



TEXAS A&M

HEALTH SCIENCE CENTER

# CRISIS MANAGEMENT PLAN

## Quick Reference

Texas A&M Health Science Center  
South Texas Center  
McAllen, TX

*This emergency Quick Reference is designed to provide readily available emergency procedures to protect people and property in the event of an emergency. The information provided will help building occupants know how to respond to and report:*

- Active Shooter
- Bomb Threats
- Chemical Emergencies
- Fires
- Injuries
- Medical Emergencies
- Severe Weather
- Suspicious Letter/Package/Substance
- Utility Failures

## CONTACT INFORMATION

### ON-SITE EMERGENCY

McAllen Fire  
McAllen Police  
McAllen Ambulance  
McAllen Medical Center  
Rio Grande Regional Hospital  
STC Safety Office  
  
HSC Safety Office  
  
HSC Risk Manager  
  
Hidalgo County Emergency Management  
City of McAllen Emergency Management

### FROM ON-CAMPUS TELEPHONE

9-911  
9-911  
9-911  
956-632-4000  
956-632-6000  
956-668-6311 (Office)  
956-457-2573 (Cell)  
979-458-7292 (Office)  
979-324-7403 (Cell)  
979-458-7241 (Office)  
979-739-4474 (Cell)  
956-318-2615 (Office)  
956-681-1234 (Office)

### NON-EMERGENCY COMMUNICATION

Fire  
Police  
Ambulance (Med-Care EMS)  
McAllen Medical Center  
Rio Grande Regional Hospital  
South Texas Center Safety Office  
HSC Safety Office

956-681-2500  
956-682-4321  
956-661-4100  
956-632-4000  
956-632-6000  
956-668-6311  
979-458-7292 (Office)

### OTHER TELEPHONE NUMBERS

For a poison emergency  
Poison Control Center

(800)-222-1222

# MEDICAL EMERGENCY

**In a medical emergency, activate the McAllen Emergency Medical Team (EMT) by calling 9-911.**

**If an ambulance is needed:**

- 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 employee's supervisor or their designee must complete and send a **First Report of Injury Form** to the HSC Environmental Health Safety (EHS) Office.  
(Form available on the EHS Office homepage: <http://www.tamhsc.edu/ehsm/online-forms.html>)

**If an 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 employee's 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>)

MEDICAL EMERGENCY

# 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, 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 the 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.

## 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.

# EMERGENCY PROTOCOLS

## **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 would be 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 non-ambulatory 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 department.
- Listen to the radio and television for weather updates.
- Check with media for return-to work-status.

## Tornado

- 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.

## Once the storm has passed, you should:

- Check yourself and those around you for injuries.
- Evacuate damaged buildings. Do not re-enter until it is declared safe by authorities.
- Call 911 (9-911 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.

# HURRICANES

During the Gulf Coast hurricane season (June 1st through November 30th) all personnel should pay close attention to the weather. Information and general storm data can be found at the NOAA National Hurricane Center's website: <http://www.nhc.noaa.gov/>

A hurricane is one emergency that usually allows for preparation time. No generic guideline can ever fulfill an area's specialized needs. For this reason, you should scrutinize your operations, compare them to the guidelines, and evaluate all additional concerns unique to your area.

The South Texas Center administration is available to assist you with this effort. If you have any other questions or comments about hurricane planning, please contact environmental health and safety at 979-458-7297.

## **Remember:**

- To avoid getting caught in flood waters or unsafe conditions, do not come to the STC building without checking to make sure the building is operational.
- The STC is not a shelter for employees and/or their families.

# CHEMICAL EMERGENCY

Whenever toxic solids, liquids or vapors are unintentionally released, 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 the 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 979-458-7297.
- Evacuate the building, if required (use of the public address system or building fire alarm system is preferred).
- Meet with and assist emergency response personnel.

## **Personnel Injury Involving Chemical Contamination**

- Assist with emergency eyewash/shower use, as appropriate.
- Render first aid immediately for serious injuries, as trained.
- Call 911 if appropriate.
- Notify Environmental Health and Safety, 979-458-7297.
- If 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.

# FIRES AND FIRE ALARMS

## Fire Inside the Building

- Activate a fire alarm or pull station.
- Call 9-911 and give your name, building name, address, floor, location, and other related information.
- Evacuate the building using building evacuation instructions.

## Building Evacuation—when the building fire alarms sound

- Immediately evacuate using the building emergency plan procedures.
- Walk to the nearest exit/stairwell (close the doors behind you).
- Proceed to the designated gathering area outside the building, and report to your supervisor for a headcount.
- Do not re-enter the building until cleared by authorized personnel.
- Assist with the evacuation of individuals with special needs.
- Remember:
  - Crouch low to avoid smoke and heat.
  - Avoid inhaling smoke and fire gases.
  - Learn the location of fire extinguishers and exits.
  - Report unsafe conditions to your immediate supervisor.

## Fire Outside a Building

- Call 9-911 (tell the caller name and address, location of fire, etc.).
- Do NOT activate the building fire alarm system.

## Use Portable Fire Extinguisher if:

- You are properly trained (hands-on training).
- It is a small, contained fire (e.g. wastebasket).
- You can extinguish the fire within 15 seconds (evacuate if it takes longer).

# BUILDING EVACUATION

## **When the Building Fire Alarms Sound:**

- Stop what you are doing.
- Walk to the nearest exit (close the doors behind you) and be prepared to leave the building.
- Proceed to the designated gathering area outside the building for a headcount.
- Do not re-enter the building until cleared by authorized personnel.
- Assist with the evacuation of individuals with special needs if you can do so safely.

## UTILITIES OUTAGE/FAILURES

### Gas Odor

- Warn others in the immediate area.
- Vacate and secure the area.
- Notify the department head.
- Meet with and assist emergency response personnel.

### Major leak (e.g., pipeline break):

- Call 9-911 (tell the 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 the building or outside area until it is cleared by authorized personnel.

### Water Leaks

#### If water is leaking and/or flooding:

- Contact San Juan Plumbing at 956-631-3180 or 956-787-6871, and provide them with the following information:
  - Your name
  - Your location and extension
  - Type of emergency - water leaking/flooding
  - Special directions (if any)
- Do not attempt to enter flooded areas without proper precautions (i.e., power shutdown to room/area). If possible, move property (office equipment, lab equipment, etc.) away from water leaks/flooding after necessary precautions have been taken.
- The facilities, planning, and engineering office will inform the room/area once the problem has been corrected.

# **BOMB THREAT**

## **Threatening Telephone Call**

- Immediately after call is terminated, hang-up, obtain dial tone, dial #91, then hang-up (trace/trap procedure).
- Call the police (9-911).
- Document the conversation using the bomb threat checklist (attached).
- Notify the department head/building proctor.
- Meet with and assist police personnel.
- As directed by the police, help locate/identify suspicious items.
- Evacuate the building, as directed (use of the public address system or building fire alarm system is preferred).
- Do not re-enter the building until it is cleared by authorized personnel.

# BOMB THREAT CHECKLIST

TIME: \_\_\_\_\_ DATE: \_\_\_\_\_

1. When is the bomb set to explode? \_\_\_\_\_
2. Where is the bomb located? **Be as specific as possible.** \_\_\_\_\_  
\_\_\_\_\_
3. What kind of bomb is it? \_\_\_\_\_
4. What does the bomb look like? \_\_\_\_\_
5. Why did the caller place the bomb? \_\_\_\_\_
6. What is the caller's location? \_\_\_\_\_
7. Male \_\_\_\_\_ Female \_\_\_\_\_ Accent: \_\_\_\_\_
8. Caller's name \_\_\_\_\_
9. Address \_\_\_\_\_
10. Phone number \_\_\_\_\_
11. Any background noises? \_\_\_\_\_
12. Actual words stated by caller \_\_\_\_\_  
\_\_\_\_\_
13. Telephone number threat was received on \_\_\_\_\_
14. Your name \_\_\_\_\_ Position \_\_\_\_\_

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14. Your name \_\_\_\_\_ Position \_\_\_\_\_

# SUSPICIOUS LETTER/PACKAGE/SUBSTANCE

## **What to do upon Letter/Package Receipt**

- Handle with care.
- Do not shake or bump.
- Isolate and look for indicators.
- Do not 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—do not handle.
- Evacuate area.
- Shield yourself from the object.
- Call 9-911.

### **For biological or chemical:**

- Isolate—do not 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 9-911.
- Wash your hands with soap and water.
- Identify individuals who may have been exposed to the material.
- Do not leave premises until you are dismissed by authorities.

# ACTIVE SHOOTER

## Active Shooter Outside the 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 on 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 911 using a cellular telephone or call 9-911 from any campus telephone. Be aware that the 911 system most likely will 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 the 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 the 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 only can be made by you and is dependent upon the circumstances.
- Try to remain calm. It will aid you in decision making.
- Call 911 if possible, and alert police to the shooter’s location.
- If you cannot 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 the 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 You Witness 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>)
- Fax the completed form to the Texas A&M Health Science Center's Office of Risk Management (979-458-7213).

