



DALLAS CHRISTIAN COLLEGE

CRISIS MANAGEMENT PLAN

OCTOBER 2024

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Crisis Management Plan

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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:

- a. Minimize loss of life or injury
- b. Minimize damage to property
- c. Meet vital human service needs
- d. Protect documents and records
- e. 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 Dallas Christian College positions:

- a. President
- b. Vice President for Academics
- c. Vice President for Finance and Operations
- d. Vice President for Student Development and Enrollment Management
- e. Vice President for Partner Engagement
- f. Director of Facilities
- g. Director of Technology (IT)
- h. 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:

- a. Director of Student Life
- b. Director of Partner Engagement and Alumni Relations
- c. Controller
- d. Administrative Representative
- e. Director of Facilities
- f. Director of Technology (IT)
- g. Faculty Representative

Staff Alert Team

The following staff and faculty members are responsible to alert employees and students to evacuate the Building(s) during an emergency.

- a. Sports Science Department Chair (3rd floor)
- b. Biblical Ministry Department Chair (2nd floor)
- c. Registrar (1st floor)
- d. Library Director secures the Library/Service Center
- e. Controller secures the President's Suite
- f. Director of Admissions secures the Enrollment Management Offices
- g. Athletic Director secures the Gymnasium building
- h. Director of Student Life secures the Worley Student Life Center building, including the Café.
- i. The assigned Resident Hall Coordinator secures Newland Hall, Winslow Hall, and the Wyndham Gardens off-site housing site respectively.
- j. Director of Facilities, Facilities Technician & Vice President of Finance and Operations clear the building(s).

Contact Numbers:

Emergency Contact Numbers are dispersed to the key personnel in the CMT, Disaster Committee and Staff Alert Team separately.

Business Phone Numbers

During business hours, the CMT, the Disaster Committee and other key personnel can be reached as follows:

The Management Team

- a. President – 214-453-8125
- b. Vice President of Academics – 214-453-8152
- c. Vice President for Finance and Operations – 214-453-8166
- d. Vice President for Student Development and Enrollment Management – 214-453-8165
- e. Vice President for Partner Engagement – Vacant
- f. Director of Facilities – 214-453-8115
- g. Director of Technology (IT) – 214-453-8136

Residence Hall Coordinators

- a. Residence Hall Coordinator, Newland Hall – 469-644-3793
- b. Residence Hall Coordinator, Winslow Hall – 979-824-2496
- c. Residence Hall Coordinator, Wyndham Gardens – 210-214-1414

Other Key Staff

- a. Sports Science Department Chair – 214-453-8110
- b. Biblical Ministry Department Chair - 214-453-8116
- c. Registrar - 214-453-8140
- d. Library Director – 928-814-2481
- e. Controller - 214-453-8121
- f. Director of Admissions – 214-453-8103
- g. Athletic Director – 214-453-8131
- h. Director of Student Life & Engagement – 214-453-8106
- i. Facilities Technician and Security Coordinator – 214-453-8117

Off Campus Contacts:

- a. 911 Dispatcher – 911
- b. Farmers Branch Fire Department – 972-919-2640
- c. Farmers Branch Police Department - 972-484-3620
- d. Dallas Co. Sheriff's Department - 214-749-8641
- e. Dallas County Health Department – 214-819-2100
- f. Dallas Co. Civil Air Patrol - 972-222-8687
- g. Dallas Co National Guard - 972-556-0350
- h. Chemical Toxic & Oil Spills - 800-424-8802
- i. American Red Cross - 214-424-0700
- j. Dallas County Road Department - 972-247-1735
- k. Farmers Branch Water Department - 972-919-2597
- l. Dallas County Highway Department - 214-320-6100
- m. Federal Emergency Management Agency - 940-891-8500
- n. FBI Dallas - 972-559-5000
- o. Poison Control Center - 800-764-7661
- p. U.S. Marshalls Service - 214-767-0836
- q. U.S. Secret Service - 972-868-3200
- r. Texas Highway Patrol - 214-861-2000
- s. 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:

- a. President
- b. Vice President for Academics
- c. Vice President for Finance and Operations
- d. Vice President for Student Development and Enrollment Management
- e. Vice President for Partner Engagement
- f. Director of Facilities
- g. Director of Technology (IT)
- h. Additional staff as appointed.

The Command Center will be located in the following locations:

- a. Primary Site:** Administration Building (President’s Conference Room)
- b. Secondary Site:** Worley Student Life Center, Student Lounge
- c. Tertiary Site:** Winslow Hall Lobby
- d. 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

- a. Cell Phones
- b. Communication System
- c. Television/Monitor
- d. Weather Radio
- e. Marker and Boards
- f. Reference Materials (floor plans, maps, etc.)
- g. Two-way Radio Network (stationary and portable) with the ability to communicate with:
 1. Security/Safety
 2. Physical Plant/Facilities
 3. Civil Defense
 4. Fire Department—Farmers Branch
 5. Police Department—Farmers Branch
- h. Updated list of students, faculty, and staff – may be accessed electronically

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:

- a. Determine the type, extent, and location of the emergency.
- b. Send officers to evacuate and secure the area. If the area is contaminated, proper breathing equipment should be worn.
- c. Establish contact with support services, emergency services (fire, rescue squad, police, etc.), and the CMCC.
- d. When approved by the CMCC, choose and broadcast one of the Early Warning System Messages below.
- e. Contact each member of the Crisis Management Team, the Resident Directors in each residence hall, and the building coordinator for each building on campus.
- f. Check for the location of disabled persons in the area.
- g. Dispatch teams to assist in the evacuation of disabled persons and those who do not speak English.
- h. Begin an accounting of all students, faculty, staff, and visitors.
- i. Keep a detailed log of events and responses to the situation. Log the time and any deviations from the Crisis Management Plan.
- j. Establish procedures for further evacuation in case the incident expands. This may include sending students and faculty home by normal means or providing transportation.
- k. 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:

- a. Stay where you are
- b. Move away from windows
- c. Proceed to the nearest shelter
- d. 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 Finance and Operations will act on behalf of the President in his absence. The Vice President of Partner Engagement will act on behalf of the Vice President of Finance and Operations 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 for Student Development and Enrollment Management

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

The Vice President Finance and Operations will act in the absence of the Vice President of Student Enrollment and Development.

Duties of the Vice President for Student Development and Enrollment Management will include:

- a. Secure temporary shelter for residence hall evacuees.
- b. Secure storage for 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 for the Vice President of Academics

The Registrar will act on behalf of the Vice President for Academics in his absence. Duties of the Vice President for Academics 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 for the Director of Facilities

The Director of Facilities will generally be the first to know about 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.

The Duties of the Director of Technology (IT)

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

The Duties of the Residence Hall Coordinators

Resident Hall Coordinators 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 plan implementation.

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. The 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 Floor Building Coordinator(s) 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:

- a. **Administration Building** all classrooms and 2nd and 3rd floors – Open field in front of Administration Building across from the parking lot.
- b. **Administration Building (administrative offices)** - Open field east of the Worley Student Life Center near the parking lot.
- c. **Cafe** – Open field in front of Administration Building across from the parking lot.
- d. **Gymnasium** – Open field in front of Administration Building across from the parking lot.
- e. **Newland Hall** – Open field west of Newland Hall toward the flagpole.
- f. **Winslow Hall** – Open field east of/behind Winslow Hall.
- g. **Worley Student Life Center** – Open field east of the Worley Student Life Center near the parking lot.
- h. **RA's and building coordinators** will take roll to ensure 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 Life will serve as evacuation coordinators, and the designated individuals to sound the alarm.

Third Floor – The Sports Science Department Chair 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. The Sports Science Department Chair should make sure the third floor is clear, and office doors are closed before leaving.

Second Floor – The Biblical Studies Department Chair 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 – The Registrar 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!” The Director of Admissions will secure the Student Services offices. The Library Director will secure the Service Center and library. The Criminal Justice Program Director will secure the academic offices. The student services office, the academic offices, and the library should exit the east door toward the rear of the building. 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 Vice President of Partner Engagement will act as Director of Public Relations. In the absence of the Vice President of Partner Engagement, the President will act as Director of Public Relations. All external communications go through the Vice President of Partner Engagement who should follow the following checklist and principles of communication.

Media Relations Checklist

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

- i) Damage (avoid giving specific dollar figures until insurance companies have released exact figures)
 - j) Effect on Dallas Christian College's operation for the following day/week/month
 - k) Basic facts about Dallas Christian College, its mission and positive side of things
 - l) When the next information will be available
 - m) When all the facts will be available
 - n) Name and title of spokesperson(s) to whom the facts can be attributed
- n. 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
 - o. 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.
 - p. Policies for dealing with the media and general inquiries
 - 1. No reporter or photographer is to wander unescorted on campus during a crisis. If an escort is unavailable, the media should be directed to the Chapel or Gymnasium. The College has no control of photographers, videographers or interviews done off campus but can control those done on campus.
 - 2. No reporter is to enter a residence hall without prior permission from the Dean of Students.
 - 3. All inquiries, including telephone, by the media or public during a crisis will be referred and routed to the Dallas Christian College President's Office.
 - 4. 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.
 - 5. No "off-the-record" statements should be made by campus personnel.
 - 6. Do not speculate; share candid but appropriate information and control rumors
 - 7. Information is made available only after facts have been determined
 - 8. Remember our real audience is our constituencies, not just the media

Principles of Crisis Communication

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

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

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

- a. Warning employees and students
- b. Communicating with personnel and community responders
- c. Conducting an evacuation and accounting for all persons in the facility
- d. Managing response activities
- e. Activating and operating an emergency operations center
- f. Fighting fires
- g. Shutting down operations
- h. Protecting vital records
- i. Restoring operations

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

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

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.

- a. An adult runner to personally alert classrooms. (Use only if alarm system is not functioning.)
- b. **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 at 2700 Christian Parkway, Farmers Branch.
- The fire is 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 either of (or straight or turn right at) the entrances to the college.

Evacuation Procedures

The 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:

- i. **Administration Building** all classrooms and 2nd and 3rd floors – Open field in front of Administration Building across from the parking lot.
- j. **Administration Building (administrative offices)** - Open field east of the Worley Student Life Center near the parking lot.
- k. **Cafe** – Open field in front of Administration Building across from the parking lot.
- l. **Gymnasium** – Open field in front of Administration Building across from the parking lot.
- m. **Newland Hall** – Open field west of Newland Hall toward the flagpole.
- n. **Winslow Hall** – Open field east of/behind Winslow Hall.
- o. **Worley Student Life Center** – Open field east of the Worley Student Life Center near the parking lot.
- p. **RA's and building coordinators** will take roll to ensure all students and employees are accounted for.

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:

- a. The CMT, or designee, shall take whatever steps are possible to protect the school's vital records.
- b. In case of a fire alarm, other than a practice drill, the Director of Facilities, or designee, shall phone the local fire department immediately.
- c. The Director of Facilities should alert the President or the Vice President of Student Development of the situation as soon as possible.
- d. Communication should be kept open with the local police and fire officials.
- e. Call the police department with crowd and traffic control, if necessary.
- f. 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:

- a. 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.
- b. Open windows and blinds (residence halls) and remain close to inside walls.
- c. In the event of a tornado warning, move personnel to designated Safe Zones within each building:
 1. Newland and Winslow Halls –middle of the downstairs hallway. The housing staff will access nearby rooms to obtain mattresses for cover.
 2. Wyndam Gardens – location designated by the hotel.
 3. Administration Bldg – President’s Conference Room or the downstairs men’s or women’s bathrooms.
 4. 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.
 5. Worley Student Life Center - 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.
- d. Staff on duty should notify Mass Communication personnel including the Residence Hall Coordinators and the Director of Student Life so that a text warning may be sent to the DCC community.
- e. Itinerant staff members and other personnel enroute should take shelter, if possible, at a safe location. Their supervisor should be contacted as quickly as possible to inform him/her of their location.
- f. Account for all students and staff.
- g. Monitor the weather stations via whatever means radio for information and warning notices.
- h. 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.
- i. 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.

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.

- a. Person receiving threat calls 911 and reports threat to police, providing:
 1. his/her name and title
 2. building location
 3. problem
- b. 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.
- c. 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.
- d. 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.
- e. 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:

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:

If possible, ask the caller the following questions:

a. Where is the bomb (building, location)? _____

b. What time is it set to go off? _____

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

d. Who set the bomb? Why was the bomb set? _____

e. Where are you calling from? _____

f. What is your name? _____

g. 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: _____

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 can 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 an 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:

- e. 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.
- f. The entire student body and staff should evacuate buildings and assemble in a predetermined location at the Emergency Assembly Area for your particular building.
- g. In the Assembly Area, RA or Floor Building Coordinator(s) will take roll. (All students, staff, and visitors are accounted for.)
- h. 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:

- q. **Newland Hall** – Open field west of Newland Hall toward the flagpole.
- r. **Winslow Hall** – Open field west of Newland Hall toward the flagpole.
- s. **Administration Building** all classrooms and 2nd and 3rd floors – Open field in front of Administration Building.
- t. **Administration Building (administrative offices)** - Open field east of the Worley Student Life Center near the parking lot.
- u. **Cafe** – Soccer field behind the Cafe.
- v. **Gymnasium** – Open field in front of Administration Building.
- w. **Worley Student Life Center** – Open field east of the Worley Student Life Center near the parking lot.
- x. **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 Life will serve as evacuation coordinators, and the designated individuals to sound the alarm.

Third Floor – The Sports Science Department Chair 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. The Sports Science Department Chair should make sure the third floor is clear and office doors are closed before leaving.

Second Floor – The Biblical Studies Department Chair 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 – The Registrar 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!” The Director of Admissions will secure the Student Services offices. The Library Director will secure the Service Center and library. The Criminal Justice Program Director will secure the academic offices. The student services office, the academic offices, and the library should exit the east door toward the rear of the building. 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.

- a. **Winslow and Newland Halls** – Open field in front of the Administration Building.
- b. **Administration Building** – Open field in front of Administration Building.
- c. **Cafeteria** – Soccer field behind the cafeteria.
- d. **Gymnasium** – Open field in front of Administration Building.
- e. **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/2700 Christian Parkway, Farmers Branch. 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 Facilities 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:

- a. Be aware of the chemical.
- b. Notify the department head, or designee, of type of chemical and location.
- c. 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.
- d. 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:

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

- c. Determine whether the students and staff should leave the College grounds. (See Evacuation Plan, VII)
- d. Determine whether the students and staff should leave the College grounds. (See Evacuation Plan, VII)
- e. Maintain control of students in a safe area.
- f. Render first aid, as necessary.
- g. 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).

- CMT, 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 Facilities to move (#) _____ students and staff.

- 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

- a. If after consultation with the President, the Vice President for Academics and/or the Vice President of Student Development and Enrollment Management, classes will be cancelled or the regular hours of the school day changed, notify:
 1. Local police department
 2. Area radio and TV stations
- b. Alert key personnel to specific responsibilities.
- c. 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.
- d. Turn off all electrical equipment (computers, printers, typewriters, copiers, etc.) individually.
- e. Shut off all electrical switches at the electrical panel.
- f. When power is restored, check the effect of the power outage on the site (refrigerated food, clocks, timers, etc.)

Power Blackout WITHOUT ADVANCE warning

- a. Tune to the Emergency Broadcast System on battery-powered radio.
- b. Activate internal emergency communication system (bullhorn) and give immediate instructions.
- c. 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 student be dispersed, notify the following:
 1. Vice President of Finance and Operations
 2. Director of Facilities
 3. Vice President of Student Development and Enrollment Management if transportation by buses are involved
 4. Local police department
- d. Alert key personnel to specific responsibilities.
- e. Facilities 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.
- f. Turn off all electrical equipment (computers, printers, typewriters, copiers, etc.) individually.
- g. Shut off all electrical switches at the electrical panel.
- h. In the event of freezing weather, the Director of Facilities should contact the power company to determine the estimated timeframe to restore power. If restoration will take more than one day, or if it cannot be determined, Facilities in conjunction with Housing Staff will secure power generators and heaters adequate to heat the lobbies of each residence hall.
- i. 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.

Facilities notified. By whom: _____ Spoke to: _____

Entry/exit doors to the Admin Bldg and residence halls should be secured 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.)

CMT 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 or Student

HOMICIDE

- a. Call #911 -- emergency squad/medical
- b. Call Farmers Branch Police Department, 972-484-3620
- c. Pastoral notification of family – President or designee
- d. Report to OSHA
- e. File insurance report

FORCIBLE SEX OFFENSE

- a. Call #911 -- emergency squad/medical
- b. Call Farmers Branch Police Department, 972-484-3620
- c. Pastoral notification of family -- President or designee
- d. Assign staff member of same sex to accompany victim as needed through medical attention, police investigation
- e. Notify Title IX Coordinator
- f. Notify the Vice President of Student Development and Enrollment Management if student is involved
- g. Pursue counseling possibilities for victim

KIDNAPPING

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

ASSAULT

- a. Call #911 -- emergency squad/medical
- b. Call Farmers Branch Police Department, 972-484-3620
- c. Pastoral notification of family --- President or designee
- d. Assign staff member of same sex to accompany victim as needed through medical attention, police investigation
- e. Notify the Vice President of Student Development and Enrollment Management if student is involved
- f. File insurance report

ROBBERY

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

RECKLESS ENDANGERMENT

- a. File complaint with Farmers Branch Police Department, 972-484-3620.
- b. Report to President's Office

- c. Assess threat to employee (involve appropriate VP and President’s Office) and determine appropriate response. If student(s) involved, include Student Development and Enrollment Management Office.

HARASSMENT

- a. Report to President’s Office
- b. Assess threat to/by employee (involve appropriate VP and President’s Office) and determine appropriate response.
- c. If student(s) involved, include Student Development and Enrollment Management Office
- d. Notify the Title IX Coordinator

DISORDERLY CONDUCT

- a. Report to President’s Office
- b. Assess threat to/by employee (involve appropriate VP and President’s Office) and determine appropriate response. If student(s) involved, include Student Development and Enrollment Management Office.

BERATING LANGUAGE

- a. Report to President’s Office
- b. Assess threat to/by employee (involve appropriate VP and President) and determine appropriate response. If student(s) are involved, include Student Development and Enrollment Management 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.
- 3. If student(s) involved, include Student Development and Enrollment Management Office.
- 4. Notify the Title IX Coordinator
- 5. 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 and Enrollment Management Office.
- 4. Notify insurance company of loss

Suicide

SUICIDE AND CRISIS CENTER OF DALLAS: 214-828-1000
SOCIAL SERVICES REFERRAL HELP LINE: 214-379-4357

While few college campuses have remained free of suicide in recent years, it is not a common occurrence either. And suicide usually doesn't happen "out of the blue." Most people give clues before they attempt suicide. Personnel should not be afraid to address the issue directly if they feel a person might be giving out "signals."

A suicide attempt is "cry for help." There are many possible reasons for a suicide attempt:

- a. Depression
- b. Family problems
- c. A significant loss (such as divorce, death of a friend, loss of health, or a relationship break-up), pressure to succeed, problems with growing up, and poor self-esteem.

Suicide Warning Signs

There are a number of indication that a person may be considering suicide. If one of the signs listed below are observed, don't take chances! It is possible that someone who exhibits suicidal behavior may have no intention of ending their life, but one should not wait to find out. Action should be taken right away.

- a. **Verbal Threats:** Statements such as "You'd be better off without me," or "I wish I were dead" should always be taken seriously.
- b. **A Previous Attempt:** Many people who commit suicide have attempted it before.
- c. **Changes in Behavior:** For example, normally active people may become withdrawn, or cautious individuals may start taking unusual risks.
- d. **Signs of Depression:** These may include anxiety, restlessness, fatigue, changes in eating and sleeping habits, feelings of hopelessness and guilt, and loss of interest in usual activities.
- e. **Problems in School:** A dramatic drop in grades, falling asleep in class, emotional outbursts or any other behavior that is uncharacteristic for a particular student may be causes for concern.
- f. **Themes of Death:** A desire to end one's life may show up in his or her artwork, poetry, essays, or in other personal expressions.
- g. **Unusual Purchases:** If the person buys a weapon, rope or any item that arouses your suspicion, talk openly with him or her about it.
- h. **Giving Away Possessions:** Someone who has decided to commit suicide may give away personal possessions such as videos, pictures, favorite articles of clothing or jewelry, etc.
- i. **Sudden Unexpected Joy:** Sudden happiness following prolonged depression may indicate that the person is profoundly relieved because they have finally made a decision . . . a decision to commit suicide.
- j. **Substance Abuse:** Alcohol or other drug abuse appears to be significantly linked to suicide attempts among young people.
- k. **Other Signs:** May include physical complaints, frequent accidents, hyperactivity, aggressiveness, sexual promiscuity, attention-getting behavior, or prolonged grief after loss.

How to Help

Because suicide is a frightening subject, one may be tempted to just look the other way to avoid dealing with it. It is important, though, to be willing to risk a little to help someone who needs it. This section includes some tips on how to do this.

- a. **Be Direct:** Talking openly is the only way one can find out how serious the person is about ending their life. Ask questions: “Are you considering suicide?” “Do you have a plan?” “Will you talk with someone who can help?”
- b. **Be a Good Listener:** Listen with your eyes as well as your ears. Look for nonverbal clues that show how the person is feeling. Avoid making moral judgments, acting shocked or disgusted. Don’t argue or lecture.
- c. **Show Concern:** Assure the person that you’re willing to talk about things that may be troubling them. Reassure the individual that you care and that others do, too. The more detailed the person’s suicide plans, the more quickly you must act. Contact a professional who can help and go with the person to that source of help. Contact the Vice President for Student Development and Enrollment Management or the President immediately.
- d. **Don’t Sidestep the Issue:** Avoid offering empty reassurances such as “You have it a lot better than most people.” Instead, assure the person that they can be helped.
- e. **Don’t Try to Shock or Challenge:** Avoid saying things like, “Just go ahead and do it!” It isn’t wise to challenge someone who is suicidal. You may push them into action
- f. **Don’t Leave the Person Alone:** If you feel there’s any immediate danger, don’t leave the person alone. Contact someone who can help and wait until that help arrives.
- g. **Don’t Feel Responsible for Saving the Person:** You can assist a person by showing that you care and by helping them get professional help, but you can’t control what that person decides to do. Don’t allow yourself to bear that burden.

Myths About Suicide

- a. “A person who threatens suicide won’t really go through with it.” Not true. People who commit suicide often talk about ending their lives before they actually do it.
- b. “Only insane people commit suicide.” People who commit suicide may feel hopeless and depressed, but not necessarily lost touch with reality.
- c. “No one I know is the type to commit suicide.” The truth is that suicide occurs among people of all types: rich and poor, athletic and not, popular and unpopular, and so on. Unfortunately, suicide is the third leading cause of death among young adults.
- d. “People who attempt suicide are just trying to get attention.” Possibly, but unless someone gives them some attention, the consequences could be fatal.
- e. “Talking about suicide might prompt the person to act.” Wrong again! Discussing the subject openly shows that you take the person seriously and that you care. It’s helpful to do so, not harmful.
- f. “Once a person decides to commit suicide, nothing can stop them.” On the contrary, most people want to be stopped - - and can be stopped - - from taking their own lives. (But remember that not everyone can be stopped, though the attempt to stop a suicide might save a life.)
- g. “People who attempt suicide really want to die.” Don’t believe it. A very small number may want to die. The majority desperately want the pain to stop but have given up hope that it can be stopped or than anyone can help them.

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.

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:

- a. Emergency Medical Service (911)
- b. Local Police (if appropriate) and Campus Security
- c. 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.

Notification and release of information

Information Needed

- a. Complete name
- b. Home address and telephone number
- c. Parent/Guardian's name
- d. Social Security number
- e. 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):

- a. Family minister (with police officer when possible)
- b. Family relative/close friend (with police officer when possible)
- c. 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:

- a. President and Cabinet
- b. Immediate family members
- c. Family's Minister
- d. Residence Hall Staff (in cases of students)
- e. 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

- a. Notify Board of Trustees
- b. Provide support services for friends, coworkers
- c. Inform campus community of funeral location and time
- d. Flowers from college for funeral
- e. Provide profile of individual's involvement in the College for the minister/family
- f. College representatives at funeral
- g. On-campus memorial service (when appropriate)
- h. Memorial fund (when appropriate)
- i. In cases of death, remove name from college mailing lists, billings, etc.
- j. Prepare information for release to the larger constituency

RESUMING OPERATIONS

Immediately after an emergency, take steps to resume operations.

- a. Establish a recovery team, if necessary. Establish priorities for resuming operations.
- b. Continue to ensure the safety of personnel and students on the property. Assess hazards. Maintain security at the incident site.
- c. Conduct an employee briefing.
- d. Keep detailed records. Take photographs of or videotape the damage.
- e. Account for all damage-related costs. Establish special job order numbers and charge codes for purchases and repair work.
- f. Follow notification procedures.
 1. Notify employees' families about the status of personnel on the property.
 2. Notify off-duty personnel about work status.
 3. Notify insurance carriers and appropriate government agencies.
- g. 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.
- h. Conduct an investigation. Coordinate actions with appropriate government agencies.
- i. 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.
- j. 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.
- k. Restore equipment and property. For major repair work, review restoration plans with the insurance adjuster and appropriate government agencies.
 - l. Assess the value of damaged property. Assess the impact of business interruption.
- m. Maintain contact with suppliers.

ADDENDUMS

Instructional Crisis Recovery Plan

Response to a Crisis that Prevents Classes from Meeting on Campus

If a crisis prevents the majority of DCC classes from meeting on campus, the instructional functions of the College will move entirely to the online Learning Management System (LMS), which is Moodle. Although multiple means of communication will be used when available, students should go to their course sites to receive news about the course, adjustments being made, directions from their instructors, and other instructional needs. Students will be responsible for finding a way to access their course sites. The LMS is compatible with portable devices such as smartphones and tablets. The majority of DCC’s library and learning resources are online, so students should have continued access to them. Along with monitoring their course sites, students should check their DCC email (i.e., firstname.lastname@dallas.edu) for official messages from the College. In addition, students will have access to their college’s student information system via their student portal. The student information system is also cloud-based and available on the web. This will allow students seamless access to online class registration, class schedule, grades and transcripts, online bill pay, financial aid information, notes or alerts from faculty, and the ability to electronically sign official college documents

Response to a Crisis that Prevents Classes from Meeting in the LMS

Moodle is hosted off-site in the cloud with OpenLMS, which provides a 99.9% uptime guarantee. Therefore, it is not expected that a crisis on the DCC campus or even in Dallas would prevent all instruction from going to the LMS. If a crisis is large enough that the LMS is down for a significant period of time, students should access their DCC email (firstname.lastname@dallas.edu), which is also a cloud service, to learn about alternative plans. If a return to instruction within a reasonable time is not possible, DCC maintains a surety bond to protect students as consumers.

Campus Map

