



Building Coordinator Handbook

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JAMES MADISON UNIVERSITY FACILITIES MANAGEMENT DEPARTMENT

MISSION

The Facilities Management department is dedicated to excellence in customer service. We provide quality facilities related support to the James Madison University community.

GOAL

Our goal is to provide quality, efficient, and safe facilities for James Madison University.

OBJECTIVES

- Explore new techniques to improve the campus grounds and buildings for students, faculty and staff.
- Provide excellent preventive and scheduled maintenance operations.
- Utilize technology and current industry trends by investigating new products, techniques and equipment for the efficient operation of the facilities.

INTRODUCTION

Thank you for becoming an important part of the University community. The role of Building Coordinator provides a vital link between the campus community and Facilities Management (FM). Building coordinators serve as a liaison between the building occupants and FM staff. Building coordinators are the first contact for the building occupants for maintenance concerns as well as the contact in the event of an emergency. Building coordinators communicate pertinent information regarding outages, shutdowns, routine repair and maintenance requests.

Information in the Building Coordinator Manual is designed to assist in the assessment of the severity of situations that may be encountered and used as a guide as to what actions should be taken. The guidelines found within this manual have a variety of purposes:

- Reduce the amount of damage and downtime to a facility.
- Protect individuals and property.
- Expand proactive planning and strengthen the communication process.
- Provide links to other departmental functions.
- Promote ongoing training and updates of physical changes to property and infrastructure.

Quick Guide to Facilities Management

Facilities Management supports the overall physical development and planning of the university buildings and their infrastructure and is responsible for the maintenance of the campus' physical assets.

A comprehensive Facilities Planning and Engineering staff support new construction, renovation and design needs.

Facilities Management's primary roles include:

- Maintaining, repairing and cleaning of all university facilities.
- Provide transportation services.
- Support special events.
- Provide construction and renovation solutions.
- Support long-range planning of facilities and infrastructure.

Work Control Center

Work Control staff are trained personnel who are in direct radio contact with the FM technicians. A Work Control Coordinator (WCC) team member can answer the majority of questions and serve as a liaison between customers and technicians.

Work Control is a 24/7 operation. The Work Control Center is staffed Monday thru Friday, 7:00 a.m. - 10:00 p.m., however, calls will be answered outside those hours. Responsibilities include receiving, prioritizing and routing maintenance requests, as well as, dispatching technicians for maintenance emergencies.

The Work Control Center may be reached by the following methods:

- Phone - 568-6101
- E-mail fm_wcc@jmu.edu
- Web page at <http://facmgt.jmu.edu/suppserv/wcc>

As maintenance needs arise, **building occupants are to first refer all maintenance requests to the Building Coordinator**. Use of the Building Coordinator system streamlines the input and response process by reducing the number of calls on a specific issue.

Work requests, service calls and inquiries may be submitted in the following:

1. AIM computer maintenance system
2. Called into the Work Control Center at 568-6101
3. Email - fm_wcc@jmu.edu

Customer Request Procedures

Customer requests for maintenance/housekeeping/landscaping services should be submitted through AiM. If there is a departmental charge associated with the customer request, the person submitting the work request must have signature authority for the department's organization number. When submitting a request for another department, include the approving departmental email or other written authorization to enter the request and agreement to accept charges associated with the scope of work.

Customer requests should include the following information:

1. Contact name
2. Contact phone number
3. Contact email
4. Brief description of the scope of work (if work is to be needed on a specific date, please add information to the description).
5. Location (property)
6. Account (org)

All non-emergency issues should be submitted through a customer request in AiM. Only emergencies should be called into Work Control. There is no need to contact shop technicians directly, Work Control staff can contact technicians quickly and can followup with questions.

Customer requests can be entered in AiM and/or called into the Work Control Center. **Please note: calls should always be followed up with a customer request.** Below are examples of building maintenance/housekeeping/landscaping concerns that can be submitted in AiM:

1. Custodial emergencies
2. Pests concerns (insect or animal)
3. Fire extinguishers
4. Fire alarm panel in alarm.
5. Water or sewer leaks
6. Trouble alarms
7. Door intrusion alarms (please indicate the type of alarm and the exact location)
8. Roof leaks
9. Irrigation system leaks
10. Moving and delivery requests
11. Lights out/not working
12. Clogged commodes/sinks

Emergency Numbers

James Madison University Police (JMU PD)

Emergencies	568-6911
Non-Emergencies (non- Maintenance)	568-6913
Fire Reports	568-6911
Ambulance Requests	568-6911

X 86911 is for true emergencies (Save a life, report a fire, stop a crime).

Facilities Management

Work Control	568-6101
Campus Closure	433-5300

Hazardous Materials Emergency Procedures

Hazardous Materials have been used in many products. Many of these products are present on campus such as wall plaster, wallboard, floor tile, ceiling tile, roofing shingles, fireproofing materials, acoustical insulation, boiler and pipe installation, electrical insulation, window putty, blackboards, lab gloves, bench tops, etc. A hazardous material is of greatest concern when it is friable (capable of being crumpled, pulverized or reduced to powder by hand pressure) or physically disturbed by drilling, sanding, grinding, scraping, breaking or any other abrasive or destructive activity. This is when the hazardous material has the greatest chance of becoming airborne and inhaled by building occupants.

Please do not drill holes in walls or make other structural changes without approval from Facilities Management.

Hazardous material management on campus is performed by special Environmental Health and Safety crews.

If hazardous material contamination has occurred, or is suspected, it is extremely important to follow the below procedure exactly:

- Do not walk into or touch any spilled material.
- Avoid inhalation of all gases, fumes, and smoke.
- Do not assume that gases/vapors are harmless because they lack odor.
- **DO NOT attempt to clean unknown building materials!**
- **Evacuate** and secure area if possible **Contact Work Control Center**

Hazard Materials and Waste Disposal

Never pour hazardous material down the sink!

- Call or submit a customer request to arrange disposal of hazardous materials.

Chemical and Radioactive Emergency Procedures

Always assume that a chemical spill is dangerous!

- Contact Work Control

Gas and/or Unusual Odor Emergency

If you can smell gas, do not smoke, induce a spark, light flames or use a mobile phone in the vicinity. Contact Work Control.

Life or Limb Threatening Work-Related Injuries

In order to provide maximum protection, all injuries should be treated promptly to avoid infection and/or other complications. Report all injuries immediately to your supervisor.

Campus Safety

Call 8-6911 for safety related incidents, to report a crime, or a fire. Contact Work Control for safety hazards.

Quick reference for Building Systems

Fire Extinguishers

To ensure fire extinguishers are fully charged and in proper working condition, extinguishers are inspected, tested and recharged in accordance with the requirements of NFPA-10. Willful tampering or unapproved removal of fire suppression equipment is a criminal offense punishable by disciplinary action, fine or imprisonment.

Automatic Fire Sprinklers

Most campus buildings have fire suppression systems. Fire sprinklers have been proven to be the most effective method to protect lives and property from most fires. Once a head is activated, it sets off the building fire alarm, initiating evacuation procedures. The building fire alarm system also summons the fire department.

□ It is important not to hang objects from or in any way hinder proper operation of sprinklers or connected system piping.

Fire alarms and suppression systems are tested semi-annually. If a sprinkler head is found seeping or dripping water, contact Work Control.

Power Outages

In the event of a **power outage**, contact the Work Control Center with the following information:

- Is the entire building or only a portion of the building affected by the power outage?
- Room numbers of the area(s) affected by the outage

Water or Sewer Line Breaks

In the event of a major water main, sewer break and get as much information as possible. For example:

- Is it a water line or sewer line that is broken?
- Is the leak a small puddle, a large flood, etc?
- Is the leak a drip, gush or torrent?

Pull the fire alarm and evacuate the building if you believe the leak is a safety threat to personnel.

Building Flood Emergency Procedure

In the event of a building flood or water leak, contact Work Control with the following information.

- Exact location of the flooding
- Extent of the building (how many rooms are involved, room numbers)
- Any safety considerations involved (electrical panels, computers, experiments, etc.) □ How much water is on the floor?
- Try to determine if the water leak is a sewer line. Ask questions like, "Is the water flowing from a toilet or drain"

Handicap Access

In general, JMU is an ADA accessible campus. For special needs, FM has a portable wheel chair lift to permit access to elevated platforms.

Roof Leaks

Determine the location of the leak is it a drip or stream/, is there computer equipment or other equipment that could be damaged by the leak?

Moving and Delivery

Moving and Delivery hours are Monday through Friday 7:30 a.m. – 4:00 p.m. Moving and Delivery responsibilities includes pick-up and delivery of equipment and supplies as well as scheduling campus moves.

Policy 4308: Moving: Changing Department/Office/Laboratory/Classroom Space

Recycling/Waste Management

JMU is committed to effective environmental management through recycling, see Policy 4305. Designated recycling collection points have been established in each building, including in common areas and in offices. Individual employees will separate and transport their recyclables to these locations. These materials will then be collected and transported by Recycling/Waste Management staff. Building coordinators should encourage employee participation in the recycling program by disseminating information from the Recycling/Waste Management Office and by assuring all collection points have proper signage. Recycling guidance does change periodically, so it is important that each semester building coordinators check for updates at <https://www.jmu.edu/facmgt/sustainability/waste-management/index.shtml> and communicate the information to the building occupants.

For trash or recycling pickup requests or deskside bin requests, please use AiM and include the following information on the customer request: the contact's name, email, and phone number. For any other recycling and waste management requests or inquiries, please call JMU Recycling/Waste Management at 540-830-0177 (mobile), 540-568-6074 (office), or email Jason Rexrode at rexrodip@jmu.edu

Pest Management (Insect or Animal)

The primary goal of Pest Management staff is to minimize impact to human health, the environment and non-target organisms through the use of least toxic control methods.

The following preventive measures can help keep pests away and costs down:

Keep workspaces as clean as possible. If food is allowed in the work area, make sure spills or crumbs are cleaned up. It only takes a small amount of food to attract ants, roaches, and mice.

Notify Work Control of any plumbing leaks immediately. Small leaks can support a wide variety of pests.

Keep a clutter free environment. Clutter provides an ideal spot for pests to hide or nest.

Key Requests

Keys may be requested by a Building Coordinator or Department Head through the FM AiM system. Professors are not authorized to issue keys to students, those requests must go through a Department Head or Building Coordinator. Requests will include the following information:

- Full legal name of key recipient
- JAC card number of key recipient
- Building and room number of key needed (keycode if known)
- Permanent issue or date key(s) will be returned
- Cellular phone number

Once a request is entered in AiM, the key recipient will take a copy of the work order to the Lock Shop. Please allow 24 hours for processing the work order. Keys will be cut during that time. All keys must be picked up in person and signed for by the recipient listed on the work order within 14 days. Campus email and current cellular phone number will also be required as well.

Keys issued for a specific time period should be returned on or before the date specified on the work order. If keys are not returned by the date specified, Lock Shop staff will contact the key recipient and original authorizing agent to verify the status of the key.

As an authorizing agent, Building Coordinators bear a great deal of responsibility in the Key Control Process. Care must be taken to ensure that keys are only issued to staff, faculty, and students that have a true need for access and demonstrate an ability to maintain control of those keys in their possession. Building Coordinators will not be held responsible for keys authorized by Department Heads, however, they may be asked to help retrieve or audit keys in order to assist Facilities Management with maintaining building security through proper key control.

NOTE: Responsibilities of approving authorities:

- Maintain a current listing of personnel to whom they have issued university keys and/or card access.
- Make an accounting of all university keys/cards issued under their authority to ensure proper control and accountability each year by June 30th. Student residence hall keys will be inventoried promptly at the end of each spring semester and at the end of each summer session, and replacement keys will be ordered immediately.
- Notify Card Services and the Lock Shop when employees separate from the university or transfer to other departments, Refer to [Policy 1314-Transfer or Separation from Employment](#) for details.
- Ensure the return of university keys/cards by individuals at the termination of their employment or when their duties no longer require the possession of university keys. Also, notify Card Services when card access is no longer required for an employee remaining in the department.
- Investigate and report to the Office of Public Safety and University Lock Shop all incidents involving the loss of university keys. These reports should provide the following data:
 - Name of the official who authorized issue of the key(s).
 - Name of the individual to whom the key(s) were issued.
 - Type of key(s).
 - Room(s), building(s) or area(s) to which the key(s) provide access.
 - Date of the discovery of the key(s) loss or theft and any other pertinent facts. If the key(s) was lost or stolen outside the jurisdiction of the Office of Public Safety, a report should be filed with the police in the jurisdiction where the loss or theft occurred.

Snow Removal Procedures

Facilities Management's snow removal procedure is designed to ensure all areas of the university are responded to as quickly as possible. Emergency issues for program access, fire and safety and health related issues are classified as priority 1. Standard response is addressed in the following order:

- Main access roads

- Food service health center facilities
- Building access and sidewalks
- Secondary streets and parking lots

Contact Work control for special building requirements or assistance beyond the standard operating procedures.

Vehicle Repair and Maintenance

FM has an experienced garage staff to handle emergencies, repairs and routine inspections. If your vehicle is in need of repair, follow the steps below.

- Customer requests must be created for work performed on vehicles.
- Vehicle repairs must go through the Garage, even if work needs to be coordinated through an outside vendor.
- Fueling stations are located at the Grace Street Garage and Motor Pool Complex on South Main St. for gasoline and diesel refueling. Propane refueling is available at the South Main fueling station.

Transportation Motor Pool

The Transportation Motor Pool manages a fleet of leased vehicles available to university departments. The fleet consists of motor coaches, cars, vans, shuttle buses, trip buses and several alternative fuel vehicles. Lease rates are available on the FM website. Motor Pool hours are Monday through Friday, 7:00 a.m. to 4:30 p.m. Vehicle requests and are submitted through the AiM on the website at <http://facmgt.jmu.edu/>. Contact Motor Pool if you have questions.

Contacts:

540-568-7064 - Motor Pool Supervisor
540-568-8147 - Vehicle Scheduling
540-568-3609 - Transportation Manager1

Warehouse/Stores

FM warehouse and stores services include receipt, storage, distribution of stock inventory and the receipt of vendor shipments. Warehouse hours are Monday through Friday, 6:30 a.m. - 4:00 p.m.

Contacts:

540-568-6450 - Warehouse Manager
540-568-3602 - Warehouse Supervisor

RESPONSE TO HOSTILE SITUATIONS AT JMU

In the event that a person(s) threatens the personal safety of members of the James Madison University community, the University Police Department would like you to be aware of the following guidelines for hostile intruder situations. These guidelines are divided into three sections. Each of the sections reference response and management procedures for either a residence hall, a non-residence hall environment or on the campus grounds.

Residence Hall

When a hostile person(s) is actively causing deadly harm or the imminent threat of deadly harm within the residence hall, we recommend you lock yourself in the room. If communication is available, one person should call 568-6911.

- If away from your room, join others in a room that can be locked. **Do not stay in the open hall.**

- Do not sound the fire alarm. A fire alarm would signal the occupants in the rooms to evacuate the building and thus place them in potential harm as they attempt to exit.
- Barricade yourself in your room with desks, beds or anything you can push against the door.
- Lock your window and close blinds or curtains. Stay away from the window.
- Turn all lights and audio equipment off.
- Try to stay calm and be as quiet as possible.
- If for you are caught in the open such as hallways and lounge type areas, you must decide what to do. This is a very crucial time and can possibly mean life or death depending on what actions you take.
 - You should try to hide, but make sure it is a well hidden space or you may be found as the intruder moves through the dorm looking for more victims.
 - If you think you can safely make it out of the building by running, then do so. If you decide to run, do not run in a straight line. Use objects, trees, vehicles or anything to block your view from the residence hall as you run. When away from the immediate area of danger, summon help any way you can and warn others.
 - If the person(s) is causing death or serious physical injury to others and you are unable to run or hide you may choose to play dead if other victims are around you.
 - The last option you have if caught in an open area in the dorm maybe to fight back. This is dangerous, but depending on your situation, this could be your last option. If you are caught by the intruder and are not going to fight back, obey all commands and don't look the intruder in the eyes.
 - Once the police arrive, obey all commands. This may involve your being handcuffed or made to put your hands in the air. This is done for safety reasons and once circumstances are evaluated by the police, they will give you further directions to follow.

Non-Residence Hall

When a hostile person(s) is actively causing death or serious bodily injury or the threat of imminent death or serious bodily injury to person(s) within a building, we recommend the following procedures be implemented. While the guide refers primarily to academic buildings, it should be stated that these procedures are also relevant to administrative buildings and other common buildings on the campus:

- Faculty should **immediately** lock the students and themselves in the classroom. If possible cover any windows or openings that have a direct line of sight into the hallway and keep everyone together. Have someone call 568-6911.
- Do not sound the fire alarm. A fire alarm would signal the occupants to evacuate the building and thus place them in potential harm as they attempt to exit.
- Lock the windows and close blinds or curtains. Stay away from the windows.
- Turn off lights and all audio equipment.
- Try to remain as calm as possible.
- Keep classrooms secure until police arrive and give you directions.
- If you are not in a classroom, try to get to a classroom or an office.
- Stay out of open areas and be as quiet as possible.

- If for some reason you are caught in an open area such as a hallway or lounge, you must decide what you are going to do. This is a very crucial time and it can possibly mean life or death.
- You should try to hide, but make sure it is a well hidden space or you may be found as the intruder moves through the dorm looking for more victims.
- If you think you can safely make it out of the building by running, then do so. If you decide to run, do not run in a straight line. Use objects, trees, vehicles or anything to block your view from the residence hall as you run. When away from the immediate area of danger, summon help any way you can and warn others.
- If the person(s) is causing death or serious physical injury to others and you are unable to run or hide you may choose to play dead if other victims are around you.
- The last option you have if caught in an open area in the dorm maybe to fight back. This is dangerous, but depending on your situation, this could be your last option. If you are caught by the intruder and are not going to fight back, obey all commands and don't look the intruder in the eyes.
- Once the police arrive, obey all commands. This may involve your being handcuffed or made to put your hands in the air. This is done for safety reasons and once circumstances are evaluated by the police, they will give you further directions to follow.

Campus Grounds

We recommend the following procedures be implemented.

- Run away from the threat if you can, as fast as you can. Do not run in a straight line.
- Keep vehicles, bushes, trees and anything that could possibly block your view from the hostile person(s) while you are running.
- If you can get away from the immediate area of danger, summon help and warn others.
- If you decide to hide, take into consideration the area in which you are hiding.
- If the person(s) is causing death or serious physical injury to others and you are unable to run or hide you may choose to play dead if other victims are around you.
- The last option you have if caught in an open area outside may be to fight back. This is dangerous, but depending on your situation, this could be your last option.
- If you are caught by the intruder and you are not going to fight back, do not look the intruder in the eyes and obey all commands.
- Once the police arrive, obey all commands. This may involve your being handcuffed or made to put your hands in the air. This is done for safety reasons and once circumstances are evaluated by the police, they will give you further directions to follow.

BOMB THREAT

If you observe a suspicious object or potential bomb on campus, **DO NOT HANDLE THE OBJECT! Clear the area immediately and call Public Safety at ext. 6911 or 540-568-6911.**

- Any person receiving a bomb threat over the telephone should ask the caller the questions as indicated on **"FORM "A"**

- **IMMEDIATELY** notify Public Safety of the incident at ext. 6911 or 540-568-6911.
- Do not open drawers, cabinets or turn lights on or off.
- **ACTIVATE** the building's fire alarm. **PRECAUTION: ALSO** report the emergency by telephone.
- When the building's fire alarm is sounded an emergency exists: walk quickly to the nearest marked exit and ask others to do the same.
- **ASSIST THE HANDICAPPED IN EXITING THE BUILDING!** Remember that elevators are reserved for handicapped persons. **DO NOT USE ELEVATORS IN CASE OF FIRE. Do not panic. Remain calm.**
- Once outside, move to a clear area that is at least 500 feet away from the affected building(s). Keep streets, fire lanes, hydrants and walkways clear for emergency vehicles and crews. Know your area assembly points.
- If requested, assist emergency crews as necessary.
- A Campus Emergency Command Post may be set up near the disaster site. Keep clear of the Command Post unless you have official business.
- **DO NOT RETURN TO AN EVACUATED BUILDING** unless told to do so by a University official.
- **IMPORTANT: After any evacuation, report to your designated campus area assembly point. Stay there until an accurate head count is taken. The Building Manager or Head Resident will take attendance and assist in the accounting for all building occupants.**
- **REMAIN CALM** and make every effort to converse with the caller. Try to gather as much information. See BOMB THREAT FORM ("FORM "A")
- If the building in question is occupied, inform caller the detonation could cause injury or death. Right out messages in their entirety and any other comments on a separate sheet of paper and attach to form.

EVACUATION OF BLDG.:

- Announce over intercom system. "May I have your attention, I have an important announcement. We have received a call from an anonymous caller claiming there is a bomb in this bldg., (and area). After due consideration, we have decided to evacuate the facility & conduct a search. We ask your patience and understanding. Please leave the bldg. now & follow the instructions of the Public Safety Personnel outside. Leave building now in the same fashion as a fire drill, slowly with care, respect and consideration for one another. (Convo, advise those in the upper tier seating areas to depart by going up and out the balcony exits)."

NON-EVACUATION OF BLDG.:

- Announce over intercom system. "May I have your attention, I have an important announcement. We have received a call from an anonymous caller claiming there is a bomb in this bldg., (and area). It is our intention to continue normal operations immediately following this announcement. A search is now being conducted and you will be notified if it becomes necessary to evacuate this facility. The purpose of this announcement is to give every person the option to leave the building if he or she so desires. I repeat, you are encouraged to leave the building if you so desire."



BOMB THREAT REPORT FORM

Instructions: *Be calm, courteous, listen and do not interrupt caller.*

Time/Date _____ AM/PM Received: _____

Use the exact words of person placing the call.

Questions to ask:

1. When is bomb going to explode? (A certain hr.?)

2. Where is the bomb located?

3. What kind of bomb is it? Incendiary? Explosives?

4. What does it look like?

5. Why did you place/mail the bomb?

Description of Caller's voice:

Male: _____ Female: _____ Child: _____

Teenage/Young Adult: _____ Mature/Middle Aged: _____

Older/Elderly: _____

Voice Tone/Quality/Characteristics (loud, soft, high pitch, deep, raspy, pleasant, intoxicated, etc.)

Speech (fast, slow, distinct, distorted, stutter, nasal, slurred, lisp, etc.)



Accent (local, not local, regional, foreign, cultural, etc.)

Manner (calm, angry, rational, irrational, coherent, incoherent, deliberate, emotional, righteous, laugh, etc.)

Is the voice familiar? No Yes

If not, does the voice remind you of anyone?

Background Noises? (animals, music, traffic, office, airplanes, trains, factory machinery, voices, quiet, party, bedlam, mixed, etc)

Call Origin: Campus _____ Off Campus _____

Did the caller appear familiar with building by his/her description of the bomb location?

Yes _____ No _____

Trunk ID on display phone: _____

Name of person(s) receiving/monitoring call (Print name) _____

Telephone Extension: _____ Bldg./Dept. _____

Home address(s) of receiving persons:

If caller seems talkative, try to get the following information:

Where are you now?

What is your name/ address?

How do you know so much about the bomb?

Provide form to investigating officer.

THREATENING AND/OR VIOLENT BEHAVIOR IN THE WORKPLACE

Policy Description

To ensure the safety and security of the University workplace, we are asking that certain guidelines be followed. Threats and/or threatening behavior or acts of violence by University employees against [themselves], other staff members, faculty, students, visitors or other individuals on University property or by University employees while in the conduct of University business off campus, are cause for removal from the workplace and may result in discipline and/or termination of employment. As outlined in Rights, Rules, Responsibilities, under Employee Code of Conduct regulations, threatening behavior may include, but is not limited to: hitting, shoving, sexual assault, attacks, "stalking", verbal or non-verbal threats, vandalism, arson, and carrying a weapon of any type (regardless of whether the owner is licensed to carry it or not) or explosives. In addition, damage or destruction to University property by any employee will result in termination of employment.

An employee who exhibits inappropriate or disruptive workplace behavior that can be deemed threatening or potentially threatening may be subject to disciplinary action up to and including termination of employment. The employee may be required to attend Employee Assistance Program assessment/counseling as a condition of continued employment. Failure to attend counseling may result in further disciplinary action, up to and including termination of employment.

All staff members have a responsibility to report threatening or violent behavior whether that behavior is exhibited by a member of the James Madison University community or visitors to the campus.

Supervisors are critical to the prevention of employee violence in the workplace. By recognizing early signs and intervening prudently and appropriately, supervisors can reduce the chances of eruptive violent behavior. Behavioral warning signs which, in some combination, may indicate a potential for violence, could include but are not limited to:

1. paranoia (e.g. "others are out to get me or get my job")
2. frequent angry outbursts; difficulty controlling temper
3. recent isolation of self from co-workers; seems to turn a cold shoulder
4. rash or impulsive behavior without apparent forethought
5. failure to accept criticism; blames others when things go wrong
6. drug/alcohol use or abuse
7. obsession about possessing or collecting weapons; or "getting" someone
8. co-workers have concerns about or fear this person
9. bragging about past acts of violence

Any supervisor who becomes aware of, or believes that he/she has witnessed an incident of violent or threatening behavior, or who is the recipient of threatening and/or violent behavior, should report such incident(s) immediately to the Human Resources region manager. If the supervisor believes that someone may be in imminent danger, or if the incident in question resulted in anyone being physically harmed, the supervisor must immediately contact the Department of Public Safety. Under certain circumstances, a supervisor may have to act prior to contacting other University resources. Where appropriate, supervisors should rely on information received in training and related programs. As soon as possible, the supervisor should follow the reporting procedure outlined above.

Responsibilities of Employees

- Any employee who becomes aware of or believes that he or she has witnessed an incident of violence or threatening behavior or is the recipient of threatening and/or violent behavior should immediately report incident(s) to the employee's supervisor, the supervisor's manager or Human Resources management consultant.
- If the employee believes that someone may be in imminent danger or if the incident in question resulted in anyone being physically harmed; the employee must immediately contact the Public Safety office.

FIRE IN YOUR AREA – SPECIFIC INSTRUCTIONS

In the event of small fires:

- Don't panic - keep calm.
- Make sure everyone not essential to assisting you evacuates the building. Assist the handicapped! (see Evacuation of the Handicapped).
- Notify the fire department or campus police by:
 - Activating fire alarm pull station, or
 - Calling campus police at 6911 or 568-6911 if not near to or cut off from pull station, **or**
 - Contact the Harrisonburg Fire Department directly by dialing 434-9991 or 9-911 and following the subsequent instructions.
- Attempt to determine as accurately as possible the source of the alarm. When calling, give brief, detailed, and accurate information. Speak slowly and plainly. Give address, extent, and nature of fire.
- Keep near door so you can escape.
- Stay low - out of heat and smoke.
- If in laboratory, kitchen, shop, boiler or mechanical room, follow your emergency shut down procedures as you are exiting the building.
- Do NOT turn off lights. If at night, turn on lights as you depart the building.
- GET OUT OF BUILDING!
- Stay in the area to direct firemen and alert them to extraordinary hazardous conditions (i.e. chemical storage, storage of flammable liquids, etc.).

Escape Plans:

- Plan Ahead

- If unfamiliar with building, look for fire escape and alternate route(s) upon entering.
- If familiar with building...
 - Know your closest emergency exit.
 - Be aware of alternative exits in the event smoke or fire blocks closest exit.
 - Learn the "**Area of Rescue**" locations in the building, i.e. enclosed stairways (fire towers).
 - Be familiar with alarm locations and method of activation.
 - Be familiar with location of extinguishers and read instructions on use ahead of time.
 - Keep aisles, exits and exit signs clear of obstructions so that you can exit quickly. **Do not** wedge open a fire door. If you do, this will speed up spread of smoke. - **Do not use elevators**

If you are in a burning building...

- Avoid a panic rush
- Evacuate immediately, unless you are competent in use of extinguishers and are part of an organized building fire brigade.
- Smoke and or heated air can kill. Crawl if you get caught; cleaner air is near the floor.
- Take short breaths and if possible, cover face with wet cloth.
- Before passing through door, test it. Check metal door knob.
 - If the door is warm or knob is hot, use an alternative route.
 - If not warm, brace you shoulder against the door and open it cautiously. Be ready to slam it if smoke or heat rush in.
 - After passing through door or window, **CLOSE IT**. Openings allow horizontal spread of fire.
 - If trapped in a room, if possible open windows from the top to let out heat and smoke, open the windows from the bottom to let in fresh air.
 - ✓ If you cannot exit though the window, stuff cracks and cover vents to keep out smoke.
 - ✓ If there is a phone in the room, phone Public Safety (8-6911) and give your exact location, even if they are at the scene.
 - ✓ Signal from a window with something such as a sheet, pillowcase or shirt to attract attention.
- If you are able to exit, go to the nearest stairs, but **do not use an elevator**, you may become trapped if the power fails.
- If nearest exit is blocked by fire, use alternative exit.
- After evacuating building, stand well clear of it. Never re-enter a burning building except to save a life.
- Allow the fire fighting equipment to maneuver around the building as is necessary.

To Rescue

- Assist the Handicapped from the building (see Evacuation of the Handicapped).
- For an unconscious person - tie hands, slip over the neck and drag.
- On stairs-hold under arms, slowly back down stairs.

BUILDING EVACUATION

1. All building evacuations will occur when a fire alarm sounds and/or upon notification by Public Safety or Building Safety Coordinator.
2. When the building evacuation alarm is activated during an emergency, leave by the nearest marked exit and alert others to do the same.
3. ASSIST THE HANDICAPPED INTO AN "AREA OF RESCUE" IN THE BUILDING.
4. **DO NOT USE THE ELEVATORS**
5. Once outside, proceed to a clear area that is at least 500 feet away the affected building. Keep streets, fire lanes, hydrant areas and walkways clear for emergency vehicles and personnel. Know your area assembly points.
6. DO NOT return to an evacuated building unless instructed or permitted to do so by a University official.

IMPORTANT: After an evacuation report, go to your designated area assembly point. Stay there until an accurate head count attendance is taken and assist in the accounting for all building occupants.

VIOLENT WEATHER

Though tornadoes are not as common to the Shenandoah Valley as in the Midwest and deep south, violent electrical storms accompanied by tornado type winds, hail, and flash flooding occur frequently from April through October. Many times, such storms will blow up with little or no warning on a hot, "sunny" late afternoon or early evening catching us unaware with little opportunity to seek shelter. Listed below are various forms of treacherous weather conditions likely to be encountered in this area and some basic precautions:

1. **Electrical Storms** - Stay away from objects projecting above ground level, trees, utility poles, standpipes, water, stay off hills, out of boats, get off bicycle, stay away from railroad tracks, if fishing on the lake - stop! If inside stay away from metal appliances, metal pipes, televisions, avoid drafts since electrical discharges will follow air currents. If outside and you have time, get into a substantial building or closed motor vehicle. If that is not possible go to low terrain and crouch in the open.
2. **Flooding** - If flash flooding occurs during a spring or summer storm, avoid the novelty of wading around new bodies of water - due to quick wash out erosion they may be deeper than you realize. Never wander into a swollen stream. If caught outside, stay on high ground.
3. **Hurricanes** - Hurricanes are common to this area, though the winds are usually much less than on the coastal plain or piedmont to the east of the Blue Ridge. Stock up on flashlights, portable radios, and batteries. Gas up your car in advance. Listen to instructions from your building coordinators. Keep away from windows. Stay tuned to your radio for local information.
4. **Tornadoes** - Tornadoes are most frequent from spring to fall, noon to midnight, traveling from southwest to northeast, passing quickly. Listen for tornado watches and warnings. A "watch" indicates a possible storm, a "warning" means a tornado has been sighted and shelter should be sought. If away from your residence, take shelter in a steel framed or re-enforced concrete building. If outside travel at right angles to the path of the funnel or lie flat in a ditch, covering your head. Don't stay in your car, modular, or mobile homes. If at the "college farm" get away from the pavilion, seek shelter in the basement of the old brick house. If in a campus building listen to instructions from the building coordinators, lie under heavy furniture, stay against inside walls in center hallways or go to corner of basement.
5. **Severe Winter Storms** - We do encounter severe storms in the Shenandoah Valley during autumn, winter and early spring that take the form of ice, snow, and freezing rain. Listen to building coordinators, and local weather forecasts. A storm "watch" tells of an approaching storm, a

"warning" indicated a storm is imminent. Blizzard conditions mean high winds, extreme cold temperatures (all conducive to wind chill hazards), wind borne objects, downed electrical wires, fallen trees and branches. Travel only in case of an emergency. Keep a full tank of gas in your vehicle. Advise people of your travel plans. Use main roads and travel by daylight. Use snow tires or chains. If stuck, stay in car and wait for help. Run engine briefly and crack window for fresh air. Make sure exhaust system does not get covered and cause carbon monoxide to accumulate inside the car

Remember, in all violent storm conditions, remain calm. The campus police constantly monitor commercial radio bands and the state police data information network for forecasts and advisories. The campus police can instantly communicate with state and local police agencies through shared emergency radio network in addition to the University's own frequency. Remember the emergency number: 8-6911 on campus, 568-6911 off campus.

EARLY WARNING ALERT SYSTEM

James Madison University has a WeatherBug early warning alert system with components placed throughout campus to notify the community of immediate impending threats due to severe weather or other emergency situations.

The automated system are connected to air horns and strobe lights strategically placed throughout campus that can be used to alert the JMU community when atmospheric weather conditions are imminently likely to produce dangerous lightning strikes on or around the JMU campus.

When activated, the horns will sound an audible signal from their air horns and their strobe lights will begin to flash. Students, faculty, staff, or visitors to the University, who are outside, should seek shelter immediately or follow any specific instructions given by on-site university and await the all clear signal.

When the danger has passed the system will automatically sound three short consecutive five second audible signals indicating the all clear! The system may be used to alert campus of other non-weather related threats. Any tests of the system will always begin and end with an all clear signal! If further information regarding the danger may be broadcast on radio am 1610.

Remember:

A single fifteen second blast of the air horns means danger! You should seek shelter immediately or follow the specific instructions given by on-site.

Long Stream of Air horns = danger!

All clear – consists of 3 consecutive - 5 second blasts of the air horns! Air horns (pause) Air horns (pause) Air horns = all clear!

OFFICIAL JMU COMMUNICATIONS DURING A CAMPUS EMERGENCY

During a campus emergency, JMU will distribute information to the campus community utilizing the following methods;

1. Madison Alert – Campus horn and PA system
2. JMU Radio **AM 1610** broadcasts
3. JMU web page at www.jmu.edu
4. Blast e-mail to “_____@jmu.edu” accounts
5. SMS Text Messages to registered users A. Faculty and staff register through J-ESS
B. Students register through e-campus
6. Building Coordinators
7. ORL Hall directors and Resident Advisors
8. Interdepartmental and Building phone trees



9. Emergency FAX Notifications to JMU Departments
10. Police Loudspeakers and PA systems
11. WeatherBug System “RED ALERT” Horns
12. Local Media/Campus TV/Radio Broadcasts

SAMPLE BUILDING COORDINATOR DESIGNATION LETTER

To: (Employee designated with Building Coordinator responsibilities) [Initials] From:

(Director/Department Head authorizing designation) [Initials]

Date:

Re: Building Coordinator Designation

Please be advised that the individual listed above is designated as a “Building Coordinator” for [Building name and Department if multiple designees appointed in a single building]. Building Coordinator is an essential function of the maintenance and repair reporting process and aids Facilities Management in correcting issues across the campus.

Designation as a “Building Coordinator” incurs great responsibility and requires you to report any issues affecting the proper working environment of your building. When an emergency is declared, or upon notification, Building Coordinators are contacted as a means to pass critical information throughout their specific locations in a timely manner. Building Coordinators also have specific budget authority as it pertains to submitted work requests and costs. Building Coordinators will need to attend the Building Coordinator training course, outlining all responsibilities associated with this designation, as well as maintain a current copy of the ‘Building Coordinators Guide Book’ for future reference.

Facilities Management would like to express sincere appreciation and thanks to you for taking on this important responsibility.

cc: Facilities Management: Central Operations Manager
Facilities Management: Lock Shop Supervisor