



TEXAS A&M

HEALTH SCIENCE CENTER

CRISIS MANAGEMENT PLAN

for
Texas A&M Health Science Center
Bryan Campus

Quick Reference

September 2010

This emergency **Quick Reference** was designed to provide readily available emergency procedures to protect people and property during an emergency or disaster.

This flipchart has been developed to ensure:

- Employees are aware of emergency procedures;
- Facilities are evacuated during a fire, hazardous material spill or other emergency;
- Prompt response to medical emergencies
- Movement to a shelter area in case of severe weather conditions.

Emergency Contact List

<u>On-Site Emergency</u>	<u>From On-Campus Telephone</u>
Bryan Fire-----	8-911
Bryan Police-----	8-911
Ambulance -----	8-911
HSC Safety Office -----	979-458-7242 (Office)
-----	979-676-0208 (Cell)
HSC Risk Manager -----	979-458-7241 (Office)
-----	(979)739-4474 (Cell)

Texas A&M Health Science Center

Office of the President

Nancy W. Dickey, M.D. ----- (979) 458-7200 (Office)

Office of the Vice President for Finance and Administration

Barry C. Nelson, Ph.D. ----- (979) 458-7250 (Office)

Raye Milburn, Senior Associate VP, Controller and Budget Officer-- (979) 458-7254 (Office)

Clay Hanks, Ph.D., Director Facilities & Safety Administration ----- (979) 458-7275 (Office)

Mark Cervenka, Facilities Manager ----- (979) 458-6180 (Office)

Office of the Vice President for Academic Affairs

Roderick E. McCallum, Ph.D. ----- (979) 458-7211 (Office)

Office of the Vice President for Research and Graduate Studies

David S. Carlson, Ph.D. ----- (979) 458-7207 (Office)

James R. Joyce, Ph.D., Assistant Vice President ----- (979) 458-7257 (Office)

Office of the Vice President for Communications and Development

Alicia M. Dorsey, Ph.D. ----- (979) 458-7220 (Office)

Gary Henryson, Assistant Vice President ----- (979) 845-1934 (Office)

Bryan Campus Building Phone Numbers

Security Manager ----- 979-436-9000
Facilities ----- 979-436-9011

Other Telephone Numbers

TAMS Risk Management and Safety ----- (979) 458-6330 (Office)
Texas State Fire Marshal ----- (512) 305-7900 (Office)
----- (515) 305-7900 (Emergency)
State Department of State Health Services ----- (512) 458-7111 (Office)
----- (800) 452-6086 (Emergency)
State Department of State Health Services – Radiation Control Program ----- (512) 834-6688 (Office)
----- (512) 458-7460 (Emergency)
Texas Commission on Environmental Quality ----- (512) 239-1000 (Office)

MEDICAL EMERGENCY

If Ambulance is Needed – Call 8-911

- Provide:
 - Location of emergency
 - Type of injury, if known
 - Brief description of injured person (gender, age, etc.)
- Render first aid, as trained
- Appoint someone to go out and meet the ambulance
- Make injured as comfortable as possible
- If work related, the employees supervisor or their designee must complete and send a **First Report of Injury Form** to the HSC EHS Office (form available on the EHS Office homepage: <http://www.tamhsc.edu/ehsm/online-forms.html>)

If Ambulance is Not Needed-

- Render first aid, as trained
- Assist with transportation of an employee to their personal physician or medical facility, if appropriate
- If work related, the employees supervisor or their designee must complete and send a **First Report of Injury Form** to the HSC EHS Office (form available on the EHS Office homepage: <http://www.tamhsc.edu/ehsm/online-forms.html>)

EMERGENCY PROTOCOLS

Area Evacuation/Shelter in Place

In some emergency situations, such as flooding or release of hazardous materials, emergency responders may order protective actions for persons who live or work on campus. Typically, these protective actions are to evacuate to a safer area or to shelter in place. It is possible that some emergency scenarios could result in one of these protective actions being ordered for one part of campus and the other protective action for a different area of campus. When such actions are warranted, you will be appropriately advised by police, fire, safety or university officials via radio and television stations and the Emergency Alert System (EAS), public address systems, loudspeakers, door-to-door notifications, or other appropriate means.

Area Evacuation

An area evacuation is an organized withdrawal from a building or area to reach safe haven.

Upon notification to evacuate, quickly:

- Dress appropriately for the weather
- Take only essentials with you (e.g., eyeglasses, medications, identification and cash/checkbook/credit cards) - do not pack belongings
- Turn off unnecessary equipment, computers and appliances
- Close the door as you exit your room or office
- Follow the directions provided for safe routes of evacuation
- Listen to radio, if available, to monitor emergency status
- Do not use your personal vehicle for evacuation unless specifically ordered to do so...if cars are used to evacuate, protect against hazardous materials by keeping windows closed and outside air conditioning systems turned off
- If you need special assistance, contact your Security at 979-436-9000.

Persons with Visual Impairments

In the event of an emergency, tell the person the nature of the emergency and offer to guide him/her. As you walk, tell the person where you are and advise of any obstacles. Do not grasp a visually impaired person's arm. Offer your arm for guidance. Most buildings on campus are equipped with fire alarm horn/strobes that sound the alarm and flash strobe lights. The horn is for the sight impaired persons. Most people with a visual impairment will be familiar with their immediate surroundings and frequently traveled routes. Since the emergency evacuation route could be different from the commonly traveled route, persons who are visually impaired may need assistance in evacuating a building. A "Buddy" should offer assistance to the individual with visual impairment and guide him/her through the evacuation route.

Persons with Hearing Impairments

Not all fire systems have a flashing light. Most are sound alarms. Therefore, persons with impaired hearing may not perceive emergency alarms and an alternative warning technique required. Two methods of warning are:

- Writing a note telling what the emergency is and the nearest evacuation route/safe staging area.
- Tapping the person on the shoulder or turning the light switch on and off to gain attention, then indicating through gestures, or in writing, what is happening and what to do.

Persons Using Crutches, Canes, or Walkers

If the person is having difficulty exiting quickly, treat him/her as if injured for evacuation purposes. Carrying options include using a two-person, lock-arm position, or having the person sit in a sturdy chair, preferably with arms. For level travel, an office chair with wheels could be utilized.

Non-Ambulatory Persons

The needs and preferences of non-ambulatory persons will vary. Most nonambulatory persons will be able to exit safely without assistance if on the ground floor. Some people have minimal ability to move and lifting them may be painful and/or injurious. Frequently, non-ambulatory persons have respiratory complications. Remove them from smoke or fumes immediately.

Shelter in Place

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

- Move indoors or remain there - avoid windows and areas with glass
- If available, take a radio or television to the room to track emergency status
- Keep telephone lines free for emergency responders, do not call 911 for information
- If hazardous materials are involved,
 - Turn off all ventilation systems and close all outside air inlets
 - Select a room(s), which is easy to seal, and, if possible, has a water supply and access to restrooms
 - If you smell gas or vapor, hold a wet cloth, loosely over your nose and mouth and breathe through it in as normal a fashion as possible

SEVERE WEATHER

General

- Follow instructions as provided by your Center / Department
- Listen to radio and television for weather updates
- Check with media for return to work status

Tornado

- Go to basement or lowest floor of building
- Stay away from exterior walls, doors, and windows
- Move to interior hallways and small interior rooms (e.g., bathroom, closet, etc.)
- Get under a piece of furniture if possible (e.g., sturdy table, desk)
- Call **8-911** if emergency help is needed

Once the storm has passed you should:

- Check yourself and those around you for injuries
- Evacuate damaged buildings. Do not re-enter until declared safe by authorities
- Call 911 (8-911 from a campus phone) only to report a life threatening emergency)
- If you smell gas or hear a hissing sound indoors—open windows and leave the building. Refer to Gas Leak Procedures
- Monitor your portable or weather radio for instructions or an official "all clear" notice. Radio stations will broadcast what to do, the location of emergency shelters, medical aid stations, and the extent of damage

PROCEDURES FOR REPORTING FIRES & FIRE ALARMS

Inside a Building

- Activate a fire alarm or pull station
- Call **8-911** (give caller name, building name, address, floor, location, etc.)
- Evacuate the building using Building Evacuation instructions

Outside a Building

- Call **8-911** (give caller name and address, location of fire, etc.)
- Do NOT activate the building fire alarm system

Portable Fire Extinguisher use allowed if:

- Properly trained (hands-on training)
- Small, contained fire (e.g. wastebasket)
- Can extinguish within 15 seconds (evacuate if it takes longer)

BUILDING EVACUATION

When the building fire alarms sound:

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

UTILITIES OUTAGE / FAILURES

GAS ODOR

- Call Security at 979-436-9000 (give caller name, location of odor, etc.)
- Warn others in the immediate area
- Vacate and secure area
- Notify department head/building proctor
- Meet with and assist emergency response personnel

Major Leak (e.g., pipeline break)

- Call **8-911** (give caller name, location of leak, etc.)
- Initiate evacuation of the building or if outside, isolate the area
- Warn others in the immediate area
- Prevent sources of ignition (electrical equipment, etc.)
- Meet with and assist emergency response personnel
- Do not re-enter building or outside area until cleared by authorized personnel

Power Failure

If a power failure occurs:

- a. Contact Security at 979-436-9000
- b. Provide them with the following information:
 - (1) Your name
 - (2) Your location and extension
 - (3) Type of emergency - Power Failure
 - (4) Special directions (if any)
- c. If the entire facility is without power, all personnel should follow their department's Emergency Evacuation Plan (securing controlled substances, placing perishables in refrigerators, then exit the building per their plan as soon as possible).
- d. Return to work when power is restored or as directed by your supervisor.

Elevator Emergency

- a. If you become trapped in an elevator, use the **emergency call button** or activate the **elevator emergency alarm** within the elevator car. If you hear an elevator alarm, please take the following actions.
- b. Keep the occupants calm and wait for help to arrive. Do not attempt to exit the car unless directed to and assisted by emergency personnel.
- c. Elevators have mechanical safety brakes that will operate in all situations, even during power failures.
- d. DO NOT attempt to open the elevator car door or in anyway "shake" or "jar" the car to move. **Only the elevator Service Technician or the Fire Department is allowed to attempt a rescue.**
- e. The activation of an elevator lobby smoke detector will cause building elevators to return non-stop to the main floor and lock with the doors open. Never use an elevator to evacuate a building.

BOMB THREAT

Telephone Call -

- Immediately after call is terminated, hang-up, obtain dial tone, dial **#91**, then
- hang-up (trace/trap procedure)
- Security **979-436-9000**
- Document the conversation using the Bomb Threat Checklist
- Notify the department head/building proctor
- Meet with and assist Security and Police personnel
- As directed by the Police, help locate/identify suspicious items
- Evacuate building, as directed (use of public address system preferred or use building fire alarm system)
- Do not re-enter building until cleared by authorized personnel

BOMB THREAT CHECKLIST

TIME:

DATE:

1. When is the bomb set to explode?
2. Where is the bomb located? <u>Be as specific as possible.</u>
3. What kind of bomb is it?
4. What does the bomb look like?
5. Why did you place the bomb?
6. Where are you calling from?
7. <input type="checkbox"/> Male <input type="checkbox"/> Female Accent:
8. Caller's Name:
9. Address:
10. Phone Number:
11. Any background noises?
12. Actual words stated by caller:
13. Telephone number that threat was received on:
14. Your Name: Position:

SUSPICIOUS LETTER/PACKAGE/SUBSTANCE

What to Do Upon Letter/Package Receipt -

- Handle with care
- Don't shake or bump
- Isolate and look for indicators
- Don't open, smell, or taste
- Treat it as suspect!!
- Call **8-911**

If Parcel is Open and/or Threat is identified –

For a Bomb -

- Evacuate immediately
- Call **8-911**

For Radiological -

- Limit exposure - don't handle
- Evacuate area
- Shield yourself from the object
- Call **8-911**

For Biological or Chemical -

- Isolate - don't handle
- Call **8-911**
- Wash your hands with soap and water

Suspicious Substance in Campus Building -

- Clear and isolate the contaminated area. Do not touch or disturb anything
- Call Security **979-436-9000**
- Wash your hands with soap and water
- Identify individuals who may have been exposed to the material
- Do not leave premises until dismissed by authorities

ACTIVE SHOOTER

Active Shooter Outside Building

- Go to a room that can be locked or barricaded by using available material.
- Close the window blinds, turn off the lights and get everyone down of the floor so that no one is visible from outside the room.
- Spread out and seek concealment behind walls, desks, file cabinets etc.
- Have someone call 9-1-1 using a cellular telephone or call 8-9-1-1 from any campus telephone. Be aware that the 9-1-1 system will most likely be overwhelmed.
- When you reach the dispatcher, describe the situation and give your name and location; remain in place until the police give the "All Clear."
- Unfamiliar voices may be the shooter attempting to lure victims from their safe space; do not respond to any voice commands until you can verify with certainty that they are being issued by a police officer.

Active Shooter Inside Building

- If possible, secure the room you are in by either locking or barricading the door using available material and follow the same procedures described above.
- If you cannot secure the room, determine if there is a nearby location that you are able to reach safely and then secure or if you can safely exit the building.

Active Shooter Inside Room

- If the active shooter enters your office or classroom, there are no set procedures.
- The decision to flee or seek shelter inside the room can only be made by you and is dependent upon the circumstances
- Try to remain calm, it will aid you in decision making
- Call 8-9-1-1 if possible, and alert police to the shooter's location.
- If you can't speak, leave the line open so the dispatcher can hear what is taking place. Usually the location of a caller can be determined without speaking.

- If there is absolutely no opportunity of escape or concealment and the shooter is not actively firing on victims it might be possible to negotiate with the shooter.
- If the shooter has fired on victims you are faced with a life or death situation; only you can consider your next course of action.
- After all other options have been exhausted, you may be faced with the decision to overpower the shooter with force by whatever means necessary.

Active Shooter Leaves Room

- If the shooter leaves the area and the environment appears safe, proceed immediately to a safer place.
- Do not touch anything that was in the area of the shooter because of the possibility of explosives being left and the destruction of crucial evidence.

What You Should Do

- Make sure you have an escape route in mind.
- Do not attempt to carry anything in your hands while fleeing; move quickly
- Keep your hands visible, and follow instructions given by any police officers you may encounter.
- If you know where the shooter is located, tell the officers.
- Remain at the designated assembly point until you have been released.
- Do not drive off campus until told it is safe to do so by police.
- Do not try to move any injured people; leave them where they are and notify authorities of their location as soon as possible.

What You Should Expect

- Responding police officers are trained in active shooter response to proceed immediately to the area where the shots were last heard; their purpose is to stop the shooting as quickly as possible.
- The first officers to arrive will not stop to aid injured victims; rescue teams composed of other officers will follow the first team into secured areas and remove injured persons.
- The first officers on the scene will likely be from the Police Department.
- Depending on the situation, they may be joined by officers from different agencies and dressed in different uniforms. There may even be some

officers in civilian clothes wearing an external bulletproof vest. Some officers may be dressed in Kevlar helmets and other tactical equipment. They may be armed with rifles, shotguns or handguns. Do as the officers tell you and do not be afraid of them.

Injury Reporting Procedures

When Injured or Witness to an Injury

- Complete the *Texas A&M Health Science Center's First Report of Injury Form* (form available at <http://www.tamhsc.edu/ehsm/online-forms.html>)
- If injured is an **employee**, fax the completed form to the *Texas A&M Health Science Center's Office of Risk Management 979-458-7213*
- If injured is a **student or visitor**, fax the completed form to the *Texas A&M Health Science Center's Office of Risk Management 979-458-7213*