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**Bomb Threat**

Action items:
- Obtain a dial tone and dial #91 to record last incoming call
- Call 9-911; follow any instruction given
- Call MSC senior staff member ([see list](#))
- If evacuation is requested by the building proctor or UPD, lock vault or cash register and retain key on person
- After reentry is indicated, count and verify cash funds
- Notify supervisor when operations resume
- Complete incident report

If initial call comes into your area, immediately after the call is terminated, obtain a dial tone and dial #91 to record the last incoming call. The individual actually receiving the call should pay careful attention to the gender, age, background noises, etc. to relay to the authorities. Call 9-911 to contact the appropriate emergency responder. Follow the emergency responder’s instructions. If you are instructed to contact the University Center building proctor, call 5-8901 or after hours contact the night manager at 5-8908. The emergency responder will handle notifying the appropriate individuals on campus, assess the situation, and decide a course of action.

Call an MSC senior staff member ([see list](#)) who will coordinate efforts with the building proctor and emergency responder.

If evacuation is requested by the building proctor or UPD, the appropriate means of notification will be employed, including activating the fire alarm, making announcements over the P.A. system, and walking through the area to request individuals leave the area.

In accordance with System Policy 34.07 Crisis Management, “protection of human life and health is of the utmost importance”. If funds are on the premises, the senior-most manager of the area shall either lock the vault or lock the cash register and retain the key on their person. Unlocked cash drawers shall be left as-is unless the senior-most manager makes a judgement call that due to the situation, the cash drawers can be pulled and secured in the vault. The area personnel should assist the evacuation of patrons and lock all doors as they depart the area.

University Center staff and/or appropriate emergency responder will indicate when entry back into the building is approved. The senior-most manager shall be the first person to return to the area to assess the activity that occurred in the area during the evacuation. All cash funds shall be counted and verified. Notify the supervisor when operations are resumed.

Follow-up communication regarding the incident should be furnished immediately to your supervisor and an incident report form should be completed and submitted to the applicable Associate Director no more than two days following the occurrence.
**Crime in Progress**

### Action items:
- Call 9-911
- Emergency responder should give you an idea on course of action
- Do NOT get involved in prevention unless it is self-defense
- Gather as much information as possible about the criminal
- Call MSC senior staff member ([see list](#))
- If possible, lock vault or cash register and retain key on person
- After incident, count and verify cash funds
- Notify supervisor when operations resume
- Complete incident report

To report a crime in progress, call 9-911 to contact the appropriate emergency responder. Follow the emergency responder’s instructions. If you are instructed to contact the University Center building proctor, call 5-8901 or after hours contact the night manager at 5-8908. The emergency responder will handle notifying the appropriate individuals on campus, assess the situation, respond to the scene, and decide on a course of action.

A person reporting a crime should not get involved in trying to prevent it unless it involves self-defense. Gather as much information as possible about the criminal. If at all possible take the time to note height, weight, sex, race, age, clothing, vehicles involved, and if the individual is armed or not.

Call an MSC senior staff member ([see list](#)) who will coordinate efforts with the building proctor and emergency responder.

In accordance with System Policy 34.07 Crisis Management, “protection of human life and health is of the utmost importance”. If funds are on the premises and the situation presents itself, the senior-most manager of the area shall either lock the vault or lock the cash register and retain the key on their person. Unlocked cash drawers shall be left as-is unless the senior-most manager makes a judgement call that due to the situation, the cash drawers can be pulled and secured in the vault.

University Center staff and/or appropriate emergency responder will indicate when the situation is resolved. The senior-most manager shall assess the activity that occurred in the area. All cash funds shall be counted and verified.

Follow-up communication regarding the incident should be furnished immediately to your supervisor and an incident report form should be completed and submitted to the applicable Associate Director no more than two days following the occurrence.
**Demonstration/Civil Disturbance**

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Action items:
- Call 9-911
- Emergency responder should give you an idea on course of action
- Call MSC senior staff member (see list)
- Lock vault or cash register and retain key on person
- After incident, count and verify cash funds
- Notify supervisor when operations resume
- Complete incident report

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To report a demonstration/civil disturbance, call 9-911 to contact the appropriate emergency responder. Follow the emergency responder’s instructions. If you are instructed to contact the University Center building proctor, call 5-8901 or after hours contact the night manager at 5-8908. The emergency responder will handle notifying the appropriate individuals on campus (including the University Center building proctor), assess the situation, respond to the scene, and decide a course of action.

Call an MSC senior staff member (see list) who will coordinate efforts with the building proctor and emergency responder.

In accordance with System Policy 34.07 Crisis Management, “protection of human life and health is of the utmost importance”. If funds are on the premises and the situation presents itself, the senior-most manager of the area shall either lock the vault or lock the cash register and retain the key on their person. Unlocked cash drawers shall be left as-is unless the senior-most manager makes a judgement call that due to the situation, the cash drawers can be pulled and secured in the vault.

University Center staff and/or appropriate emergency responder will indicate when the situation is resolved. The senior-most manager shall assess the activity that occurred in the area. All cash funds shall be counted and verified.

Follow-up communication regarding the incident should be furnished immediately to your supervisor and an incident report form should be completed and submitted to the applicable Associate Director no more than two days following the occurrence.
Reporting Fire

Action items:
- Call 9-911; follow any instruction given
- Call MSC senior staff member (see list)
- If evacuation is required, lock vault or cash register and retain key on person
- After reentry is indicated, count and verify cash funds
- Notify supervisor when operations resume
- Complete incident report

To report a fire in the area call 9-911 to contact the appropriate emergency responder. Follow the emergency responder’s instructions. If you are instructed to contact the University Center building proctor, call 5-8901 or after hours contact the night manager at 5-8908. The emergency responder will handle notifying the appropriate individuals on campus, assess the situation and decide on a course of action.

Call an MSC senior staff member (see list) who will coordinate efforts with the building proctor and emergency responder.

Attached is a map of the areas with locations of fire extinguishers as identified by the circled FEs and locations of the red fire notifiers to set off the fire alarms as identified by the circled FNs. If evacuation is requested by the building proctor or UPD, the appropriate means of notification will be employed, including activating the fire alarm, making announcements over the P.A. system, and walking through the area to request individuals leave the area.

In accordance with System Policy 34.07 Crisis Management, “protection of human life and health is of the utmost importance”. If funds are on the premises, the senior-most manager of the area shall either lock the vault or lock the cash register and retain the key on their person. Unlocked cash drawers shall be left as-is unless the senior-most manager makes a judgement call that due to the situation, the cash drawers can be pulled and secured in the vault. The area personnel should assist the evacuation of patrons and lock all doors as they depart the area.

University Center staff and/or appropriate emergency responder will indicate when entry back into the building is approved. The senior-most manager shall be the first person to return to the area to assess the activity that occurred in the area during the evacuation. All cash funds shall be counted and verified.

Follow-up communication regarding the incident should be furnished immediately to your supervisor and an incident report form should be completed and submitted to the applicable Associate Director no more than two days following the occurrence.
Responding to Fire Alarm

Action items:
• Call University Center building proctor at 5-8901 or after hours contact the night manager at 5-8908
• Call MSC senior staff member (see list)
• If evacuation is requested by the building proctor or UPD, lock vault or cash register and retain key on person
• After reentry is indicated, count and verify cash funds
• Notify supervisor when operations resume
• Complete incident report

To report a fire alarm sounding in the area, call the University Center building proctor at 5-8901 or after hours contact the night manager at 5-8908. The building proctor will assess the situation and decide on an immediate course of action and, if needed, contact the appropriate emergency responder.

The University Center building proctor, in conjunction with the appropriate emergency responder, will assess the situation and decide any further action.

Call an MSC senior staff member (see list) who will coordinate efforts with the building proctor and emergency responder.

If evacuation is requested by the building proctor or UPD, the appropriate means of notification will be employed, including making announcements over the P.A. system, and walking through the area to request individuals leave the area.

In accordance with System Policy 34.07 Crisis Management, “protection of human life and health is of the utmost importance”. If funds are on the premises, the senior-most manager of the area shall either lock the vault or lock the cash register and retain the key on their person. Unlocked cash drawers shall be left as-is unless the senior-most manager makes a judgement call that due to the situation, the cash drawers can be pulled and secured in the vault. The area personnel should assist the evacuation of patrons and lock all doors as they depart the area.

University Center staff and/or appropriate emergency responder will indicate when entry back into the building is approved. The senior-most manager shall be the first person to return to the area to assess the activity that occurred in the area during the evacuation. All cash funds shall be counted and verified.

Follow-up communication regarding the incident should be furnished immediately to your supervisor and an incident report form should be completed and submitted to the applicable Associate Director no more than two days following the occurrence.
**Possible Gas Leak**

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**Action items:**
- Call University Center building proctor at 5-8901 or, after hours contact the night manager at 5-8908
- Call MSC senior staff member ([see list](#))
- Lock vault or cash register and retain key on person
- Turn off equipment (excluding computer equipment)
- After power is restored, count and verify cash funds
- Notify supervisor when operations resume
- Complete incident report

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To report a possible gas leak, call the University Center building proctor at 5-8901 or, after hours contact the night manager at 5-8908. The building proctor will assess the situation and decide on a course of action.

Call an MSC senior staff member ([see list](#)) who will coordinate efforts with the building proctor and emergency responder.

In accordance with System Policy 34.07 Crisis Management, “protection of human life and health is of the utmost importance”. If funds are on the premises, the senior-most manager of the area shall either lock the vault or lock the cash register and retain the key on their person. Unlocked cash drawers shall be left as-is unless the senior-most manager makes a judgement call that due to the situation, the cash drawers can be pulled and secured in the vault.

University Center staff and/or appropriate emergency responder will indicate when the situation is resolved. The senior-most manager shall assess the activity that occurred in the area. All cash funds shall be counted and verified.

Follow-up communication regarding the incident should be furnished immediately to your supervisor and an incident report form should be completed and submitted to the applicable Associate Director no more than two days following the occurrence.
**Toxic Chemical or Oil Spill**

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**Action items:**
- To report call 9-911; follow any instruction given
- Call MSC senior staff member (see list)
- If evacuation/relocation is requested, lock vault or cash register and retain key on person
- After reentry is indicated, count and verify cash funds
- Notify supervisor when operations resume
- Complete incident report

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To report a toxic chemical or oil spill, call 9-911 to contact the appropriate emergency responder. Follow the emergency responder’s instructions. If you are instructed to contact the University Center building proctor, call 5-8901 or after hours contact the night manager at 5-8908. The emergency responder will handle notifying the appropriate individuals on campus, assess the situation and decide on a course of action.

Call an MSC senior staff member (see list) who will coordinate efforts with the building proctor and emergency responder.

If evacuation/relocation is requested by the building proctor or UPD, the appropriate means of notification will be employed, including activating the fire alarm, making announcements over the P.A. system, and walking through the area to request individuals leave the area.

In accordance with System Policy 34.07 Crisis Management, “protection of human life and health is of the utmost importance”. If funds are on the premises, the senior-most manager of the area shall either lock the vault or lock the cash register and retain the key on their person. Unlocked cash drawers shall be left as-is unless the senior-most manager makes a judgement call that due to the situation, the cash drawers can be pulled and secured in the vault. The area personnel should assist the evacuation/relocation of patrons and lock all doors as they depart the area.

University Center staff and/or appropriate emergency responder will indicate when entry back into the area is approved. The senior-most manager shall be the first person to return to the area to assess the activity that occurred in the area during the relocation. All cash funds shall be counted and verified.

Follow-up communication regarding the incident should be furnished immediately to your supervisor and an incident report form should be completed and submitted to the applicable Associate Director no more than two days following the occurrence.
Loss of Utilities (except telecommunications)

Action items:
- Call University Center building proctor at 5-8901 or, after hours contact the night manager at 5-8908
- Call MSC senior staff member (see list)
- Lock vault or cash register and retain key on person
- Turn off equipment (excluding computer equipment)
- After power is restored, count and verify cash funds
- Notify supervisor when operations resume
- Complete incident report

To report loss of utilities (except telecommunications), call the University Center building proctor at 5-8901 or, after hours contact the night manager at 5-8908. The building proctor will assess the situation and decide on a course of action.

Call an MSC senior staff member (see list) who will coordinate efforts with the building proctor and emergency responder.

In accordance with System Policy 34.07 Crisis Management, “protection of human life and health is of the utmost importance”. If funds are on the premises, the senior-most manager of the area shall either lock the vault or lock the cash register and retain the key on their person. Unlocked cash drawers shall be left as-is unless the senior-most manager makes a judgement call that due to the situation, the cash drawers can be pulled and secured in the vault.

Because of a possible power surge when the utilities are restored, all equipment, excluding computer equipment, should be switched in the “off” position.

Upon restoration of utilities, the senior-most manager shall count and verify all cash funds.

Follow-up communication regarding the incident should be furnished immediately to your supervisor and an incident report form should be completed and submitted to the applicable Associate Director no more than two days following the occurrence.
Water or Sewer Leaks

Action items:
- To report water or sewer leaks, call Physical Plant at 5-4311
- Call University Center building proctor at 5-8901 or, after hours contact the night manager at 5-8908
- Call MSC senior staff member (see list)
- Lock vault or cash register and retain key on person
- If the situation allows, unplug equipment
- After the situation is under control and business can resume, count and verify cash funds
- Notify supervisor when operations resume
- Complete incident report

To report water or sewer leaks, call Physical Plant at 5-4311 and University Center building proctor at 5-8901 or, after hours contact the night manager at 5-8908. The building proctor will assess the situation and decide on a course of action.

Call an MSC senior staff member (see list) who will coordinate efforts with the building proctor and emergency responder.

In accordance with System Policy 34.07 Crisis Management, “protection of human life and health is of the utmost importance”. If funds are on the premises, the senior-most manager of the area shall either lock the vault or lock the cash register and retain the key on their person. Unlocked cash drawers shall be left as-is unless the senior-most manager makes a judgement call that due to the situation, the cash drawers can be pulled and secured in the vault.

If the situation allows, unplug all equipment in the area. If there is water or sewage on the floor in the immediate area, do NOT touch any electrical equipment.

After the leak has been contained and the building proctor indicates that business can resume, the senior-most manager shall count and verify all cash funds.

Follow-up communication regarding the incident should be furnished immediately to your supervisor and an incident report form should be completed and submitted to the applicable Associate Director no more than two days following the occurrence.
Weather Emergency (i.e. Tornado, Flood)

Action items:

• To report a weather emergency, call University Center building proctor at 5-8901 or, after hours contact the night manager at 5-8908
• Call MSC senior staff member (see list)
• If relocation is requested, lock vault or cash register and retain key on person
• After reentry is indicated, count and verify cash funds
• Notify supervisor when operations resume
• Complete incident report

To report a weather emergency (i.e., tornado and flood), call the University Center building proctor at 5-8901 or, after hours contact the night manager at 5-8908. The building proctor will handle notifying the appropriate individuals on campus, assess the situation and decide on a course of action.

If relocation is requested by the building proctor or UPD, the appropriate means of notification will be employed, including making announcements over the P.A. system, and walking through the area to request individuals leave the area. Relocation for a tornado will be to the MSC Basement or as directed by University Center staff in charge. Relocation for a flood will be to the MSC second level or as directed by University Center staff in charge.

Call an MSC senior staff member (see list) who will coordinate efforts with the building proctor and emergency responder.

In accordance with System Policy 34.07 Crisis Management, “protection of human life and health is of the utmost importance”. If funds are on the premises, the senior-most manager of the area shall either lock the vault or lock the cash register and retain the key on their person. Unlocked cash drawers shall be left as-is unless the senior-most manager makes a judgement call that due to the situation, the cash drawers can be pulled and secured in the vault. The area personnel should assist the relocation of patrons and lock all doors as they depart the area.

University Center staff and/or appropriate emergency responder will indicate when entry back into the area is approved. The senior-most manager shall be the first person to return to the area to assess the activity that occurred in the area during the relocation. All cash funds shall be counted and verified.

Follow-up communication regarding the incident should be furnished immediately to your supervisor and an incident report form should be completed and submitted to the applicable Associate Director no more than two days following the occurrence.
The following information is provided in an attempt to clarify the notification of appropriate Memorial Student Center staff in the event of any off or on-campus emergency, or any situation which may require the unanticipated services or involvement of staff within the department or division.

Should any situation arise involving students or patrons of an MSC sponsored function that would require that Memorial Student Center staff be contacted, please notify the MSC staff member at the event. If this person is not available, please contact one of the staff members listed below as follows:

Jim Reynolds, MSC Director 409-845-1914 Office 409-693-1894 Home
Kathy Symank, MSC Senior Associate Director 409-847-8945 Office 409-693-1401 Home
Luke Altendorf, MSC Senior Associate Director 409-845-5603 Office 409-846-4656 Home
Stephen Biles, MSC Associate Director 409-845-7603 Office 409-693-1360 Home
Deryle Richmond, Associate Director 409-845-3403 Office 409-764-8680 Home
Anne Black, Associate Director 409-845-1661 Office 409-764-4349 Home

Once contact is made with a staff member in the Memorial Student Center, that member will advise appropriate supervisory and subordinate personnel with regard to the situation at hand. This notification will continue up and down the chain until all appropriate staff has been notified. If available, the MSC Director will make the decision regarding contact with the Vice President for Student Affairs. If the Director is unavailable, the decision on whether or not to contact the vice president will be made by the staff member who was contacted in regard to the incident. In all cases where contact is made with any of the above staff, that staff member will then be responsible for contacting the police, appropriate University personnel as dictated by the Division Emergency Notification Guidelines.

The types of activities that should be reported include but are not limited to:
1. Injury or death of a student or patron
2. A general disturbance in an MSC program, event, or activity that has the potential for greater involvement
3. Fire or unusual damages during a function
4. Anytime the University Police must be called to handle a problem
5. Concern about the safety or well-being of a student(s) or patron(s)
6. Transport of a student or patron to the hospital for serious illness or injury
7. Significant disciplinary problems at an MSC function

In the event that none of the above staff is available, please contact:

Dr. William Kibler, Associate Vice President for Student Affairs  409-845-4728 Office
                                                               409-693-8164 Home

Dr. Malon Southerland, Vice President for Student Affairs
                                                               409-845-4728 Office
                                                               409-845-4738 Home

Please direct all inquiries concerning this procedure to the Memorial Student Center Director’s Office, 409-845-1914.