

Conference Organizer's Manual Summer 2024

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INTRODUCTION – OFFICE OF CONFERENCE SERVICES

Mission Statement

The Office of Conference Services supports and enhances the academic mission of Southern Methodist University by providing short-term housing, dining and catering services, meeting facilities, and assistance in the planning, organizing, and coordination of conferences, camps and meetings. The Office of Conference Services is committed to providing quality customer service and "one stop" service in a campus environment for the University community and other appropriately sponsored groups involved in educational pursuits.

About this Manual

This manual has been developed to answer and clearly define for the Conference Organizer how a conference is successfully held, from application to departure, on the SMU campus. We hope it addresses your questions and concerns. There are a few abbreviations used in the manual:

SMU	Southern Methodist University
OCS	Office of Conference Services
CA	Conference Ambassador
CO	Conference Organizer
RLSH	Department of Residence Life and Student Housing
ORM	Office of Risk Management

We welcome your input and comments regarding this manual. Please let us know if we can clarify any information for you. We look forward to having you on our campus!

GENERAL INFORMATION

Audio/Visual Equipment Requests

The Office of Conference Services makes arrangements for the use of audio/visual equipment for conferences through Audio/Visual Event Support and will attach all charges for equipment set-up and usage to the final conference bill. Conference Services requires the Conference Organizer (CO) to confirm all equipment reservations with the Conference Ambassador (CA) no later than the estimate due date, or fifteen days prior to the event.

Billing and Deposit

A deposit confirms the reservations within the contract and is required from all off-campus groups. Receipt of deposit payment is due as specified in the Letter of Agreement. The final invoice for the conference, which includes all charges associated with the conference, will be sent to the

Conference Organizer (CO) following departure. Full payment is due to Southern Methodist University within thirty days of the invoice date. Conference Services will not individually bill participants for any reason.

Campus Hours

SMU BOOKSTORE (214) 768-2435 3060 Mockingbird at 75 South Central Expressway

Monday – Thursday	8:30 am – 7:00 pm
Friday	8:30 am – 6:00 pm
Saturday	10:00 am – 5:00 pm
Sunday	12:00 pm – 5:00 pm

HUGHES-TRIGG STUDENT CENTER

The Information Desk	Monday – Friday	8:00 am – 6:00 pm
	Saturday	10:00 am – 3:00 pm
Mail & Copy Central	Monday – Friday	8:00 am – 7:00 pm
	Saturday	10:00 am – 2:00 pm
The Market	Monday – Thursday	9:00 am – 4:00 pm
	Friday	9:00 am – 2:00 pm

DINING LOCATIONS ON CAMPUS

Umphrey Lee Dining Hall

Breakfast:	Monday – Friday	7:00 am – 9:00 pm*
Lunch:	Monday – Friday	11:30 am – 1:30 pm*
Dinner	Monday - Friday	5:00 pm – 7:00 PM*

Panera Bread

Monday – Thursday	8:00 am – 4:00 pm
Friday	8:00 am – 3:00 pm

FONDREN LIBRARY

Monday - Thursday	8:00 am – 9:00 pm
Friday	8:00 am – 6:00 pm
Saturday & Sunday	12:00 pm – 6:00 pm

MEADOWS MUSEUM

Tue, Wed, Fri & Sat	10:00am – 5:00pm
Thursday	10:00am – 9:00pm

Sunday

1:00 pm – 5:00 pm

All hours and availabilities are subject to change. ***Please note that patrons must arrive in Umphrey Lee Dining Commons a half hour before end of meal service for the best dining experience.**

Conference Guest Cards

Conference residential cards provide participants proximity access to the assigned residential commons exteriors doors and rooms. **For security reasons, participants under the age of 18 will not be given access to exterior doors of residential commons and must be accompanied by an adult supervising the group.** A conference dining card is used by participants who have purchased a meal plan for access to the Umphrey Lee Dining Hall during regular dining hours. The card must be presented at the entrance of the dining hall during the specified meal hours to permit access to the facility. In most cases, if a guest has not purchased a meal plan, a credit/debit card can be used at the specified dining location.

Both residential and conference cards will be assigned at check-in for residential and commuter participants. Conference organizers will be issued a card for each guaranteed commuter/day camp participant and must assign one card to each person; additional cards may be requested through the CA and must be assigned accordingly. Conference organizers are strongly encouraged to obtain only the required number of cards for commuters, as the conference will be billed according to the number of cards issued.

If the conference meal card is lost, there is a non-refundable \$25.00 charge to have a new card issued. Lost cards should be reported immediately to the CA or OCS Director. Lost residential or RLSH proximity cards are subject to greater fees. For further information on commuter Conference Guest Cards, please refer to the Conference Organizer section (p. 16).

Upon leaving campus, Conference dining cards do not have to be returned but residential cards (RLSH proximity card) must be returned. Conference card will deactivate approximately 1-2 hours after the conference check out time on the final day of the conference; the CO is responsible for ensuring that all participants are checked-out of residential commons at the specified time.

Copy/Print Services and Post Office

Fax, print, and copy services are available for a small fee at the Mail & Copy Central counter, located in the Hughes-Trigg Student Center in addition to a full-service Post-Office. Contact the CA or the OCS Director for more details.

Dedman Center for Recreational Sports

The Dedman Center for Recreational Sports offers many fitness and recreation options for summer conference guests. Conference organizers can reserve a temporary membership for their group through Conference Services at a discounted rate or allow participants to individually

buy daily membership passes at Dedman Center. Group rates will be billed on the final invoice and will be charged at \$27.00 per person, per week. This is based on the roster of names provided for passes and will not be eligible for proration, discount or cancel temporary passes once they are set up. Weekly passes will be charged for any portion of a week used by attendees.

A fully completed roster is required ahead of time to grant access to participants requesting fitness passes. Please request a specific roster template from the CA. Participants will need a picture ID to check-out equipment. **All youth participants must be accompanied by an adult at all times while using Dedman facilities; there must be one camp staff person for every ten youth participants. Youth participants are not allowed on the Climbing Wall, Fitness/Weight area, or in the Cardio Overlook. Minors will only be allowed to use the Dedman Center through organized activities as a group via reservations made in advance.** Please contact the CA or OCS Director for more information.

Daily guest memberships directly purchased from Dedman cost \$10.00 per person, per day.

Disabled Guests

Most classroom buildings, residential commons, and the Umphrey Lee Dining Hall are accessible for the disabled. If special housing accommodations are needed for guests with disabilities, arrangements must be made at least 30 days in advance, as ADA approved space is limited in the residential commons. Communicating needs as soon as possible is preferred.

Donations of Products/Services

SMU is exclusive to SMU Hospitality including dining and catering services unless the conference/camp has special permission for donated products. A list of all donations (including food and beverage items) made to summer conferences must be approved prior to the conference by OCS, and a list of all items must be on file with OCS. Third parties are subject to provide proof of health permits and general liability insurance. Additional custodial fees will apply.

Facility Use

The Office of Conference Services coordinates with appropriate facility managers to determine rates and schedule events in various athletic, academic, and meeting facilities.

Use of any facility will incur a daily usage fee, which will be included in the final invoice from OCS. For safety and security purposes, the university requires the presence of the appropriate SMU professional staff in some facilities during conference events. The conference must pay the hourly wage of persons employed during non-business hours of the facility. Fees will be assessed by the facility services department for equipment set-up and/or rental along with custodial services fees.

Any facility reservation that is cancelled within 30 days of the conference start date will incur a charge of one-half of the normal usage fee.

Athletic facilities include Moody Coliseum, Crum Center, Crum Lacrosse Field, Turpin Tennis Center, Morrison-Bell Track, Westcott Field, Intramural Field, Pettus Field, Ford Stadium and the Dedman Recreation Center. Academic classrooms may be reserved but availability cannot be guaranteed due to varying summer school schedules.

Medical Emergencies

If anyone suffers an injury during these hours, they should be taken to the appropriate medical treatment center. For athletic camps, the trainer on duty and/or the Conference Ambassador will contact SMU PD. SMU Police will respond and alert EMS, if necessary.

In the event of an emergency or serious accident, SMU-PD will dispatch EMS transportation to the nearest available hospital.

For more information regarding DFW area hospitals and urgent care facilities please see the list below.

After hours Care (Urgent Care)

QuestCare Medical Clinic at Dallas: Snider Plaza (3414 Milton) Dallas, TX #214-368-4822*

PrimaCare Urgent Care: 6350 Mockingbird Ln, Dallas, TX #214-828-0448*

City Doc Urgent Care Uptown: 2909 McKinney Ave, Dallas, TX #214-871-7000*

Concerta Urgent Care: 5601 Greenville Ave, Dallas, TX #214-821-6007*

Medical Emergencies/Illnesses – Treatment Resources

The following medical treatment facilities have been listed due to their proximity to SMU. SMU does not specifically endorse any of these providers.

Texas Health Presbyterian Hospital Dallas: 8200 Walnut Hill Ln., Dallas, TX
#214-345-6789, Emergency #214-345-7885*

Baylor University Medical Center, part of Baylor Scott & White 3500 Gaston Ave, Dallas, TX
#214-820-0111, Emergency
#214-820-250*

Children's Medical Center Dallas: 1935 Medical District Drive Dallas, Texas

#844-424-4537

Medical City Dallas Hospital: 7777 Forest Ln., Dallas, TX
#972-566-7000, Emergency #972-566-7200

Parkland Memorial Hospital (County): 5200 Harry Hines Blvd., Dallas, TX
#214-590-8000

William P. Clements Jr. University Hospital: 6201 Harry Hines Blvd, Dallas, Texas
#214-633-5555

Methodist Dallas Medical Center: 1441 N. Beckley Ave. Dallas, TX.
#214-947-8181

Mental Health Resources

Medical City Green Oaks Hospital: 7808 Clodus Fields Dr., Dallas, TX
#972-991-9504, Emergency #972-701-3661

Timberlawn Behavioral Health System: 4600 Samuell Blvd., Dallas, TX
#214-320-9000

Texas Health Presbyterian Hospital of Dallas: 8140 Walnut Hill Ln, #200, Dallas, TX #214-345-6789, Emergency #214-345-7885

Parkland Memorial Hospital: 5200 Harry Hines Blvd., Dallas, TX
#214-590-8000, Emergency 214-590-8761

Baylor University Medical Center, part of Baylor Scott & White 3500 Gaston Ave, Dallas, TX
#214-820-0111, Emergency #214-820-250*

Baylor Scott and White Medical Center-Plano: 4700 Alliance Blvd., Plano, TX
#469-814-2000

Adapt Community Solutions Mobile Crisis Line: #866-260-8000

Suicide & Crisis Center of North Texas 24 Hour Crisis Line: #214-828-1000

Substance Abuse and Mental Health Services Administration (SAMSHA) Suicide and Crisis Lifeline: Dial 988

For additional information on emergency medical treatment, refer to the Insurance section.

SMU Library Access

SMU libraries are open to the public during normal summer operating hours. Several options are offered by the SMU Library system for visitors wishing to borrow books from the library:

- TexShare Program: Open to all Texas resident students, living in Texas. Participants may obtain a card from their institution, which allows them to check out books from Texas public and university libraries.
- Friends of the University: Membership to the program is \$60 per year and allows members to borrow books from the SMU Library. Participants are allowed to check out 10 books for a period of up to three weeks. (Rate subject to change)
- The library may also create a patron record for visiting students and researchers, as long as the academic department with which the group is affiliated provides confirmation of their approval for library access and a list of all participants.

Lost and Found

Lost and found items, including keys and Conference Guest Cards, should be turned in to the area desk at Virginia-Snider. In some instances, articles are returned to the SMU Police Department located in Patterson Hall. Guests should check for any lost items at these locations. SMU cannot be responsible for lost, stolen articles, or any items left behind in residence halls.

If a found item is requested to be returned, it will be mailed to the CO, who will send the item to its owner. Any shipping charges incurred will be included in the final bill.

Parking

Parking permits are required for all conference participants that need to park vehicles on campus and may be purchased through OCS. **Permits are \$16.00 each, are valid for the entire period during your conference, and will be billed to the conference/camp group on the final invoice as the number issued to the conference.** Guests must park in only the designated facility or lot as well as the appropriate level of the facility to be able to use the permit. **Summer Conference Guests must not park in spaces marked for "Faculty/Staff" or "RLSH Staff Only."** **More specific parking directions will be printed on the permit, including access code if applicable. Permits are valid on the second level or above in the garages or as otherwise instructed on the permit. Permits are not valid in metered spaces and must be visibly displayed in vehicles.**

Limited metered spaces are also available on a first come first serve basis and locations can be found on the SMU parking maps.

Parking is prohibited in spaces reserved for Disabled persons, fire lanes, faculty/staff, and spaces marked "Reserved." **Vehicles parked in restricted areas and/or parking without a permit are subject to citation, immobilization and/or tow at the owner's expense 24 hours a day.**

Conference Staff is unable to intervene or engage on behalf of participants that receive a citation. The participant will be required to follow the appeal process located on the citation.

Please direct all additional parking questions to the assigned CA or the Office of Parking & ID Services at 214-768-7275.

Religious Services

There are several places of worship in the SMU area:

Park Cities Baptist Church	(214) 369-8211
Tiferet Israel Congregation	(214) 691-3611
Highland Park Presbyterian Church	(214) 526-7457
Catholic Mass in Perkins Chapel	(214) 768-3035
Highland Park United Methodist Church	(214)521-3111
Dallas Masjid of al-Islam	(214) 421-3839
Buddhist Temple of Dallas	(214) 340-6187

Signage on Campus

Any signage to be used in buildings or on campus grounds must be approved by OCS in advance of the conference. **No signage of any kind may be hung outdoors due to a city ordinance.**

Shipping Address

Any materials for the conference/camp (**not participants**) needing to be shipped prior to a group's arrival or for overnight deliveries during the conference may be shipped to:

Attention: Abigail Smith – Name of CO and Camp
SMU Office of Conference Services
6405 Boaz Lane, Suite 101
Dallas, TX 75275

Please notify the CA in advance if any materials are going to be shipped and give the expected arrival date. Athletic camps may have an alternate shipping location depending on primary venue. Discuss with the office of Conference Services prior to shipping.

To ship to conference/camp participants please use the following address:

Name of Conference or Camp
Attn: First Name Last Name

3140 Dyer Street #700
Dallas, TX 75275

Any packages not including the conference name and #700 may be returned to sender. Please ensure packages are not delivered before the conference/camp start date. If package is sent ahead of conference Mail & Copy Central cannot guarantee storage of package.

Campus Sponsorship

According to University Policy, all events held on campus by non-SMU groups must be sponsored by an appropriate department, faculty member or director. As OCS cannot solicit sponsors for groups, the CO must contact the possible sponsors and request a Sponsorship Form from the OCS Director. Sponsorship does not involve any monetary obligation on the part of the sponsor, nor does it guarantee that a conference can be booked.

Transportation to/from Airports

SMU does not provide transportation to or from the airports.

CONFERENCE ORGANIZERS INFORMATION

Agenda/Schedule

The Conference Organizer must submit a finalized schedule of events for each conference to OCS no later than five working days prior to the event. The document should detail the daily agenda, including meeting places and times, activities, mealtimes, and other relevant information.

Cell Phones

Cell phone numbers of (CA) will be given to the CO and/or designated contact person for emergencies. The number is NOT to be given to conference participants or guests. The cell phone should be used if the CA is not in the office during an emergency. Situations or questions of a non-emergency nature should be directed to the CA's Office at 214-768-4312.

Commuter Participants

A complete final roster of all participants must be received by the Office of Conference Services on the specified guarantee due date; any late additions to the list must be submitted to OCS at check-in. The University requires that every participant on campus be accounted for while participating at campus held activities.

Each commuter participant must provide a signed Waiver of Liability/ Release of Liability form. Any participant that does not have the necessary legal forms will be asked to leave campus until OCS receives proper documentation.

Conference cards will be assigned at or before check-in for commuter participants when appropriate. The CO will be issued a card for each guaranteed commuter participant and must assign one card to each person; additional cards may be requested through the CA and must be assigned accordingly. COs are strongly encouraged to obtain only the required number of cards for commuters, as the conference will be billed according to the number of cards issued

If the card is lost, there is a non-refundable \$10.00 charge, and a new card will be issued. RLSH proximity cards have a different replacement fee if lost or damaged depending on card. Lost cards should be reported immediately to the CA or OCS Manager or RLSH area desk.

Conference Package Rates

Conference packages are developed for residential and commuter participants, advisors, counselors, and staff based on meal and housing reservations. The application form designates

the possible housing and dining options offered for the summer conferences and may be chosen according to a conference's specific needs. The package rate is calculated from the current housing and dining rates and will be included in the Letter of Agreement. Sales Tax is added to dining rates; but may be waived if the CO provides a Tax Exemption Certificate to OCS prior to the issuance of the Letter of Agreement and approval is received from the University Controller's Office.

The package price for residential participants is determined by the number of nights and meals per participant; and is gauged by the room choice (single or double) and specified linen service.

Be aware that for each Conference Guest Card issued to the Conference Organizer, the entire package rate will be charged to the conference.

Contact Person

Throughout the conference, a designated contact person (may be CO) must be available to serve as the primary conference representative and interact with the assigned CA. The CA and this person should exchange contact information, so each will know whom to contact with questions and problems. In this way, all aspects of the conference from housing to dining, facilities and more may be managed professionally and efficiently. The contact person assumes responsibility for guests while on campus and must be present at check-in, provide all necessary documents, and be able to address any conference related problems.

Estimates and Guarantees

In the Letter of Agreement, both an estimate due date and guarantee due date for residential and dining participant numbers are specified.

Estimates are due by 2:00 PM (CST), typically 21 business days prior to the camp/conference. Guarantees are due by 2:00 PM (CST), typically 6 business days prior to the camp/conference.

The dates specified in the Letter of Agreement or contract shall serve as the required estimate and guarantee dates if different from the 21 and 6 business days respectively.

*** There will be a \$50.00 fee assessed for all late Estimates and Guarantees. Additionally, changes made to housing rosters after the guarantee date will incur a \$25 charge per change made to the roster.**

The estimate allows RLSH and Dining Services to forecast for your conference, so planning and adjustments can be initiated in advance.

The Guarantee indicates the number of participants who have registered for the conference and are expected to attend. It will be used to formulate floor plans and staff schedules and is the minimum billable amount for the conference.

Though we will make efforts to accommodate walk-up registrants, due to space restrictions, we cannot guarantee housing on campus to non-guaranteed participants. The conference will be charged \$15.00 per person over the guarantee number in addition to the package rate. The conference will be billed according to the guaranteed or actual number of participants, whichever is greater.

Liability Waivers & Medical Release Forms

In accordance with university policy, all conference guests (including staff, advisors, participants, etc.) who are neither employed by nor are students of SMU are required to submit a signed Waiver of Liability form to OCS at the time of check-in. Participants under the age of 18 are required to submit a signed Youth Waiver of Liability/Release for Medical Treatment form, which must be on file with OCS. It is the responsibility of the Conference Organizer to distribute and collect all necessary liability and medical forms from participants prior to check-in and give them to the CA no later than check-in. Participants for whom these items are missing will be asked to leave the campus until OCS attains the proper forms. Forms in electronic format are available. One copy of the youth medical and liability release form must be submitted to OCS upon the arrival of the conference on campus. For adults only one (1) copy of the medical release form is required.

Lost Cards

If a Conference or Residential Guest Card is lost, the Conference Organizer should notify the CA as soon as possible so that the card can be deactivated (cards cannot be activated/deactivated after hours). There is a replacement fee of \$10.00 - \$100.00 (For conference dining cards the fee is \$10.00 and for access cards the cost is \$50.00 for each lost card, which the CO should collect directly from the participant. The CO and the CA will have a list of the access cards assigned to the group.

Residential Participants

Please refer to the Residential Housing Section (p. 22).

Roster Information

- A preliminary roster is due to OCS on or before the Estimate due date, as specified in the contract, and must include ALL conference participants (including residential and commuter participants, staff, counselors, advisors, etc.)

- The final roster must be submitted on or before the Guarantee due date, as specified in the contract.
- The following information must be noted clearly by the CO on each roster:
 - Participant's **name, gender, age, & an e-mail address for each participant (if a minor please list emergency contact)**
 - Roommate/suitemate requests
 - Participant's classification (i.e., student, advisor, counselor, staff).
 - A roster of names and emergency contact information for adults directly supervising the minor participants.
 - Parent/Guardian emergency contact information for all minor participants.
- RLSH will attempt to honor any roommate/suitemate requests, but additional housing requests cannot be guaranteed.
- Accommodations will NOT be made for early arrivals, late departures, or stay-overs between conferences due to limited residence hall space and concurrent conferences.
-

Supervision – Protection of Minors

All participants under the age of 18, must be accompanied by an adult chaperone/advisor from the conference at all times, this includes all "free time." To ensure the personal safety of the participants, the University requires a minimum of one counselor for every twelve (12) youth participants.

Please refer to the [Guidelines for the Protection of Minors in Youths Programs on Campus section](#).

CONFERENCE AMBASSADORS INFORMATION

Conference Services prepares for the conference season by assembling a staff of Conference Ambassadors, who will coordinate with Conference Organizers to ensure that all arrangements are made throughout group's stay on campus. Each conference will be assigned a Conference Ambassador (CA), whose overall purpose is to provide attentive service to the conference and ensure that its stay at the university is a success.

The CA's general duties for each assigned conference are as follows:

- Contact Conference Organizer prior to the group's arrival and will serve as contact person from OCS throughout stay. CO should address any changes or additions, as well as ask questions and express concerns to the CA.
- Obtain schedules, brochures, and additional information that may have been provided by CO to the participants.
- Read and understand Letter of Agreement so that he/she knows the group's needs.
- Answer questions about check-in and check-out procedures, special housing needs, facility reservations, audio-visual needs, conference dining reservations, and general SMU and Dallas information. The CA will not discuss package rates or billing information; these questions must be directed to the OCS Director.
- Obtain all Estimates and Guarantees from CO, including rosters, dining information, and residential and commuter participant totals.
- Give final roster, based upon the guarantee, to RLSH five days before conference.
- Give floor plan to the CO when completed by RLSH, no later than 72 hours before conference arrival.
- Deliver residential conference guest meal cards to RLSH.
- Give commuter guest meal cards to the CO, who is then responsible for distribution to commuter participants with a meal plan.
- Keep record of assigned conference card ranges.
- Assemble information packet for each conference, which will include at least the following: residential hall floor plan, a roster, a daily events schedule for the conference, and the CA's phone and pager numbers.
- Confirm audio-visual order through Hughes Trigg A/V or other entities as arranged by OCS and ensure proper delivery, set-up, and return of rented equipment.
- Verify that all facilities arranged by OCS are unlocked and ready to use at scheduled time.
- Be present thirty minutes to one hour before the start of an event to make sure the audio-visual equipment and catering have been delivered and set up properly.
- Be available at check-in to answer conference related questions and to assist guests and CO, as needed.

- Collect release of medical treatment (from participants under the age of 18) and waiver of liability forms (from all participants) at the time of conference arrival.
- Attend weekly staff meetings with Conference Services and RLSH to update staff of upcoming conferences.
- Distribute Conference Information to the area desk.
- Be available to housing staff and conference organizer to answer questions or solve problems throughout the conference.
- Schedule days off around his/her conference schedule; incidentally days off may occur during the normal workweek, depending on his/her conference schedule.
- Notify the CO of days off, so that an alternate contact person can be assigned to his/her responsibilities.
- Prepare Checkout Sheet and verify all counts and charges based on rosters, contract and other conference documents.

RESIDENTIAL HOUSING INFORMATION

Alcohol

Alcohol is prohibited in all public areas, which includes residence hall lobbies and hallways.

Alcohol is permitted in guests' rooms who are of the legal drinking age (for Texas, the legal drinking age is 21). However coolers are not permitted in residence hall common spaces or rooms. Guests under the age of 21 caught drinking anywhere on campus will be punished according to Texas State Law and will be asked to leave the conference/camp immediately.

Kegs are not permitted anywhere on campus. This policy is strictly enforced.

Area Desk

Area Desk Staff will be available to receive messages and maintenance requests, manage lost keys and conference/residential guest cards. Give directions and other essential information for conferences. Area Desk Staff also assist with lockouts.

For summer 2024, the Area Desk is located in the **first-floor lobby of the Virginia-Snider Residential Commons**. This location serves all residential halls and commons. To reach the Area Desk Staff please call (214) 768- 2230.

The hours of operation are Sunday - Saturday 8:00 AM – 8:00pm **There is a lockout number listed on the exterior door right outside the Area Desk. And on other exterior doors for all conference housing buildings.**

Please Note: All residence halls are locked 24 hours a day, with the exception of the exterior of Virginia-Snider, where the desk is located, which is locked at 8pm.

Bed Spaces

Allotted amounts of bed space are specified in the Letter of Agreement, as determined from the application letter, and are guaranteed available for the dates of the event. If the actual number of residential participants exceeds this amount, beds may not be available due to space limitations. See Estimates and Guarantees (p. 16).

Check-In and Check-Out Procedures

Check-in/check-out times and locations are specified in the Letter of Agreement; any changes must be indicated in writing 30 days in advance of original check-in date. The Conference Organizer or contact person must be at check-in to handle any housing issues that arise.

Each participant must sign for the key or access card to the residence hall room, as well as the Conference Guest Card, to which he/she has been assigned. To ensure that all pre-registered guests are accommodated first, walk-up participants will be assigned to rooms only after those on the guarantee roster have been checked in.

Guests' luggage can usually be held in the residence hall in a designated area if arrangements are made in advance. For any participant staying later than the designated checkout time, the conference will be charged \$25.00 per person, in addition to extra housing charges.

Each participant must turn in the corresponding key to the room he/she was assigned.

Conference guests are not allowed to have overnight guests for any reason.

Youth Age Limits as Residents

Children **under the age of 10 are not allowed** to reside in the traditional residence halls. Notification that a child needing accommodation in the residence hall must be made in advance with Conference Services; any exceptions to this policy must be discussed in advance with OCS.

Computer Labs

Computers are **not** available for guests' use in most residential commons and are limited on campus.

Residential Staff Supervising Minors

There must be **at least one adult** (over the age of 18) **chaperone for every twelve youth participants (or one adult for every ten youth if camp includes 10- or 11-year-old children staying overnight on campus)** present with the group at all times; this includes "free time". Chaperones must reside in the residence hall to enforce curfews and ensure good behavior; practicing and roughhousing are not permitted in the residence halls. Any problems or emergencies should be reported to the Conference Leader on call or at the Area Desk. Youth participants are not given Conference Guest Card access to the residence halls and Conference Housing Staff will not let youth into the buildings without supervision. The chaperone is responsible for directing youth to designated practice areas on campus. Therefore, again, it is important that youth participants are accompanied by an adult from their group at all times while on campus. The chaperone must have the participants remove all belongings from the rooms and should complete room

and floor checks upon check out. Any items that are left in a room by a participant will be held for one week after the group's check out date.

Curfew for Youth Groups

For safety and security reasons, an 11:00PM curfew is recommended for all youth camps, at which time all youth participants must be in the rooms of their residence hall and a counselor must be present on the floor. Residence Life & Student Housing staff have the right to enforce this policy.

Decorations and Damages

Decorations hanging in residence hall rooms or hallways are prohibited. Residence hall room damages will be billed to the final conference invoice and must be paid by the invoice due date. Further arrangements for the person at fault to pay back money owed to the CO for costs incurred by facility damages must be made with the CO.

Emergency Participant Cancellation Procedures

If a participant is unable to attend a scheduled conference, he/she must notify the CO, in writing, before the first day of the conference. If the participant has arrived on campus and has checked into a residence hall, he/she must check out at the Area Desk and notify the CO that he/she will not be continuing with the conference. Notification to the Conference Organizer may be by telephone or in writing, as determined by the CO.

The CO, not individual registrants, should notify OCS in writing of all cancellations and departures from the conference. The email should include the participant's name, conference and dates attending, a brief reason for cancellation, and a statement of reason that the registration should be canceled at no charge. OCS must receive notification as soon as possible.

OCS will determine if the cancellation results in a "no charge" status based on the letter and recommendation from the Conference Organizer. Normally there are no charges if cancellation prior to arrival is based on a documented medical emergency or a death in the immediate family. If a participant must depart after check-in, the conference will incur charges for actual nights stayed on campus as long as medical emergency is communicated as soon as possible. OCS will notify the Conference Organizer, RLSH, and OCS Accounting of the decision. It is the Conference Organizer's responsibility to notify the participant.

Emergency Telephone Numbers

Emergency telephone numbers to use for residential participants to use are:

Area Desk (214) 768-2230 (Virginia-Snider)

SMU PD Dispatch (214) 768-3388 (**non-emergency**) or (214) 768-3333 (**emergency**)

Anyone calling these numbers must know the name of the conference the participant/staff is attending. **Calling 911 can slow down the emergency response time so it is recommended that SMU PD Dispatch is called directly.**

Fire Safety

Anyone found in violation of the fire safety policy may be removed from the residence halls for the remainder of the conference. Any group staying in the residence halls for more than 7 days is subject to a random fire evacuation drill during their stay. This may also mean groups staying less than 7 days would need to participate in fire evacuation drills depending on scheduling. Groups staying an extended period may need to participate in fire evacuation drills in buildings where multiple conferences are housed.

THE FOLLOWING ARE PROHIBITED IN THE RESIDENCE HALLS:

- Candles / Incense
- All Flammable / Combustible Liquids
- Smoking and/or Evidence of Smoking (including e-cigs and vapes)
- Any form of an open flame source
- Iron / Curling Iron left on unattended
- Improper Use of an Emergency Exit
- Failure to Exit during a Fire Alarm
- Attachments near or on sprinkler heads or water pipes
- Items suspended from the ceiling
- Light strings hung in windows and/or doors
- Blocking access to a window
- Extension Cords
- Coolers or ice chests
- [Electric Scooters and Personal Mobility Devices \(Policy 9.14\)](#)

THE FOLLOWING VIOLATIONS ARE PUNISHABLE BY LAW:

Violations will be investigated by the University Park Fire Department

- Discharging or Removing a Fire Extinguisher
- Fireworks of any type
- Tampering with control valves
- Breaking sprinkler head(s)
- Removing or Covering Smoke / Heat Detectors or the Covers

- Disabling Fire Suppression System
- Disabling Fire Alarm System
- Arson
- Tampering with or damaging the following:
Fire Exit Lights, Fire Exit Signs, Pull Stations, Horns, Strobes, Notification Devices, Fire Extinguishers
- Obstructing or Locking Fire Exit Doors

Residential Housing Staffing

Conference Leaders are available at the RLSH Area Desk from 8:00 AM until midnight to take maintenance requests, help with lockouts, offer information, give directions, and help participants in any way possible.

After Hours Residential Housing Assistance

Conference Leaders are available from midnight until 8:00 AM via the after-hours on-call number. They make rounds of the buildings periodically and as needed, to address youth curfew violations or noise concerns, help in emergency situations, assist with temporary keys for lockouts, and follow through with guests' housekeeping needs and maintenance problems.

Hall Access

Conference residential guest cards that allow access to the outside doors of the buildings are issued to residential adult participants only; youth (under the age of 18) participants do not have hall access on their conference residential guest cards. The counselor/advisor must accompany youth at all times to provide access to the residential commons. Youth participants will not be allowed into residence halls without proper supervision. Youth participants must be escorted to the Area Desk to obtain a temporary key after 11:00 PM by a counselor/advisor.

Housekeeping

Custodial staff is on-duty seven days a week, 7:00 AM to 4 PM. Common areas and bathrooms are cleaned depending on selected linen package. Trash can be placed in corresponding trash rooms available on each floor. Suited bathrooms are cleaned weekly depending on selected linen package. Accommodations with a Full Linen package are serviced daily.

Wi-Fi Access

Internet access is available in residential commons rooms and common areas via wireless or ethernet networks. COs must provide a roster of names and email addresses to CAs for anyone requesting Wi-Fi access in order to obtain identification codes and passwords to access the network; codes and passwords are individually assigned. SMU does not provide hardware – including computers and cables – to guests in residence hall rooms.

Keys

A room key is issued to each participant at the time of check-in. For security reasons, neither the residence hall name nor the room number is on the key. A fee will be charged to the participant if a key is lost or not returned, regardless of a substitute key being supplied by the Area Desk and returned. To avoid lost key charges, please make sure participants keep their keys with them at all times.

Fees for lost keys: \$225.00

If a key is not returned during check out, the charge will be billed to the conference on the final master bill.

Sub-master Keys

Sub-master keys unlock all doors on a residence hall floor. They may be checked-out to the CO or counselors only during check-in; only if requested by the Conference Organizer in advance and approved by Residence Life and Student Housing. A Conference Leader will not be on duty in buildings in which the group has checked out sub-master keys, as the counselors will be expected to handle any lock-out issues in the building. The charge for a lost or unreturned sub-master key will be at least \$5,000.00 or the cost of re-keying a floor. This is applicable only for buildings with physical keys.

Laundry Facilities

Washing machines and dryers are located in each residence hall. There is no cost for the machines in the residence halls, but guests must bring their own detergent products and other supplies. Machines are available only to guests of that building. Greek Houses do not have laundry facilities available for conference use.

Linen Packages

There are 4 options for Linen Service:

1. XL – No Linen. Nothing in the room. Trash emptied daily.
2. LE – Linen Exchange. A top sheet, bottom sheet, and pillowcase are furnished, usually left on the bed or packaged in a plastic bag. Once a week a linen exchange happens, and if they turn in their dirty linen, they can pick up clean linen.

3. Ltd – Limited-Service Linen. The room is “made up” upon move-in. Sheets, pillow, blanket, towels, and washcloths are provided. No service item (soap) is provided. The room is cleaned with exchange of linens with bed made and towels provided on or after the 7th night and every 6 or 7 nights after. Suite style bathrooms are only attended to once per week.
4. FL – Full Linen. The bed is made when guest arrives. Towels: two large and one washcloth are in the room. Service item (hotel-sized soap) provided. Each day the room is cleaned, bed is made, and fresh towels are provided. If in a suite bath, bathroom is straightened up each day, heavy cleaning done once a week. Bed linens are changed at least once per week. (Similar to hotel service.)

Linen packages are selected at the time of application and cannot be changed after the submission of the application without approval from OCS.

Packages & Messages

Packages are delivered to Mail & Copy Central, located within the Hughes Trigg Student Center.

Mail to participants should be sent to:

- 1) Name of Conference/Camp
- 2) Name of Participant (Attention)
- 3) 3140 Dyer St. #700
- 4) Dallas, TX 75275

Deliveries received after a participant’s departure or prior to their arrival will be returned to sender.

Refrigerators & Coolers

Participants may rent small refrigerators from an off-campus vendor if OCS is notified ahead of time.

Coolers are **NOT** permitted in the residential commons. Ice machines are located in the basements of Virginia-Snider, Boaz, and Shuttles.

Roommates & Room Charges

Floor plans are made according to the guarantee roster, which must be given to OCS on the specified due date. RLSH will honor roommate requests specified on the guarantee roster to the best of their ability. If no roommates are assigned, RLSH will match participants of the same sex either randomly or by age. Once a floor plan has been created by RLSH, the Conference

Organizer cannot make changes to it without notifying the Conference Ambassador. The OCS, RLSH, and Conference Organizer floor plans must be identical at check-in, during the conference, and at checkout. This is necessary for guest safety and for an accurate final billing.

Room Damages

Damages that occur in a residence hall room while a participant is in residence will be charged to the final bill. Any damages done to common areas will be charged to the group in that residence hall. Furniture should not be moved from the rooms. There is a \$25.00 charge per piece that is moved.

Vending Machines

Vending machines are located in each residential commons. All commons have a soft drink machine, and some have a snack machine. Most residential commons have a microwave oven in the common area lounge. OCS does not guarantee access to common area lounges.

SMU HOSPITALITY

Dining & Meal Plans

Conference participants, who have purchased a meal plan option as a part of their conference package, will be issued a Conference Guest Card. The card must be presented at the entrance of Lee Dining Hall during the specified meal hours to permit access to the facility. In most cases, if a guest has not purchased a meal plan, credit/debit can be used at the specified dining location. Please note these rates will be higher than the meals included in a package rate.

Conference organizers should expect the presence of many other groups on campus during their stay and, likewise, anticipate lines in the dining hall during the peak meal hours.

No bags, water bottles or outside food are permitted in Lee Dining Hall. Storage for backpacks, equipment bags and other items will be available in the hallway of the dining hall. Underage individuals must be accompanied by a chaperone. Shirts, bottoms and shoes are required for entry into the dining hall. The management of the dining hall reserves the right to remove any person from the premises or deny service to any guest not behaving properly.

For special dietary needs and concerns or special requests, contact Gaby Sanchez, RDN, LD at dietitian@smu.edu.

For menu information visit our website at: <https://smu.campusdish.com/>

Catering Services

Catering is available through SMU Hospitality as a professional and convenient option for a variety of occasions, from simple coffee breaks to formal dinners and buffets. COs wishing to append a catering event to their conference schedule should contact the Director of Operations early in the conference planning process to secure dates and facility reservations. Throughout the year, the catering staff works closely with Conference Services to arrange the details of any event. Once a menu for an event has been chosen, a contract will be issued to the CO through SMU Catering, which details the event times, menu, and service desired. The contract must be signed and returned to the OCS no later than May 1. The final menu and additional changes or requests for the event must be submitted to OCS **no later than 12:00pm ten business days prior to the event.**

Catered events are billed upon the guaranteed number of participants, which must be given to OCS by 11:00 am, five business days prior to the event.

Food from Off-Campus

Any food items brought to campus from an off-campus vendor must be approved by the OCS Director. If approved, any outside dining is solely the responsibility of the CO, who must also assume the responsibility of storage and clean-up of these items. Additional custodial fees could apply. Any off-campus food service provider must give OCS proof of insurance and Health Department Certificate at least 5 business days prior to the event and be on the approved vendor list.

Certain buildings on campus are exclusive to SMU Catering; therefore, OCS must be contacted in advance if a conference is to bring food items from outside of campus.

Hughes-Trigg Student Center Dining Options

The Hughes-Trigg Student Center features a convenience store (the Market), several retail dining locations, a Panera, a full-service post office and print shop (Mail & Copy Central). Hours of operation vary by location.

Meal Packages

Summer conference meal plans are developed with respect to an individual group's needs, as indicated on the summer conference application form. Meal packages can be developed for both residential and commuter participants and staff; and may consist of any combination of meals throughout the conference. Please refer to Conference Packages in the Conference Organizer's section of this manual.

All meals on the plan are offered in the Umphrey Lee Dining Room unless specifically told otherwise by the CA, while other campus dining facilities are offered as retail options to our guests. The meal plan rate is based on the current rate per meal, as established by Dining Services, and includes state sales tax. Groups that are tax exempt should refer to the Tax Exemption section of this manual.

Meals charged to a participant's conference guest card that are not included in the contracted meal package will be charged at the cash rate and will be added to the final bill. The Conference Organizer must make clear to everyone participating in a conference which meals are included in their package in order to not be billed for additional meals and it is up to the CO to enforce this policy among participants otherwise group will be billed accordingly for extra meals.

INSURANCE, MEDICAL FORMS, AND WAIVERS OF LIABILITY

Accident Insurance

The conference will be billed for accident insurance coverage for each person attending the conference. This includes all staff, coaches, advisors, residential and commuter participants, etc. There is a daily rate per person, which will not exceed \$1.60.

Accidents that occur to conference participants while attending a conference are usually covered by accident insurance. Any accident should be reported to the Office of Risk Management through the online Incident Reporting Form. <https://www.smu.edu/BusinessFinance/Risk-Management/Risk-Management-Insurance/Incident-Reporting>

Any questions and information regarding coverage should be directed to:

R. Irlin, Jr. | Director of Risk Management
SR # 83564
G. Doolittle | Director of Risk Management
85:80564

OCS cannot provide information regarding claims.

Required Insurance

All off-campus groups must provide OCS with a Certificate of Liability Insurance in the amount of Commercial General Liability (CGL):

- \$2,000,000 Aggregate
- \$1,000,000 Premises Liability
- \$1,000,000 Personal Injury

\$1,000,000 Products Liability
\$10,000 Medical Payments
\$50,000 (minimum) Sexual Molestation
\$1,000,000 Contractual Liability
Statutory (Injury/Illness & Employer's Liability) Worker's Compensation
\$1,000,000 Combined Single Limit (Automobile Liability)

SMU, Its Trustees, Officers, Employees, Students, Volunteers and Agents must be named as additional insured.

The exact requirements and amounts are listed in an Exhibit attached to the Letter of Agreement. Please see this document for more information. OCS must receive this certificate by the date specified in the Letter of Agreement. If the Certificate is not received by OCS and approved by the Office of Risk Management prior to the beginning conference date, the entire conference will be cancelled.

Waivers of Liability

There is a Waiver of Liability form for participants over the age of eighteen and a separate waiver for minors under eighteen. OCS will provide the Conference Organizer with one copy of each. It is the Conference Organizer's responsibility to provide and collect copies for the group.

Everyone attending a conference **must** provide a Waiver of Liability form. This includes conference staff, advisors, coaches, residential and commuter participants, etc. The only people not required to provide a form are SMU employees. These forms are a requirement from the SMU Office of Legal Affairs.

Upon the conference's arrival to campus, the CA must collect the forms from the CO within two hours of conference start time.

If the group is an all-commuter group, the CA will meet with the CO within the first hour of arrival to collect the forms.

Conference Organizer Timeline

PRIOR TO THE CONFERENCE

February	Medical forms and liability waivers are sent to Conference Organizers.
	Menus for catered events are sent to Conference Organizer.
April	Certificate of Liability Insurance (if required) is sent to OCS.
May	All catered event menus are finalized with OCS.
Approx. 21 working days prior to arrival	Estimate numbers and preliminary roster is emailed by 2:00 p.m. (CST) to OCS by date specified in Letter of Agreement.
Approx. 6 working days prior to arrival	Guaranteed numbers and final roster are faxed or mailed by 2:00 p.m. (CST) to OCS by date specified in Letter of Agreement.
By 11:00 am 4 working days prior to event	Guaranteed numbers due for catered events from Conference Organizer.

DURING THE CONFERENCE

- Conference arrives on campus, Medical Forms and/or Liability Waivers collected.
- Conference Ambassador interacts daily with Conference Organizer or designated person.
- Conference departs from campus.

AFTER THE CONFERENCE

- Final master bill is coordinated and e-mailed from OCS.
- Payment from Conference Organizer is received within thirty days of billing date.

EMERGENCY AND SAFETY INFORMATION

Emergency and Safety Information

EMERGENCY CONTACT INFORMATION:

You are required to provide 24/7 emergency contact information (cell phone number, etc.) for the director and all staff of your conference. This contact information is used by the University to contact you during emergencies on campus. These contact numbers must be provided to Conference Services through a roster and on the estimate/guarantee form. This is required in accordance with the Higher Education Opportunity Act of 2008.

EMERGENCY ACTION PLAN:

An emergency action plan must be completed for each conference/camp. This plan identifies how conference/camp staff will address emergencies, inclement weather, and the methods in which staff will communicate with participants before and after emergencies.

Please visit the **EMERGENCY ACTION PLAN** Section in this manual for additional information.

Wet Bulb Globe Temperature (WBGT):

Monitoring the wet bulb globe temperature is recommended for outdoor events in an effort to prevent heat-related injuries. Precautionary actions are highly recommended for WBGT's at 80 degrees and above as described in the following chart:

WBGT(F)	Effects	Precautionary Actions
< 80		
80-85	Working or exercising in direct sunlight will stress your body after 45 minutes.	Take at least 15 minutes of breaks each hour if working or exercising in direct sunlight
85-88	Working or exercising in direct sunlight will stress your body after 30 minutes.	Take at least 30 minutes of breaks each hour if working or exercising in direct sunlight
88-90	Working or exercising in direct sunlight will stress your body after 20 minutes.	Take at least 40 minutes of breaks each hour if working or exercising in direct sunlight
>90	Working or exercising in direct sunlight will stress your body after 15 minutes.	Take at least 45 minutes of breaks each hour if working or exercising in direct sunlight

INCLEMENT WEATHER:

The SMU campus is susceptible to numerous hazards, including severe inclement weather. Event staff should monitor weather prior to and during their planned event(s) and take appropriate

actions based on the weather forecast at that time. Staff should consider the potential for inclement weather during their event. Inclement weather may include but is not limited to lightning, hail, flooding, high winds, and conditions that could possibly lead to the occurrence of a tornado. Should inclement weather occur during events, staff must have a plan in place to seek shelter in a nearby pre-identified facility, or in some cases, shelter in place until the threat has passed. This is accomplished via the aforementioned emergency action plan.

It is always possible to experience anything from summer showers to severe thunderstorms. **No conference participants should be outside at any time when lightning is occurring.** If lightning is in the area, please instruct all conference participants to find and stay in the nearest indoor facility until the lightning has ended. These facilities should be pre-identified in the event action plan.

Summer temperatures in Dallas will be in the mid to upper 90's, with extreme highs reaching the 100s; humidity is often high. It is important to remind all participants to hydrate when participating in outdoor activities due to high temperatures when there is more susceptibility to heat-related injuries.

EMERGENCY TEXT NOTIFICATION SYSTEM:

Personnel/Staff who directly supervise minors attending the Conference/Camp shall opt into the SMU Emergency Notification System by sending a text to the number **226787**, typing in the word **SMUAWARE** and sending that text. You will receive a text confirmation from the number immediately.

SMU now offers the SMU Aware Safety App for both the campus community and visitors. The SMU Aware app is available for Android and Apple devices. The SMU Aware Safety App, powered by AppArmor, is an easy-to-use smartphone mobile application that connects you to campus safety resources all in one place. It includes one-button calls to SMU Police or other emergency and non-emergency assistance, along with a host of other features designed to promote your personal safety.

SMU POLICE DEPARTMENT: EMERGENCY (214) 768-3333 or 911

NON-EMERGENCY (214) 768-3388 The SMU Police Department (SMU PD) is on-duty 24 hours a day, 7 days a week. If requested, a SMU PD officer can be present at opening sessions of conferences to give a brief overview of security procedures for conference guests.

CAMPUS EMERGENCY CALL BOXES are located throughout campus, distinguishable by a box with a blue light on top. These phones and your location are provided via a direct line to SMU Police. A patrol car will be dispatched immediately when SMU PD receives the call from one of these phones. This feature is also available in the SMU Aware Safety App by clicking on the Mobile Blue Light feature.

Safety on Campus

- **BE ALERT:** If you see anything suspicious or abnormal, report it immediately by calling SMU Police at (214) 768-3333 or dialing 911.
- **WALK IN GROUPS:** Advise your conference participants to walk in supervised groups (never alone) in and around the SMU campus.
- **LOCK YOUR DOOR:** Individual residence hall room doors should remain locked at all times. Youth participants will not be given access to the exterior doors of residence halls.
- **IF YOU SEE SOMETHING, SAY SOMETHING[®]:** If conference/camp staff or participants witness anything suspicious please call SMU PD non-emergency dispatch at (214) 768-3388 to report to the SMU Police Department.

EMERGENCY ACTION PLAN



Camp & Conferences Emergency Action Plan

Modified Date: 31-
Oct-2023

**CONTACT SMU PD FOR
EMERGENCIES 214-768-
3333**

1. PREPAREDNESS INFORMATION

Evacuation Assembly Point(s) (EAP) which is found on the SMU interactive map at <https://map.smu.edu> under the "Safety and Security" section.

2. REPORTING AN EMERGENCY

To report an emergency, dial 214-768-3333 to contact the SMU Police

Department. The SMU PD dispatcher will notify and coordinate with any required outside resources such as fire and emergency medical services. The SMU Aware app may also be used to report information to the SMU PD from an iPhone or Android device by scanning the following QR Code to download the app:

Calling 9-1-1 from a cell phone may delay the emergency response as you may be connected to the City of Dallas, Dallas County, Highland Park, or University Park Police Department. The receiving dispatcher will then transfer you to the SMU Police Dispatcher.



2.1 CONTACTING THE SMU POLICE DEPARTMENT

- Program SMU Police 214-768-3333 in your mobile device contact list to ensure quick access if needed.
- Identify yourself by giving your name, address, location and the phone number from which you are calling.
- Briefly describe the problem or emergency.
- Unless directed otherwise, remain on the line and stay at or near the location of the incident.

2.2 NON-EMERGENCY CONCERNS

Contact the Director of Emergency Management at 214-768-4090 or the Resilience and Continuity Manager at 217-768-1550 or by email at EmergencyManagement@smu.edu.

3. EMERGENCY NOTIFICATIONS

3.1 SMU Aware

SMU Aware is SMU's system for alerting students, staff, faculty, and guests in the event of an emergency or threat on campus. In an effort to get a warning out as quickly as possible, initial SMU Aware messages may be short or incomplete. Regardless of the SMU Aware Alert, you should always follow any protective actions directed in the messages you receive. Seek more information from the following systems which may be utilized to communicate emergency information and procedures to the SMU campus:

- Outdoor Warning Sirens (controlled by City of University Park)
- Indoor Notification System (Main Campus Only)
- Text message to cell phone (sender short codes include 226787, 67283, 78015)
- @SMU on Twitter and Facebook
- SMU Aware website (www.smu.edu/aware)
- Audio message to a cell phone or other telephone
- SMU Information Line 214-768-INFO (4636)
- Push Notification via the SMU Aware Safety App

All initial messages will provide a brief description of the emergency type. After the initial notification of an emergency, follow-up messaging will be sent when necessary. The information you receive may caution you to avoid certain areas of the campus, let you know if classes are canceled due to an emergency, or provide vital information on what protective actions you need to take if you are on campus during such a situation.

Notifications are given to the entire community due to the size of the campus, the frequency of movement within the campus by community members, and the concept of keeping the entire community aware of significant emergencies.

Additionally, an SMU Warning or SMU Aware may be issued utilizing the same process used for SMU Alerts.

- A SMU Warning is notification of Clery crime(s) that occurred on campus Clery geography and is considered by the institution to represent a serious or continuing

threat to individuals on-campus.

- A SMU Aware may be issued when an incident or crime has occurred and may affect members of the campus community, by an emergency notification or timely warning is not required.

If you receive an SMU Alert, SMU Warning, or SMU Aware notification please share the information immediately.

4. EMERGENCY GUIDELINES

In the event of a campus emergency, it is vital that SMU students, faculty, staff, and guests know what to do. Common sense, opportunity, and personal experience all play a part in responding to emergencies. But whether the threat is fire, a weather emergency, or other threat, preparation for an evacuation, shelter, or active threat response will be applicable in most emergency situations.

4.1 Evacuation

4.1.1 Requirements and Responsibilities

SMU requires immediate evacuation when any fire alarm sounds within a building, a special evacuation announcement is made, or authorized personnel directs you to do so. All individuals within the building must promptly evacuate the building using the nearest, safest exit routes. No critical faculty/staff are tasked with working in a position that would require them to not evacuate from their location at the time the evacuation was to take place.

- Conference Organizers (Program Directors) are responsible for ensuring all people in their building are aware of the exit routes and location of the Evacuation Assembly Point(s) (EAP) which is found on the SMU interactive map at <https://map.smu.edu> under the "Safety and Security" section.
- Personnel may briefly delay evacuating if they need to shut down electrical and other equipment, especially any that involves flame, explosive vapors, or hazardous materials.
- All building occupants will follow instructions relevant to public safety issued by the building director, building emergency coordinators, or fire and police personnel.
- Upon exiting the building, occupants are to go directly to the pre-designated EAP and follow guidance provided by the building emergency coordinators and emergency personnel.
- No one may re-enter the building until authorized to do so with an All Clear by fire or police officials.

4.1.2 Procedures

- Always evacuate;

- If the fire alarm sounds
- If special evacuation announcements are made, and/or Authorized/designated faculty/staff safety coordinators direct you to evacuate.
- Address any special circumstances that exist within the room/area you are evacuating prior to departure (securing/capping hazardous chemicals, switching off machinery, etc.).
- Close office/classroom doors upon departure.
- While exiting the building be aware and communicate the evacuation to anyone identified during departure not following the plan's protocol.
- Do not use elevators during an evacuation.
- Use designated corridors and fire exit stairs that lead to the ground level.
- **Assist occupants with mobility limitations or with access or functional needs by assisting them to the nearest enclosed stairwell; immediately notify SMU PD at 214-768-3333 and provide the following:**
 - **Name**
 - **Specific location**
 - **Individual details (e.g., gender, approximate weight, restrictions, wheelchair, crutches, etc.)**
- Exit the building in an orderly manner and move to the building's designated Evacuation Assembly Points. Instruct students/visitors to do the same.
- Follow instructions of emergency response personnel.
- **Be prepared to account for individuals within your conference/camp.**
 - Bring any and all means to account for those who were occupying the building as well as the means to document who has assembled.
 - Do not leave the area prior to being accounted for unless the type of emergency that exists requires immediate relocation from the area in question. Upon reaching safety, make contact with university representatives (e.g., department heads, instructors, etc.) to account for your well-being and location.

4.1.3 All Clear

Do not re-enter the building until an "All Clear" announcement is given by emergency response personnel or identifiable Building Emergency Coordinators.

4.2 Shelter

4.2.1 Requirements and Responsibilities

SMU requires immediate sheltering when a SMU Aware Alert is issued, or authorized personnel direct you to do so. All faculty, staff, students, and other individuals within the building must promptly shelter within the building's pre-designated Tornado Shelter Area(s).

Conference Organizers (Program Directors) are responsible for ensuring all people in their building are aware of the Tornado Shelter Area(s).

4.2.2 Procedures

- If a Tornado Shelter Area has been physically secured and is not available during non-business hours, move to a restroom, interior stairwell, or interior space on the lowest level of a building without windows.
- Personnel may briefly delay sheltering if they need to shut down electrical and other equipment, especially any that involves flame, explosive vapors, or hazardous materials.
- All building occupants will follow instructions relevant to public safety issued by the emergency response personnel, building director, or building emergency coordinators.

4.2.3 All Clear

No one may move from the Tornado Shelter Area(s) until authorized to do so with an All Clear by emergency responders or you receive notification from SMU Aware.

4.3 Active Threat

- Utilize the locking device to secure the space; if the space cannot be locked, try to barricade or block the door with heavy objects or furniture,
- Turn off the lights and all noise-producing devices, Stay silent,
- Spread out,
- Call SMU PD at 214-768-3333 if you can do so without alerting the intruder.

AVOID | DENY | DEFEND

During an act of violence (e.g. robbery, hostage situation, workplace violence, active shooter):

AVOID - the threat

- Pay attention to your surroundings.
- Have an exit plan.
- Move away from the source of the threat as quickly as possible.
- The more distance and barriers between you and the threat, the better.

DENY if you can't get away

- Keep distance between you and the source.
- Create barriers to prevent or slow down a threat from getting to you.
- Turn the lights off.

- Remain out of sight and quiet by hiding behind large objects and silencing your phone.

DEFEND yourself against the threat

- If you cannot Avoid or Deny be prepared to defend yourself.
- Be aggressive and committed to your actions.
- Do not fight fair; fight for your life.

When Law Enforcement arrives, their priority is to stop the threat.

- Remain calm and follow police instructions.
- Show your hands and follow commands.
- When asked, provide any facts that will help police.

4.4 Disruptive Individuals

If you are a victim or a witness of a disruptive event:

- Call SMU PD 214-768-3333.
- Identify your name, location and need for assistance. Stay on the phone with the dispatcher and follow all instructions.
- Stay calm.
- If you can, remove yourself or the targeted person to his/her office/room and lock the door.
- Attempt to diffuse the situation. Acknowledge anger, but calmly ask the abusive person to leave.
- If the person still will not leave, advise them that the police have been called.
- Never endanger yourself needlessly or continue to argue with an abusive person.

4.5 Fire

- If possible, shut down equipment/processes that could cause a secondary fire. Activate the nearest fire alarm pull station to evacuate the building.
- Leave the building immediately if you hear a fire alarm since a fire nearby may not be noticeable by sight or smell. If you can safely do so, close any doors and windows behind you as you exit to confine the fire to a specific area.
- Know your emergency exit routes and be prepared to use an alternate route if necessary. Do not use elevators. If you are trapped in the building, try to reach a point of refuge, such as a stairwell, or stay by a window and make all efforts using whatever you have at your disposal to attract the attention of emergency responders.
- Keep low or crawl if there is smoke.
- On your way out, assist any mobility-impaired, or persons with access or functional needs to an enclosed stairwell or other point of refuge if possible if you cannot safely access a stairwell. Immediately report their location to the emergency response personnel upon exiting the building, or call 214-768-3333 to report the location.
- If you work in an area frequented by the public, announce that an evacuation has been

ordered and tell all occupants you see to exit the building. All building occupants are expected to evacuate themselves upon hearing the fire alarm unless they have a mobility impairment, or access or functional need in which case follow the previous step. .

- Once out of the building, assemble at the pre-designated Evacuation Assembly Point(s). Do not block driveways or areas that may be used by emergency response personnel. An attempt should be made to account for any faculty, staff, and students known to have been in the building.
- Notify emergency responders of any injuries and/or location of mobility-impaired or other persons, trapped in the building.
- Do not re-enter the building until the City of University Park Fire Department, Dallas Fire Rescue, or SMU PD has declared the building safe.

If knowledge of fire or cause of fire alarm is known, immediately locate SMU Police personnel and provide them with information regarding the fire/fire alarm.

4.6 Flood

On average, U.S. flooding kills about 150 people a year - more than any other single weather hazard, including tornadoes and hurricanes.

4.6.1 During a Flood

- Evacuate as instructed by emergency response personnel or if you receive an SMU Aware Alert. If outdoors
 - Climb to higher ground and stay there.
 - Avoid walking through any floodwaters. If moving swiftly, even water 6 inch deep can sweep you off your feet.
- If in a car
 - If coming up to a flooded area, turn around and go another way.
 - If the car stalls, abandon it immediately and get to higher ground. Many deaths have resulted from attempts to move stalled vehicles.

4.6.2 Flood Evacuation

- If advised to evacuate, do so immediately.
- Evacuation is much simpler and safer before floodwaters become too deep for ordinary vehicles to drive through.
- Listen to a battery-powered radio for evacuation instructions.
- Follow recommended evacuation routes -- shortcuts may be blocked.
- Leave early enough to avoid being marooned by flooded roads.

4.6.3 Following a Flood

- Do not return to a flooded area until authorities indicate it is safe to do so.
- Stay out of buildings if floodwaters remain around the building.
- Use extreme caution when otherwise entering buildings.
- Watch for loose plaster and ceilings that could fall.
- Be alert for fire hazards, such as broken or leaking gas lines, flooded electrical circuits, submerged appliances, and flammable or explosive materials.

4.7 Earthquake

- Stay calm and await instructions from SMU Aware or a designated official.
- Keep away from overhead fixtures, windows, unsecured cabinets/shelves/stacked objects, and any other hazard that may pose a threat during the occurrence.
- Assist individuals with special needs in finding a safe place.
- Evacuate as instructed or, if necessary, due to the circumstances that are present.

4.8 Elevator Entrapment

- Utilize the emergency telephone inside the elevator to call for assistance which will connect you with the SMU PD Communications Center.
- If the emergency phone does not work press the elevator alarm inside the elevator to signal for help.
- If you still have a problem contacting SMU PD, use the SMU Aware app to chat with the SMU PD Communications Center.

4.9 Explosion

- Evacuate, if safe, and pull the nearest fire alarm station to prompt others to evacuate.
- Dial 214-768-3333 and advise SMU PD of the location of the explosion and, if known, its seriousness and any possible injuries to persons in the area.
- Give your name, location, and telephone number.
- Do not hang up until released by them.

4.10 Hazardous Materials Spill/Release

Where applicable, Hazard Communication or Chemical Hygiene training, which is required by OSHA, is the main way for employees to learn how to recognize and respond to chemical releases or spills. Safety Data Sheets (SDSs) can also provide direction. For all non-laboratory buildings, Facilities technicians, contractors, or other persons that introduce hazardous materials into a building are responsible for accessing SDSs in conjunction with SMU's Environmental Health and Safety (EHS) office.

Within laboratory buildings, Principal Investigators, Lab Managers, and Researchers are responsible for ensuring Chemical Hygiene training has been completed, for training specific to

their lab practices, for ensuring that SDSs are accessible, and for ensuring spill response supplies are readily available in the area where spills may occur. Each laboratory building contains [spill kits that have been strategically located](#)

To request Hazard Communication and/or Laboratory Safety Training (consisting of chemical hygiene training), contact Environmental Health and Safety at 214-768-2430.

When a hazardous chemical is released, appropriate and immediate response can prevent serious injury to students and employees. In the event of a spill or other release of hazardous materials, all untrained persons on SMU premises should evacuate the area and contact SMUPD. Individuals that have been adequately trained and are comfortable providing spill remediation and cleanup may initiate those actions according to their training. [SMU's specific Spill Response Checklist is available online.](#)

4.11 Medical

- Contact SMU PD at 214-768-3333 and tell the dispatcher that you require medical assistance. Be prepared to provide the following information:
 - Location
 - Type of injury
 - Number injured
 - Age and gender of the involved parties
 - Is injured conscious
 - Is injured breathing
 - Is injured bleeding
- Do not move the victim unless it is necessary to remove them from a dangerous location or situation
- Do not approach people who have been injured by electrocution or toxic exposure unless they are clearly away from the hazard
- Stay with the victim
- If trained, use pressure to stop bleeding
- Use CPR/AED if there is no pulse and the victim is not breathing

The SMU PD along with selected and identified faculty/staff who receive specialized training, will follow predetermined protocols set up that only allow exposure to hazards that they have been trained and equipped to mitigate.

4.12 Missing Child/Adult

Contact SMU PD for any missing persons.

4.13 Power Outage

In the event of a power outage, the goal is to minimize potential damage to expensive instrumentation, equipment, and/or experiments and to avoid the creation of hazardous situations.

- Contact SMU Facilities Support Center at 214-768-7000; they will be aware of routine maintenance.
- Try to obtain the following information prior to calling the support center:
 - Is the entire building or only a portion of the building affected by the power outage?
 - What are the room numbers of the areas involved in the outage?
 - Are there any particularly potentially hazardous or sensitive operations in the affected areas?
- If available, increase natural lighting by opening window shades or other similar actions.
- Shut off electrical appliances and computers before the power comes back on.
- Cease activities or operations that involve potentially hazardous conditions.
- If the outage involves the research laboratory and/or animal areas, notify the department head/chair so that action can be taken to notify Principal Investigators whose areas may need special attention.
- Secure personal belongings.
- Use special care while moving about in an under-lighted work area to avoid injury resulting from low slips, trips, or falls.

Keep an alternate source of light on you or in your immediate work area to facilitate safe exit in the event of a power outage. Do not use open flame devices for supplementary lighting.

4.14 Persons of Concern

The SMU Police Department, SMU Counseling Services, the Dean of Students or Human Resources, along with selected and identified faculty/staff will follow predetermined protocols that they have been trained in and equipped with to mitigate students of concern situations.

4.14.1 Recognize the Problem

- Marked decline in academic work
- Increased absences
- Marked change in personal hygiene
- Agitation, irritability, aggression
- Excessive weight loss

4.14.2 What To Do

- Talk to the student in private and communicate care for the student's well-being
- Determine what campus resources might best help the student (academic referral, counseling, Dean of Students, Human Resources, etc.)
- Refer the individual to appropriate resource, or simply use the Caring Community Connections to report students of concern or Human Resources to report an employee of concern.

4.14.3 Crisis Situations

If a participant exhibits behaviors that you feel indicate IMMEDIATE DANGER TO SELF OR SOMEONE ELSE call SMU PD 214-768- 3333.

4.15 Tornado

4.15.1 Tornado Watch

Means that conditions are favorable for tornadoes to form. Be alert to weather conditions and announcements.

- Monitor weather reports/conditions
- Be prepared to seek shelter

4.15.2 Tornado Warning

Are indicated by radar or trained spotters. The National Weather Service issues tornado warnings and the City of University Park activates the outdoor sirens. TAKE SHELTER!

- Move to Tornado Shelter Area(s)
- Continue to monitor weather reports/conditions via mobile device, weather radio, etc.
- Continue to shelter until an All Clear is issued by the University
- Report any damage you observe to the Facilities Support Center at 214-768-7000

4.16 Mobility Impairment

Supervisory personnel and course instructors are responsible for identifying and escorting individuals with mobility impairments or access or functional needs located in their offices/facilities, or classrooms to safety in the event of a tornado warning.

Elevators may be used to transport individuals with mobility impairments or physical disabilities and their escorts to a safer location. Visually impaired and hearing impaired individuals may be escorted down the stairs, but may require assistance in moving in crowded staircases and in finding a safer location.

In the event of a power failure, individuals who are unable to use the stairs and their escorts should move to an interior location without windows and call SMU PD at 214-768-3333, who will notify the appropriate emergency personnel with the location.

5. ADDITIONAL INFORMATION/PROCEDURES

The Office of Conference Services, SMU Police Department, and Office of Risk Management are available as resources if you have any additional needs, questions, or concerns related to the safety and security of your camp/conference participants.

<u>Office</u>	<u>Phone</u>	<u>Email</u>	<u>Contact</u>
Office of Conference Services	214-768-2617	ocs@smu.edu	Abigail Smith
Office of Risk Management	214-768-2163	riskmanagement@smu.edu	Jomita Fleming
SMU Police Department Dispatcher	214-768-3388	no email	Non-Emergency

GUIDELINES FOR THE PROTECTION OF MINORS

Guidelines for the Protection of Minors in Youth Programs on Campus

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1. Policy Statement

It is the policy of the University to comply with Texas mandatory reporting regulations.¹

SMU believes that all members of our community have a moral and legal responsibility to protect the safety and welfare of non-enrolled Minors participating in Youth Programs and activities held on or off campus. To promote the protection of Minors, the following guidelines:

- Describe the requirements of administrators, faculty, staff, students, volunteers, and others who interact with Minors and
- Inform all members of the university community of their obligation to report any instances of known (observed or disclosed) or suspected abuse or neglect of Minors.

2. Purpose

SMU recognizes both its institutional and legal obligations to promote the safety of SMU-related interactions with Minors on or off campus. Texas law requires anyone with knowledge of suspected child abuse or neglect to report it to the appropriate authorities. These guidelines follow both state and federal laws, including the [Texas Education Code § 51.976](#) as well as the [Texas Youth Camps Administrative Code Rule 265.12](#). All Youth Programs or activities with minor participants will be subject to these guidelines. Parents or guardians should not leave their Minors unsupervised on University property unless their child is a minor participant as part of a covered Youth Program or activity.

3. Applicability

These guidelines are applicable to all individuals, including permanent and temporary full-time and part-time faculty, staff, student employees, volunteers, contractors, and consultants. They pertain to those who are involved in Youth Programs operated by the University or those who work in campus areas supporting Youth Programs where minors are supervised by the University or its representatives.

Mandatory reporting applies to everyone, and it is not limited to teachers or healthcare professionals. The law extends to individuals whose personal communications may normally be considered privileged, such as attorneys, clergy members, and healthcare professionals. Therefore, it is essential for all University employees to be familiar with Texas law regarding reporting suspected child abuse or neglect.

These guidelines are relevant to any youth programs, activities, or events on campus. This includes those sponsored by the University, student organizations, members of the University community, or third parties, and that are expected to involve one or more minors as part of the program or activity. The Youth Programs covered by these guidelines encompass but are not limited to, university-sponsored programs and activities, university academic activities, university-related events, university co-

¹ The current SMU Human Resources Policy 7.26 focuses on **REPORTING: [Duty to Report Suspected Child Abuse and Mandatory Training & Examination Program for Employees of Campus Programs for Minors on Warning Signs of Sexual Abuse and Child Molestation](#)**

sponsored events, and third-party programs, camps, or events administered by an external entity on behalf of SMU, except as explained in the Exclusions section.

In addition, these guidelines apply to youth programs, activities, or events off Campus, that are sponsored by the University or facilitated by SMU faculty or staff.

a. One-on-One Contact

- i. For activities that require private One-on-One Contact such as, but not limited to, tutoring, auditions, or lessons when the parent or guardian is not present, the activity shall be subject to specifically tailored additional guidelines that are established by the coordinator of the activity, and such person shall obtain signed waivers and consents for One-on-One Contact from the parents or guardian and maintain those records.

b. Official Athletics Visits

- i. These guidelines are applicable to official athletic visits when there is the possibility of a Prospective Student-Athlete (PSA) being under the supervision of the University or its representatives.
 1. All hosts for PSA official visits must meet both the criminal background check and youth protection training requirements.

c. Registered Student Organizations

- i. Student organizations registered with the university, which collaborate with outreach and community service partners off-campus and engage in Direct Contact with Minor participants as part of a service learning activity or in alignment with a University mission or academic program, are obligated to adhere to all the stipulations outlined in these guidelines. The Program Director bears the responsibility of ensuring that all University students taking part in these activities meet this requirement.

d. Minors in University Laboratories

- i. Pursuant to the University's [Policy 11.2 Environmental Health and Safety](#) program, Program Directors are required to contact the Office of Risk Management for questions related to non-enrolled Minors entering University teaching and research labs where hazardous chemical, biological, and/or radiological materials are present and/or hazardous activities are occurring.

4. Exclusions

Exclusions to these guidelines include:

- a. Minors as employees working for the university as employees, volunteers, or interns. University employees and volunteers will be required to comply with the university requirements when working with minors.

- b. Undergraduate or graduate academic programs, classes, or activities in which all individuals under the age of 18 are enrolled students or students admitted for enrollment.
- c. Events or programs offered by University personnel that are open to the general public to which Minors are invited to participate and the expectation is the Minor is accompanied by their parent/guardian(s) during the event or program and the university is not accepting care, custody, or control for the Minor(s) (e.g., athletics events, educational or entertainment events or activities, field trips, concerts).
- d. Student recruitment activities, including admissions events and campus tours, which involve Minors (considered to be prospective students) visiting campus with a parent, legal guardian, or any other adult acting as a guardian for the activity or a recruitment activity that is scheduled to last no longer than one day and does not include an overnight stay.
- e. Kindergarten through 12th grade school groups (accompanied by teachers and/or chaperones) visiting campus as members of a campus tour or field trip.
- f. Activities and programs subject to regulations that already provide for the protection of minors or participants.
- g. Institutional review board (IRB)-approved research involving Minors as human subjects.
- h. Individuals engaged as volunteers at the SMU Child Care Center.
- i. Multi-year grant activities specific to Youth Programs on Campus (such as Federal Trio Programs).
- j. Clinical services provided to Minors in the Center for Family Counseling or the W.W. Caruth, Jr. Child Advocacy Clinic or other university clinical or client-care setting.
- k. University employees or volunteers who may have incidental contact with minors but do not work directly with minors in a youth program. All university employees will be required to comply with mandatory reporting requirements under these guidelines and any implementing procedures and under the law.
- l. Programs expressly granted an exemption by the Office of Risk Management

5. Standards to Protect Minors

SMU expects its faculty, staff, students, volunteers, contractors, and guests to exhibit exemplary behavior at all times. These guidelines outline the requirements for conducting any Program involving Minors as participants. These requirements, established in accordance with state and federal law, serve as safeguards to protect Minors participating in such programs and activities.

a. Registration of Minors on Campus

- i. The Program Director must register the Program at least 15 days before the scheduled start date with the Office of Conference Services.
- ii. Registration shall be completed via the Application on the Office of the Conference Services website.
- iii. Registration should include Program Logistics, Emergency Response Plan, Reunification Plan, and Standard Operating Procedures.
- iv. Program roster should be provided to the Offices of Conference Services and Risk Management before the Program start date.

- v. Recurring Programs must register annually.

b. Authorized Adults

- i. Only Authorized Adults may interact with, supervise, chaperone, or otherwise oversee Minors as a part of a Program. This includes but is not limited to faculty, staff, volunteers, graduate and undergraduate students, interns, employees of temporary employment agencies, independent contractors/consultants, and on-campus vendors as well as third parties who interact with Minors as a part of third-party programs, camps, or events. To become an Authorized Adult, an individual must satisfy the following requirements:

c. Training Requirements

- i. A list of state-approved sexual abuse and child molestation awareness training and examination courses is available on the Texas Department of State Health Services (TDSHS) website.
- ii. The Program Director must submit the Campus Program for Minors Information Form to the TDHS, listing the names of the proposed Authorized Adults who have successfully an approved sexual abuse and child molestation awareness training and examination course.
- iii. As required by [Texas Education Code 51.976](#), the TDSHS-approved [Campus Program for Minors Information Form](#) must be submitted **prior** to the start of the Program.

iv. Authorized Adults (non-affiliated with SMU)

- 1. All Authorized Adults must successfully complete a state-approved training and examination program on sexual abuse and child molestation awareness within 365 days prior to participation.
- 2. The Program Director shall be responsible for ensuring and documenting that all Authorized Adults have completed the required training prior to commencement of the Program.
- v. Additionally, the [Campus Program for Minors Information Form](#) must be submitted to Conference Services **prior** to the scheduled start date of the program
- vi. Individuals are prohibited from serving in the role of an Authorized Adult if they have not successfully fulfilled the training requirement as reflected on the Campus Program for Minors Information Form submitted by the Program Director to Conference Services (and/or Office of Risk Management).

vii. SMU Faculty and Staff as Program Staff

- 1. SMU faculty and staff are automatically assigned to an online, state-approved Protecting Youth: Preventing Abuse and Neglect training through Human Resources every two (2) years.
- 2. Assignment notifications are sent via smu.edu email.
- 3. Successful completion fulfills the training requirement outlined by the state requirements.
- 4. Verification of successful course completions can be found in my.SMU.

viii. SMU Students as Program Staff

1. Enrolled students may request access to the online, state-approved Protecting Youth: Preventing Abuse and Neglect by contacting the Office of Risk Management at riskmanagement@smu.edu.

d. Background Checks

According to the [Texas Youth Camps provision in Administrative Code Rule §265.12f](#), prior to the scheduled start date of the Program, the Program Director must attest that each individual listed by the Program Director on the Texas DSHS [Campus Program for Minors Information Form](#) has also satisfied the background check requirements described in this section.

Each Authorized Adult must have passed a criminal conviction and sex offender background check **within the previous 365 days** before participating in any Program.

i. SMU-Owned Programs

1. SMU HR will conduct the checks.
2. The cost of the background checks will be the responsibility of the department, activity, program, or external third-party accountable for the program.

ii. Third Party Programs

1. Program Directors are responsible for selecting a verified provider to conduct the checks.
2. The cost of the background checks will be the responsibility of the department, activity, program, or external third-party accountable for the program.
3. Additionally, the background checks must meet University standards and criteria, including:
4. a national sex offender registry check,
5. a search of federal and state or county databases for criminal history, and
6. a social security number trace and alias search.

iii. [Texas Youth Camps provision in Administrative Code Rule §265.12g](#) provides details on “Persons whose presence at a youth camp should be precluded.”

1. Any criminal convictions or deferred adjudications of the named offenses, or other adverse information revealed by a credible source, disqualify them automatically.

iv. Before submitting the [Certification of Compliance Form](#), the Program Director must confirm with each potential Authorized Adult whether, since their last background check:

1. Any criminal convictions or deferred adjudications outside of the named offenses, or other adverse information has been revealed by a credible source.
 - a. If so, the Program Director should not approve them on the [Certificate of Compliance Form](#).
 - b. The background check results do not need to be sent to the Office of Conference Services or the Office of Risk Management.
2. Others convictions do not automatically disqualify an individual.
 - a. If the Program Director wishes to seek approval for an Authorized Adult with such convictions, they must:
 - i. share the information with the SMU Office of Risk Management.
 - ii. The Office of Risk Management will then collaborate with the SMU Protection of Minors Oversight Team to conduct a case-by-case assessment to determine potential risks to Minors.
 - b. If approved by the SMU Protection of Minors Oversight Team, the Program Director can include them on the [Certificate of Compliance Form](#).
3. The Program Director should inform each Authorized Adult of their ongoing responsibility to report if they are:
 - a. Arrested, convicted, or charged with a crime related to child abuse or neglect, sexual offenses, sexual exploitation, domestic violence, or other violent acts, or
 - b. Served with a protective order, restraining order, or injunction due to allegations of stalking.
 - c. If an Authorized Adult discloses such information to the Program Director, the Program Director must suspend their participation in the Program until the SMU Protection of Minors Oversight Team clears them for participation.

e. Standard Operating Procedures

- i. The Texas Youth Camps provision in Texas Administrative Code Rule 265.12 mandates that Youth Programs have Standard Operating Procedures that support a safe and protective environment for minor participants.
- ii. Program Directors should have program-specific Standard Operating Procedures available to program staff prior to staff assuming responsibility for minor participants.

f. Standards of Behavior

Authorized Adults working in a Program must not engage in any behavior that could cause harm or be misinterpreted as possibly causing harm. Prohibited conduct for Authorized Adults includes, but is not limited to:

- i. No Authorized Adult who is not the parent or guardian of the Minor may be alone with a Minor in a private area (behind closed doors in an area that cannot be observed by others). Approved one-on-one interactions may only take place in open and well-illuminated areas or rooms observable by another Authorized Adult from the Program.
- ii. No Authorized Adult may be alone in a vehicle with a Minor at any time.
- iii. Contact between an Authorized Adult and Minor is restricted to Program-sanctioned activities and times. Authorized Adults should not contact Minors outside of Program activities or Program specific needs.
- iv. No Authorized Adult may have direct electronic contact with a Minor without another Authorized Adult included in the communication.
- v. No Authorized Adult may touch a Minor in a manner that a reasonable person would interpret as inappropriate.
- vi. No Authorized Adult may use or be under the influence of alcohol or illegal drugs in the presence of a Minor.

g. Consent for Participation/Release of Liability/Emergency Medical Treatment

The Program Director shall obtain written consent from the Minor's parent or legal guardian for the Minor's participation in any Program. Such consent shall include a process for contacting a parent or legal guardian in case of an emergency.

The release must be specific to the date and activity and be prepared by the Office of Legal Affairs for each experience individually based on the program information provided. Program Directors should contact the Office of Legal Affairs at least two weeks prior to the event and at least a week before the day the waivers are needed (not the date of the event) in order to draft them in a timely manner.

The Office of Legal Affairs can be contacted at 214-768-3233 or ola@smu.edu.

6. Mandatory Requirements for Reporting of Child Abuse and Neglect

Every member of the University community (not limited to individuals who interact with Minors) is required by law to report known or suspected instances of the abuse or neglect of Minors. Members making a report in good faith will be protected from criminal and civil liability for making the report. Additional policy requirements include the internal reporting of abuse or maltreatment of or inappropriate interactions with (including conduct code violations) a Minor in an SMU program or at an event. It is important to understand that every member is required to report any type of suspected abuse, neglect, or inadequate care rather than just child sexual abuse. These guidelines include disclosures of abuse which may or may not involve SMU personnel.

All persons are required to make the report immediately, and individuals who are licensed or certified by the state or who work for an agency or facility licensed or certified by the state and have contact with children as a result of their normal duties, such as teachers, nurses, doctors, and day-care employees, must report the abuse or neglect within 48 hours.

Under Texas law, the [Texas Education Code - Chapter 51.9761](#) and [Section 261.101 of the Texas Family Code](#) mandates that anyone who suspects child abuse or neglect must report it **immediately**.

If you suspect that a child has been abused or neglected, you are required by law to submit an external report immediately to the Department of Family and Protective Services (DFPS) at 1-800-252-5400 or any local law enforcement agency.

a. Internal Reporting (On Campus Incidents)

- i. When an emergency involving an injury or accident occurs ON CAMPUS during your event, Program Directors MUST contact the SMU Police Department at 8-3333 or 214-768-3333;
- ii. Non-emergency incidents should be reported online to the Office of Risk Management at www.smu.edu/risk.
- iii. In addition to the above required actions pertaining to child abuse or neglect, any individual may also file a report by calling the SMU EthicsPoint Hotline at 1-844-995-4895, making an online report at smu.ethicspoint.com or a mobile report at smumobile.ethicspoint.com. The hotline enables individuals to communicate issues and concerns with unethical, illegal, or otherwise inappropriate activity while maintaining anonymity and confidentiality.

b. External Reporting (Off Campus Incidents)

- i. For an emergency off campus, call 911. If the incident occurred off campus, the reporter can contact the SMU Police Department at 8-3333 or 214-768-3333 and they will assist with connecting the reporter to the local law enforcement agency responsible for investigating the allegations.
- ii. Reminder: A report of child abuse or neglect shall be made to the Texas Department of Family and Protective Services at 1-800-252-5400 or any local law enforcement agency. The law provides immunity for those who make a good faith report since we are not responsible for verifying whether suspected or alleged abuse has actually occurred. Failure to make a report is a crime in Texas, punishable by up to one (1) year in prison and a fine of up to \$4,000.

7. Compliance and Administration Responsibility

The Protection of Minors Oversight Team which consists of representatives from the SMU Police Department, Office of Risk Management, Department of Human Resources, and Office of Legal Affairs are responsible for administering and interpreting these guidelines and requirements.

[SMU Policy 11.2, Environmental Health and Safety](#), requires in part, "...that University operations are conducted in compliance with accepted health, safety, and environmental regulations where appropriate." Policy 11.2 applies "to all campuses owned and operated by the SMU and all locations where SMU may be conducting programs of any kind including research, student programs, and engagement programs or other work or programs on behalf of SMU. All faculty, staff, students, volunteers, contractors, and visitors are expected to comply with these guidelines."

Program site visits and audits are conducted randomly for assurance of compliance.

Questions regarding these guidelines should be directed to riskmanagement@smu.edu.

For additional information, please visit

<https://www.smu.edu/BusinessFinance/Risk-Management/Risk-Management-Insurance/Protection-of-Minors>.

8. Records Retention

All applications, background checks, training, and other required personnel documentation shall be maintained with the Youth Program in hard copy or electronic format for a minimum of two years following a person's last day of service. Criminal background check records (for SMU faculty and staff) are maintained by Human Resources in compliance with the University's record retention policy.

9. Periodic Review

These guidelines are maintained by the Office of Risk Management. The University will review these guidelines periodically to capture evolving legal requirements and opportunities for enhancement of the Protection of Minors framework.

10. Resources and References

a. SMU

- i. [Certification of Compliance Form for Youth Programs on Campus](#)
- ii. [Conference Services Forms \(including Conference Organizer/Program Director Manual\)](#)
- iii. [Standard Operating Procedures](#)
- iv. [University Policy 11.2. Environmental Health and Safety](#)
- v. [University Policy 7.26 Duty to Report, Mandatory Training](#)
- vi. Youth Programs Planning Guide for SMU-Sponsored Program – still being finalized with OCS
- vii. [Youth Programs Planning Guide for Third Parties – still being finalized with OCS](#)

b. STATE OF TEXAS

- i. [Texas Education Code § 51.976](#)
- ii. [Texas Education Code - Chapter 51.9761](#)
- iii. [Texas Family Code 261.101](#)
- iv. [Texas Youth Camps Administrative Code Rule 265.12](#)
- v. [Texas Mandatory Reporting Law](#)
- vi. [Report Abuse, Neglect, or Exploitation to State of Texas \(Poster\)](#)
- vii. [Campus Program for Minors Information Form](#) (Texas Department of State Health Services - TDSHS)

11. Definitions

These definitions apply to terms as they are used in these guidelines.

Authorized Adult:	Individuals 18 years of age or older, paid or unpaid, who interact with, supervise, chaperone, or otherwise oversee Minors as a part of a Program and who have satisfied the training and background check requirements outlined in these guidelines.
Campus:	All buildings, facilities, and properties that are owned, operated, managed, or controlled by the University.
Child Abuse and/or neglect:	Endangerment of a Minor’s physical or mental health due to acts of commission (physical, sexual or psychological abuse) or omission (child neglect). Texas law broadly defines “abuse” and “neglect” so that every action in which a child’s physical or mental health or welfare has been or may be adversely affected is potentially covered. For more information, individuals can refer to Texas Family Code, Title 5, Subtitle E, Subchapter A, Section 261.001
Direct Contact	Contact with Minor participants, whether intentional or unintentional, as part of a Youth Program.
Minor:	Any individual under the age of 18. For purposes of these guidelines, this definition does not include persons under the age of 18 who are enrolled for academic credit, have been accepted for enrollment and are attending new student orientation sessions, or are working for the university as employees.
One on One Contact	Personal, unsupervised interaction with a single Minor participant without at least one other Authorized Adult, parent, or legal guardian being present.
Program Director:	Individual responsible for the operation of a Program and have primary care (unsupervised access) of Minor participants.
Program Staff:	Individuals who have non-primary care (supervised access) of Minor participants.
Third-Party	An external organization, approved by a University department, operating a Youth Program or activity on campus.
Youth Programs:	<p>Any event or activity on Campus to which these guidelines applies (See Scope Section II above).</p> <p>All events, operations, endeavors, or activities designed for participation by minors and organized by SMU in which university employees, volunteers, or approved Third Parties are responsible for the care, custody, or control of minors.</p> <p>Typical youth programs include, but are not limited to, a planned and/or regular event that includes Minors such as instructional programs, laboratory experience or internship, campus visit, club, workshop, tour, day camps, overnight camps, and sports camps.</p>