



**Texas A&M
University
Central Texas**

**Desktop
Emergency
Guidebook**

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General Information

Texas A&M University-Central Texas is committed to ensuring a safe environment within which all members of our community may learn, live, teach, and work. The safety of our students, faculty, staff, and visitors is of primary importance. Safety and security – our own and that of others – are issues about which all of us must be vigilant. Here, as elsewhere, the responsibility for the safety of everyone in our community belongs to each of us individually as well as collectively. It is, therefore, important for all of us to familiarize ourselves with the following procedures developed by the University. This guide provides quick steps to follow in case of a variety of emergencies. Please review these points and keep the guide in an easily accessible location.

Purpose of This Guide

1. To provide guidelines for meeting minor emergencies as well as actions to take during major disasters.
2. To provide a means to notify the total University community of steps to take during times of emergency and/or crisis.
3. To emphasize the importance of following proper procedures during times of emergency and/or crisis.

In an emergency, you should:

Be Aware of Your Surrounding. Being aware of where you are and what is happening around you can help you to understand how information, events and you 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 9-1-1 or 254-501-5800.

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.

Evacuation of Persons with Disabilities

- The first aspect of evacuating a person with a disability is to determine what their need for assistance is and the nature of the emergency. Persons who can evacuate a building with little or no assistance should be directed to the nearest exit. Persons with significant mobility impairments should be directed to an elevator if the integrity of the building is not compromised (severe weather, bomb threats, medical) or to stairwells if the building is or may be compromised (fire, explosion, earthquake).
- For persons directed to stairwells, evacuation assistance will be provided by the fire department or other trained personnel. If another person can wait with the person who is mobility impaired, that is helpful in maintaining order. It is imperative that arriving rescue personnel know the number of persons and their location so that appropriate evacuation assistance can be initiated.
- In the event that immediate evacuation is necessary, it is helpful to ask the person with a disability how it would be best to effect the evacuation. Some persons may need to be carried while others may need some assistance walking. In any event, this should be a last resort and used only when an immediate threat is determined to be present.
- It is helpful to notify building users how to proceed during an emergency evacuation. Knowing the location of exits, stairwells and emergency telephones will greatly enhance your ability to safely evacuate persons with disabilities.
- For further information, please contact the Office of Student Affairs at 254-519-5721.

Fire Preparedness

Do not tamper with, cover up, or otherwise interfere with the functionality of a smoke alarm. Keep the area around your smoke alarm clean and clear of dust, cobwebs, paper, decorations, etc.

Know where the closest fire extinguisher is located and the type of fire it is designed to extinguish. Keep exit doors and escape routes free from obstruction.

Know at least two routes to evacuate your building in case of fire and establish a designated assembly area outside of the building. Do not use elevators during a fire emergency.

Keep trash and debris in your living area at a minimum and do not store flammable products and substances in your area except as prescribed by the product manufacturer on its label. Observe common areas in your building and report any fire hazard or safety issues to the proper authority.

Keep high temperature items (light fixtures, appliances, irons, etc.) away from flammable items. Do not burn candles or incense in any building on campus.

Fire Response Guide

Fire Alarms

- Consider all fire alarms to be a result of a real fire.
- Evacuate the building immediately using one of the predetermined evacuation routes. Do not use elevators.
- Close the door behind you if you are the last one out.
- If you see flames or smoke in your path, use the alternate planned route for evacuation.
- If you must exit through the smoke, get down low on the floor and crawl under the smoke until you are past the threat.
- Gather outside, away from the building at the predetermined meeting place so everyone can be accounted for. Remain at the assembly area until released by police or fire officials.

If You See Fire

- Call TAMUCT Police and relay all information about the location and type of fire.
- If the fire is small and contained you may locate a fire extinguisher and attempt to put the fire out.
- Do not spend more than one minute attempting to extinguish the fire. If the fire is not out within one minute, sound the fire alarm and evacuate the building.
- If the fire is not contained and is larger than a waste can, **DO NOT ATTEMPT TO EXTINGUISH IT**. Sound the fire alarm and evacuate the building.

Explosions

Explosions are usually sudden and occur without warning. They are very violent, destructive, and can occur at any time and any place. Accidental explosions can result from gas leaks, fuel spills, high pressure containers rupturing or some volatile substance or equipment that has become unstable. Man-made explosions for the purpose of assault or terrorism can occur anywhere, at any time, and from many different forms of explosive devices.

There is little to plan for in most explosions, but knowing how to respond and what to do can save your life as well as the lives of others.

You should remember that the damage from an explosion can be devastating and can cause additional explosions, so your response should take into account that possibility. Terrorist attacks involving explosive devices may include a secondary device (delayed second explosion) designed to injure or kill first responders to the initial explosion.

Immediately evacuate the area of a potential threat or an explosion that has already occurred. Remain clear of that area until police or fire officials advise it is safe to return.

Explosions Emergency Information:

- Evacuate the area of the explosive threat. When you reach a safe area, call TAMUCT Police and provide any information you have about the explosion.
- Gather at a predetermined area away from the building to be accounted for and consider the possibility of additional explosions. Remain at the assembly area until police or fire officials advise it is safe to return.
- Stay away from windows, mirrors, overhead fixtures, electrical equipment and large, heavy, unstable objects.
- Comply with directions from fire and police officials.
- Do not move seriously injured persons unless they are in obvious immediate danger.
- Open doors carefully and watch for falling objects.
- Do not use elevators.
- Do not use open flames such as lighters.
- Position yourself upwind from smoke and fumes if possible.

National Terrorism Advisory System

The National Terrorism Advisory System, or NTAS, replaces the color-coded Homeland Security Advisory System (HSAS). This new system will more effectively communicate information about terrorist threats by providing timely, detailed information to the public, government agencies, first responders, airports and other transportation hubs, and the private sector. It recognizes that Americans all share responsibility for the nation's security, and should always be aware of the heightened risk of terrorist attack in the United States and what they should do.

NTAS Alerts

- Imminent Threat Alert

Warns of a credible, specific, and impending terrorist threat against the United States.

- Elevated Threat Alert

Warns of a credible terrorist threat against the United States.

After reviewing the available information, the Secretary of Homeland Security will decide, in coordination with other Federal entities, whether an NTAS Alert should be issued.

NTAS Alerts will only be issued when credible information is available.

These alerts will include a clear statement that there is an **imminent threat** or elevated **threat**. Using available information, the alerts will provide a concise summary of the potential threat, information about actions being taken to ensure public safety, and recommended steps that individuals, communities, businesses and governments can take to help prevent, mitigate or respond to the threat.

The NTAS Alerts will be based on the nature of the threat: in some cases, alerts will be sent directly to law enforcement or affected areas of the private sector, while in others, alerts will be issued more broadly to the American people through both official and media channels.

Sunset Provision

An individual threat alert is issued for a specific time period and then automatically expires. It may be extended if new information becomes available or the threat evolves.

NTAS Alerts contain a **sunset provision** indicating a specific date when the alert expires - there will not be a constant NTAS Alert or blanket warning that there is an overarching threat. If threat information changes for an alert, the Secretary of Homeland Security may announce an updated NTAS Alert. All changes, including the announcement that cancels an NTAS Alert, will be distributed the same way as the original alert.

Threatening Behavior or Concerns

If you have an emergency or a crime you wish to report is in progress call the TAMUCT Police Department at 911 or (254) 501-5800. If you have been the victim of an assault, direct threat, or any other crime, you are also strongly encouraged to contact the TAMUCT Police Department at (254) 501-5800 for assistance.

A. Definitions

Violent behavior includes any behavior, whether intentional or reckless, which results in bodily injury to one's self, another person and/or damage to property.

Threatening behavior includes any behavior, whether intentional or reckless, that by its nature would be interpreted by a reasonable person as an intent to harm one's self, another person or damage property belonging to another. Threats may be oral, written, or communicated through conventional mail, electronic, fax, or telephonic means and may be direct or implied.

Campus violence encompasses threatening and violent behavior. Campus violence can include, but is not limited to, the following:

- Physically assaulting a person, including slapping, hitting, punching, pushing, poking or kicking; or physical threats to inflict physical harm;
- Arson, sabotage, equipment vandalism, damaging or destroying property, throwing or hitting objects;
- Displaying a weapon or an object which appears to be a weapon in a threatening manner; carrying a firearm of any kind onto University owned or controlled property (except those permitted by state law or University policy); or using a weapon to harm someone;
- Using greater physical size/strength to intimidate another; intimidating or threatening gestures, bullying or hazing;
- Intimidating, threatening, hostile or abusive language directed toward another person that communicates the intention to engage in violence against that person and leads a reasonable person to expect that violent behavior may occur;
- Exhibiting potentially threatening, intimidating, or dangerous actions or behavioral patterns;
- Talking about plans to harm themselves or others, or may have access to weapons that can be used to harm themselves or others.
- Stalking another person.

B. Reporting

The **Threatening Behavior or Other Behavioral Concerns form** located at <http://www.ct.tamus.edu/departments/security/silentwitness.php> is an alternative method available to the campus community to report criminal activity, threatening behavior, and/or other behavioral concerns. The TAMUCT Police Department encourages reporting of individuals who may fall into these categories.

Hostage Situation

If you hear or see a hostage situation:

- Immediately remove yourself from any danger.
- Immediately notify TAMUCT Police Department at 9-1-1 or 254-501-5800.
- Be prepared to provide the following information:
 - ✓ Location and room number of incident.
 - ✓ Number of possible captors.
 - ✓ Physical description and names of the captors, if possible.
 - ✓ Number of possible hostages.
 - ✓ Any weapons the captors may have.
 - ✓ Your name.
 - ✓ Your location and phone number.

If you are taken hostage:

- Remain calm, be polite and cooperate with your captors.
- DO NOT attempt escape unless there is an extremely good chance of survival. It is safer to be submissive and obey your captors.
- Speak normally. DO NOT complain, avoid being belligerent and comply with all orders and instructions.
- DO NOT draw attention to yourself with sudden body movements, statements, comments or hostile looks.
- Observe the captors and try to memorize their physical traits, voice patterns, clothing or other details that can help provide a description later.
- Avoid getting into political or ideological discussions with the captors.
- Try to establish a relationship with your captors and get to know them. Captors are less likely to harm you if they respect you.
- If forced to present terrorist demands to authorities, either in writing or on tape, state clearly that the demands are from your captors. Avoid making a plea on your own behalf.
- Try to stay low to the ground or behind cover from windows or doors, if possible.

In a rescue situation:

- DO NOT RUN. Drop to the floor and remain still. If that is not possible, cross your arms, bow your head, and stand still. Make no sudden moves that a tense rescuer may interpret as hostile or threatening.
- Wait for instructions and obey all instructions you are given.
- Do not be upset, resist, or argue if a rescuer isn't sure whether you are a terrorist or a hostage.
- Even if you are handcuffed and searched, DO NOT resist. Just wait for the confusion to clear.
- You will be taken to a safe area, where proper identification and status will be determined.

Active Shooting Situations

How one responds at an active shooter situation will be determined by the specific circumstances of the encounter. If you find yourself involved in an active shooter situation, try to remain calm and use the following guidelines as a strategy for survival.

If an active shooter is outside your building

Go quickly to an area that can be locked or barricaded.

Lock all doors and windows, turn out the lights and stay away from - and lower than the sightline of all windows. Barricade the door if you cannot lock it.

Call 9-1-1 and advise the dispatcher of your location and what is taking place. Remain on the line to give the dispatcher any further information that may be needed.

Remain in the room until a police officer or other authority gives the "all clear." Be sure it is the police or a competent authority who is giving the "all clear", and not the shooter attempting to gain entry into the room.

If an active shooter is inside the building with you

If the area you are in can be locked, lock it and stay away from the entry and windows. Consider barricading the door if you cannot lock it.

If you cannot lock or barricade yourself and hide somewhere, and you can determine where the shooting is coming from, run to any exit you can reach without being seen by the shooter.

Call 9-1-1 as soon as possible to report what is happening. Dispatchers will advise you on what to do.

If an active shooter enters your office or classroom

Dial 9-1-1 on your office phone or cell phone if possible.

If it is possible to talk, report what is happening, and provide the shooter's location and description.

If it is not safe to speak, just leave the line open so the dispatcher can hear what is taking place.

If you are confronted by the shooter and defenseless, attempt to negotiate with the shooter.

Attempting to overpower the shooter with force should be considered as the last resort after all other options have been exhausted.

If the shooter leaves the area, attempt to lock or barricade the door, or proceed to a safe location as described above.

If it is possible to flee an active shooting situation

Have a route of escape in mind.

Leave everything behind except your cell phone (do not worry about purses or book bags - those will only slow you down).

Keep your hands visible and follow the instructions of the police. You must remember, the police may not have an accurate description of the shooter(s), so for everyone's safety, you may be detained by the police.

Do not stop to assist wounded victims or attempt to move them. Do tell the police where these victims are located.

Power Outage Emergency Information

Campus Power Outage Response Guide

During regular working hours (8:00 a.m. to 5:00 p.m., Monday through Friday), immediately notify the Facilities Office at 501-5771. The Facilities Department will verify the cause of the failure and the approximate duration of the failure. After 5:00 p.m., notify University Police at 501-5800. Before an emergency occurs, know the building's evacuation routes and remember that elevators will not function during a power outage. If you are in an unlighted area, proceed with caution toward the nearest emergency exit lights.

- If there is potential danger to building occupants or the utility failure occurs after hours, on the weekend or holidays, notify 9-1-1 or the University Police at 501-5800.
- Power failure may also result in phone service interruption.
- If an emergency exists, activate the building fire alarm and follow established evacuation procedures. Once outside, move 500 feet from the affected building. Keep walkways, fire lanes and parking areas clear for emergency vehicles and personnel.
- If the fire alarm fails to activate, report the emergency by dialing 9-1-1 from any telephone on campus and provide your name, telephone number, location and the nature of the emergency.
- If a power failure occurs during daylight hours, open window draperies to allow natural light into the building. If you are in an unlighted area, proceed cautiously to an area that has emergency lights or emergency power.
- Notify the University Police if people are trapped in an elevator. Instruct trapped persons to remain calm and to stay in the elevator car until help arrives. If you are trapped in an elevator, stay calm. Use the intercom if available or press the emergency button. Do not attempt to leave the elevator car.
- Provide assistance to persons with disabilities, other students, visitors and staff in your immediate area.
- Do not return to the building after it has been evacuated unless you are instructed to do so by University officials or emergency personnel.

Residential Power Outage Response Guide

If a power outage occurs in you're in a personal residence, attempt to remain calm and call your local utility to report the outage. Some of the following measures will help you prepare for and recover from a power outage:

- Keep a flashlight with fresh batteries on hand. Do not use candles as a light source.
- Turn off or unplug all electrical equipment and appliances that were in use before the power outage.
- Leave one light turned on so you know when the power is back on.
- Leave the refrigerator/freezer doors closed as much as possible to conserve the cold.
- Use the phone for emergencies only. Listening to the radio can provide you updates on the outage.
- Remember automated banking systems, elevators, and other electric conveniences will not work.

Medical Emergency/First Aid

- Remain calm.
- Call 9-1-1 and the TAMUCT Police Department at 254-501-5800. Briefly describe the incident, nature of the injuries and location of the injured person.
- DO NOT hang up until directed to do so by the dispatcher, so that the information can be forwarded to the emergency personnel.
- Do not move the victim unless he or she is in danger.
- Comfort the patient and assure him/her that medical assistance is on the way.
- Do not jeopardize your health or the health of the patient. Wait for professional help if you are not able to provide proper first aid safely.
- Be aware of hazards associated with blood-borne pathogens. If you come in contact with suspected infectious material, wash the exposed area thoroughly with soap and water and seek medical attention.
- If the victim appears to be unconscious, determine responsiveness by attempting to communicate in a loud voice. If the victim does not respond, place your hand near the victim's breathing zone to check for a sign of respiration. Do not move the person's head or neck in the process.
- If you detect the victim is not breathing and the heart is not beating - and you are properly trained in CPR - establish a clear airway and begin CPR.
- Do not move an injured person unless s/he is in further danger (e.g., advancing fire).

Airborne/Foodborne Illness

Airborne transmission of an illness occurs when bacteria or viruses travel on dust particles or on small respiratory droplets that may become aerosolized when people sneeze, cough, laugh, or exhale. They can travel on air currents over considerable distances and are loaded with infectious particles.

Foodborne illnesses are caused by a variety of foodborne pathogenic bacteria, viruses, prions or parasites that contaminate food. Commonly referred to as food poisoning, foodborne illness is any illness resulting from the consumption of food.

If there is a concern toward the possibility of a possible airborne or foodborne illness, notify the Director of Facilities at 254-501-5771.

Pandemic Threats

In the case of a pandemic threat, such as pandemic influenza, actions will be taken based on the location and level of transmission of a virus. Faculty, students, and staff of Texas A&M University-Central Texas will be directed to follow actions given by the University based on the level of outbreak.

Poison

Bomb threats

Bomb threats usually come on the telephone and generally are made by individuals who want to create an atmosphere of general anxiety or panic. All bomb threats should be assumed to pose a legitimate danger to the TAMUCT campus population.

By Telephone:

1. Take the caller seriously, but remain calm.
2. Ask a lot of questions. Use the checklist below as a guide.
3. Take notes on everything said and on your observations about background noise, voice characteristics, etc.
4. If possible, get a co-worker to call TAMUCT Police Emergency while you continue talking to the caller.
5. Call TAMUCT Police Emergency 9-1-1 immediately after the call.
6. Notify your supervisor/department head.
7. Campus police will determine if evacuation is necessary. If you do evacuate, move to an evacuation assembly area. If weather conditions permit, it may be preferable to move to another building.
8. Do not re-enter the area until instructed to do so.

BOMB THREAT REPORT • Questions to Ask

1. When is the bomb going to explode? _____
2. Where is it right now? _____
3. What does it look like? _____
4. What kind of bomb is it? _____
5. What will cause it to explode? _____
6. Did you place the bomb? _____
7. What is your name? _____
8. What is your address? _____

Exact wording of the threat:

Caller's Voice: (Circle all that apply)

- | | | | | | |
|------------|-------------|-----------|------------|------------------|-------------------|
| • Calm | • Nasal | • Slow | • Raspy | • Loud | • Angry |
| • Stutter | • Excited | • Rapid | • Deep | • Soft | • Clearing Throat |
| • Laughter | • Normal | • Slurred | • Distinct | • Deep Breathing | • Crying |
| • Accent | • Disguised | • Lisp | • Ragged | • Cracked Voice | • Familiar |

If voice is . . . FAMILIAR, who did it sound like? _____
ACCENTED, was it Local, Foreign, Regional? Describe: _____
DISTINCTIVE, in what way? _____

Sex of caller: _____ Age: _____ Length of Call: _____
Number at which call was received: _____ Time: _____ Date: ____ / ____ / ____

Workplace Violence

Threats, threatening behavior, acts of violence against TAMUCT University faculty, staff, administrators, students, and/or visitors within the University community, or willful damage to property will not be tolerated. Violations of this policy may lead to disciplinary actions up to and including suspension, dismissal, arrest and prosecution.

1. If you are faced with threatening or violent behavior:
2. Everyone is asked to assist in making each campus a safe place by being alert to suspicious situations and promptly reporting them.
3. If you are a victim or witness to any on-campus offense, AVOID RISKS and contact the University Police immediately.
4. Notify the University Police by calling 9-1-1 or the Police Emergency Number 254-501-5800. Report the incident, including the following:
 - Nature of the incident
 - Location of the incident
 - Description of the person(s) involved
 - Description of the property involved

Your actions may help calm a potentially violent situation, or they may escalate the problem. Always try to behave in a manner that helps to calm a situation:

- Stay calm. Don't be in a hurry.
- Be empathetic. Show you are concerned.
- Try to have the other person and yourself sit down. Sitting is a less aggressive position.
- Try to be helpful. For example, schedule an appointment for a later time.
- Give positive-outcome statements, such as "We can get this straightened out."
- Give positive feedback for continued talking, such as "I'm glad you're telling me how you feel."
- Stay out of arms' reach.
- Have limited eye contact.
- Take notes.

Avoid the following behaviors:

- Do not patronize.
- Do not yell or argue.
- Do not joke or be sarcastic.
- Do not touch the person.

If someone becomes agitated:

- Leave the scene immediately, if possible. Call the TAMUCT Police Department from a safe place. Dial Emergency 9-1-1 or the Police Emergency Number 254-501-5800.
- Or try to alert a co-worker that there is a problem; e.g., by calling and using an agreed-upon code word to indicate trouble.
- Practice preventive measures.

Thunderstorms

While most of the more violent storms occur in the spring and summer months, thunderstorms may develop at any time of the year. Typically, thunderstorms may include very high winds, rain, hail, and lightning. The most dangerous aspect of a thunderstorm is lightning. If you are outdoors and cannot seek shelter in a large building or house:

- Stay away from open water, tractors, farm or lawn equipment, and small vehicles such as motorcycles, bicycles, and golf carts.
- Do not stand underneath tall, isolated trees or telephone poles.
- Avoid hilltops or open areas.
- Stay away from wire fences, clotheslines, metal pipes, and metal railings.

Tornados

While tornados can occur at any time of the day, they are most common in late afternoon and early evening between 2:00 and 10:00 p.m.

Watches

A tornado watch is announced when the National Weather Service has determined that conditions are favorable for the formation of a tornado. You should be aware of the current weather conditions in your area by staying tuned to the radio or television. A battery-operated weather radio is recommended. Be prepared to move to a safe location immediately. Report funnel-shaped, rotating clouds immediately to the TAMUCT Police Department at 501-5800. If you suspect, but cannot confirm, a sighting, report your suspicions.

Warnings

A tornado warning means that at least one tornado has been sighted. You should take shelter immediately to protect yourself from high winds, falling or flying objects, and glass from breaking windows. When a tornado threatens, the best response is to get as low as you can and put as many walls between yourself and the tornado as possible. A few other tips:

- You will be notified of a tornado warning through the UNILERT system, commercial radio, weather radio, TV, or the Civil Defense siren.
- If outside, move indoors as soon as possible.
- Move to an interior hallway or basement.
- In buildings with exposed, exterior walkways, remain in classrooms until the immediate danger has passed.
- Avoid upper floors, large glassed areas, and windows.
- Stay out of parking decks, gymnasiums, and auditoriums.
- Stay away from electrical appliances.
- Only use the telephone for emergency calls.

What is an evacuation emergency?

In most cases, evacuations apply only to the buildings that are immediately affected. In some cases, such as local terrorism, flooding or earthquake, the evacuation could apply to the entire campus. Some potential causes for emergency evacuations may include but are not limited to: a major fire or explosion, hazardous materials release, chemical/biological/radiological spill, structural failure, asbestos release, bomb threat, weapons, or an aircraft collision with a building.

Harassing phone calls

Harassing or prank phone calls are a fairly common occurrence and most people think nothing of them because they happen once in a great while. Once that turns into 15 to 25 calls a day it becomes a more serious and immediate problem, especially if the phone calls are of a disturbing nature.

Below are a few ideas to help prevent a repeat caller and is followed by a [log](#) you can use to track repeated and harassing phone calls.

Handling a prank call

Hang up. As soon as you hear an obscenity, improper questions or no response to your "Hello?" hang up immediately.

Don't talk to strangers.

Be careful when the caller says he/she is taking a survey. If you have any concern about the legitimacy of the survey ask the person for his/her firm name and phone number and tell them that you will call them back to verify the survey.

Don't play detective. Don't extend the call trying to figure out who is calling. This or any other type of reaction is exactly what the caller wants and needs.

Keep cool; don't let the caller know you are upset or angry.

Don't try to be clever. A witty response may be interpreted as a sign of encouragement.

Don't try to be a counselor. The annoyance or obscene caller certainly needs professional help, but he/she will only be encouraged by your concern and will only continue the late night calls.

Don't tell everyone about your calls. Many calls of this type are actually made by friends, family members, or even your closest girlfriend or boyfriend.

Place ads with caution. When placing an ad in the newspaper, use a confidential box provided by the paper or a post office box. If you must use your phone number, do not list your address. Prank callers are avid readers of the classified ads.

Remember, if the caller is a wrong number, they do not need to know your number. Never give your number out to an unknown caller.

Report obscene or annoying phone calls to the Department of Public Safety at (254) 501-5800 and begin filling out the [harassing phone calls log](#). The information recorded in this log may provide valuable clues as to the identity of a caller and possibly establish a pattern or identify the location, source, or reason for the calls.

Keep this [log](#) close to your telephone for convenience.

Suspicious Mail and Packages

Texas A&M University-Central Texas (TAMUCT) receives many types of packages and letters each day. A suspicious package is any package causing concern as to its content because of its appearance or labeling. The likelihood of your ever receiving a bomb in the mail is extremely remote. Unfortunately, however, across the United States a small number of explosive devices have been mailed over the years resulting in death, injury, and destruction of property.

Mail handlers who receive mail that they have suspicions about should contact the TAMUCT Police Department at 254-501-5800 immediately. If you encounter a suspicious package or letter, your best protection is your knowledge of the types of mail you normally handle and your awareness of some of the following procedures:

If you identify a suspicious letter or package:

If the item is highly suspicious (e.g. obvious contamination or specific written threats):

- Do not open
- Avoid further handling and isolate item as best possible
- Evacuate the area, close the room and prevent further access
- Wash your hands immediately with soap and water
- Call the TAMUCT Police Department at 254-501-5800 and follow their instructions and wait for their arrival.

Awareness of what may be suspicious: Please understand that your knowledge of the types of mail your department receives will help you to identify what is out of the ordinary. The following indicators may make a person deem a package "suspicious":

- Envelopes sealed with tape
- Restricted endorsements such as "Personal", "Private", or "Addressee Only". These characteristics are important when the addressee does not usually receive personal mail at the office.
- Handwritten or poorly typed addresses, especially those in hand printed block lettering
- Addressee's name or title may be inaccurate.
- No return address or nonsensical return address.
- Incorrect or non-existent departments or position titles
- Misspelling of common words
- Powders, oily stains, discolorations or strange odors
- Unusual or unverifiable return addresses
- Mail that is inconsistent with the types of mail normally received
- Distorted handwriting or the name and address may be prepared with homemade labels or cut-and-paste lettering.
- Protruding wires, aluminum foil, or oil stains and may emit a peculiar odor.
- Cancellation or postmark may show a different location than the return address.
- Excessive postage or no postage at all.
- Package may feel rigid, or appear uneven or lopsided.

Protect yourself, your business, and your mailroom.

If you receive a suspicious letter or package:

▪ Stop. Don't handle.

▪ Isolate it immediately.

▪ Don't open, smell, or taste.

▪ Activate your emergency plan. Notify a supervisor.

