◆ Call 9-911 to notify emergency personnel.
- ◆ Call Kevin McGinnis at 8-6330.
- ◆ Notify your department head.
- ◆ Follow any instructions given by emergency personnel, Kevin McGinnis or your department head.

Suspicious mail

- ◆ If you receive a suspicious-looking envelope or package (no return address or from an unconventional source), do not open it. Follow the procedures below.
 - ◆ If you open a letter that says it has been contaminated with a biological agent, place the letter back in the envelope, close the flap and place it in a desk drawer. Then follow the procedures below.
 - ◆ If you receive a letter indicating a bomb is set to go off, follow the procedures below.
- In any of these cases:
- ◆ Call 9-911 to notify emergency personnel.
 - ◆ Call Kevin McGinnis at 8-6330.
 - ◆ Notify your department head.
 - ◆ If you suspect a bomb, evacuate the immediate area and warn others to evacuate.



Threats of violence

- ◆ If a threat is made by an employee, notify the employee's supervisor.
- ◆ If a threat is made by a visitor, dial 9-911 to notify emergency personnel.



Medical Emergency

If an employee has a medical emergency, quickly enlist the aid of others nearby, if possible, so several steps may be completed at once.

Violent Behavior

- ◆ Call 9-911 to notify emergency personnel and request an ambulance if anyone has been injured.
- ◆ Call Kevin McGinnis at 8-6330.
- ◆ Evacuate and warn others to evacuate the area.



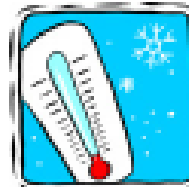
Weapons

If anyone brings a weapon into the building, dial 9-911 to notify emergency personnel.



Telecommunications Failure

If you must communicate with those outside the building when telephones are out of service, try cellular phones, fax machines and e-mail.



Poor Travel Conditions

When bad weather or other emergency makes travel dangerous, employees may be instructed by their department heads to leave early, or the Chancellor or Team Leader may close the building for one or more days. If you are at work and are instructed to leave, do so as quickly as possible. Follow the procedures below to determine when you should return to work.

Electrical Utilities Failure

- ◆ For temporary electrical failure not related to violent weather, remain at your workstation or, if your workstation is in an inside area, move to an area near windows. The Building Superintendent will notify department heads if the power failure is expected to be long term. Your department head will tell you whether to remain or evacuate.
- ◆ If electrical failure occurs in conjunction with violent weather, move away from windows and, if advised, follow tornado evacuation procedures.
- ◆ If you are instructed to evacuate, follow normal evacuation procedures. Emergency lights will help you exit the building safely.



- ◆ If you are at home and suspect that bad weather or other conditions might cause the System Offices or the A&M System Building to be closed, listen to local radio and television stations for a list of closings.
- ◆ You may also call 458-6169 for a recorded message.
- ◆ Check the public media and the recorded message each day for information on continued closing or return to work.
- ◆ If you cannot find information from other sources, contact your department head. In many cases, your department head will contact you.

Emergency Assistance (University Police)

9-911

Building Superintendent (Edwin Davis)

8-6086

**Director of Risk Management
(Kevin McGinnis)**

8-6330

Bomb Threat Checklist

Your name _____ Time _____ Date _____

Call received on phone # _____ in dept. _____ in building _____

Caller description: __Male __Female __Adult __Juvenile Approximate age _____

Origin of Call: __Local __Long distance __Booth __University campus __Cell

Voice	Speech	Language	Accent	Manner	Background Noises
<input type="checkbox"/> Loud	<input type="checkbox"/> Fast	<input type="checkbox"/> Excellent	<input type="checkbox"/> Local	<input type="checkbox"/> Calm	<input type="checkbox"/> Commotion
<input type="checkbox"/> Soft	<input type="checkbox"/> Slow	<input type="checkbox"/> Good	<input type="checkbox"/> Not local	<input type="checkbox"/> Angry	<input type="checkbox"/> Music
<input type="checkbox"/> High pitched	<input type="checkbox"/> Distinct	<input type="checkbox"/> Fair	<input type="checkbox"/> Foreign	<input type="checkbox"/> Rational	<input type="checkbox"/> Unusual
<input type="checkbox"/> Deep	<input type="checkbox"/> Distorted	<input type="checkbox"/> Poor	<input type="checkbox"/> Other	<input type="checkbox"/> Irrational	<input type="checkbox"/> Animals
<input type="checkbox"/> Raspy	<input type="checkbox"/> Stutter	<input type="checkbox"/> Foul		<input type="checkbox"/> Coherent	<input type="checkbox"/> Voices
<input type="checkbox"/> Pleasant	<input type="checkbox"/> Nasal	<input type="checkbox"/> Other		<input type="checkbox"/> Incoherent	<input type="checkbox"/> Street traffic
<input type="checkbox"/> Intoxicated	<input type="checkbox"/> Slurred			<input type="checkbox"/> Deliberate	<input type="checkbox"/> None
<input type="checkbox"/> Other	<input type="checkbox"/> Lisp			<input type="checkbox"/> Emotional	
				<input type="checkbox"/> Righteous	
				<input type="checkbox"/> Laughing	

Additional Information

Pretend difficulty with hearing. Keep caller talking. If caller seems agreeable to further conversation, ask questions like:

When will it go off? (Certain hour, time remaining) _____

Where is it located? (Building, area) _____

What kind of bomb is it? _____

Where are you now? _____

How do you know so much about the bomb? _____

What is your name and address? _____

If the building is occupied, inform caller that detonation could cause injury or death.

Did caller appear familiar with the place or building by his description of the bomb location? If so, write out the message in its entirety and any other comments on a separate sheet of paper and attach to this checklist.