12th Man Emergency Playbook

12th Man
The 12th Man tradition is one of the oldest and most revered in Aggieland. It represents a spirit of readiness for service, desire to support, and devotion among the entire student body.

The 12th Man is always in the stands waiting to be called upon if needed. Those traits we hold dear as Aggies apply to everyday life on the Texas A&M University campus.

In the event of an emergency, are you standing, ready, and prepared? The following information is going to serve as your playbook in the event of a campus emergency.
What is an Emergency? ........................................ 4
Be Aware of Your Surrounding .............................. 5
Protect Yourself .................................................... 5
Call for Help .......................................................... 5
Help Others ........................................................... 5
HECM Alert ............................................................ 5

SECTION 1: Personal Safety .............................. 6
Active Shooter ...................................................... 7
Concerning Behavior ........................................... 9
Bomb Threat .......................................................... 10
Campus-wide Bomb Threat ............................... 11
Suspicious Letter or Package ............................. 12

SECTION 2: Medical Emergency ..................... 14
First Aid ............................................................... 16
Poison ................................................................. 17
Radiation ............................................................. 18

SECTION 3: Fire/HazMat ................................. 20
Evacuation or Shelter-in-Place .......................... 22
Fire ........................................................................ 24
Chemical Spills ................................................... 27
Gas Leaks ............................................................. 29

SECTION 4: Severe Weather ......................... 30
Evacuation or Shelter-in-Place .......................... 32
Lightning .............................................................. 32
Tornado ............................................................... 33
Gas Leaks ............................................................. 35
What is an emergency?
An emergency is an unexpected serious situation demanding immediate action. These can range from a minor medical emergency to a large-scale natural disaster. Emergency preparedness is the process by which individuals, organizations and governments consider possible emergencies and take precautions, in advance, to avoid and/or effectively respond to such emergent circumstances.

Texas A&M University is dedicated to providing exceptional educational opportunities while ensuring the safety of students, faculty, staff and visitors. Given that emergencies cannot always be avoided, our common first line of defense is our own initial actions (i.e., those things that we do before emergency responders arrive).

For more information or a larger print version of this book, visit mcallen.tamu.edu/emergency
In an emergency, you should:

**Be Aware of Your Surroundings.** Being aware of where you are and what is happening around you can help you to understand how information, events and your own actions will impact your safety and your ability to protect yourself, both now and in the near future.

**Protect Yourself.** Based upon your assessment of the situation, use your best judgment to protect yourself and, if possible, others.

**Call for Help.** Any emergency service can be summoned by calling 911.

**Help Others.** Once you are safely away from the danger, warn others of the hazard and help if you can without putting yourself in danger.

**HECM Alert**

HECM Alert is an emergency notification system that gives the University the ability to send emergency information advising of imminent danger through multiple channels including text messages, email, campus digital signage, Twitter, RSS Feeds, fire alarm panels, and classroom speakers. Following an HECM Alert message, visit [mcallen.tamu.edu/emergency](mcallen.tamu.edu/emergency) to get important updates and additional information about the emergency.

To receive text message alerts, you must be enrolled in HECM Alert. Text and email message alerts are only available to Texas A&M students, faculty and staff. However, anyone can sign up to receive alerts by subscribing to the HECM Alert RSS feed or following “tamucm_mcallen” on Twitter.
Section 1: Personal Safety

While Texas A&M University has done much to make this a safe campus, safety ultimately becomes a personal matter. How safe you are depends on your preparation and how much attention you pay to your surroundings. This next section describes ways that you can protect yourself in situations involving:

- Active Shooter
- Concerning Behavior
- Bomb Threat
- Suspicious Letter/Package
- Suspicious Substance

Personal Safety Starts with You.

Remember: Aggies Help Others.
Active Shooter
An active shooter is defined as one or more subjects who actively engage in killing or causing life-threatening injuries to multiple people in a confined and populated area. Active shooter situations are dynamic, evolve quickly, and often end before law enforcement arrives at the scene. How you respond to an active shooter will be dictated by the specific circumstances of the encounter. If you find yourself in an active shooter situation, try to remain as calm as possible and use these suggested actions to help you plan a strategy for survival.

Should you ever find yourself in the middle of an active shooter incident, your survival may depend on whether or not you have a plan. The plan doesn't have to be complicated. There are three things you could do that make a difference: Run. Hide. Fight.

RUN. When an active shooter is in your vicinity:
• If there is an escape path, attempt to evacuate
• Evacuate whether others agree to or not
• Leave your belongings behind
• Help others escape if possible
• Prevent others from entering the area
• Call 911 when you are safe

HIDE. If an evacuation is not possible, hide.
• Lock and/or blockade the door
• Silence your cell phone
• Hide behind large objects
• Remain very quiet
Your hiding place should:

- Be out of the shooter’s view
- Provide protection if shots are fired in your direction
- Not trap or restrict your options for movement

**FIGHT. As a last resort, and only if your life is in danger:**

- Attempt to incapacitate the shooter
- Act with physical aggression
- Improvise weapons
- Commit to your actions

Arriving law enforcement’s first priority is to engage and stop the shooter as soon as possible. Officers will form teams and immediately proceed to engage the shooter, moving towards the sound of gunfire.

**When law enforcement arrives:**

- Remain calm and follow instructions
- Keep your hands visible at all times
- Avoid pointing or yelling
- Know that help for the injured is on its way

**Armed Citizen Intervention**

Individuals with a license to carry a handgun should follow the “Run, Hide, Fight” principles. Remember, your weapon is for your defense. You should not go on the offensive and seek out the shooter. You could be mistaken as the shooter by a civilian or law enforcement.

Remember law enforcement officers will be responding to the scene. Should you have to engage the shooter, call 911 when safe to do so. Provide your location, your description, and what has taken place for first responders.
Be aware, responding officers could potentially see you as a threat. Secure or distance yourself from your weapon as soon as possible and make your hands visible to arriving officers.

**Concerning Behavior**

Oftentimes after a tragedy, people come forward with information and observations that, in retrospect, may have signaled a larger issue. This information when viewed collectively may be helpful in preventing tragic events and initiating assistance to an individual. Texas A&M University is committed to a proactive approach and needs your help.

As a member of this University community, if you observe any behavior that is concerning please go to: 
**tellsomebody.tamu.edu** and provide detailed information on the report form. This report goes to members of the Special Situations Team. This team is comprised of University faculty and staff charged with helping students, faculty and staff who are exhibiting concerning behavior. If you prefer to speak to someone over the phone during business hours, please see the next page.

**In reference to student behavior:**
Office of the Dean of Student Life
(979) 845-3111

**In reference to staff behavior:**
Human Resources Employee Assistance Program
(979) 845-3711

**In reference to faculty behavior:**
Dean of Faculties
(979) 845-4274
Bomb Threat

A bomb threat is generally defined as a verbal or written threat to detonate an explosive or incendiary device to cause property damage, injuries or loss of life whether or not such a device actually exists.

There are two main reasons someone may call with a bomb threat:

- The person knows of an explosive device that is in place and wants to minimize injuries
- The person wants to create an environment of panic/confusion or to interrupt normal office/building functions

Unfortunately, there is often no way to tell which is the motivation of the caller until after a thorough investigation is conducted. This means that there will always be a response to the threat by emergency services personnel (police, fire and medical).

If you receive a call on a campus phone:

- Call 911 and the dispatcher will notify McAllen Police
- Document the conversation using the Bomb Threat Checklist at rules.saps.tamu.edu/forms/340799M101att.doc
- Notify the department head/building proctor
- Meet with and assist University Police personnel
- As directed by University Police, help locate/identify suspicious items
- Evacuate the building, as directed
- Do not reenter the building until cleared by authorized personnel
Campus-wide Bomb Threat Evacuation

In the event that you are asked to evacuate campus due to a campus-wide bomb threat:

- Evacuation orders will be disseminated via HECM Alert
- Do not activate the building fire alarm system to achieve evacuation
- Remain calm but act quickly
- Promptly secure equipment, research, etc. in safe shutdown condition before leaving
- Spread the word of the evacuation order to others as you exit the building
- Remember to take personal belongings with you (backpacks, briefcases, purses, car keys, personal computing devices, etc.)
- Pedestrians should exit campus by the shortest route
- Exit campus as directed in the HECM Alert message
  - You may use your vehicle to leave campus unless directed otherwise in the HECM Alert message
- Do not call 911 unless there is an immediate, life-threatening emergency
- Go to mcallen.tamu.edu/emergency for regular updates on the emergency situation and information on returning to campus
Suspicious Letter or Package

If you receive a suspicious letter or package:

- Do NOT Handle
- Do NOT shake or bump
- Isolate immediately
- Do NOT open, smell or taste
- Treat it as suspect!!
- Call 911

Common Features of Suspicious Packages:

- Are unexpected or from someone unfamiliar to you
- Have no return address or a return address that can’t be verified as legitimate
- Are marked with restrictive endorsements such as “Personal,” “Confidential,” or “Do not X-ray”
- Have protruding wires or aluminum foil, strange odors or stains
- Show a city or state in the postmark that doesn’t match the return address
- Are of unusual weight given their size or are lopsided or oddly shaped
- Are marked with threatening language
- Have inappropriate or unusual labeling
- Have excessive postage or packaging material, such as masking tape and string
- Have misspellings of common words
- Are addressed to someone no longer with your organization or are otherwise outdated
- Have incorrect titles or titles without a name
- Are not addressed to a specific person
- Have handwritten or poorly typed addresses
If a package or letter is open and/or a threat is identified:

For a bomb
- Evacuate immediately
- Call 911

For radiological
- Shield yourself from the object
- Limit exposure—Do NOT handle
- Evacuate area
- Call 911

For biological or chemical
- Isolate—don’t handle
- Call 911
- Wash your hands thoroughly with soap and water

Suspicious Substance in a Campus Building
- Clear and isolate the contaminated area. Do not touch or disturb anything
- Call Security at (956) 271-1301 or 911
- Wash your hands with soap and water
- Identify individuals who may have been exposed to the material
- Do not leave premises until dismissed by authorities

CALL 911 in an Emergency.
Section 2: Medical Emergency

A medical emergency is an injury or illness that is acute and poses an immediate threat to a person’s life or long-term health. This next section describes ways that you can protect yourself in situations involving:

- First Aid
- Poison
- Radiation

When Dialing 911:

- Stay calm.
- Tell the dispatcher your location.
- Answer the questions.
- Do not hang up until told.
- Follow all directions given.
Medical Emergency Quick Hitters

If an ambulance is needed:

- Call 911
- Provide dispatcher with:
  - Location of emergency
  - Type of injury, if known
  - Brief description of injured person (gender, age, etc.)
- Render first aid, as trained
- Make injured as comfortable as possible
- Please complete the appropriate injury reporting form that can be found at the Human Resources Department website if incident involves a faculty or staff member

If an ambulance is not needed:

- Render first aid, as trained
- Assist with transportation of an employee to their personal physician
- Please complete the appropriate injury reporting form that can be found at the Human Resources Department website if incident involves a faculty or staff member

Hands-Only CPR Instructions

1. Call 911 if a teenager or adult suddenly collapses.
2. Push hard and straight down at least two inches. Push fast, giving between 100–120 compressions per minute until help arrives. Limit pauses between compressions to only a few seconds. Allow the chest to come back to its normal position.

Use an AED if available. When an AED arrives, turn it ON and follow the prompts.
First Aid

First Aid is any emergency care or treatment given to an ill or injured person before regular medical aid can be administered. Although some aspects of first aid require training, such as CPR, most first aid can be administered by a lay person using common sense and minimal equipment for minor injuries.

There are three main aims of first aid:

- Preserve life
- Prevent further injury
- Promote recovery

The aims are met in the following ways:

- Preventing heavy blood loss
- Maintaining breathing
- Preventing shock
- Getting the victim to a physician or Emergency Medical Service (EMS)

People who provide first aid must remember the following:

- Avoid panic
- Inspire confidence
- Do only what is necessary until professional help is obtained

Remember, the first step in any serious emergency is to dial 911. Emergency medical dispatchers will give basic first aid instructions over the phone while the ambulance is on its way.
Poison

Poison is a substance that through its chemical action can kill, injure or impair an organism. Acute poisoning is exposure to a poison on one occasion or during a short period of time. Symptoms develop as a result of exposure or in close proximity of a substance. Poisonous materials can be found in a variety of household items as well as in laboratory reagents and chemicals.

Many poisons react differently to various treatments, so if you suspect a victim has been poisoned through ingestion, inhalation or skin exposure:

- Try to determine what the poisoning agent is
- Call 911
- Or call Poison Control Center at (800) 222-1222 for specific first aid instructions
Radiation

Radiation is energy in the form of waves or moving subatomic particles. It can be classified in two categories: ionizing or non-ionizing. The most common use of the word “radiation” refers to ionizing radiation. Radioactive material is a physical material that emits ionizing radiation.

Ionizing radiation has many practical uses in medicine, research, construction and other areas. However, it also presents an external and internal health hazard to humans if used improperly.

For Personnel Injury Involving Radioactive Material Contamination:

- Provide First Aid immediately for serious injuries
- Call 911
- Notify Environmental Health & Safety at (979) 862-1111
- Monitor the injury. If it is possible to remove the contaminated clothing without harming the victim, do so

For Radiation Contamination
or Spills, call EHS at
(979) 862-1111 to report
the incident.
For Radioactive Contamination of Personnel

- Remove and bag all contaminated clothing
- Call Environmental Health and Safety at (979) 862-1111 to report the incident
- Skin contamination should be cleaned using mild soap and tepid water. Use portable survey meter to monitor for remaining contamination. If not free of contamination, rewash and resurvey
- Survey for contamination elsewhere on the body as well as on clothes, shoes, floor, door handles, telephones, etc.
- Document the entire incident with either a signed memo/letter or an e-mail from an official university e-mail account to EHS

For Radiation Spill or Release:

- Stop work and confine the spill immediately using an absorbent, enclosure, etc.
- Call Environmental Health and Safety at (979) 862-1111 to report the incident
- Warn others of the hazard and isolate the area
- Monitor personnel during and after cleanup for contamination
- Collect all used cleanup materials as radioactive waste and bag all contaminated clothing or cleaning items for removal by EHS
- Commence wipe surveys and decontamination. Perform surveys of surrounding areas to ensure that all contaminated areas are identified
- Document the entire incident with either a signed memo/letter or an e-mail from an official university e-mail account to EHS
Section 3: Fire / HazMat

This next section describes ways that you can protect yourself in situations involving:

- Evacuation or Shelter-in-Place
- Fire
- Chemical Spills
- Gas Leaks

Individuals needing assistance during an evacuation are encouraged to develop personal action plans and contacts in the building.
In case of a fire threat:
- Call 911
- If fire is in building, activate nearest fire alarm pull station and evacuate building
- Do not enter building until authorized by emergency personnel
- Follow instructions from emergency personnel

In case of a HazMat threat:
- Call 911 if assistance is required
- Move away from site of the hazard to a safe location
- Warn others in immediate area
- Follow instructions from emergency personnel

HAVE AN EXIT STRATEGY

Use nearest exit or alternate safe route. Do NOT use elevators.
Evacuation or Shelter-in-Place

In some emergency situations, such as flooding or release of hazardous materials, emergency responders may order protective actions for persons on campus. Typically, these protective actions are to evacuate to a safer area or to shelter-in-place. When such actions are warranted, you will be appropriately advised by police, fire, safety or university officials via the HECM Alert System, public address systems, loudspeakers, door-to-door notifications or other appropriate means.

Area Evacuation

An evacuation is an organized withdrawal from a building or area to reach safe haven. Upon notification to evacuate, quickly:

- Dress appropriately for the weather
- Take only essentials with you (e.g., eyeglasses, medications, identification and cash/checkbook/credit cards)—do not pack belongings
- Turn off unnecessary equipment, computers and appliances
- Close the door as you exit your room or office
- Follow the directions provided for safe routes of evacuation
- Listen to radio, if available, to monitor emergency status
- Do not use your personal vehicle for evacuation unless specifically instructed to do so. If cars are used to evacuate, protect against hazardous materials by keeping windows closed and outside air conditioning systems turned off
If you need special assistance, contact the Center Director at (956) 271-1341 or other appropriate emergency contact. If these persons are not available, call Security at (956) 271-1301 for assistance.

**For detailed information on a campus-wide evacuation, please see page 11: Campus-wide Bomb Threat Evacuation Procedures.**

**Shelter-in-Place**

When emergency conditions do not warrant or allow evacuation, the safest method to protect individuals may be to take shelter inside and await further instructions.

- Move indoors or remain there—avoid windows and areas with glass
- If available, take a radio to the room to track emergency status
- Keep telephone lines free for emergency responders. Do not call 911 for information.

**If hazardous materials are involved:**

- Turn off all ventilation systems and close all inlets from the outside
- Select a room(s) which is easy to seal and, if possible, has a water supply and access to restrooms
- If you smell gas or vapor, hold a wet cloth loosely over your nose and mouth and breathe through it in as normal a fashion as possible
Fire

It is very important for the campus community to recognize fire hazards, practice building evacuations and know what to do when the fire alarm sounds.

In preparation for a fire:

- Plan and practice an escape route
- Post emergency numbers near telephones
- Get training from Environmental Health and Safety on using fire extinguishers
- Do not store combustible materials in closed areas or near a heat source
- Extension cords can be dangerous. Never run them under carpets, or anywhere they can be pinched under or behind furniture. Avoid overloading electrical sockets and plugging extension cords together
- Keep all electrical appliances away from anything that can catch fire. Remember to always turn them off at the end of the day
- Pay attention to housekeeping issues. Do not clutter exits, stairways and storage areas with waste paper, empty boxes and other fire hazards

If there is a fire inside the building:

- Activate a fire alarm or pull station
- Call 911 and give your name, building name, address, floor, location and related information
- Evacuate the building using Building Evacuation instructions
Building Evacuation—When the building fire alarms sound:

- Immediately evacuate using building emergency plan procedures
- Walk to nearest exit/stairwell (close doors behind you)
- Do not use the elevators
- Proceed to the designated gathering area outside the building
- Do not re-enter the building until cleared by authorized personnel
- Assist with the evacuation of individuals with special needs

If the fire is outside a building:

- Call 911 and give your name, building name, address, floor, location and related information
- Do NOT activate the building fire alarm system

You can use a portable fire extinguisher if:

- You are properly trained (you have had hands-on training)
- It is a small, contained fire (e.g., wastebasket)
- You can extinguish it within 12 seconds (evacuate if it takes longer)
If you are unable to leave the building, you should create an area of refuge:
  • Seal the room. Use wet cloth to stuff around cracks in floors and seal up vents to protect against smoke
  • Do not break windows, unless as a last resort for escape
  • Stay low under smoke. The freshest air is near the floor. Keep a wet cloth over your nose and mouth; breathe through your nose only
  • Signal for help. Call 911 or hang something in the window

After a fire:
  • Give first aid where appropriate. Seriously injured or burned victims should be transported to professional medical help immediately
  • Stay out of damaged buildings. Return to buildings when local fire authorities say it is safe
  • Look for structural damage
  • Discard food that has been exposed to heat, smoke or soot
  • Do not discard damaged goods until after an inventory has been taken

Do Not Return Until Building is Cleared by the Fire Department.
Chemical Spills

Hazardous materials come in the form of explosives, flammable and combustible substances, poisons and radioactive materials. Many products containing hazardous chemicals are handled daily in the university research setting. Hazardous materials in various forms can cause death, serious injury, long-lasting health effects and damage to buildings, homes and other property.

If there is a hazardous material release/chemical spill inside a building:
- Isolate and secure the spill area
- Warn others in the immediate area
- Based upon the hazard, attempt cleanup if trained and if you have appropriate personal protective equipment
- If assistance is needed, call 911 and give the location and type of material spilled
- Evacuate the building if required (use of public address system preferred or use of building fire alarm system)
- Meet with and assist emergency response personnel

If there is a hazardous material release/chemical spill outside the building:
- Isolate and secure the spill area
- Warn others in the immediate area
- Based upon the hazard, attempt cleanup if trained and have appropriate personal protective equipment
- If unable to cleanup but conditions do not require evacuation, contact Security at (956) 271-1301
- If assistance is needed, call 911 from a safe distance, and give the location and type of material spilled
- Do not wash spilled material into storm drain
- Meet with and assist emergency response personnel
If there is a personnel injury involving chemical contamination

- Assist with emergency eyewash/shower use, as appropriate
- Provide first aid immediately for serious injuries
- Call 911 and give the location, type of material involved and extent of injuries
- Notify Environmental Health and Safety at (979) 862-1111
- If it is possible to remove contaminated clothing without harming the victim, do so
- Obtain a Safety Data Sheet for the material involved. A Safety Data Sheet is a document created by a manufacturer or distributor of a chemical that provides information about the contents, characteristics, physical hazards and health hazards associated with the chemical. For Safety Data Sheet information visit: ehsd.tamu.edu
Gas Leaks

A gas leak refers to a leak of natural gas, from a pipe or other containment, into any other area where gas should not be. Although natural gas is by nature colorless and odorless, scents in the form of traces of mercaptans are usually added to assist in identifying leaks.

As natural gas can explode when exposed to flame or sparks, it is important to report any suspected gas leaks immediately.

If you smell a gas odor, or if a gas monitor alarm sounds and reads "GAS":

- Evacuate and secure area
- Warn others in the immediate area
- Call the Security office at (956) 271-1301 and give your name and the location of odor
- Notify lab faculty or staff
- Meet with and assist emergency response personnel

If there is a major leak such as a pipeline break:

- Call 911 and give the dispatcher your name, location of odor and related information
- Initiate an evacuation of the building or if outside, isolate the area
- Warn others in the immediate area
- Prevent source of ignition (cigarettes, electrical equipment, etc.)
- Meet with and assist emergency response personnel
- Do not reenter building or the evacuation zone until cleared by authorized personnel
Section 4: Severe Weather

Severe weather is defined as any aspect of the weather that can pose a threat to life and property. This next section describes ways that you can protect yourself in situations involving:

- Severe Thunderstorms
- Lightning
- Tornado
- Severe Winter Weather

Watch: Conditions Favorable for Development of Severe Weather.

Warning: Severe Weather Sighted in the Area.
Severe Weather Quick Hitters

If severe weather threatens, you should:

- Follow instructions as provided by Texas A&M officials
- Listen to radio and television for weather updates
- Check with media for return-to-work status
- HECM Alert may be used to issue information on delays

Where to get local weather conditions:

Local media outlets will provide updates and information on severe weather. Texas A&M officials will notify local outlets regarding closings or return-to-work situations. (Below are suggested local channels and radio stations.)

- Television (cable/satellite channels may vary)
  - KRGV
  - KNVO
  - KGBT

- Radio
  - KHID - 88.1 FM
  - KTEX - 100.3 FM
  - KBFM - 104.1 FM
  - KVLY - 107.9 FM
  - KURV - 710 AM

- Online
  - National Weather Service: www.weather.gov
Severe Thunderstorms

The typical thunderstorm is relatively small in size and affects a limited geographic area. Every thunderstorm produces lightning and severe thunderstorms can produce high winds, hail and/or tornadoes. Heavy rains associated with these storms can also cause flooding. All thunderstorms are potentially dangerous.

Lightning

An average of 300 people are injured and 80 people are killed each year by lightning in the United States alone. No place outside is safe when a thunderstorm is in the area.

When the thunder roars, get indoors:

- Cease outdoor activities
- Seek shelter inside a building or automobile

Avoid:

- Open areas; places near water, trees, metal fences, overhead wires or power lines; elevated ground or open vehicles
- Using radios or cellular phones outdoors

Remember:

- The best source of information during a thunderstorm is your local news, radio stations and any NOAA weather radio
- The 30/30 lightning safety rule: Go indoors if, after seeing lightning, you cannot count to 30 before hearing thunder. Stay indoors for 30 minutes after hearing the last clap of thunder
Tornado

Tornados are considered to be one of nature’s most violent storms. With winds that can reach 300 miles per hour and damage paths in excess of one mile, this deadly phenomena can form in a matter of seconds.

First, familiarize yourself with the differences between a tornado watch and tornado warning.

- **Tornado Watch**—This means that tornados are possible. You should remain alert for approaching storms, watch the sky and stay tuned to NOAA Weather Radios, commercial radio or the local news for more information.

- **Tornado Warning**—This means that a tornado has been sighted or indicated by weather radar. You should take shelter immediately.

If a tornado warning has been issued, you should:

- Go to the basement or lowest floor of the building
- Stay away from exterior walls, doors and windows
- Move to interior hallways and small interior rooms (e.g., bathroom, closet, etc.)
- Get under a piece of furniture if possible (e.g., sturdy table, desk)
- Call 911 if emergency help is needed
Once the storm has passed, you should:

- Check yourself and those around you for injuries
- If you smell gas or hear a hissing sound indoors—open windows and leave the building. Refer to Gas Leak Procedures for more information on page XX
- Monitor your portable or weather radio for instructions or an official "all clear" notice. Radio stations will broadcast what to do, the location of emergency shelters, medical aid stations and the extent of damage
- Evacuate damaged buildings. Do not reenter until declared safe by authorities
- Call 911 only to report a life-threatening emergency

Listen to local radio and television for weather conditions and emergency instructions.

Visit mcallen.tamu.edu/emergency
Severe Winter Weather

Winter storms are known as deceptive killers because most deaths are indirectly related to the storm, such as vehicle accidents caused by winter road conditions, improper use of heaters, and exposure/hypothermia. Severe winter weather includes freezing temperatures, freezing rain, ice, heavy snow and blizzards. Accumulation of ice or snow can knock down trees, power lines, and structures causing power outages, utility disruptions, and communication interruptions.

What to do during a Winter Storm:

- Monitor local weather broadcasts and weather conditions
- Stay indoors and minimize travel
- If you must travel, drive slowly and increase distance required for stopping
- Watch for downed trees and power lines
- Keep a full fuel tank to prevent ice in the tank and fuel lines
- Never use a portable generator or operate unvented fuel-burning appliances in an enclosed space.

HECM Alert may be used to issue information concerning University delays and cancellations.
Emergency Phone Numbers

Police, Fire, Medical Emergencies
911

**McAllen Police Department**
(956) 681-2000 (non-emergency)

**Hidalgo County Sheriff's Office**
(956) 383-8114 (non-emergency)

**Environmental Health and Safety**
(979) 862-1111 (24 hours)

**Poison Control Center**
(800) 222-1222

**Employee Assistance Program**
(866) 301-9623

**Deer Oaks Student Assistance Program**
(866) 329-4148 (24 hours)

**Security Office**
(956) 271-1301

**Rick Margo - Center Director**
(956) 271-1341

**Marimar Miguel - Student Affairs**
(956) 271-1305

mcallen.tamu.edu/emergency

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