



TEXAS A&M

HEALTH SCIENCE CENTER

BAYLOR COLLEGE OF DENTISTRY

CRISIS MANAGEMENT ACTION PLAN

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The Texas A & M University System Policies and/or Regulations have preeminent authority over component institution Rules and/or Procedures.

CRISIS MANAGEMENT ACTION PLAN

This Plan is designed to provide all Baylor College of Dentistry (BCD) staff, faculty and students with information and guidelines on managing emergency situations:

- * Evacuation Procedure
- * External Communication
- * Fire
- * Health Emergency
- * Tornado
- * Chemical Spill
- * Radiation Accidents/Incident
- * Utility Failure
- * Flood
- * Hostage/Terrorist Situation
- * Bomb Threat
- * Civil Disturbances/Demonstration
- * Telecommunications/Telephone System Problem
- * Emergency Telephone Numbers
- * General Telephone Numbers

In the event of an emergency situation with the potential to affect the safety and well-being of BCD patients, students, faculty and staff, the instructions in the most applicable section of this Crisis Management Action Plan should be initiated immediately. **When in doubt, contact BCD Security at 214-828-8335.**

Command Center

The establishment of a Command Center may be required to effectively manage emergency situations. If that is the case, these general procedures will be implemented:

1. A member of BCD administration, department chair or program director will notify College Security by dialing "8335" to declare a major emergency situation. If the telephone system is disabled, activate the nearest red fire alarm pull station.
2. Security will contact Facilities Services at 214-828-8250, and Environmental Health & Safety at 214-828-8301 in order to initiate the appropriate emergency response.
3. Requested personnel will report to the Command Center which will be established in the Facilities Services or in an alternate location by two-way radio if necessary.
4. Additional personnel will be contacted as needed.
5. If a particular area is at the heart of the emergency, the person most responsible for the area will remain at the scene acting as a liaison to the Command Center.
6. The most senior administrator in the facility shall be designated as the Command Center lead person. The Command Center lead person will:
 - a. determine if evacuation of patients or other persons is required;
 - b. notify internal staff of the emergency situation and necessary actions via the most appropriate means including phones, computer network, public address system, two-way radios, runners, e-mail, personal pagers, cellular phones, and other outside notification systems.
 - c. execute evacuation protocols;
 - d. develop an emergency incident report that includes a summary of the incident, response taken, follow-up action and individuals responsible for follow-up. This

summary should be forwarded to the Dean, Security, Environmental Health & Safety, and Facilities Services as soon as practical upon resolution of the emergency.

7. The Command Center will have extensive communication capabilities and shall serve as the communication hub during an internal emergency situation.
8. During an internal emergency situation, BCD personnel and students should call 214-828-8900 to receive recorded information concerning the emergency situation. Additionally, information will be sent out as a broadcast message which will be updated whenever new information is available. Information will also be disseminated via outsourced providers when applicable.

Mental Health/Counseling Services

A Baylor College of Dentistry crisis may necessitate that victim assistance services be made available to employees and/or students. BCD will assist in obtaining mental health/counseling services on an as-needed basis for employees/students needing assistance.

Baylor University Medical Center Building Occupants

BCD employees who work in the Baylor University Medical Center (BUMC) should follow the emergency guidelines applicable to their location. If additional information is needed, they may contact the BUMC Department of Public Safety at 214-820-4444.

EVACUATION PROCEDURE

If evacuation from an area is necessary, use the following procedures:

1. Contact Security at 214-828-8335, the Environmental Health & Safety Manager at 214-828-8301, and Facilities Services at 214-828-8250 and alert them of the situation. They will determine the extent of the evacuation. Notification will be made based upon the best available system depending on the severity and type of incident.
2. In case of fire, personnel on the fire floor, one floor above and one floor below will be evacuated. Evacuation of the entire building will be initiated only on the order of the Command Center Lead Person, Dallas Fire Department, or automatic process of the Simplex Fire and Life Control System.
3. All personnel will move to lower floors using the stairwell exits. Do Not Use The Elevators. Walk patients and visitors down the stairs, providing assistance if needed. Additional personnel will be assigned to assist with the evacuation of personnel as needed.
4. All employees must study the floor diagrams posted next to the elevators and know the location of all exits near their work area. More detailed diagrams are contained in the Fire and Emergency Evacuation Plan.

EXTERNAL COMMUNICATION

It is the College's responsibility to be forthright and timely in its communication with the College community (including its patients), the media, and the general public.

Decisions regarding communications will be guided by the College's concern for the right to privacy, personal security, legal liability and the public's legitimate right to be informed.

ALL MEDIA and **PUBLIC** inquiries will be referred **WITHOUT COMMENT** to the Office of Communications and Development at 214-828-8214 or the Office of the Dean at 214-828-8201. Only the official spokesperson and an alternate, upon the authorization of the Dean, will communicate the College's position.

Communications and Development **will:**

1. Address the information needs and/or demands of those who may converge upon the College, including: news reporters, concerned families and friends, area residents, idle spectators, and local elected officials.
2. Attempt to control the situation by initiating communication of the facts of the crisis situation to the public in a timely manner and provide regular updates.
3. Try to communicate with internal groups (faculty, students, staff and patients) first and then external groups (including reporters) or communicate with these groups simultaneously.
4. Be forthright and honest.
5. Try to accommodate the logistical needs of the media.
6. Correct inaccurate information that groups may have and dispel misperceptions about the emergency.
7. Contact Research and Graduate Studies for animal related matters or address the situation within Communications and Development.

FIRE

If you discover a fire, it is your responsibility to:

1. **Rescue** any patients or other persons from immediate danger.
2. **Confine** the fire; prevent it from spreading by closing doors and windows.
3. **Alert** the Security Office at 214-828-8335 and give the following information:
 - a. Your name
 - b. Nature of the problem (source, size, and type)
 - c. Floor number and room number
 - d. Telephone number from which you are calling
4. **Fight** the fire, if trained, by using the appropriate extinguishers.
5. **Call** the Dallas Fire Department at 9-911; and give the following information:
 - a. your name
 - b. nature of the problem (source, size, and type)
 - c. complete building name and street address (refer to bottom of page)
 - d. floor number and room number
 - e. closest street intersection (Gaston Avenue and Hall Street)
 - f. call-back number (do not stay at the phone if there is danger)

Main Building	3302 Gaston Avenue
Sciences Building	3221 Gaston Avenue
Imaging Center	3209 Nussbaumer Avenue

Evacuation Procedures – See Evacuation Procedures Section

NOTE: It is the responsibility of the Fire Warden and the Deputy Fire Wardens in each department to make sure that everyone is out and the doors are shut.

Fire Brigade Members

The Environmental Health & Safety Manager, Facilities Services, and Security personnel will:

1. notify the Dallas Fire Department.
2. check the HVAC system.
3. check the emergency generators.
4. meet the Fire Department and direct them to the public safety box and fire location.
5. assist the Fire Department as needed.

Remember:

1. **Crouch low** to avoid smoke and heat.
2. **Avoid inhaling** smoke and fire gases.
3. **Learn the location** of fire extinguishers and exits.
4. **Report unsafe conditions** to your immediate supervisor.

HEALTH EMERGENCIES

Inside BCD Buildings (including the Sciences Building and Imaging Center)

<u>Symptom</u>	<u>During Working Hours</u>	<u>After Working Hours</u>
Cardiac/Respiratory Arrest (unconscious individual)	extension 2299 (internal extension only)	9-911
Any Conscious Person in Acute Distress	extension 2299 (internal extension only)	9-911

Outside BCD Buildings

- Entrances and grounds – Call 9-911 on any BCD phone. Call 911 on a public/pay phone.
- Parking garage and lots – Use the emergency phones if necessary or contact the Security Guard if possible. Refer below for the location and description of the emergency phones.
 - Parking Garage – Gray boxes with non-dialing phones located at each level by the Gaston Avenue and Nussbaumer Avenue outside stairwells.
 - Parking Lots – Red emergency phone boxes with blue lights mounted on top.

Lot #1	Nussbaumer side of workshop (next to parking garage)
Lot #2	South wall of warehouse (between lots 1 and 2)
Lot #3	Generator fence on south side of sciences building
- Call Security at 214-828-8335.

Additional Information

A health emergency is defined as any situation which jeopardizes an individual's well being and/or threatens his/her life. In the event of emergencies involving patients, visitors, employees, or students injured at BCD, take the following steps:

Patient or Visitor

- Visitor – **Call the Advanced Life Support (ALS) team, located in the Oral and Maxillofacial Surgery Department, at extension 2299** during school hours and describe the circumstances regarding the emergency. Call 9-911 on a BCD phone, for after-hours or weekend emergencies. Give room number and address (refer to bottom of page).
- Patient – The student and/or supervising faculty member will attend to the patient and will determine the need for additional assistance from the ALS team. **Call the numbers in item #1** (above).
- Call Security at 214-828-8335.

4. Complete and return an incident report form (available from College Health Services) to Room 24.

Main Building	3302 Gaston Avenue
Sciences Building	3221 Gaston Avenue
Imaging Center	3209 Nussbaumer Avenue

Employee/Student

1. **Call the Advanced Life Support (ALS) team, located in the Oral and Maxillofacial Surgery Department, at extension 2299** during school hours and describe the circumstances regarding the emergency. Call 9-911 on a BCD phone, for after-hours or weekend emergencies. Give room number and address (refer to bottom of page).
2. Call Security at 214-828-8335.
3. The supervisor or department chair will complete and return an incident report form to College Health Services in Room 24.

Individuals Injured by Animals or Objects Contaminated by Animals

Follow the Animal Resource Unit's *Standard Operating Procedures for Safety, Accidents and Health-Related Matters* available in the offices of Research and Graduate Studies and College Health Services.

Main Building	3302 Gaston Avenue
Sciences Building	3221 Gaston Avenue
Imaging Center	3209 Nussbaumer Avenue

TORNADO

Alert the Security Officer at 214-828-8335, the Environmental Health & Safety Manager at 214-828-8301 or Facilities Services at 214-828-8250 if a tornado has been sighted in the BCD area or a tornado warning is heard from a reliable source.

A **tornado watch** means the conditions are favorable for tornado formation.

A **tornado warning** means a tornado has formed and has been sighted.

Personnel from one of the offices listed above will activate the tornado warning announcement from the Simplex Fire and Life Control System.

If a tornado warning has been issued in the BCD area, use the following procedures:

1. If inside, **evacuate offices and areas containing windows**. Move to shelter in one of the following areas by using the stairwell exits.
 - Student Laboratories 3, 4, and 30
 - Lecture Halls 6, 134, and 211
2. Patients under anesthesia should be removed to the nearest interior room. Remain with patients until the all clear message is announced.
3. If outside, **seek shelter** in a building.
4. **Remain in place** until the all-clear message has been given.
5. If there is damage and/or casualties, remain in place until notified by Security or the Environmental Health & Safety Manager to leave shelter.

CHEMICAL SPILLS

Fire or Explosion Involving Hazardous Materials or Hazardous Waste

Initiate the nearest red fire alarm pull station. Immediately call the Dallas Fire Department at 9-911, then the Security Officer at 214-828-8335.

Spill/Release of Hazardous Materials or Hazardous Waste

Call the Environmental Health & Safety Manager at 214-828-8301 and Security at 214-828-8335.

The following procedures are for major incidents involving hazardous substances.

Actions Required During Normal Working Hours

1. **Rescue and evacuate** the immediate area.
2. **Confine** the hazard. Stop the source if safe to do so.
3. **Alert** the Environmental Health & Safety Manager at 214-828-8301 for assistance.

Tell the Safety Manager:

- a. **Where** the emergency is located.
- b. **What** hazardous materials are involved.
- c. **How** large the accident is.
- d. **Your name.**

The Environmental Health & Safety Manager will inform the Director, Facilities Services at 214-828-8250 and phone one of the following 24-hour Emergency Response Services:

Cactus Environmental Service	214-630-3974
SET Environmental	972-910-0441 or 800-544-1313
Dallas Fire Department	9-911 (depending on the severity of the situation)

If the emergency response services cannot be contacted, you may call the Baylor University Medical Center Safety Manager at 214-820-4682 for assistance.

1. Follow instructions given by the Environmental Health & Safety Manager. If adequate personal protective equipment is available, take action necessary to **control, neutralize, and dispose** of spilled materials.
2. The Environmental Health & Safety Manager or Security will provide a Material Safety Data Sheet (MSDS) to the on-scene emergency responder.

3. Assist in the incident area as directed by the Environmental Health & Safety Manager to identify and label contaminated waste materials. The Environmental Health & Safety Manager or response personnel will contain and decontaminate the area utilizing proper equipment and materials. The Environmental Health & Safety Manager will transport contaminated waste materials to the hazardous material storage area and hold for disposal.
4. The Environmental Health & Safety Manager will notify the Director, Facilities Services and Security Officer when the emergency situation is stabilized.
5. Provide the Environmental Health & Safety Manager with information for an investigation and report.

Actions Required After Normal Working Hours

1. Inform the Security Officer at 214-828-8335. Tell the officer:
 - a. **Where** the emergency is.
 - b. **What** hazardous materials are involved.
 - c. **How** large the accident is.
 - d. **Your name**.

The Security Officer will call one of the 24-hour emergency response numbers listed in the previous section. The Environmental Health & Safety Manager and the Director, Facilities Services will also be notified after the emergency response service.

2. The Security Officer will provide an MSDS to response personnel if the Environmental Health & Safety Manager is unavailable. Emergency response personnel will contain and decontaminate the area utilizing proper equipment and materials and will transport and dispose of the contaminated waste materials.

MSDS are available from the following locations:

- a. Environmental Health and Safety Manager's Office in Room 25 (hard copies in binders; make a copy only).
- b. Search MSDSonline Binder View (BCD electronic database) on the following internet site (click on first letter of product name, scroll down, and click on MSDS to view, then print a copy).

<http://binderview.msdsonline.com/BaylorCollegeDentistry/Search/AdvancedSearch.aspx>

- c. Search MSDSonline main database on the following internet website (user name is tambcd and password is msds) and search for most MSDS's.

<http://www.Msdsonline.com>

3. Provide the Environmental Health & Safety Manager with information for an investigation and report.

RADIATION ACCIDENT/INCIDENT

Employees who use radiation in their work are categorized as radiation workers. Upon encountering a situation believed to involve radiation risks, note the following:

External Exposure (from X-ray machines or radioactive materials)

1. The X-ray machines cannot be activated unless the operator is out of the line-of-sight of the radiographic tube housing and behind a protective barrier. Portable X-ray machines are completely shielded, free-standing units. Call the Radiation Safety Officer for X-ray equipment at 214-828-8393 or Facilities Services 214-828-8250 if a unit malfunctions.
2. For laboratory incidents, call the Radiation Safety Officer for Radioactive Materials at 214-828-8323; if no answer, call 214-370-7225. The radiochemistry kits used in the research laboratories have a very low activity and cannot cause acute injury.
3. Remove contaminated clothing and thoroughly wash contaminated skin or flush out the eyes with eyewash units. Liquid waste resulting from decontamination can be flushed down the drain as radioactivity levels are very low. Contaminated clothing will be bagged and placed in the radioactive waste storage room.
4. If radioactive material is spilled, the laboratories using them have spill kits available.
5. Radiation survey meters are available to monitor decontaminated areas and personnel.

Internal Exposure (from radioactive chemicals)

1. Call the Radiation Safety Officer for Radioactive Materials at 214-828-8323; if no answer, call 214-370-7225.
2. The radiochemistry kits used in the research laboratories have a very low activity and cannot cause acute injury.
3. Exposed employees will be taken to the nearest medical facility for evaluation.

Report accidents or incidents to College Health Services to complete an incident report.

UTILITY FAILURE

Electrical Failure

In the event of a loss of normal power, the emergency electrical system will start within ten seconds. BCD is fortunate in that it receives power through Baylor University Medical Center (BUMC). Consequently, BCD has the benefit of BUMC's backup capability as well as its own emergency generator. Therefore, it is unlikely that BCD would be without power for a long period of time.

The emergency power is tied to essential life support systems, emergency lighting, elevators, and the Simplex Fire and Life Control System.

Take Action

1. Stabilize sedated patients. Turn off all non-essential electrical equipment.
2. Call Facilities Services at 214-828-8250 during normal operating hours or Security at 214-828-8335 after hours to report power outage details.
3. Staff should remain calm. Locate flashlights if necessary and wait for instructions from your immediate supervisor.
4. If utilities are lost in the Animal Resource Unit, follow their *Standard Operating Procedure Hazard/Disaster Plans*.

Loss of Water Service

Should water service be interrupted to your area, call Facilities Services at 214-828-8250 immediately. In the event that service cannot be restored within a reasonable amount of time, Facilities Services will provide consumable and/or bottled water to crucial areas.

Medical Gas Failure (oxygen, nitrous oxide, nitrogen, vacuum, and compressed air)

Medical gas alarm panels are located in Oral Surgery, Facilities Services, and on the Building Management System computer. These alarms will audibly signal any system failure.

Should a failure of the medical gas system occur - **Take Immediate Action:**

1. At the first sign of failure, utilize portable gas bottles to stabilize patients. Every department that uses medical gas should maintain actively charged portable bottles. These bottles must be easily accessible. It is the individual department's responsibility to make sure that actively charged portable bottles are available.
2. When a patient's life and/or safety are at risk due to a medical gas failure, contact the **Advanced Life Support Team at extension 2299**.
3. Have someone in the affected area report the system failure to Facilities Services at 214-828-8250. Do not leave patients unattended while reporting the failure.
4. For compressed air and/or vacuum failures, call Facilities Services at 214-828-8250. Physical backup is maintained two and three levels deep and these services should be restored momentarily.

FLOOD

1. Facilities Services will initiate the internal disaster protocol upon the determination that water is breaching the facility at a level that represents a significant threat to life and safety of occupants or property.
2. Emergency sump pumps located in the sub-basement will be activated to protect operating systems during flood conditions.
3. All vital areas of the facility such as the main electrical vault, Telephone Operations, and the emergency generator should be barricaded from water flow with sand bags located in Electrical Room 8C.
4. Flood door panels will be put in place for the main electrical vault and the dock door entry.
5. Status report updates on flood conditions will be available on the BCD Emergency Announcement Telephone Line (214-828-8900).
6. In the event that telephone service has been impaired, announcements will be made through the Simplex Fire Life and Safety Control System. This system is tied to the emergency generator and is designed to continue working regardless of building conditions. Additional notifications will be made through other appropriate methods, i.e., outside service providers. After evacuation has been accomplished, notification will follow via announcements on 214-828-8900, broadcast voice mail, and outsourced services to keep people informed until telephone systems are restored.

HOSTAGE/TERRORIST SITUATION

All situations involving barricaded individuals, the taking of hostages, and/or deadly force (i.e. firearm) must be immediately referred to the BCD Security Office at 214-828-8335. The Security Office will immediately notify the Dallas Police Department at 9-911 and The Baylor University Medical Center Public Safety Office at 214-820-4444.

1. **REMAIN CALM.** Note if and/or how the suspect is armed and attempt to obtain a physical description.
2. The Security Office will send officers to the scene, who will secure the affected area and evacuate people in immediate potential danger.
3. If you are taken hostage, cooperate with the suspect. Do not challenge him or her. Remain alert to opportunities for a safe escape. Rescue will only be attempted if it can be accomplished without further endangering persons inside the secured area.
4. If you are in the affected area and are unable to leave safely, remain low and seek cover under a desk or other sturdy furniture, silence cell phones, turn off the computer monitors, and turn off the lights until help arrives.
5. The Security Office and Dallas Police Officers will establish a command post near the scene. The following departments will be advised of the hostage situation:
 - a. Dean's Office 214-828-8201
 - b. Communications and Development 214-828-8214
 - c. Facilities Services 214-828-8250
 - d. Environmental Health & Safety 214-828-8301

BOMB THREATS

If you receive a bomb threat, **REMAIN CALM!**

Telephone Threats

1. **LISTEN CLOSELY** to the caller.
2. **OBTAIN INFORMATION** listed on the Bomb Threat Checklist (see next page).
3. Inform the caller that the building is occupied (if applicable) and that the detonation of a bomb could result in the death or serious injury to many innocent people.
4. Note if the caller has knowledge (floor plans, clinic locations, etc.) of the College.
5. If possible, note whether the call is originating from within the College or from an outside line.
6. Immediately **CALL SECURITY** at 214-828-8335 and **NOTIFY YOUR IMMEDIATE SUPERVISOR.**
7. Give the completed **Bomb Threat Checklist** (see next page) information to the first police and/or security officer at the scene.

Written Threats

Call the Security Office at 214-828-8335 immediately and notify your immediate supervisor. **AVOID UNNECESSARY HANDLING** of the note and keep it in a safe place until campus security officers and/or police officers arrive.

The Bomb Search

It is the policy of Baylor College of Dentistry to consider all bomb threats serious. Security will immediately notify the Dallas Police Department at 9-911 and Baylor University Medical Center Public Safety Office at 214-820-4444. An immediate search of the endangered area will be initiated to determine if a bomb threat exists.

1. The Dallas Police Department, Security, and Environmental Health & Safety will coordinate the bomb search.
2. Search teams will consist of police officers and/or safety officers and employees of the area involved.
3. **DOORS AND WINDOWS (THAT CAN BE OPENED) SHOULD BE OPENED** and left open for the duration of the search.
4. If a suspicious object is located, the searchers **WILL NOT TOUCH OR MOVE** the object. Notify the police, security and/or safety officers on the scene.
5. Evacuation decisions will be made by the Senior Administrator on the scene. Evacuations will be conducted in accordance with the Evacuation Procedure section (see page 3 of this guide).

BOMB THREAT CHECKLIST

TIME:

DATE:

1. When is the bomb set to explode?
2. Where is the bomb located? <u>Be as specific as possible.</u>
3. What kind of bomb is it?
4. What does the bomb look like?
5. Why did you place the bomb?
6. Where are you calling from?
7. <input type="checkbox"/> Male <input type="checkbox"/> Female Accent:
8. Caller's Name:
9. Address:
10. Phone Number:
11. Any background noises?
12. Actual words stated by caller:
13. Telephone number that threat was received on:
14. Your Name: Position:

Call the Security Office at 214-828-8335 and notify your immediate supervisor.

Give this checklist information to the first police or security officer to arrive.

CIVIL DISTURBANCES/DEMONSTRATION

Immediately notify Security at 214-828-8335. They will evaluate the situation and will contact the appropriate administrators, including the Dean's Office at 214-828-8201 and Communications and Development at 214-828-8214. Security will notify the Associate Dean for Research and Graduate Studies (214-828-8322) if appropriate.

If a demonstration reaches a point where there is potential danger to individuals or where possible violations of the law exist, Security will notify the Dallas Police Department, and the Baylor University Medical Center Public Safety Office at 214-820-4444.

All contact with the news media (TV, newspaper, radio) will be coordinated through the Office of Communications and Development.

External Demonstrations (demonstrations outside of the building or off of BCD property, but in the immediate vicinity of the College)

1. Security will assess the risks of the demonstrators.
2. Administration will decide if the building needs to be secured and if the Dallas Police Department needs to be notified. All departments will be notified in the event that the building must be secured.
3. Any requests for information by news reporters, concerned families and friends, area residents, idle spectators, and local elected officials should be referred to Communications and Development at 214-828-8214
4. If an evacuation is required, all departments will be notified and the route will be determined by Security, Facilities Services and/or the Dallas Police Department. Circumstances will determine the appropriate evacuation routes and procedures.

Internal Demonstrations (demonstrations within the building or on BCD property other than public sidewalks)

1. **REMAIN CALM** and do not attempt to intervene.
2. Notify Security immediately at 214-828-8335 and provide that office with the following information:
 - a. Approximate location of demonstration
 - b. Estimated number of people involved in demonstration
 - c. What appears to be the demonstrator's issue (cause for demonstration)
3. **AVOID** engaging in discussions or attempting to negotiate with protesters. Wait calmly for Security to arrive.
4. Security staff will assess the situation and notify the Administration. Administrators will determine whether the Dallas Police Department should be notified.
5. Departments will be instructed as to which areas to avoid until the situation is under control.

6. **DO NOT** make any calls or statements to news reporters or media outlets and **do not** respond to media requests for information. Those issues will be referred to at Communications and Development at 214-828-8214.

ACTIVE SHOOTER

Active Shooter Outside Building

- Go to a room that can be locked or barricaded by using available material.
- Close the window blinds, turn off the lights and get everyone down of the floor so that no one is visible from outside the room.
- Spread out and seek concealment behind walls, desks, file cabinets etc.
- Have someone call 9-1-1 using a cellular telephone or call 9-9-1-1 from any campus telephone. Be aware that the 9-1-1 system will most likely be overwhelmed.
- When you reach the dispatcher, describe the situation and give your name and location; remain in place until the police give the "All Clear."
- Unfamiliar voices may be the shooter attempting to lure victims from their safe space; do not respond to any voice commands until you can verify with certainty that they are being issued by a police officer.

Active Shooter Inside Building

- If possible, secure the room you are in by either locking or barricading the door using available material and follow the same procedures described above.
- If you cannot secure the room, determine if there is a nearby location that you are able to reach safely and then secure or if you can safely exit the building.

Active Shooter Inside Room

- If the active shooter enters your office or classroom, there are no set procedures.
- The decision to flee or seek shelter inside the room can only be made by you and is dependent upon the circumstances
- Try to remain calm, it will aid you in decision making
- Call 9-1-1 if possible, and alert police to the shooter's location.
- If you can't speak, leave the line open so the dispatcher can hear what is taking place. Usually the location of a caller can be determined without speaking.
- If there is absolutely no opportunity of escape or concealment and the shooter is not actively firing on victims it might be possible to negotiate with the shooter.
- If the shooter has fired on victims you are faced with a life or death situation; only you can consider your next course of action.
- After all other options have been exhausted, you may be faced with the decision to overpower the shooter with force by whatever means necessary.

Active Shooter Leaves Room

- If the shooter leaves the area and the environment appears safe, proceed immediately to a safer place.
- Do not touch anything that was in the area of the shooter because of the possibility of explosives being left and the destruction of crucial evidence.

What You Should Do

- Make sure you have an escape route in mind.
- Do not attempt to carry anything in your hands while fleeing; move quickly
- Keep your hands visible, and follow instructions given by any police officers you may encounter.
- If you know where the shooter is located, tell the officers.
- Remain at the designated assembly point until you have been released.
- Do not drive off campus until told it is safe to do so by police.
- Do not try to move any injured people; leave them where they are and notify authorities of their location as soon as possible.

What You Should Expect

- Responding police officers are trained in active shooter response to proceed immediately to the area where the shots were last heard; their purpose is to stop the shooting as quickly as possible.
- The first officers to arrive will not stop to aid injured victims; rescue teams composed of other officers will follow the first team into secured areas and remove injured persons.
- The first officers on the scene will likely be from the Police Department.
- Depending on the situation, they may be joined by officers from different agencies and dressed in different uniforms. There may even be some officers in civilian clothes wearing an external bulletproof vest. Some officers may be dressed in Kevlar helmets and other tactical equipment. They may be armed with rifles, shotguns or handguns. Do as the officers tell you and do not be afraid of them.

TELECOMMUNICATIONS/TELEPHONE SYSTEM

In the event of a partial or complete shutdown of the telephone system the following procedure should be followed:

1. Facilities Services will notify the departments that a partial or complete shutdown of the telephone system has occurred, provide an estimate of the downtime, and provide frequent updates of the status of restoration of the telephone system.
2. In the event of a total telephone switch shutdown, the message will be sent via the paging system on the Simplex Fire and Life Control System or by other means deemed appropriate.
3. The departments should use e-mail, runners, and cellular phones, if available.
4. Avoid contacting the College switchboard operators, Security, and Facilities Services unless in extreme medical situations.
5. All available forms of communication should be used for business purposes only.
6. In the event of a BCD emergency (providing the telephone system is working) messages and updates will be sent by broadcast message, and the mailbox designated for messages and updates. The number for the message mailbox is 214-828-8900. Other methods may be used as appropriate.
7. Report telephone equipment failure to Facilities Services in Room 22.

EMERGENCY TELEPHONE NUMBERS

EMERGENCY	PHONE NUMBER	DEPARTMENT
Animal-Related	214-828-8323	Associate Dean for Research and Graduate Studies
Bomb Threats	214-828-8335	BCD Security
	214-828-8301	Environmental Health & Safety Manager
	214-828-8250	Director, Facilities Services
Chemical Spills	214-828-8301	Environmental Health & Safety Manager
	214-828-8335	BCD Security
	214-828-8250	Director, Facilities Services
	9-911	Dallas Fire Department Provide Street Address: Main Building - 3302 Gaston Ave. Sciences Building - 3221 Gaston Ave. Imaging Center - 3209 Nussbaumer Ave. Indicate Location: Floor and Room Number
	214-820-4444	Baylor University Medical Center Department of Public Safety
Civil Disturbances/ Demonstrations	214-828-8335	BCD Security
	214-828-8214	Communications and Development
Disasters – External Areas	214-828-8335	BCD Security
	9-911 (on BCD phones) 911 (on pay phones)	Dallas Fire Department Provide Street Address: Main Building - 3302 Gaston Ave. Sciences Building - 3221 Gaston Ave. Imaging Center - 3209 Nussbaumer Ave. Indicate Location: garage, parking lot, sidewalk, etc.
Disasters – Inside BCD	214-828-8335	BCD Security
	214-828-8250	Facilities Services

EMERGENCY	PHONE NUMBER	DEPARTMENT
Emergency Situations (For non-listed emergencies)	9-911	Dallas Fire Department Provide Street Address: Main Building - 3302 Gaston Ave. Sciences Building - 3221 Gaston Ave. Imaging Center - 3209 Nussbaumer Ave. Indicate Location: Floor and Room Number
	214-828-8335	BCD Security
Evacuation Procedures	214-828-8900	Messages and Updates
	214-828-8335	BCD Security
	214-828-8301	Environmental Health & Safety Manager
	214-828-8250	Facilities Services
Fires	9-911	Dallas Fire Department Provide Street Address: Main Building - 3302 Gaston Ave. Sciences Building - 3221 Gaston Ave. Imaging Center - 3209 Nussbaumer Ave. Indicate Location: Floor and Room Number
	214-828-8335	BCD Security
	214-828-8250	Facilities Services
	214-828-8250	Facilities Services
Floods	214-828-8250	Facilities Services
	214-828-8206	Facilities Services
Health Emergencies General	Extension 2299 (BCD phones only)	Advanced Life Support Team
	9-911	Dallas Fire Department Provide Street Address: Main Building - 3302 Gaston Ave. Sciences Building - 3221 Gaston Ave. Imaging Center - 3209 Nussbaumer Ave. Indicate Location: Floor and Room Number

EMERGENCY	PHONE NUMBER	DEPARTMENT
Health Emergencies Cardiac Arrest	Extension 2299 (BCD phones only)	Advanced Life Support Team
	214-828-8253 9-911	College Health Services Dallas Fire Department Provide Street Address: Main Building - 3302 Gaston Ave. Sciences Building - 3221 Gaston Ave. Imaging Center - 3209 Nussbaumer Ave. Indicate Location: Floor and Room Number
Hostage Situations	214-828-833	BCD Security
Radiation (X-Ray)	214-828-8393 214-828-8394	Oral Diagnosis
Radioactive Materials	214-828-8262	Radiation Safety Officer
	214-370-7225	Alternate
	214-828-8206	Director, Facilities Services
	214-820-4444	Baylor University Medical Center Department of Public Safety
Telecommunications	214-828-8250	Facilities Services
Telephone System	214-828-8335	Security
Tornadoes	214-828-8206	Director, Facilities Services
	214-828-8250	Facilities Services
Utility Failures	214-828-8250	Facilities Services
	214-828-8206	Director, Facilities Services

DEPARTMENT TELEPHONE NUMBERS

ADVANCED LIFE SUPPORT TEAM..... Extension 2299
..... (BCD phones only)

BAYLOR UNIVERSITY MEDICAL CENTER
DEPARTMENT OF PUBLIC SAFETY 214-820-4444

COLLEGE HEALTH SERVICES 214-828-8253

COMMUNICATIONS AND DEVELOPMENT.....214-828-8214
(Public/Media Communications)

DEAN'S OFFICE..... 214-828-8201

ENVIRONMENTAL HEALTH & SAFETY 214-828-8301

HEALTH SCIENCE CENTER

In case of a major emergency or incident, promptly notify the following personnel:

DIRECTOR FOR ADMINISTRATION.....979-458-7275
CHIEF SAFETY OFFICER.....979-458-7242

FACILITIES SERVICES..... 214-828-8250
..... 214-828-8206

HUMAN RESOURCES 214-828-8237

MESSAGES & UPDATES..... 214-828-8900
(Recorded Messages)

OPERATORS (SWITCHBOARD)..... 0

ORAL DIAGNOSIS 214-828-8394
..... 214-828-8393

RADIATION SAFETY OFFICER (Radioactive Materials) 214-828-8323
..... 214-370-7225

RADIATION SAFETY OFFICER (X-ray).....214-828-8393
..... 214-828-8394

RESEARCH AND GRADUATE STUDIES.....214-828-8322

SECURITY..... 214-828-8335

STATE FIRE MARSHAL..... 512-305-7900

TELECOMMUNICATIONS/TELEPHONE SYSTEM..... 214-828-8988