



TEXAS A&M

HEALTH SCIENCE CENTER

CRISIS MANAGEMENT PLAN

for
Texas A&M Health Science Center
Academic & Administrative Units
on the Campus of
Texas A&M University
College Station Texas

Joe H. Reynolds Medical Building
Medical Sciences Library
John B. Connally Building
School of Rural Public Health

Quick Reference

September 2010

This emergency response flipchart 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

TAMU Emergency Resource Groups

TAMU Environmental Health and Safety Department	845-2132 Office	
University Police Department	845-2345 Dispatch	
Physical Plant Department	845-4311 24-hour	845-1232 Office
Vice President for Research	Biological Safety Officer	845-8585 Office
A. P. Beutel Health Center (Student Health Center)	458-8300 Office	
TAMUS Office of Risk Management and Safety	458-6330 Office	
CHEMTREC	9-800-424-9300 Emergency Center	

Dial From

On-Campus Emergency On-Campus Telephones

- Emergency Assistance 9-911
- Ambulance, University 9-911
- Fire 9-911
- Police Emergency, University 9-911
- Police Dispatcher 5-2345
- A.P. Beutel Health Center – Information Line 5-1511
- Environmental Health & Safety Department 5-2132 (2-1111 for 24-hr response)
- Gas Leak (Physical Plant Radio Room) 5-4311

Off-Campus Emergency Dial 911 -from off-campus telephones
-from non-campus telephone exchanges

NON-EMERGENCY COMMUNICATIONS

- Fire** College Station Fire Department 9-764-3700
Bryan Fire Department 9-361-3888
Brazos County Volunteer Fire Departments 9-361-3888
- Police** College Station Police Department 9-764-3600
Bryan Police Department 9-361-3888
Brazos County Sheriff 9-361-4100
Department of Public Safety (State Troopers) 9-766-3101
FBI 9-822-6916
- Ambulance** College Station Fire Department 9-764-3700
Bryan Fire Department 9-361-3888
- Hospital** College Station Medical Center 9-764-5100
St. Joseph Hospital 9-776-3777
Scott & White Clinic (Urgent Care) 9-691-3648
Physician's Center 9-731-3100

Texas A&M Health Science Center

Contact	Title	Daytime Phone No.
Dr. Clay Hanks	Dir, Facilities & Safety Admin	(979) 458-7275
Matt Walton	Risk Mgr	(979) 458-7241
Victor Pantusa	HSC Chief Safety Officer	(979) 458-7242
Rick Flores	Dir of Security	(713) 677-7770
Mark Cervenka	Facilities and Construction Mgr	(979) 458-6180
Richard Lynn	Chief Facilities Engineer	(979) 458-7297
John Fellers	Fire / Life Safety Specialist	
George Martin	Facilities Coordinator	(979) 845-7902

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)

Jim Nachlinger, Executive Director, Payroll & HR Services ----- (979) 458-7272 (Office)

Carl McLin, Human Resources Officer ----- (979) 458-7280 (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)

College of Medicine Phone Numbers

Doug Venuti, Executive Associate Dean of Finance & Admin ----- (979) 458-0822 (Office)

George Martin, Facilities Coordinator----- (979) 845-7902 (Office)

Joey Wylie, Human Resources Representative----- (979) 862-1415 (Office)

CAMPUS EMERGENCY INFORMATION

Texas A&M University LEADS (Listen⇒Educate⇒Act⇒Dial⇒Seek)

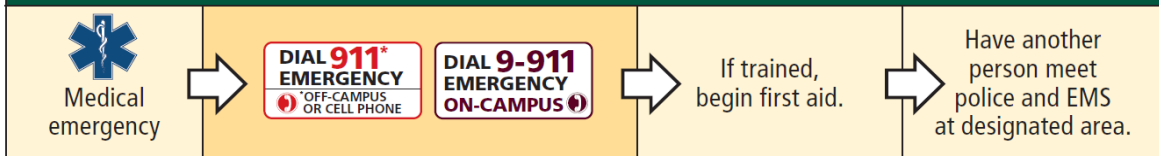
EMERGENCY PHONE NUMBERS

<p>POLICE/FIRE/MEDICAL EMERGENCY:</p> <p>DIAL 911* EMERGENCY OFF-CAMPUS OR CELL PHONE</p> <p>DIAL 9-911 EMERGENCY ON-CAMPUS</p>	<p>UNIVERSITY POLICE NON-EMERGENCY:</p> <p>(979) 845-2345</p>	<p>POISON CONTROL:</p> <p>1-800-222-1222</p>
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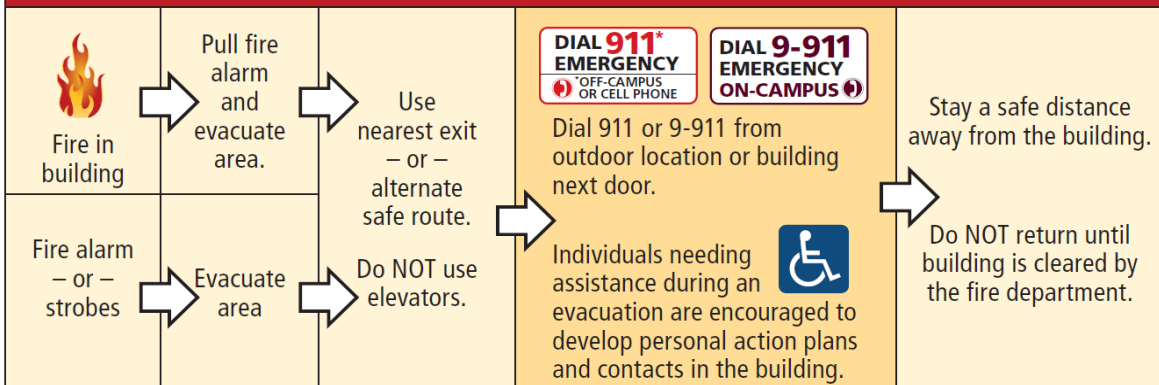
CAMPUS-WIDE EMERGENCY/CODE MAROON

LISTEN to TV, radio, Website, university e-mail, text message and staff.	<p>WHEN DIALING 911 OR 9-911:</p> <ul style="list-style-type: none"> ■ Stay calm. ■ Tell dispatcher your location. ■ Answer the questions. ■ Don't hang up until told. ■ Follow all directions given.
EDUCATE others when you know information. Pass it on.	
ACT according to information and directions you have received.	
DIAL 911 for fire, medical or police emergencies as needed.	
SEEK help and/or shelter.	

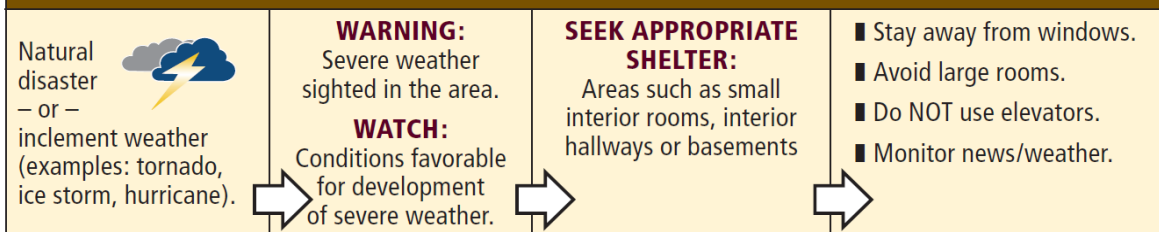
MEDICAL EMERGENCY



FIRE ALARM OR ACTUAL FIRE



NATURAL DISASTER/INCLEMENT WEATHER



UP TO THE MINUTE LOCAL INFORMATION

TELEVISION (ON-CAMPUS CABLE SYSTEM): KBTX (Ch. 2), KRHD (Ch. 3) and KAMU (Ch. 4)
RADIO: WTAW (1620 AM), KZNE (1150 AM), KORA (98.3 FM), KKYS (104.7 FM) and KAMU (90.9 FM)
WEBSITE: http://www.tamu.edu/emergency and http://tamunews.tamu.edu
TEXAS A&M UNIVERSITY E-MAIL: Check your university e-mail in-box for messages.
CELL PHONE: Check cell phones for Code Maroon text messages. Sign up at http://codemaroon.tamu.edu .
LOCATIONS: Corps Guard Room, Student Rec Center and Commons Desk

MEDICAL EMERGENCY

If Ambulance is Needed -

- Call **9-911**
- Provide Dispatcher with:
 - Location of emergency
 - Type of injury, if known
 - Brief description of injured person (gender, age, etc.)
- Render first aid, as trained
- 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 a student to the Beutel Health Center, 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 Resident Advisor, Building Proctor, or other appropriate emergency contact. If these persons are not available, call University Police Dispatch, **845-2345** for assistance

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 Department/University
- 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 **9-911** if emergency help is needed

Lightning Prediction Warning

A Thor Guard Lightning Prediction System has been installed on campus and will sound a warning when lightning is likely to strike on or near the campus. Horns will sound for approximately 15 seconds and the system lights will continue to flash until the danger is past. When the danger is past, the horns will sound 3 blasts for 5 seconds each and the lights will turn off.

When the warning is sounded -

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

Avoid

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

CHEMICAL EMERGENCY

Whenever toxic solids, liquids or vapors are unintentionally released on TAMU property every effort shall be made to protect students, employees, visitors, and members of participating response units and agencies assisting at the incident site.

Spill Inside Building

- Isolate and secure the spill area
- Warn others in the immediate area
- Based upon the hazard, attempt clean-up if trained and if you have appropriate personal protective equipment
- If assistance is needed, call **9-911** (give location, type material)
- Evacuate the building, if required (use of public address system preferred or use of building fire alarm system)
- Meet with and assist emergency response personnel
- ***Non-Emergencies**, call Environmental Health & Safety Department, **845-2132** or Physical Plant, **845-4311** (after hours) for assistance

Spill Outside Building

- Isolate and secure the spill area
- Warn others in the immediate area
- Call **9-911** for assistance (give location, type material)
- Do not wash spilled material into storm personnel
- ***Non-Emergencies**, call Environmental Health & Safety Department, **845-2132** or Physical Plant, **845-4311** (after hours) for assistance

Personnel Injury Involving Chemical Contamination

- Assist with emergency eyewash/shower use, as appropriate
- Render first aid immediately for serious injuries, as trained
- Call **9-911**
- Notify the Environmental Health & Safety Department, **845-2132**
- As possible, without doing harm to the victim, decontaminate the individual and remove and bag contaminated clothing
- Obtain a Material Safety Data Sheet (MSDS) for the material involved

RADIATION EMERGENCY

Personnel Injury Involving Radioactive Material Contamination

- Render first aid immediately for serious injuries, as trained
- Call **9-911**
- Notify the Environmental Health & Safety Department, **862-1111** or Physical Plant, **845-4311** to report the injury
- As possible, without doing harm to the victim, monitor the injured and remove contaminated clothing and gross personal contamination

Radioactive Contamination of Personnel

- Remove and bag all contaminated clothing
- Call the Environmental Health & Safety Department, **862-1111** or Physical Plant, **845-4311** to report the incident
- Skin contamination should be cleaned using mild soap and tepid water. Use portable survey meter to monitor for remaining contamination. If not free of contamination, re-wash and re-survey
- Survey for contamination elsewhere on the body as well as on clothes, shoes, floor, door handles, telephones, etc.
- Document the entire incident

Radiation Spill or Release

- Stop work and confine the spill immediately using an absorbent, enclosure, etc.
- Call the Environmental Health & Safety Department, **862-1111** or Physical Plant, **845-4311** to report the incident
- Warn others of the hazard and isolate the area
- Monitor personnel during and after cleanup for contamination
- Collect all used cleanup materials as radioactive waste. Remove and bag all contaminated clothing or cleaning items for removal by EHSD
- Commence wipe surveys and decontamination. Perform surveys of surrounding areas to ensure that all contaminated areas are identified.
- Document the entire incident

FIRE EMERGENCY

Inside a Building

- Activate a fire alarm or pull station
- Call **9-911** (give caller name, building name, address, floor, location, etc.)
- Evacuate the building using Building Evacuation instructions

Outside a Building

- Call **9-911** (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)

Gas Odor

- Call Physical Plant, **845-4311** (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 **9-911** (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 (cigarettes, electrical equipment, etc.)
- Meet with and assist emergency response personnel
- Do not re-enter building or outside area until cleared by authorized personnel

BOMB THREAT

Telephone Call -

- Immediately after call is terminated, hang-up, obtain dial tone, dial **#91**, then hang-up (trace/trap procedure)
- Call **9-911** (Dispatcher will notify the University Police)
- Document the conversation using the Bomb Threat Checklist
- Notify the department head/building proctor
- Meet with and assist University Police personnel
- As directed by University 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

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 **9-911**

If Parcel is Open and/or Threat is Identified -

For a Bomb -

- Evacuate immediately
- Call **9-911**

For Radiological -

- Limit exposure - don't handle
- Evacuate area
- Shield yourself from the object
- Call **9-911**

For Biological or Chemical -

- Isolate - don't handle
- Call **9-911**
- 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 University Police, **845-2345**
- 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

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
- Report to your Floor Proctor (for a headcount)
- Do not re-enter building until cleared by authorized personnel
- Assist with the evacuation of individuals with special needs

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 9-9-1-1 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 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 University 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.

EVACUATION OF PERSONS WITH DISABILITIES

The responsibilities listed below are important to follow:

Responsible Party	Emergency Situation	Non-Emergency Situation
Supervisor/s (i.e., Deans/Directors, Instructors, President, Vice Presidents)	Administrative Procedures: <ul style="list-style-type: none"> • Supervisors must confer with physically impaired employee(s) under their authority • Develop with physically impaired person(s) best method(s) for evacuation. 	Administrative Procedures: <ul style="list-style-type: none"> • Confer with physically impaired person(s) under their authority • Develop with physically impaired person(s) best method(s) for evacuation.
	Instructional Procedure: Be prepared to explain how and where person(s) should provide support. Practice instructions beforehand <ul style="list-style-type: none"> • Call 9-911 from a campus phone • Supply 911 District Dispatcher with appropriate information <ul style="list-style-type: none"> • Name and title of caller • Building location and address • Explain emergency situation 	Instructional Procedure: Be prepared to explain how and where person(s) should provide support. Practice instructions beforehand <ul style="list-style-type: none"> • Call College Station Fire Department (CSFD) at 764-3700 and request evacuation assistance • Supply CSFD with appropriate information <ul style="list-style-type: none"> • Name and title of caller • Building location and address • Explain non-emergency situation
Physically Impaired Person(s)	<ul style="list-style-type: none"> • Seek out persons who would be able to assist in an emergency. • Carry a loud whistle, horn, or similar device. It may be used to alert people of your location if trapped. 	<ul style="list-style-type: none"> • Convey to supervisor or instructor the need for evacuation assistance. • CSFD can be contacted by person(s) with whom a prearrangement has been reached and the following information conveyed: <ul style="list-style-type: none"> • Name and title of caller • Building location and address • Explain non-emergency situation

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*