



PARKER™

UNIVERSITY

Igniting Passion, Transforming Lives



2500 Walnut Hill Lane Dallas Texas, 75229

Emergency Procedure Manual

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2500 Walnut Hill Lane Dallas Texas, 75229

Emergency Procedures

Emergency Telephone Numbers

Security	(214) 902-3440
Director of Security	(972) 438-6932 ext. 7156
Director of Maintenance	(972) 438-6932 ext. 7
Director of Business Services	(972) 438-6932 ext. 7755
Maintenance	(972) 438-6932 ext. 7100

Police / Fire / Paramedics 911

Attached are instructions for Security and University Staff in the event of a major incident.

PURPOSE

Protection of our Staff, Students, Visitors and Patients is always forefront in the minds of the Management Team at Parker University. We feel that by communicating with you about your role in building and personal security, we can eliminate or reduce the risk of life threatening situations.

This manual provides valuable information for protecting our Staff, Students, Visitors and Patients. It should be read carefully by key managers and designated Floor Wardens in your buildings. It is essential that these procedures are fully understood and followed, should the need arise.

In the event of an emergency, the safe and rapid evacuation of the affected area is the joint responsibility of Security, Floor Wardens and our Maintenance team. Each Floor Warden and staff member is encouraged to become familiar with the procedures described on the following pages. If there are any questions, please call the Security Department at 214-909-3440 **BEFORE** an emergency arises!

Parker University is pleased to have you as a valued part of our family and hope that you will put forth the effort necessary to enhance the safety and security of all of us.



SMOKE/FIRE RESPONSE PROCEDURE

Upon discovery of fire or smoke:

Remain at a safe distance. Sound the building's fire alarm. This is done by pulling the nearest fire alarm station. If the pull station fails, call 911 and security, alert other staff members in the building and prepare for evacuation.

1. Security and or Parker staff shall call 911, once the fire/smoke is confirmed.
2. Determine if a full or partial evacuation is needed right away.
3. Security shall radio for additional Security personnel to respond to the area to assist with evacuation if available.
4. One (1) Security officer will be assigned to meet the fire department in the parking lot to direct emergency personnel to the affected area.
5. All Maintenance staff will respond to the area and assist where needed. One maintenance staff member will lock down elevators on the first floor if applicable. The others will assist with the evacuation, directing evacuees to their assembly points.
6. University Floor Wardens and Security will begin evacuating students in a calm and organized manner to prevent panic.
7. Floor Wardens are responsible for accounting for all those occupying their floors, offices and classrooms. (Bring class roster, if available)
8. Evacuate all occupants, students, staff etc.
9. Once each room is cleared of occupants, close the door (do not lock).
10. If your building has more than one floor, occupants on the upper floors are to be evacuated down the stairs only. Any disabled staff or students shall be identified and assisted to the first floor and out of the buildings to the designated assembly areas. **See attached map of assembly areas**
11. University staff shall account for all occupants once they arrive at their designated assembly areas. (Utilize roster, if available)
12. Building re-entry can only occur when authorized by the fire official in charge, or it has been determined that no emergency exists by the Director or person in charge of the incident.
13. In the event of a small fire and you are familiar/trained in the use of a fire extinguisher. Call 911 first and attempt to extinguish the fire.
14. Once you believe the fire is out, stand by and monitor the affected area until the fire department arrives on seen.
15. Only the fire department shall consider an area safe after a fire is extinguish.
16. See attached **Fire Extinguisher Operation**.

Life Safety Strategies:

1. Total Building Evacuation
2. Move population to “safest area” out of danger and out of the way of emergency personnel responding to incident.

Evacuation:

1. Upon activation of the fire alarm or discovery of smoke or fire, all occupants in the affected area shall evacuate as instructed by security personnel and floor Wardens.
2. The Security Staff shall check the building for any remaining students or staff and assist with any disabled occupants.

The Following Have Special Evacuation Criteria:

1. Disabled persons may be taken to safe area as outlined in the following section.

Evacuation of Disabled:

1. Upon activation of the fire alarm system, disabled persons are to be moved outside the building to “safest area” not affected by fire or in the way of responding emergency personnel.
2. Elevators cannot be used during fire emergencies or drills; they are designed not to operate.
3. “Safe Areas” or “Areas of Refuge” are areas not affected by fire or not in the way of responding emergency vehicles.

Emergency Evacuation Team

The number one priority of the Emergency Evacuation Team is to ensure and assist in the safe and orderly evacuation of all employees and guests in an emergency situation. Team members are also required to attend and participate in all classes, training sessions and drills.

Floor Warden Responsibilities prior to an emergency

Familiarization with their individual floor, including floor layout, location of emergency exits, stairwells, fire extinguishers and assembly points

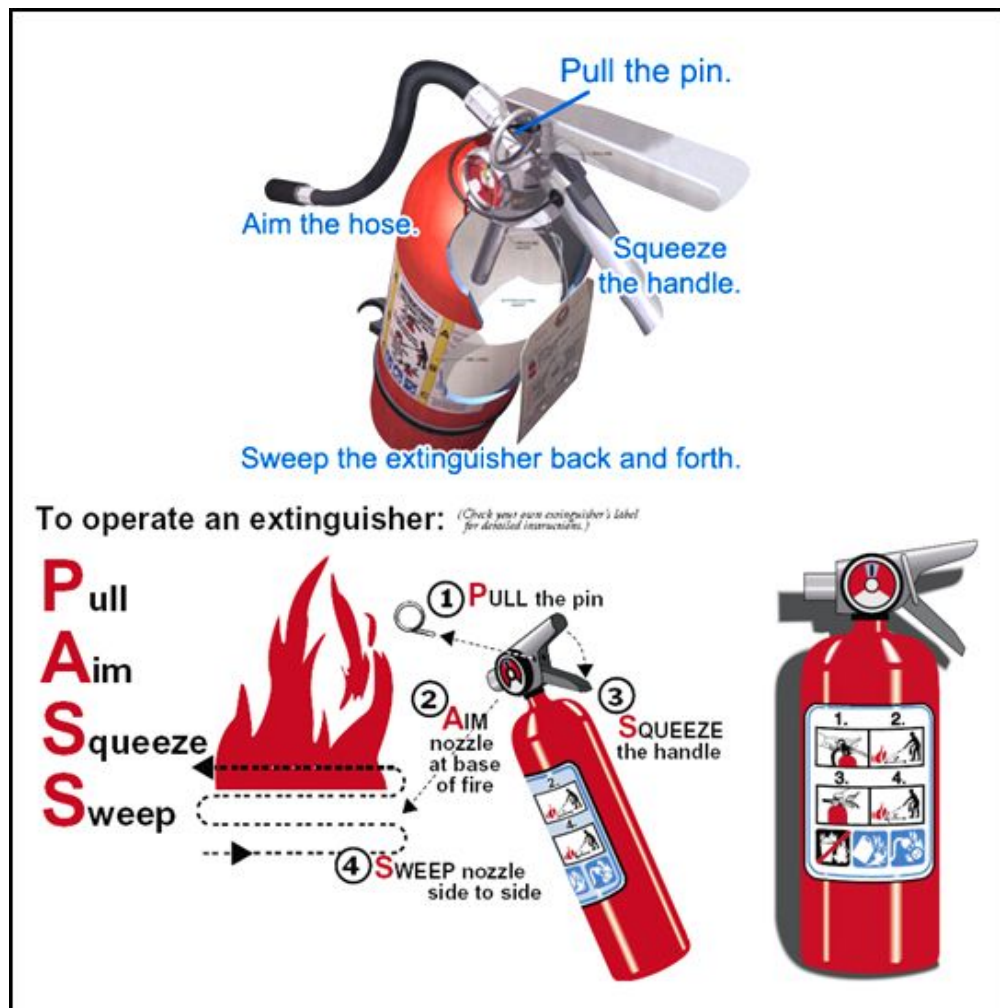
Maintain and update current rosters and lists for:

- Disabled occupants
- Floor Wardens and alternates
- All Staff members assigned to their floors
- All special needs individuals
- Provide current EET roster to building management
- Remain in contact with building management to review emergency procedures
- Maintain issued equipment

Fire Extinguisher Operation

1. **P**ull pin.
2. **A**im low (direct the stream to the **base** of the fire).
3. **S**queeze lever.
4. **S**weep from side to side.

Fire extinguishers are located by the exits and stairwells of each building





Medical Emergency Procedure

The following procedures shall be followed when anyone has an accident which results in an injury and has occurred on the premises:

Assist the individual. Ask the person if he/she needs medical assistance. If the party tells you he/she wants medical assistance, call 911 and contact security. If the injured person says they do not want medical assistance, please inform security for documentation purposes.

If the person is unable to respond to basic questions, is incoherent or unconscious, call 911 immediately and contact security.

When the paramedics arrive, direct them into the building. Security will accompany them to the injured person's location and remain until paramedics are exiting the building.

INJURIES OR MEDICAL EMERGENCIES:

If a person is injured on property, perform the following:

- A.** Notify Paramedics - **Call 911**
- B.** Notify Security
- C.** After-hours—follow building emergency procedures
 - If the person is conscious, ask if he/she requires assistance or an ambulance.
 - If the person is unconscious or incoherent, call an ambulance for him/her. Do not move this individual unless he/she is in immediate danger.
 - Render first aid if you are certified in providing first aid.
 - Try to ascertain the names of witnesses and people involved, if applicable.
 - Get the name of the ambulance company/paramedics unit and the hospital that they are taking the injured person to for documentation purposes.



EMERGENCY RESPONSE TO CRIMINAL ACTIVITY

ACTIVE SHOOTER

HOW TO RESPOND WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY

Quickly determine the most reasonable way to protect your own life. Remember that students and co-workers are likely to follow the lead of employees and managers during an active shooter situation.

Evacuate

If there is a safe accessible escape path, attempt to evacuate the premises. Be sure to:

- Have an escape route and plan in mind
- Evacuate regardless of whether others agree to follow
- Leave your belongings behind
- Help others escape, if possible
- Prevent individuals from entering an area where the active shooter may be
- Keep your hands visible
- Follow the instructions of any police officers
- Do not attempt to move wounded people
- Call 911 when you are safe

Hide out

If evacuation is not possible and/or you can hear the active shooter nearby, find a place to hide where the active shooter is less likely to find you. Consider an area that:

- is out of the shooter's view
- provides protection if shots are fired in your direction (i.e. closed and locked door)
- does not trap you or restrict your options for movement
- has a door where you can use heavy furniture to blockade it
- has large items that you can hide behind (i.e., cabinets, desks)

ADDITIONALLY:

- Lock the door
- Turn off the lights
- Silence your cell phone and/or pager

- Turn off any source of noise (i.e., radios, televisions)
- Remain quiet
- Remain calm
- Dial 911, if possible, to alert police to the active shooter's location
- If you cannot speak, leave the line open and allow the dispatcher to listen

Take action against the active shooter

As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible against him/her
- Throwing items and improvising weapons
- Yelling
- Committing to your actions

HOW TO RESPOND WHEN LAW ENFORCEMENT ARRIVES

Law enforcement's purpose is to stop the active shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard.

- Officers usually arrive in teams of four (4)
- Officers may wear regular patrol uniforms or external bulletproof vests, Kevlar helmets, and other tactical equipment
- Officers may be armed with rifles, shotguns, handguns
- Officers may use pepper spray or tear gas to control the situation
- Officers may shout commands, and may push individuals to the ground for their safety

Your actions upon their arrival:

- Remain calm, and follow officers' instructions
- Put down any items in your hands (i.e., bags, jackets)
- Immediately raise hands and spread fingers (they don't know who you are)
- Keep hands visible at all times
- Avoid making quick movements toward officers such as holding on to them for safety
- Avoid pointing, screaming and/or yelling
- Do not stop to ask officers for help or direction when evacuating, continue to exit in the direction that officers are entering. (you will pass them)

Information to provide to law enforcement or 911 operator if known:

- Location of the active shooter
- Number of shooters
- Physical description of shooter/s
- Number and type of weapons held by the shooter/s
- Number of potential victims at the location

The first officers to arrive on scene WILL NOT stop to help injured persons. Expect rescue teams comprised of additional officers and emergency medical personnel to follow the initial officers. These rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist in removing the wounded from the premises.

Once you have reached a safe location or an assembly point, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned. Do not attempt to leave until law enforcement authorities have instructed you to do so.



Handling Suspicious Mail and Packages

How to Recognize Suspicious Packages and Mail

One indicator of a suspicious package or piece of mail includes inappropriate or unusual labeling. Other indicators may include:

- Excessive postage
- Misspelled common words
- No return address or strange return address
- Unusual addressing, such as not being addressed to a specific person or the use of incorrect titles or titles with no name
- Restrictive markings, such as “personal,” “confidential,” or “do not x-ray”
- Unusual or inappropriate appearance
- Powdery substances felt through or appearing on the item
- Oily stains or discolorations on the exterior
- Strange odors
- Excessive packaging material, like tape or string
- Lopsided or bulky shape of envelopes or boxes
- Ticking sounds, protruding wires, or exposed aluminum foil

Procedures for Handling to Suspicious Packages and Mail

- Stay calm.
- Do not open the letter or package (or open any further), do not shake it, do not show it to others, or empty its contents.
- Leave the letter or package where it is or gently place it on the nearest flat surface. If possible, gently cover the letter (use a trash can, article of clothing, etc.).
- Shut off any fans or equipment in the area that may circulate the material.
- Alert others nearby to relocate to an area away from the site of the suspicious item.
- Take essential belongings, like cell phones, keys, purse, etc. with you in case return to your office is delayed.
- Leave and close the door to the space containing the suspicious letter or package, cover the threshold area under the door with a towel or a coat if possible, and section off the area (keep others away).
- Call 911 and notify Security
- To prevent spreading any powder or hazardous substance to your face, wash your hands thoroughly with soap and water.



BOMB THREAT PROCEDURE

Specific procedures shall be undertaken to protect patients, staff, visitors and students in the event of a bomb threat.

These procedures were developed for the handling of any threat, anonymous or otherwise, of explosives, bombs or suspicious parcels which may be placed in any private or public building.

If you receive a bomb threat during business hours, immediately notify the Security Department and call 911. After hours, **immediately** notify the police department. In bomb threat situations, stop using radios and cell phones. Radio signals can (and have) set off bombs.

General Information

The most common bomb threats are made by direct telephone calls to a company or the police department. However, some threatening calls are made to third parties, such as television stations and newspaper offices. There are two reasons for a caller to report that a bomb is to go off at a particular location:

1. The caller knows that an explosive or incendiary device has been or will be placed in the building and wants to minimize personal injury. The caller may be the person who planted the device or just someone who is aware of such information.
2. The caller wants to create an atmosphere that spreads panic and disrupts normal business activity which is often the ultimate goal of the caller.

The vast majority of these calls are indeed false alarms, meant only to disturb the normal work of a person or company. **However, at no time should any call be regarded as just another false alarm.** The following guide will be useful.

When a call is received, there are several steps to take:

Bomb Threat Received by a Staff Member

1. Keep the caller on the line as long as possible.
2. If possible, signal a co-worker to dial 911. Tell the 911 operator to have the call traced if possible. **Be sure to use the address, 2500 Walnut Hill Ave, when speaking with the 911 operator.**
3. Obtain as much information from the caller as possible (Utilize the Bomb Threat Checklist).

Once the Police Department is on the scene, they are in charge. Follow their recommendation and assist them in every way.

If you assist in a search, **DO NOT MOVE OR TOUCH SUSPICIOUS OBJECTS**. In a search, note such items as briefcases, thermoses, purses, paper bags, cardboard boxes, shoe boxes and other places where a bomb could be hidden. Remember, modern explosives such as Semtex (Plastic Explosives) can be molded into any shape imaginable, such as telephone light switches, making it nearly impossible to find. If a foreign object is found, move all personnel away from the object and let the Bomb Squad take care of it.

Do not become involved in any decision regarding evacuation. Let the Police Department make the decision to evacuate.

Telephone Bomb Threat Checklist

Time: Call received _____ am/pm Terminated _____ am/pm

Date: ____/____/____

Exact Wording of the Threat

Gender of Caller: _____ Race: _____

Age: _____ Length of Call: _____

Number at which call is received: _____

Questions you should ask:

- A. When is the bomb going to explode?
- B. Where is the bomb right now?
- C. What does it look like?
- D. What kind of bomb is it?
- E. What will cause it to explode?
- F. Did you place the bomb?
- G. Why?
- H. What is your address?
- I. What is your name?

(Continue to Page 2)

Voice Description:

___ Calm ___ Nasal
___ Angry ___ Stutter
___ Excited ___ Lisp

- Slow Raspy
- Rapid Deep
- Soft Ragged
- Loud Clearing Throat
- Laughter Deep Breathing
- Crying Cracking Voice
- Normal Disguised
- Distinct Accent
- Slurred Familiar
- Whispered

Recognize Voice? If so, who do you think it was? _____

Background sounds:

- Street noises Factory Machinery
- Television Animal noises
- Voices Clear
- PA System Static
- Music Local
- House noises Long Distance
- Motor Booth
- Office machinery Other _____

Threat Language:

- Wellspoken Incoherent
- Foul Taped
- Irrational Message read by threat maker

Your Name: _____

Position: _____

Contact: _____



Severe Weather Warning

In general, there are two types of unusual weather conditions for which extraordinary precautions should be taken:

- Severe Thunderstorm Warning
- Tornado Warning

Severe Thunderstorm Warning

A severe thunderstorm warning is a notification by the Local Weather Service that severe weather has been reported by spotters or indicated by radar and that there is imminent danger to life and property. The weather service will provide as much information, as early as possible to assist areas in preparation. The Management Office will send out an alert informing all of the warning.

Severe Weather Procedures

In the event of a Severe Thunderstorm or Tornado, the following guidelines should be observed:

1. Move away from the exterior of the building to a corridor, washroom, stairwell or elevator lobby. If unable to leave an exterior office, seek protection under a desk.
2. As you move, try to close the doors of room which have windows. Be sure your door is closed tightly, but not locked.
3. Stairwells are usually safe. If crowded, move down to a lower level for shelter.
4. Avoid sheltering in areas with surrounding glass, such as lobbies. Do not leave the building.
5. **DO NOT USE THE ELEVATOR**
6. Once in a protected area, shield yourself by putting your head as close to your lap as possible, or kneel, protecting your head.
7. Keep a battery operated radio on to receive local weather updates.
8. Do NOT use a corded phone until after weather has subsided.
9. Report any damage to the Security Department.



Tornado Warning

A tornado warning is a notification by the Local Weather Service confirming a tornado sighting and that there is imminent danger to life and property. The weather service will announce the approximate time of detection and direction of movement as well as information pertaining to wind speed. The Management Office will send out an alert informing all of the warning.

1. Security will respond to an assigned building and assist Floor Wardens in relocating students and staff to designated areas.
2. University Floor Wardens and Security staff will begin relocating students and staff in a calm and organized manner.
3. University Floor Wardens are responsible for accounting for all those occupying their floors, offices and classrooms.
4. Close doors after the area has been cleared. (do not lock doors)
5. Disabled persons shall be identified and assisted to the designated shelter area. **See attached map.**
6. University staff shall account for all occupants once they arrive at their designated shelter area.



EARTHQUAKE

Earthquakes are one of nature's most frightening phenomena. When an earthquake occurs, the ground will shake for a relatively short time, perhaps only for a few seconds or for as much as a minute in a great earthquake. In some instances, smaller tremors, known as aftershocks, can also occur following an earthquake.

There is NO WARNING to prepare you for an Earthquake.

Precautions to Take During the Earthquake

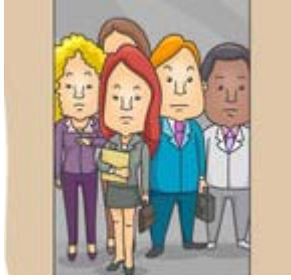
1. Remain calm and to reassure others.
2. If you are indoors, move immediately to a safe place, such as under a desk or table. Stand in an interior doorway or in the corner of a room. Watch for falling debris or tall furniture. Stay away from windows and heavy objects that may topple or slide across the floor. In summary, seek safety where you are at the time of the incident.
3. If evacuation is necessary, follow the general evacuation procedures.
4. Do not be alarmed. Electricity may go off and/or the sprinkler system comes on. The elevators may lose power and stop operating. Noise from breaking glass and falling objects may also be heard
5. If you are outdoors, move to an open area, away from buildings and power lines.
6. Do not be alarmed. After the first motion is felt, there may be a temporary calm, followed by another shock. (This phenomenon is merely the arrival of different seismic waves from the same earthquake.) Aftershocks, separate shocks following the main shock, may occur several minutes, several hours, or even several days afterwards.

Precautions to take after the Earthquake

When the shaking stops, considerable damage and injuries may result. It is especially important that everyone remains calm and begins the task of taking care of one another. The first concern is for those who are hurt, and the next concern is to prevent fires. After that, damage can be assessed and remedial measures begun.

1. Remain calm and take time to assess your situation.
2. Help anyone who is hurt and administer emergency first aid when necessary. Seek medical help for those in need.

3. Check for fires and fire hazards. Call 911 if needed.
4. Check for damage to appliances and equipment. Shut off electricity if there is any chance of damage to wiring.
5. Do not use the telephone except to call for help, report serious emergencies (medical, fire or criminal) or request some essential service. Busy telephone lines interfere with emergency services. Please do not endanger others by using the phone for personal reasons or to satisfy curiosity.
6. Clean up and advise the Management Office of any spilled materials that are dangerous, such as chemicals, copier supplies, etc.
7. Monitor your radio for any updates.
8. Be prepared to experience aftershocks that often cause additional damage to buildings that have already been weakened by the main shock.
9. Use extreme caution when entering or moving around in a damaged building. Collapses can occur without warning and damage may occur from electric wiring or broken glass.



ELEVATOR ENTRAPMENT

If someone becomes trapped in an elevator, he/she will usually ring the alarm. Upon receiving this alarm or when you believe or have knowledge that someone is trapped, do the following:

1. PROCEDURE DURING BUSINESS HOURS

- Establish immediate contact with the person to assure that help is on the way. Obtain name, phone and information for documentation purposes
- Keep the person in the elevator informed and try to keep them calm. If the situation demands, keep up running conversation
- Do not attempt to, or allow the occupant to force open the elevator
- Contact Security, Maintenance and Elevator company if needed

2. PROCEDURE DURING NON-BUSINESS HOURS

- Establish immediate contact with the person(s) to assure them that help is on the way
- Contact the Security Department
- Keep the person(s) in the elevator informed and try to keep them calm. If the situation demands, keep the conversation going.



HAZARDOUS SPILL

Emergency Response Procedures: Chemical and Biohazard Spills

Chemical spills include liquid and solid spills that may occur inside laboratories as well as on the exterior of the building. Fuel spills include diesel and gasoline spills.

In case of emergency, call 911 first. Security should be contacted afterwards. The following protocol shall be followed as it relates to chemical spills or exposures.

Injury or Illness

- Notify your immediate supervisor if you believe an injury or illness is related to a chemical exposure.
- All work related injuries/exposures must be reported.

Chemical Exposure to Skin:

- Immediately flush with cool water for at least 15 minutes
- If there are no visible burns, remove all jewelry and soap area
- Seek medical attention if a reaction occurs or if there is any doubt about possible problems.

Chemical Exposure to Skin – Serious:

- Remove all contaminated clothing.
- Locate the nearest emergency shower and soak for at least 15 minutes.
- Have someone contact Security.
- Seek immediate medical attention.

Chemicals in Eyes:

- Irrigate eyes for at least 15 minutes with tempered water from emergency eyewash station.
- Remove contact lenses if possible.
- Have someone contact Security.
- Seek immediate medical attention.

Chemical Smoke and Fumes:

- Anyone overcome by smoke or fumes should be removed to fresh air. Never attempt to enter a location where potentially dangerous fumes might place you at risk. If someone is down, contact emergency personnel and let them enter. Seek medical attention for exposure as soon as possible.

Clothing on Fire (Stop, Drop and Roll):

- Extinguish burning clothing by using the drop and roll technique, douse with cold water or use emergency shower or fire blanket. If using a fire blanket, do not allow the person to remain standing.
- Remove contaminated clothing if possible.
- Cover injured person to prevent shock. Seek medical attention.

Chemical Spills

If you believe a spill is beyond your capacity to clean up, do not attempt to do so on your own, STOP and contact the Security Department.

Minor: Did not result in a fire or explosion, nor presents a risk for a fire or explosion and did not result in personnel requiring medical attention.

Clean Up

- Alert people in the immediate area of the spill
- Put on appropriate Personnel Protective Equipment (PPE), (gloves, protective eyewear)
- Contain the spill with an absorbent material
- Place the absorbed spill material in secondary containment, such as the spill bucket.
- Label the container and notify Environmental Health & Safety to pick up container.
- Completely clean area where spill occurred
- Dispose of contaminated PPE properly

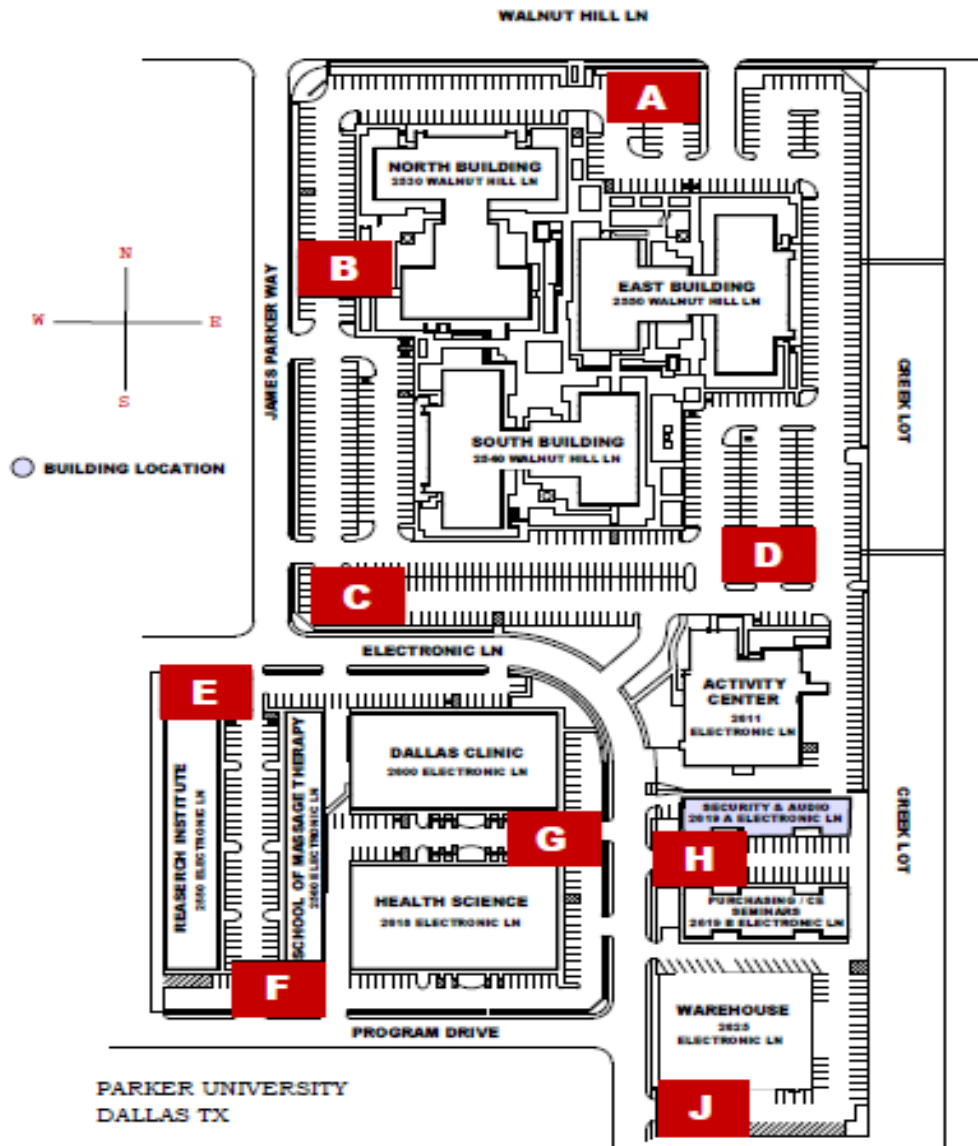
Major: Results in a fire or explosion or presents a risk for a fire or explosion or results in personnel requiring medical attention.

- Remove any injured or contaminated persons if you can do so safely.
- Call 911 and contact the Security Department and stand by in a safe location.
- Remove all contaminated clothing, shoes etc. Use a safety shower if one is nearby. - Seek medical attention if you have been exposed. Do not attempt to clean up a major spill on your own. **Leave it to the experts!**



Site Assembly Areas

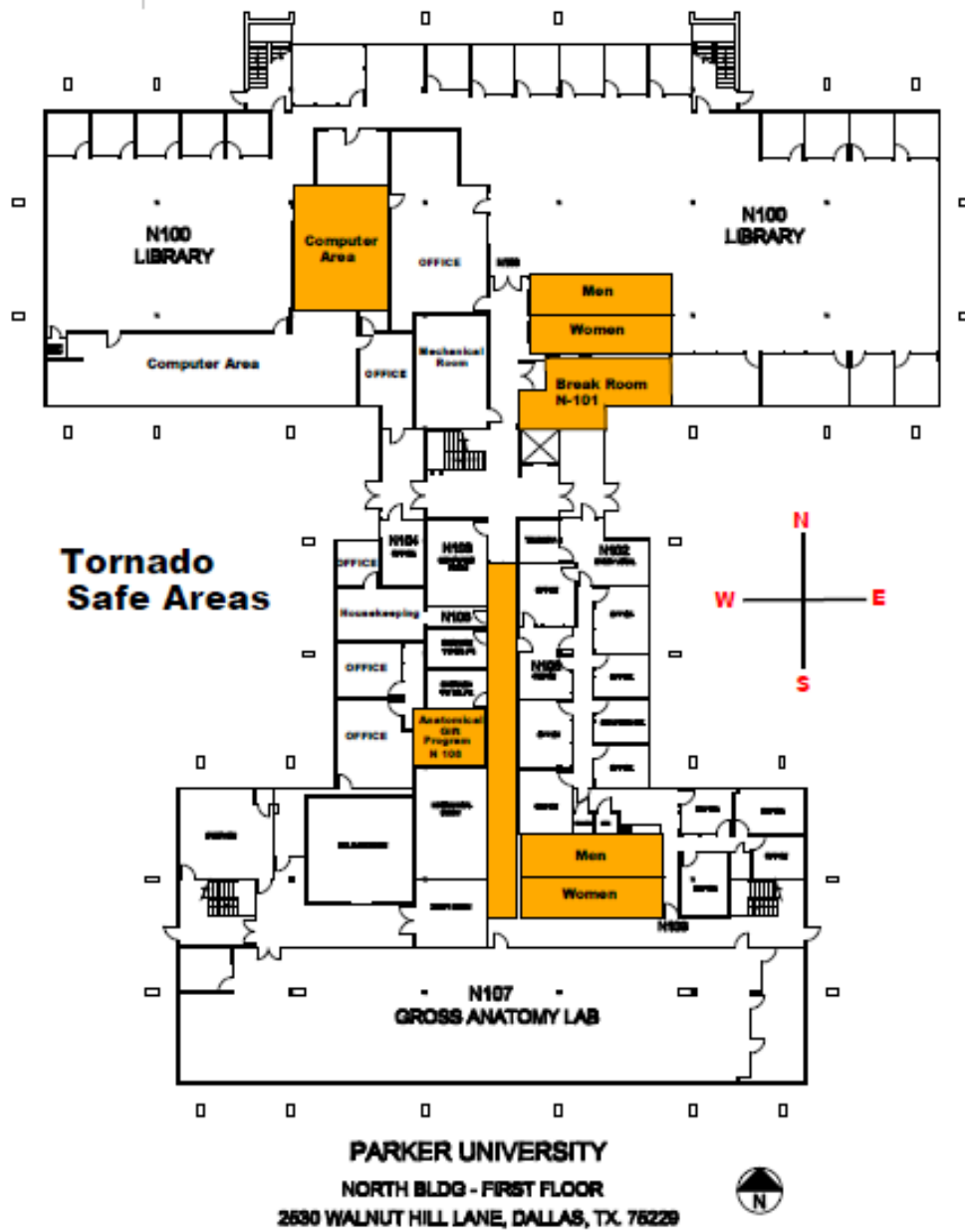
EVACUATION ASSEMBLY POINTS



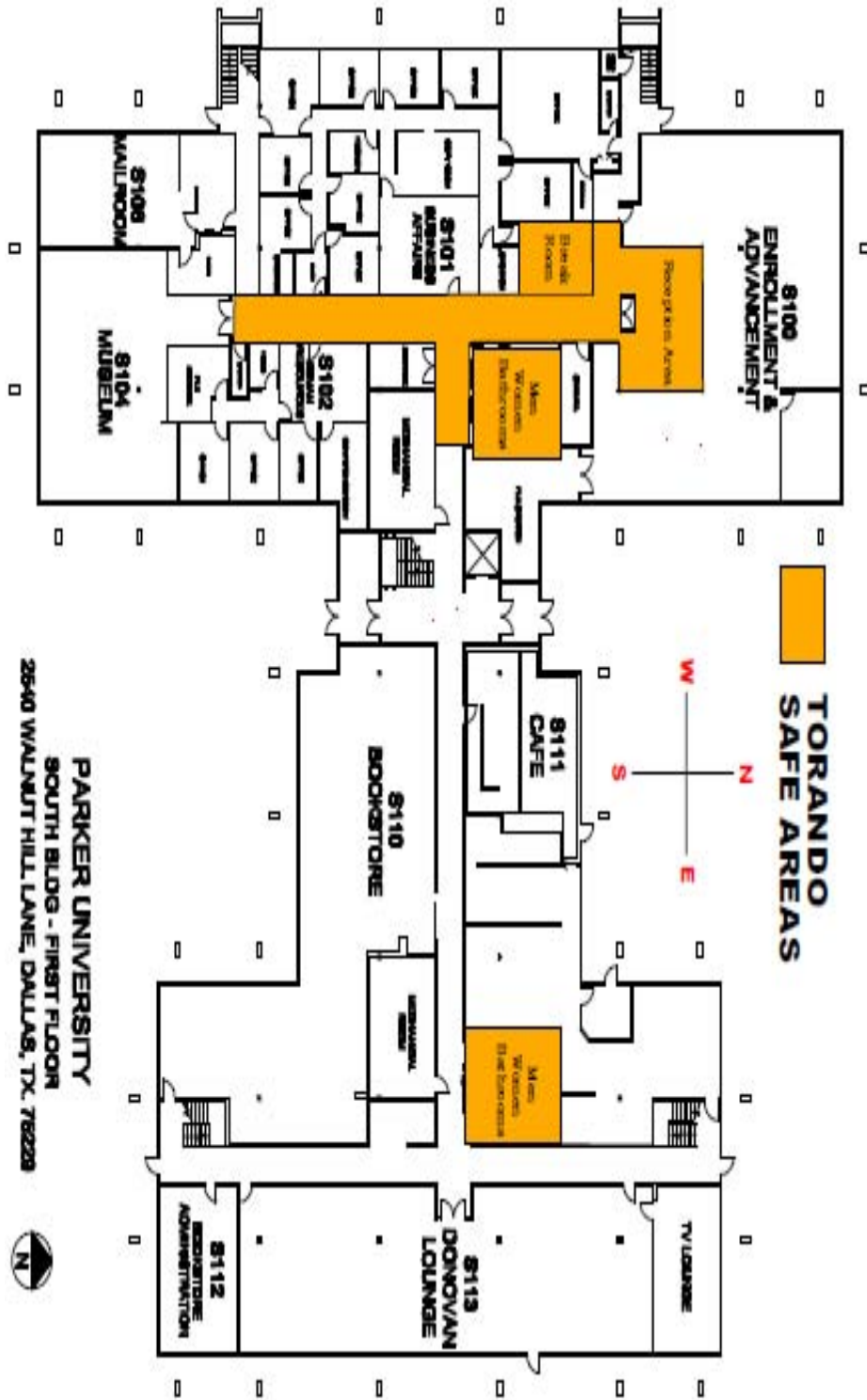


Shelter Area Maps

North Building 2530 Walnut Hill Lane Map # 1



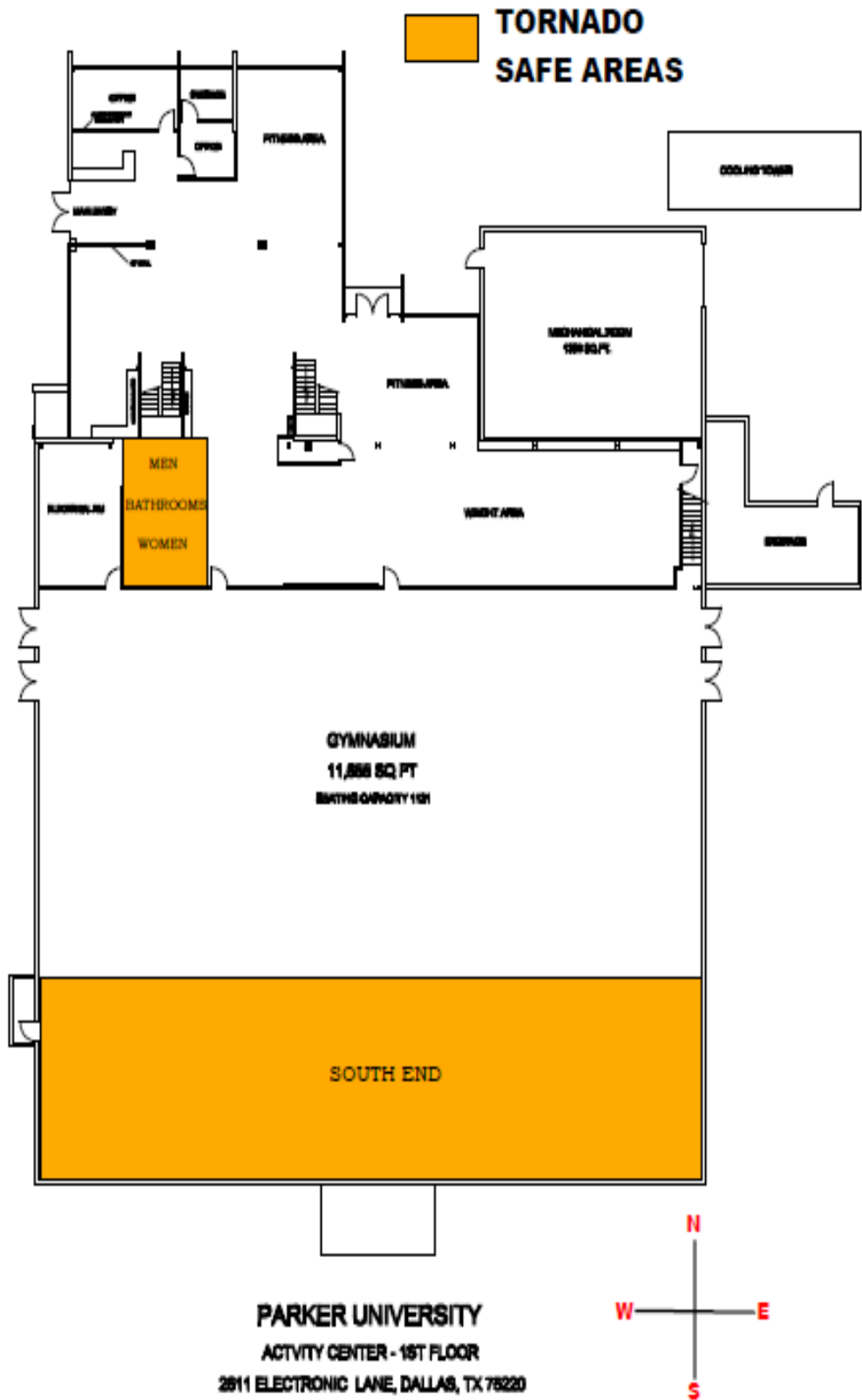
South Building 2540 Walnut Hill Ln MAP#



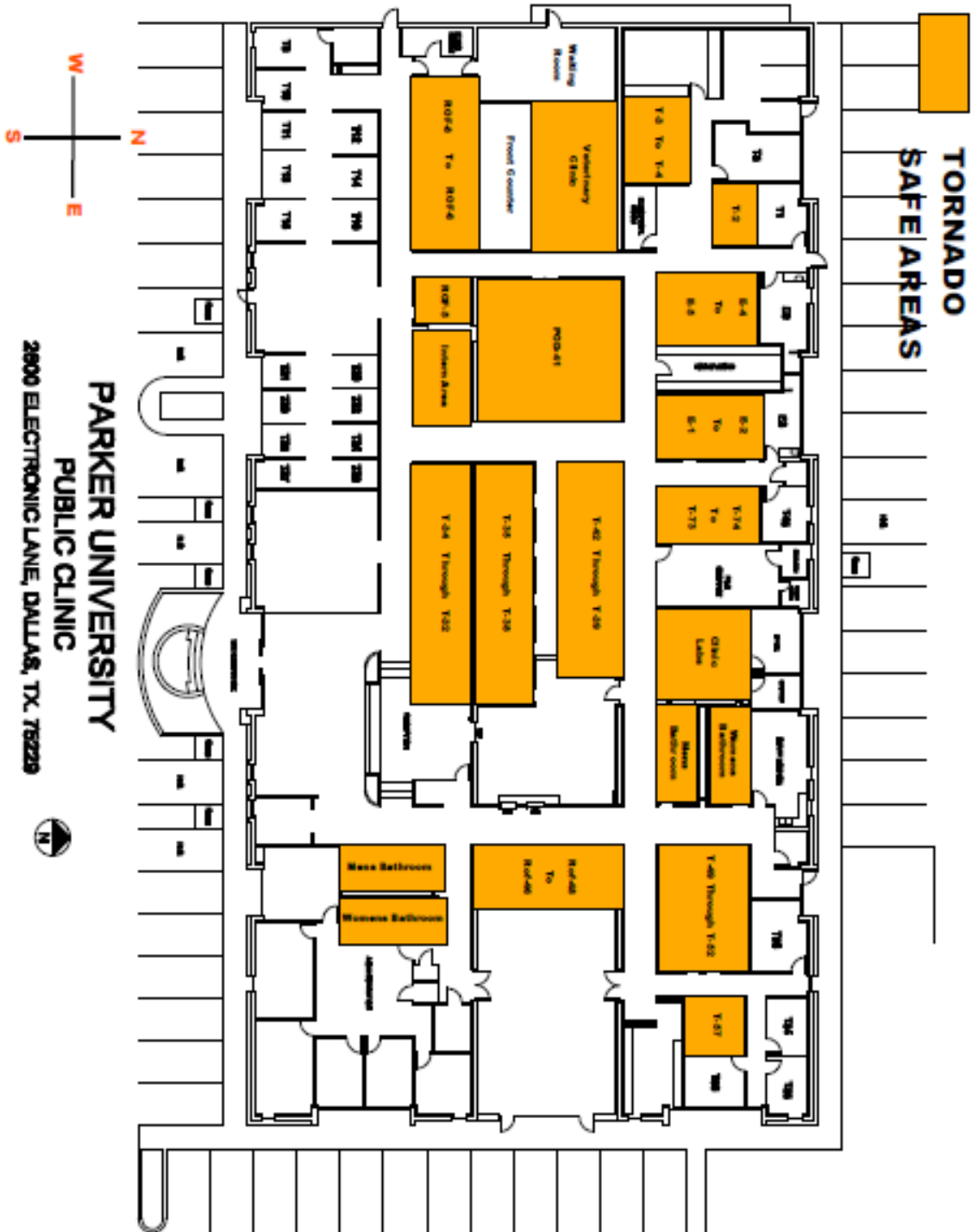
East Building 2550 Walnut Hill Ln MAP# 3



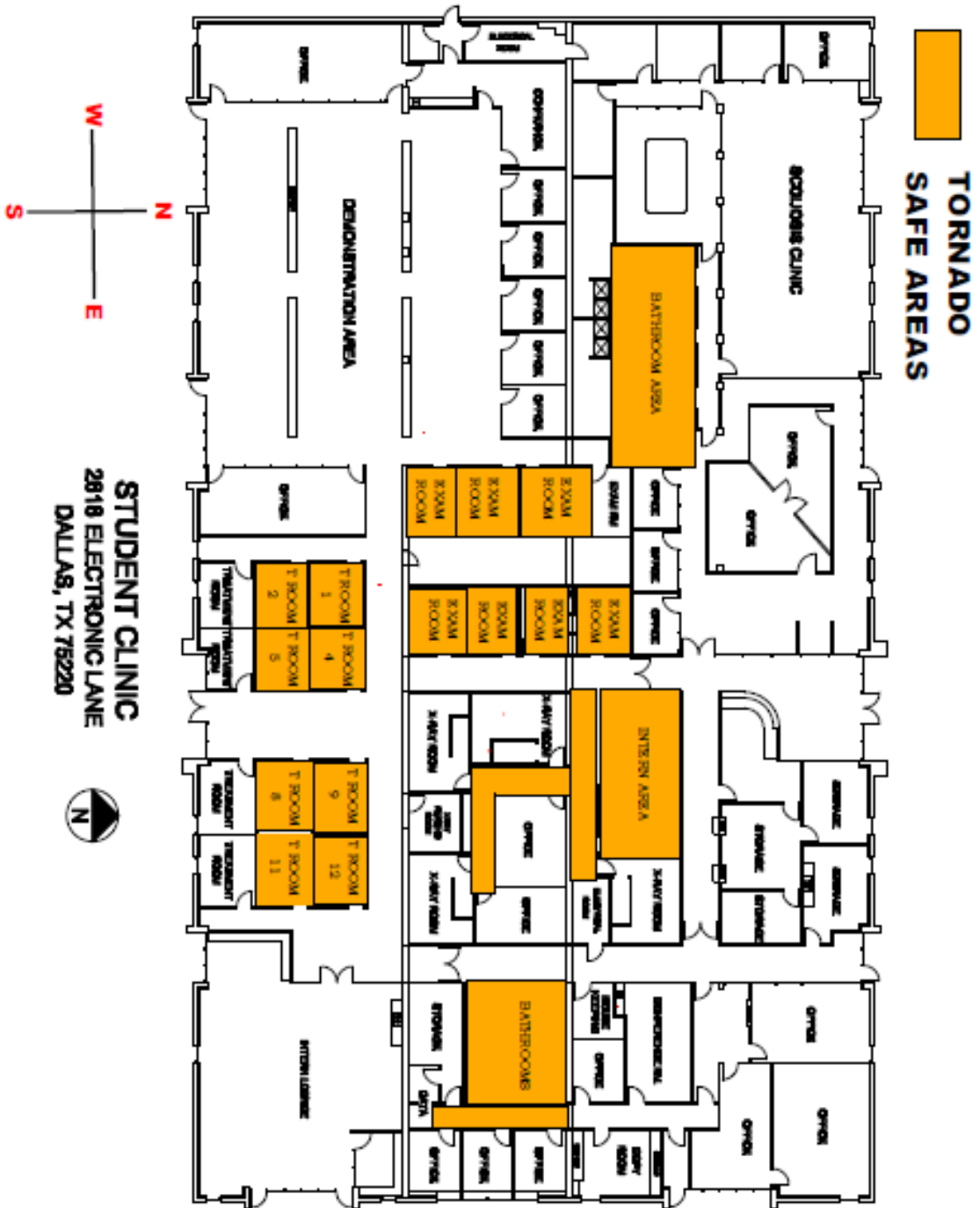
Athletic Center 2911 Electronic Ln MAP# 4



Dallas Clinic 2600 Electronic Ln MAP# 5

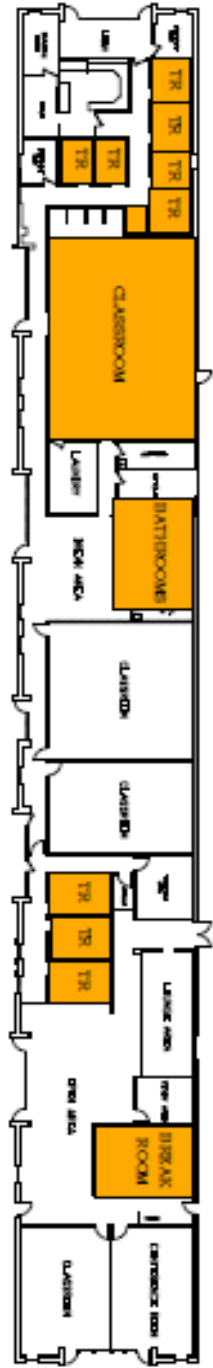


Student Clinic 2618 Electronic Ln MAP# 6



Massage School 2550 Electronic Ln MAP# 7

**TORNADO
SAFE AREAS**



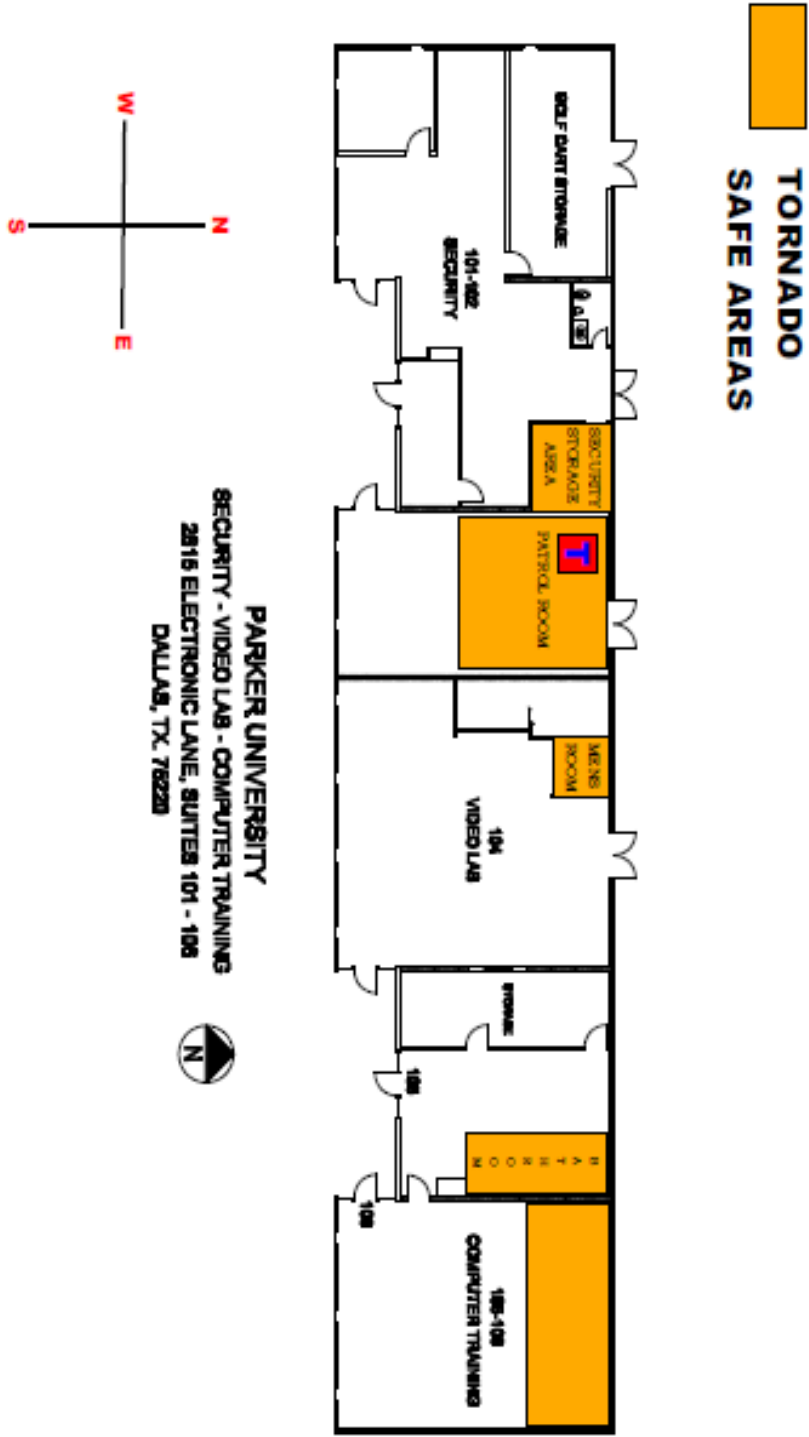
PARKER UNIVERSITY
SCHOOL OF MASSAGE THERAPY
2560 ELECTRONIC LANE, DALLAS, TX. 75229



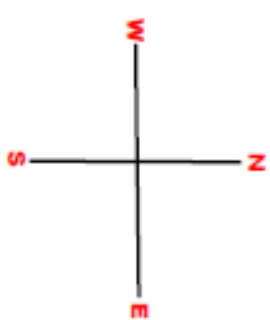
Maintenance/Research 2540 Electronic Ln MAP# 8



Security Building 2619 A Electronic Ln MAP# 9



Continuing Education 2619 B Electronic Ln MAP# 10




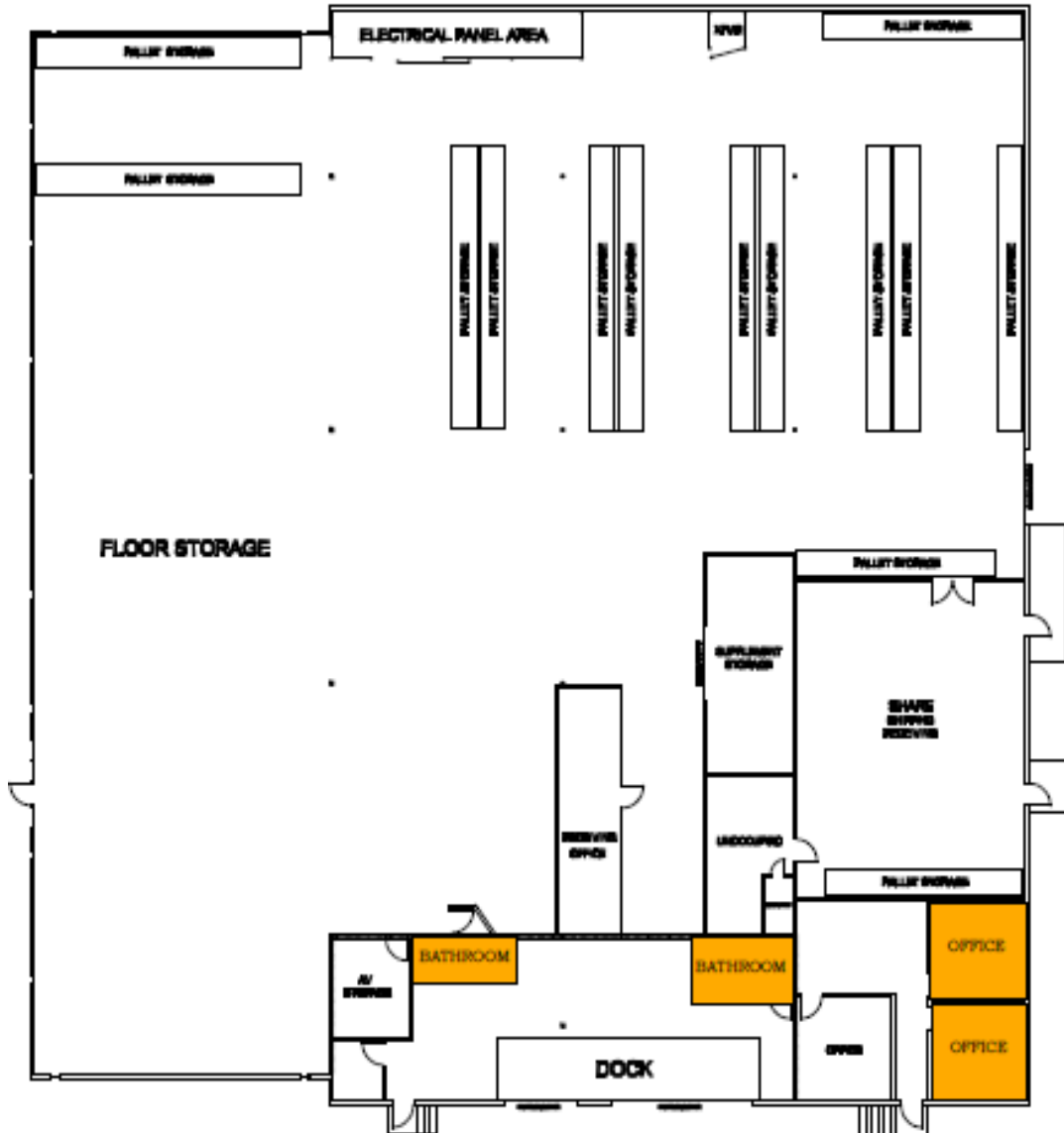
**PARKER UNIVERSITY
2619 ELECTRONIC LANE, SUITES 201-208, 301-308
DALLAS, TX, 75220**



**TORNADO
SAFE AREAS**

Warehouse 2625 Electronic Ln MAP# 11

 **TORNADO
SAFE AREAS**



**PARKER COLLEGE OF CHIROPRACTIC
WAREHOUSE - SHIPPING & RECEIVING
DALLAS, TX. 75220**

