Texas Southern University

Emergency
Management Plan
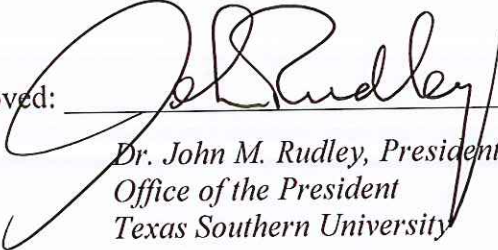
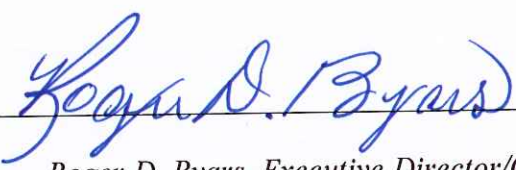**TSU Now.**

This supersedes and rescinds all previous versions of this document.

Approved: _____ Date: 9/25/14

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Approved: _____ Date: 9/18/2014

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TSU Now.

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Record of Changes

Change #	Date of Change	Change Entered By	Date Entered
1	12-04-2008	Captain Green/Amended plan to meet State guidelines	12-04-2008
2	08-04-2009	Captain Green changed alternative meeting location (Page 9)	08-04-2009
3	10-19-2009	Captain Green updated OIT "Quick Plan" Recovery Plan (Page 16)	10-19-2009
4	10-19-2009	Captain Green updated TSU Administration Section	10-19-2009
5	06-12-2011	Deputy Chief Green updated names and titles (Page 2)	06-12-2011
6	06-12-2011	Deputy Chief Green amended Federal and State Authority info. (Page 3)	06-12-2011
7	10-03-2011	Deputy Chief Green amended plan with correct administrative titles.	10-03-2011
8	10-20-2011	Deputy Chief Green updated OIT "Quick Plan" Recovery Plan (Pages 16-17)	10-20-2011
9	12-01-2012	Dep. Chief Green Annual Review	12-01-2012
10	06-03-2013	Dep. Chief Green amended Critical Incidents (Page 7)	06-03-2013
11	06-03-2013	Dep. Chief Green made various title changes (Pages 9, 12, 13, 14, 15, 18, 19, 25, & 26)	06-03-2013
12	06-05-2013	Dep. Chief Green amended OIT Quick Plan (Pgs.16-17)	06-05-2013
13	05-13-2014	Chief R. Byars amended CIMT Member List (Pgs. 9 – 10)	05-13-2014

AUTHORITY

1. Federal
   - Homeland Security Presidential Directive/HSPD-5, Management of Domestic Incidents
   - Robert T. Stafford Disaster Relief & Emergency Assistance Act, (as amended), 42 USC§ 5121
   - Emergency Planning and Community Right-to-Know Act, 42 USC Chapter 116
   - Emergency Management and Assistance, 44 Code of Federal Regulations (CFR)
   - Hazardous Waste Operations & Emergency Response, 29 CFR 1910.120 Federal Response Plan
   - Federal Radiological Emergency Response Plan
   - National Oil and Hazardous Substances Pollution Contingency Plan
   - National Fire Protection Association, NFPA 1600
   - Homeland Security Act 2002
   - Homeland Security Presidential Directive, *HSPD-5*, Management of Domestic Incidents
   - Homeland Security Presidential Directive, *HSPD-3*, Homeland Security Advisory System

2. State of Texas
   - Government Code, Chapter 418 (Texas Disaster Act)
   - Government Code, Chapter 433 (State of Emergency)
   - Government Code, Chapter 791 (Inter-local Cooperation Contracts)
   - Governor's Taskforce Executive Order 57 (Evacuation, Transportation, and Logistics)
   - Health and Safety Code, chapter 778 (Emergency Management Assistance Compact)
   - Executive Order of the Government Relating to Emergency Management
   - Executive Order of the Government Relating to the National Incident Management System
   - Administrative Code, Title 37, Part 1, Chapter 7 (Division of Emergency Management)
   - *The Texas Homeland Security Strategic Plan*, Parts I and II, December 15, 2003
   - *The Texas Homeland Security Strategic Plan*, Part III, February 2004

3. Local
   - Inter-local Agreements & Contracts
   - Inter-agency participation and training

PURPOSE

The CIMP's objective is to maximize human survival, preserve property, minimize danger, restore normal operations of the University, and assure responsive communications with the University, surrounding neighborhoods, and cities in times of crisis. It is set in operation whenever a crisis affecting the University reaches proportions that cannot be handled by established measures. A crisis may be sudden and unforeseen, or it may occur with varying degrees of warning. This plan is intended to be sufficiently flexible to accommodate contingencies of all types, magnitudes, and duration.

The CIMP is designed to:

- o Provide a coordinated, rapid response to critical incidents.
- o Provide a systematic and routine approach to critical incidents.
- o Provide a venue for promptly identifying and supporting University decision makers.
- o Establish a process for evaluating all critical incidents
- o Establish a method for developing plans to protect lives and property and to reduce exposure to vicarious liability.
- o Provide for rapid and accurate delivery of public information.

CONCEPT OF OPERATIONS

The Texas Southern University *Critical Incident Management Plan* is designed to provide framework and guidance for coordinated response to minor emergencies, major emergencies and disasters. This plan does not replace the procedures for safety, hazardous material response, or other emergency measures already established at the university. Instead, it supplements these existing procedures with a temporary crisis management structure, which provides for an immediate managerial focus on response operations and an early transition to recovery operations.

The *Critical Incident Management Plan* is an "all-hazards" document. It contains concepts, policies, and procedures that apply regardless of the nature or origin of an emergency or disaster, and it is not designed to address unique conditions that result from a particular hazard or event. The plan does, however, provide a framework within which emergency operations staff and other relevant department and agency personnel work together to develop and maintain hazard-specific annexes.

Because this plan is designed as a flexible management system, part or all of it may be activated as appropriate to a situation. Moreover, although it is based on a worst-case scenario and provides for the critical functions and roles of the university during disaster response, its general procedures for the management of information, activities, and operations can be applied as needed during any level of emergency.

The planning in this manual is based on the Incident Command System (ICS), a management structure adopted throughout the United States and international communities. It also stems from State of Texas Emergency Planning Guidance, the National Incident Management System (NIMS), and various U.S. Department of Homeland Security Presidential Directives. Accordingly, this manual's approach to emergency management is rooted in a four-phase structure where the phases of mitigation, preparedness, response, and recovery each contain a critical university procedure for emergencies. This provides for a smooth transition to restoring normal services and implementing recovery programs.

While the *Critical Incident Management Plan* can be used as a reference for integrating internal plans into the university's strategic operational plans, it does not replace departments' responsibilities to develop and test their own emergency plans. With this in mind, departments can use this manual as a model to help determine the relationships, responsibilities, and general guidelines to establish in their detailed "quick action" emergency guides. Likewise, departments can use this guide as a reference in creating emergency-related checklists, departmental plans, standard operating procedures, general orders, and field plans.

DEFINITIONS

A. Critical Incidents: Situations that have the potential to cause injury or loss of life to faculty, staff, students or the public, major disruptions of regular activities, or property or environmental damage or loss, or that can threaten the financial standing or public image of the University. The following are examples of events that may be designated as a critical incident which would activate the Critical Incident Management Team, as defined below; these are merely examples and do not constitute a comprehensive list of possible crisis events:

- Fire, explosion, hazardous substance spill, hurricane or other damage to University property that may require closing the site temporarily or permanently.
- An incident resulting in or with the potential for fatality or major injuries.
- A major demonstration that disrupts the University's regular functions.

B. Critical Incident Management Team (CIMT): The group of University officials that coordinates responses to emergencies. Members of the CIMT are: Vice President for Administration & Finance , University Provost, University Chief of Police, Vice President of University Advancement, Business and Finance, General Counsel, Vice President of Student Services, Executive Director of Construction and Maintenance, Executive Director of Campus Services and Operations, Manager of Risk Management, Director of Environmental Health and Safety.

C. Emergency Operations Center (EOC): General Services Building, Suite #217, Texas Southern University, 3100 Cleburne, Houston, Texas 77004.

D. Emergency Planning Committee: Responsible for developing the CIMP; comprised of representatives from Facilities, the Police Dept., Student Services, Risk Management, Environmental Health and Safety, Finance and Information Technology

E. Emergency Planning Coordinator: The Executive Director of Public Safety

F. Public Information Officer (PIO): The Office of Communications

AUTHORITY TO DECLARE A CAMPUS STATE OF EMERGENCY

The University Vice President for Administration & Finance   and University Provost are the Directors of Emergency Services for the University, and are the head of the Policy Group for the University assigned to the Emergency Operations Center (EOC) at the General Services Building Suite # 217 in the event of activation of the City/County/University CIMP. The Vice President for Administration & Finance and University Provost shall work with the University Chief of Police or his/her designee to coordinate all activities necessary to conduct operations with City and County members of the Policy Group and University units.

The President of the University, or in his/her absence the Vice President for Administration & Finance and University Provost, may declare a University emergency and mobilize the CIMP. They may also mobilize the Critical Incident Management Team (CIMT) to handle a crisis situation within the University or to support the Emergency Operations Center (EOC). The only individuals authorized to declare a local, non-University emergency are the City and County jurisdictional Directors of Emergency Services. The University President may request the City or County to declare a local emergency. Only the President of the United States may declare a National Emergency. State and federal declarations will allow for state and federal assistance as well as financial recovery of costs incurred from the emergency.

In the event the Vice President for Administration & Finance and University Provost are not able to assume command, the following persons shall succeed to the position of University Director of Emergency Services and head of the Policy Group in the following order:

1. University Chief of Police, or

2. Vice President of Student Services

FACULTY, STAFF AND STUDENTS SHOULD REPORT EMERGENCIES BY DIALING 911, EXTENSION 7000, or 713-313-7000. UNIVERSITY POLICE WILL NOTIFY ANY ADDITIONAL EMERGENCY UNITS NECESSARY TO RESPOND TO THE EMERGENCY.

LEVELS OF EMERGENCIES

Emergency incidents are classified according to their severity and potential impact so that the response is commensurate with the actual conditions. There are three levels of incidents:

LEVEL ONE

A Level One incident is a minor, localized incident that occurs in a building or specific area of University property or affects a small portion of the University community and can be quickly resolved with existing University resources or limited outside help. A Level One incident has little or no impact on University operations except in the affected area.

Normally, a Level One incident would not require activation of the CIMP. The impacted area should coordinate a response directly with the appropriate responders, such as University Police, Facilities and Maintenance, Environmental Health and Safety, and/or the Houston Fire Department. If it is appropriate to utilize public information systems to provide information, all information shall be disseminated through the Office of Marketing and Communications. *Examples of a Level One incident include a localized chemical spill, localized fire, or plumbing failure in a building.*

LEVEL TWO

A Level Two incident is a major emergency that disrupts sizeable portions of University property and/ or affects a substantial subset of the University community. Level Two incidents may require assistance from external organizations. These events may escalate quickly and have serious consequences for mission-critical functions and/or life-safety.

The Vice President for Administration & Finance and University Provost will receive information from operational departments, determine activation of the CIMP and convene some or all of the members of the CIMT to evaluate the scope of the incident, coordinate essential services, and provide emergency information. Other senior managers may be alerted as appropriate. *Examples of Level Two incidents include a building fire or other major structural damage, severe flooding, major chemical spill, extensive utility outage, or an external emergency that may impact University personnel or operations.*

LEVEL THREE

A Level Three incident is a disaster affecting the entire campus and surrounding community. Normal University operations are suspended and the effects of the emergency are wide-ranging and complex. A timely resolution of disaster conditions requires University-wide cooperation and extensive coordination with external jurisdictions.

In the event of a Level Three incident, the City of Houston Emergency Management may be activated and all responders shall report to their designated locations. In the event of activation of the City of Houston Emergency Management, the CIMT shall be convened. *Examples of Level Three incidents include a hurricane or tornado with major damage to the University, City and County infrastructure; fire that threatens an extensive area of the region; widespread chemical or biological agent contamination, and terrorism and/or active shooter(s).*

IMPORTANT INFORMATION ABOUT LEVELS OF EMERGENCIES

- The CIMT convenes only in the event of a Level 2 or Level 3 incident.
- The Vice President for Administration & Finance and University Provost, in consultation with the President, shall designate a critical incident's emergency level.
- The designated level for an incident may change as emergency conditions intensify or lessen.
- If necessary and if time permits, evacuation of University facilities may be authorized by the Vice President for Administration & Finance and University Provost or his/her designee. Individual schools and departments are not authorized to close or cancel classes without the prior approval of the President or the Provost.

CRITICAL INCIDENT MANAGEMENT TEAM (CIMT)

A. In the event of a critical incident as defined in Section 4 above, the Vice President for Administration & Finance and University Provost may convene the Critical Incident Management Team (CIMT). The CIMT is a decision-making body for the University on issues related to the emergency. The CIMT will not respond to the scene nor will they normally manage the initial response to an incident. It is generally the responsibility of emergency responders at the scene to isolate, contain and neutralize the incident.

B. The critical incident planning priorities for the CIMT are to:
1. Protect human life and prevent or minimize personal injury.
2. Protect the environment.
3. Prevent or minimize damage to physical assets, including structures, animals, research data, and library collections.
4. Restore normal operations.

In the event of an emergency, the Vice President for Administration & Finance and University Provost or his/her designee will contact the members of the CIMT.

Unless otherwise directed, the CIMT will always meet in Hannah Hall Suite #111. The alternative meeting location is in Suite 217, General Services Building.

C. Members of the Critical Incident Management Team include:

1. Vice President for Administration & Finance and University Provost: Assemble, and Co-Chairs the CIMT. Provide a liaison to the Chief of Police or other responders at the scene; communicate with the President, Vice Presidents, and the Board of Regents regarding the status of the crisis response and recovery operations. The University Provost shall consult on academic and faculty matters. Only the President or the Provost may authorize cancellation of classes.
2. Office of the President (Chief of Staff): Provides direct communication to the CIMT on behalf of the President of the University.
3. University Chief of Police: Provides the initial response to the majority of emergencies; liaison with the Vice President for Administration & Finance and University Provost, shall serves as Emergency Planning Coordinator and shall serve as University liaison and representative in community-wide emergency planning and disaster preparedness efforts.

4. The Office of Vice President of University Advancement: In coordination with the Office of Communications ensures appropriate and timely information is provided to the news media, general public, staff, faculty, and students,

5. Office of Budgets & Treasury: Provides input to the CIMT on University facilities matters and any budgetary matters related to the incident.

6. General Counsel: Provides input to the CIMT on legal matters.

7. Vice President of Student Services: Provides a liaison with students, the Office of the Dean of Students, and other divisions within their area of responsibility.

8. Executive Director of Facilities and Maintenance: Provides input to the CIMT on University facilities matters.

9. Manager of Risk Management: Provides input to the CIMT on risk management issues related to the incident and continued operations. Acts as liaison with the State Office of Risk Management, insurance carriers, and claims adjusters. Coordinates insurance program with continuity planning programs.

10. Director of Environmental Health and Safety: Serves as lead "Safety Officer" for all university operations during the time of critical incidents, ensuring that all safety measures, rules and policies are in compliance with local, state and federal regulations.

11. Executive Director of Information Technology: Provides planning and implementation for the safeguarding of the university's IT infrastructures.

12. Associate Vice President of Human Resources: Provides planning and resources to ensure that employees are provided with assistance information as needed during the critical incident.

13. Executive Director for Building & Grounds: Plans and implements operations to ensure safety of university grounds & buildings, through coordination with the Executive Director of Facilities & Maintenance.

The CIMT may be expanded to include the following units as "advisors" to the CIMT based on critical information regarding their areas of responsibility, and/or others as needed:

o City of Houston Emergency Management Division
o Director of Communications
o Director of Housing
o Director of Student Health Center
o Director of University Counseling Center
o Executive Director for Student Services
o Executive Director of Enrollment Management
o Faculty Senate Chairman
o Food Services Director
o President of Staff Council
o Student Government Association President
o Vice President for Research and Graduate Studies

D. The CIMT's role is to be a decision-making body for the University community on issues related to the emergency, and to support the Policy Group at the EOC. The CIMT will not respond to the scene nor will they normally manage the initial response to an incident. It is generally the responsibility of emergency responders at the scene to isolate, contain and neutralize the incident. Members of the CIMT may provide designees to the meeting in their behalf. However, those designees must be empowered to implement decision-making on behalf of their area of responsibility.

E. CIMT responsibilities:

1. Determine the scope and impact of the incident using information provided by the emergency responders and University Police.

2. Prioritize emergency actions.

3. Manage and direct the activities of the various departments that will be involved in emergency response and recovery.

4. Deploy resources and equipment for field operations. It is the responsibility of the person(s) in charge of the incident scene to communicate with the CIMT, provide status reports, and inform the team as to what resources and

equipment are needed.

5. Disseminate timely, accurate and appropriate information through the Office of Communications to University faculty, staff, students and the news media.

6. Coordinate with federal, state, and local officials and other Houston-area institutions, as appropriate.

PLAN AND SITUATION ASSUMPTIONS

Emergency planning requires a commonly accepted set of assumed operational conditions
That provides a foundation for establishing protocols and procedures. These assumptions are
Called planning assumptions, and the standard practice is to base planning on the potential
Worst-case conditions.

For the university, severe weather hazards pose the most probable threat of emergency
Conditions. Using the severe weather model, the following planning assumptions were
Incorporated into this plan:

1. Critical lifeline utilities may be interrupted, including water delivery, electrical power, natural gas, telephone communications, microwave and repeater-based radio systems, cellular telephones, and information systems.

2. Regional and local services may not be available.

3. Major roads, overpasses, bridges, and local streets may be damaged.

4. Buildings and structures, including homes, may be damaged.

5. Damage may cause injuries and displacement of people.

6. Normal suppliers may not be able to deliver materials.

7. Contact with families and households of the university community may be interrupted.

8. People may become stranded at the university, and conditions may be unsafe to travel off campus.

9. Emergency conditions that affect campus will likely affect the surrounding community, including the City of Houston and Harris County proper.

10. The university will not receive outside assistance in rapid damage assessment and will need to conduct its own situation analysis and deployment of on-site resources and management of emergency operations on campus, through the campus Emergency Operations Center (EOC) while emergency conditions exist

11. Communication and exchange of information will be one of the highest priority operations for the campus EOC.

EMERGENCY OPERATIONS CENTER (EOC)

A. Location. The Emergency Operations Center (EOC) is located in the Department of Public Safety headquarters, General Services Building, Suite #217, Texas Southern University, 3100 Cleburne, Houston, Texas 77004. It is equipped with radio, telephones, an emergency generator, and computer communications capabilities. During a Level 2 or 3 emergencies, the CIMT will staff the EOC. If this location is not functional, the alternate site is Suite 202, Texas Southern University, 3100 Cleburne, Houston, Texas 77004.

B. The EOC is the main headquarters for emergencies involving Texas Southern University. For emergencies involving the city and/or county, the CIMT will coordinate with Houston and Harris County agencies.

C. Purpose and role. The purpose of the EOC is to coordinate response to major emergencies at Texas Southern University and to assist and facilitate the Emergency Planning Coordinator in providing resolution to the incident. Additionally, the EOC provides information for the support functions of the CIMT to facilitate crisis response and recovery as well as communication with those staffing the Emergency Operations Center if the establishment of the EOC becomes necessary.

D. It must be emphasized that the role of the EOC is not to manage the initial response to an incident. These activities (isolate, contain, and neutralize) are managed by the appropriate emergency responder's incident commander at the scene of the incident. During the initial crisis, the members of the EOC should be supportive by:

Providing resources and information for field operations as quickly as possible when requested.

o Demonstrating patience when there is a lack of information from the field. Particularly in the early stages of an incident, there may be a tendency to overanalyze and begin to think about ways to direct the field operations. Personnel at the EOC should resist this.

o Tracking and providing status reports on various activities that have been initiated and the resources that have been mobilized wither to assist the field operations or to manage the activities away from the scene of the incident.

o Advising the field operations in some instances where immediate decisions do not need to be made.

o Briefing those who will want to know the status of the operation.

EMERGENCY NOTIFICATION

A. The University has implemented an Emergency Notification System (ENS) to quickly notify the University community of an emergency. Use of the ENS shall be in accordance with the "Authority to Declare Campus State of Emergency," and scripts for messages conveyed via the ENS shall be in accordance with the University Emergency Communications Protocol.

In addition, the CIMT may transmit emergency information via email or telephone messages about emergency weather and other Critical Incidents as defined in this document that affect the entire campus or a large segment of the University community. The CIMT may also employ other methods for notifying those within the University community, including telephone calling lists, cell phones, two-way radios, public address systems, University Police Officers or other University personnel. All communications shall be in accordance with Emergency Communications Protocols.

B. Public Information: The Office of Communications serves as the authorized Public Information Officer (PIO) for the University. All public information must be coordinated and disseminated by that office's staff with assistance from other University departments and/or personnel. Only the President, Vice President for Administration & Finance, University Provost, and the Vice President of University Advancement may speak to the media on behalf of the University; under certain circumstances, they may appoint designees. If regular communications are not possible on University property, the PIO will relocate to a designated location where information will be available to the news media, faculty, staff, and students.

During critical incidents, the PIO will work with each organizational unit to gather accurate and substantial information regarding the situation and details of the University response. The PIO, in conjunction with the CIMT and City and County PIO's as appropriate, will provide notification to faculty, staff, students and the general public, utilizing one or several of the following methods:

- Telephone Alert message.
- Mass e-mail message to the University community as a whole, or to Vice Presidents, Deans and Department Heads, as appropriate.
- University Home Page web site.
- Radio, television and newspapers:
  - Radio: For a full list, see Inclement Weather Plan
  - Television: For a full list, see Inclement Weather Plan
  - Newspapers: The Houston Chronicle, University Herald, the Defender, Forward Times, etc

EVACUATION AND RELOCATION

A. University procedure calls for the complete evacuation of a building in an alarm situation. If a building alarm is activated, EHS should be contacted to help with the building's safe and orderly evacuation. **Departmental evacuation plans** should provide more detailed information about the evacuation procedures for individual buildings.

B. If necessary, evacuation, transportation and relocation of individuals threatened by or displaced by the incident shall be coordinated by the Director of Environmental Health and Safety. A temporary shelter such as the Health and Physical Education Building shall be designated by the CIMT. Coordination for assistance, equipment, and supplies will be determined at the relocation site.

C. The Director of Environmental Health and Safety shall be responsible for shelter management if a temporary shelter becomes necessary. He/she shall interact with Business/Finance and Facilities Management personnel and the Office of the Dean of Students to secure food service, water, and other necessary items. He/she shall insure that all shelter users are identified and registered.

D. The primary responsibility for the protection of property, assessment of damage, and restoration of normal operations shall be given to the appropriate University service unit, which include:

1. Facilities Management: Coordinates all services for the restoration of electrical, plumbing, heating, and other support systems as well as structural integrity. Assesses damage and makes a prognosis for occupancy of the structure affected by the disaster. Works with Environmental Health and Safety, University Police, and the Houston Fire Department as appropriate.
2. The Office of Information Technology: Coordinates support for data processing resources at the Data Center and the designated recovery sites. Provides alternate voice and data communications capability in the event normal telecommunication lines and equipment are disrupted by the disaster. Implements disaster recovery procedures for data and the telecommunications network.
3. University Police: Provides law enforcement and safety and security for people and facilities, coordinates with local, state and federal law enforcement.
4. Transportation of persons shall be coordinated by the Office of EHS with appropriate TSUDPS personnel to evacuate and relocate people threatened by or displaced by the incident. Priority will be given to the University's day care centers and charter schools on campus during the evacuation process.
5. Decisions involving the evacuation and relocation of animal care operations will be made by the Vice President of Research and Graduate Studies.

DAMAGE ASSESSMENT AND RECOVERY

A. Facility Damage Assessment. In the event of damage to a facility, University Police shall be responsible for notifying the Houston Fire Department as required, securing the incident site, and notifying the members of the CIMT. The CIMT shall respond and meet as appropriate to determine the extent of damage, recovery activities, relocation needs, and public information needs that are immediately required. If hazardous materials or chemicals are involved, University Police shall notify the Director of Environmental Health and Safety, who is responsible for emergency clean-up and recovery, in conjunction with the Executive Director for Facilities, and the Executive Director for Buildings & Grounds.

If damage is minimal and relocation of activities is not required, Facilities Management shall clean the site, remove debris, and make needed emergency or minor repairs. If major remodeling or rebuilding is necessary, Facilities Management shall prepare plans, specifications or cost estimates for building remodeling and equipment repair/replacement.

B. Property Loss Reporting Requirements. Preliminary reports regarding the cause of the loss, the extent of damage, and the plans for recovery and relocation shall be provided to the Office of Risk Management within 24 hours, who shall submit the information to the University's insurance carriers.

DEALING WITH A DISRUPTED ENVIRONMENT

The University seeks to provide a safe environment for its students, staff and faculty. When a building or location becomes uninhabitable because of equipment malfunction, weather, heat, cold, water, smoke, or other conditions, the President, or in his/her absence, the Vice President for Administration & Finance and University Provost, shall make a decision regarding evacuation of the location. If the site is evacuated, the following guidelines should be followed:

A. If possible, services to students, faculty, staff and the public should be continued at an alternate work location within the University. Deans and department heads, in conjunction with the CIMT, should identify alternate work locations in advance of a crisis situation and advise faculty and staff of the locations and scenarios that would require relocation (i.e., lack of heat, fumes, and threats to safety/security).

B. To the extent possible, normal workflow should be maintained in the alternate location. If computers, phones, and other necessary equipment are not available, staff should engage in planning, evaluation, or training activities which require staff presence but not operational equipment. They also may be assigned other temporary duties to aid in the recovery, as appropriate.

C. If none of the above options is feasible, staff may be required to utilize paid leave or unpaid leave during periods of disruption. It is the University's intent to avoid this option if possible.

D. Deans and department heads are responsible for monitoring the availability of the original workspace and for notifying staff and faculty when it is appropriate to return to the regular work area. The President or the Provost shall make decisions on alternative class schedules, including cancellations and delays.

OIT DISASTER RECOVERY "QUICK PLAN"

A. A. Objective
The primary objective of this Disaster Recovery Plan is to help ensure Texas Southern University business continuity by providing the ability to successfully recover computer services in the event of a disaster.

Specific goals of this plan relative to an emergency include:
- Provides step-by-step procedures for recovering disrupted systems and networks, and restore normal information technology operation in the event of a disaster
- To minimize any negative impacts to University's day to day business functions

Secondary objectives of this plan are:
- To reduce the risk of losing business services
- Provide ongoing protection of the University's assets

B. Site Locations

Primary Site: The OIT Data Center, which is located in Hannah Hall, 2nd floor, 3100 Cleburne, Houston Texas 77004

Secondary Site: Fibertown (remote contingency site), 120 North Main, Bryan Texas 77803

C. Critical Systems
- SCT Banner ERP
- Luminus
- Microsoft Exchange

D. In the event of a natural disaster requiring a campus or citywide evacuation, the Office of Information Technology will implement the following plan of action:
- Recognize the nature of the threat and determine the potential impact to the primary and secondary site.
- Notify the Disaster Recovery Management Team.
- Contact the Campus Police and verify that the MIR3 notification system is operational.
- Verify that the critical systems/Microsoft Exchange has been backed up within the last 24 hours via the network backup (from primary to remote site).
- Ship the most recent critical systems/Microsoft Exchange full backup tapes to the secondary site.
- Perform a data center server(s) shutdown (on and/or via remote site).
- Evacuate OIT staff at the primary location.

D. (Continued)
- Monitor the disaster recovery process through a central point of contact (Remote Site).

E. Plans to reinstate the primary site at Hannah Hall data center, once the threat or disaster has subsided:
- Recovery decisions will be based on the extent of the damage to the primary site (assessment of damage will be determined by the disaster recovery team managers).
- Replace\repair any hardware, software, network services at primary site.
- Reboot data center server(s) at the primary site (on and\or via remote site).
- Verify that the communication\network services are functioning successfully.
- Synchronize critical systems\Microsoft Exchange data from the remote to the primary site via network data transfer (BGP).
- Confirm that critical systems\Microsoft Exchange is up and running successfully.
- Account for OIT staff's at primary location.

ADMINISTRATION AND SUPPORT

1. Agreements and Contracts

Should university resources prove to be inadequate during an emergency; requests will be made for assistance from local jurisdictions, and other agencies in accordance with existing mutual-aid agreements and contracts and those agreements and contracts concluded during the emergency. Such assistance may include equipment, supplies, or personnel, and should follow these guidelines:
- All agreements will be entered into by authorized officials and should be in writing whenever possible
- Agreements and contracts should identify the local officials authorized to request assistance pursuant to those documents

- All agreements, contracts and/or MOU's shall be reviewed by the office of General Counsel, unless approved by the VP for Administration & Finance, or the University Provost.

2. Reports

Hazmat Spill Reports
- If the university is responsible for a release of hazardous materials of a type or quantity that must be reported to state and federal agencies, the department or agency responsible for the spill shall make the required report
- If the party responsible for a reportable spill cannot be located, the IC shall ensure that the required report(s) are made

Initial Emergency Reports
- An initial emergency report is a short report that should be prepared and transmitted by the appropriate EOC/CIMT when an ongoing emergency incident appears likely to worsen and assistance from other local governments or the state may be needed

Situation Reports
- A daily situation report should be prepared and distributed by the appropriate EOC and CIMT during major emergencies or disasters

3. Activity Logs

The Incident Command Post and the EOC will maintain accurate logs recording key response activities, including:
- Activation or deactivation of emergency facilities
- Emergency notifications to other local governments and to state and federal agencies
- Significant changes in the emergency situation
- Major commitments of resources or requests for additional resources from external sources
- Issuance of protective action recommendations to the public
- Evacuations
- Casualties
- Containment or termination of the incident

4. Incident Costs

All departments and agencies will maintain records summarizing the use of personnel, equipment, and supplies during the response to day-to-day incidents to obtain an estimate of annual emergency response costs that can be used in preparing future department/agency budgets.

5. Emergency or Disaster Costs

For major emergencies or disasters, all departments and agencies participating in the emergency response will maintain detailed records of costs for emergency operations, including:
- Personnel costs, especially overtime costs
- Equipment operations costs
- Costs for leased or rented equipment
- Costs for contract services to support emergency operations
- Costs of specialized supplies expended for emergency operations

Note: These records may be used to recover costs from the responsible party or insurers, or as a basis for requesting financial assistance for certain allowable response and recovery costs from the state and/or federal

government.

6. Preservation of Records

In order to continue normal government operations following an emergency situation/disaster, vital records must be protected. These include legal documents as well as property and tax records. The principal causes of damage to records are fire and water; therefore, essential records should be protected accordingly.
- Each Department responsible for preparation of annexes to this plan will include protection of vital records in its SOPs
- If records are damaged during an emergency situation, the university will seek professional assistance to preserve and restore them.

7. Public Protection

Public complaints regarding alleged unfair or illegal business practices often occur in the aftermath of a disaster. Such complaints will be referred to the University General Counsel.

PLAN DEVELOPMENT AND MAINTENANCE

1. Plan Development
The Office of the Executive Director for Public Safety is responsible for the overall development and completion of the *Critical Incident Management Plan*. All university departments and agencies are responsible for promulgating this plan.

2. Distribution of Planning Documents
The Office of the Executive Director for Public Safety shall determine the distribution of this plan and its annexes. In general, copies of the plan should be distributed to those individuals, departments, agencies, and organizations tasked in this document. Copies should also be set aside for the university EOCs, The Texas Southern University, and other emergency facilities.

ANNUAL REVIEW OF PLAN

A.   The Emergency Planning Committee shall review the CIMP on an annual basis and revise it as needed. Before a date is set for review of the plan, the CIMT will be notified for input. Additionally, the plan will be reviewed as appropriate following an event that requires its activation. The Committee team will also monitor and update on an ongoing basis the following:

1. Names and telephone and cellular numbers of all CIMT participants.

2. List of places of refuge.

B. Critical Incident Planning at the Unit Level

1.   Primary Functions: Each Unit should identify the primary functions that need to be continued should a critical incident disrupt the Unit's operations. Determine the key players for the Unit to coordinate the continuation of operations and maintain an up-to-date emergency telephone contact list. Each Unit should review and test their plan annually.

2. Short Term Recovery: In the event of a short-term disruption (30 days or less), each Unit should

identify the resources required to continue the primary functions identified above. Assign responsibilities to staff and discuss each person's role.

3. Long Term Recovery: In the event of a long-term disruption (30+ days), identify the resources required to continue the primary functions identified above. Assign responsibilities to staff and discuss each person's role.

4. Property Loss Planning: It is critical that each Unit prepare an inventory of the Unit's contents and identify vital records before an event occurs that could damage the Unit such as a fire or flood. Such precautions will expedite the process of coordinating with Risk Management to recover these records and items. Remember to keep a record of contents and a periodic backup of computer records offsite so that you can access this information if your Unit suffers a major loss. For those paper records that are vital and for which duplication off site is not practical, consider having them stored in fire resistant cabinets.

5. Evacuation Procedures: Whenever an evacuation is required, it is important to account for everyone after exiting the building. Each Unit should designate an individual and an alternate to be responsible for accounting for all the members of the Unit and reporting to authorities anyone who may be missing and where that person may be located in the building. It is vital that each Unit identify a specific location to gather outside the building if an evacuation occurs.

6. Individuals with mobility or other concerns that make independent evacuation difficult are encouraged to make alternate arrangements in advance so that they may be able to exit safely in the event of an emergency.

7. Each Unit should establish a "buddy" system where volunteers and alternates are recruited and paired with persons who have self-identified disabilities that create special evacuation needs. Volunteers should become familiar with the special evacuation needs of their buddies and plan to alert and assist them if an evacuation is ordered. Volunteers should keep in mind that many people with disabilities can assist in their evacuation.

All students and employees should become familiar with emergency exits in their work area, residence hall or classroom and locate exits, stairwells, elevators, fire-fighting equipment, fire alarms, and established areas of refuge.

APPENDIX

INCIDENT COMMAND SYSTEM OVERVIEW

ICS Description
The Incident Command System (ICS) is a commonly accepted emergency management structure. The ICS is designed especially for incidents that involve not only internal, but also city, state, and federal agencies and multiple political jurisdictions.

ICS Use
The Incident Command System (ICS) can be used to manage an emergency or a nonemergency event.

ICS Structure
The structure of the ICS organization chart allows considerable flexibility. Only those position necessary to manage the incident need to be filled. The organization can be enlarged or diminished to meet the specific level of the emergency. This makes the ICS a very efficient emergency management system. An individual may be assigned to more than one function in the Incident Command System, but the functions of the system are not combined.

Where ICS Functions are Performed
Depending on the type, complexity, and location of the incident, the functions and activities of the ICS and support groups are performed at the following locations:

- On-Scene Location of Incident
- University Operations Center
- City of Houston and Harris County EOC

Unified Command (UC)
In ICS, unified command is a unified team effort that allows all agencies with responsibility for the incident, either geographical or functional, to manage an incident by establishing a common set of incident objectives and strategies. This is accomplished without losing or abdicating agency authority, responsibility, or accountability. The UC is responsible for the overall management of the incident. The UC directs incident activities including the development and implementation of strategic decisions and approves the ordering and releasing of resources. The UC may activate deputy incident commanders to assist in carrying out incident command responsibilities.

ICS Organization
The organization of the ICS is built around the following major management activities.

Command
• Sets objectives and priorities
• Has overall responsibility at the incident or event

Operations
• Conducts tactical operations to carry out the plan
• Develops the tactical objectives and organization, and directs all resources

Planning
- Develops the action plan to accomplish the objectives
- Collects and evaluates information
- Maintains resource status

Logistics
- Provides support to meet incident needs
- Provides resources and all other services needed to support the incident

Finance/Administration
- Monitors costs related to the incident
- Provides accounting, procurement, time recording, and cost analysis

EMERGENCY COMMUNICATIONS PROTOCOLS

1. Critical Incident Management Team Communications

A. The Office of the Executive Director for Public Safety will notify the Critical Incident Management Team (CIMT) when a Level Two or Level Three emergency has been identified by the President or in his/her absence the Vice President for Administration & Finance and University Provost.

B. TSU Police dispatch will maintain current contact information for all members of the Cabinet, the CIMT and CIMT alternates, including home and cell phones, pagers, alternative and University e-mail.

C. The CIMT and the Cabinet will be equipped with pagers (Blackberries) or cell phones capable of notifying them of any emergency, even if electronic communications are temporarily disabled.

D. Communications between CIMT members during the critical incident will be done via cell phones, pagers, e-mail and two-way radios as needed.

E. The CIMT may meet daily in the Emergency Operations Center (EOC) during the height of the critical incident and less frequently once the immediate critical incident is abated or while additional campus restoration is underway.

F. The Office of Communications will coordinate internal and external communications during the critical incident.

2. Communicating with the internal University community during a Level Two or Three Critical Incident

The Cabinet, Deans and the CIMT will work together to get information to the University community in an efficient manner. Not all faculty, staff and students have access to the same level of telecommunications support either on campus or at their homes.

A. Level Two Critical Incident (no facility closure)

1. Communications will remain localized to the affected units during the initial handling of a Level Two Critical Incident unless others in the surrounding areas are affected or concerned. The Emergency Notification System may be implemented. Communications, working with TSU police, the administrative head of the affected unit, and the appropriate Vice Presidents, will assist in providing initial information

and updates for the Deans and Directors to use in communicating with their faculty and staff. Personal safety of all people in the facility is the primary concern; however, classes may not be cancelled without the express approval of the Provost in consultation with the President. Whenever possible, affected classes will be moved elsewhere on campus rather than cancelled.

2. Each department will create a phone and e-mail communication system for campus and off-campus contacts to quickly alert their immediate group of any localized emergency. University email and voicemail cannot be sorted by individual buildings or departments and will generally not be used during a localized Level Two emergency.

3. When a resolution of the critical incident is reached, the CIMT may determine that a broader report should be made to the campus at large.

B. Level Three Critical incident (large part of campus impacted)

1. Only the President, or in his/her absence the Vice President for Administration & Finance and University Provost, may declare a Level Three Critical Incident.

2. If the President or his/her designee determine the need to close the university campus, it is imperative that all faculty, staff and students receive this information quickly and accurately using multiple channels of communication.

3. The Emergency Notification System (ENS) will be implemented. Also, departmental phone trees are often the fastest way to communicate while on campus and are particularly helpful in reaching people after hours.

4. Communications will issue an alert or official closing announcement via email followed by voicemail.

5. Department heads and business managers should ensure that all employees who do not have access to email or voicemail receive notification of any emergency announcements.

6. Communications will issue a statement to the local news media reporting the closing and keeping them informed of changes in status.

7. Communications will coordinate all media communications during a critical incident and is the only party authorized to deal directly with local media during a critical incident. Always refer media calls to the Office of Communications (713-313-7205).

3. Communicating with the External Community during a Level Two or Three Emergency

The Office of Communications will work with the CIMT and President or his/her designee to keep the external community informed during any emergency affecting the University.

A. Level Two Critical incident (no facilities closed)

1. Communications is the primary contact to the news media in any critical incident, even if localized to a single building or department.

2. Communications will not issue any statements until the critical incident has been resolved unless they

are asked to respond to media inquiries or there is public risk involved that requires early notification.

B. Level Three Critical incident (large part of campus impacted, possibly closed)

1. Official word of closing the campus must come from the President or his/her designee before any communications to internal or external communities may be made.

2. Communications is the only office authorized to notify the news media about a campus closing.

3. Communications will deploy the media relations staff to work on-site during any emergency and to help manage the news media during the critical incident.

4. Communications is charged with establishing the on-site CCC when necessary to serve the needs of off-campus media covering an emergency of any type at the university.

5. An appropriate representative at the university will be identified and will work with the Communications to ensure the media have prompt, accurate information about any emergency, while helping to prevent confusion.

6. Communications will work to ensure that the internal community also has the most current information regarding any emergency.

7. Communications and IT, will post information on any closings and provide updates on recovery efforts through working with the university's website.

4. Emergency Messaging

TSU uses an Emergency Notification System (ENS) to alert students, staff and faculty of emergencies and critical incidents that impact University operations. Only scripted messages may be delivered via the ENS. Scripts have been developed for several categories of messages, including Emergency, Test, Public Safety, Situation Update, Information Technology, and Situation Ended. The approval and release authority protocol for each category is identified below.

A. Emergency

Scripts for emergency messages are pre-approved by the President or his/her designee and maintained by the TSU Police Department. When an emergency situation exists, the decision to release the message will be made by the Chief of Police or his designee and does not require prior notification, approval or consultation. When an emergency message is issued, the President or his/her designee and Critical Incident Management Team should be notified as soon thereafter as possible.

B. Test

The test message is a standard message periodically issued by TSU Police Dispatch to insure proper operation of the emergency notification system. The message is pre-approved by the President or his/her designee and does not require prior notification, approval or consultation for release.

C. Other Categories

All other categories of text messages (Public Safety, Internet Technology, Situation Update and Situation Ended) are released through the Office of Communications and are not considered emergency messages. They are reviewed and approved by the President or his/her designee prior to release. Only the President or his/her designee has authority to release these messages, and the releasing office (Police Department, Communications) must receive approval prior to releasing the message.

D. Emergency and Public Safety Situation Scripts

1. System Test *(125 characters)*

This is a TEST of the University emergency notification system. In a real emergency check www.tsu.edu/emergency for details.

2. Emergency

Tornado Warning (99 characters)

Tornado warning. Immediately seek shelter. Avoid windows. Check www.tsu.edu/emergency for details.

Fire (82 characters)

Emergency. Fire at xxxxxxx. Avoid area. Check www.tsu.edu/emergency for details.

Hazardous Materials (117 characters)

Emergency. Hazardous materials release at xxxxxx. Avoid area. Stay indoors. Check www.tsu.edu/emergency for details.

Shooting (115 characters)

Emergency. Shooting reported on campus. Xxxxxx. Avoid area. Stay indoors. Check www.tsu.edu/emergency for details.

Bomb Threat (87 characters)

Emergency. Bomb threat at xxxxxx. Avoid area. Check www.tsu.edu/emergency for details.

Abduction/Assault Attempt (120 characters)

Abduction/attempted abduction/assault at xxxxxx. Year/Color model/vehicle. 2 abbreviated descriptors of suspect. Check www.tsu.edu/emergency for details.

Police Emergency (81 characters)

Police emergency at xxxxxx. Avoid area. Check www.tsu.edu/emergency for details.

3. Public Safety Situation

Closing due to Weather (108 characters)

TSU closed due to weather; classes canceled beginning XX AM/PM. Check www.tsu.edu/emergency for details.

Weather Delay (88 characters)

Weather delay. Classes begin today XX AM/PM. Check www.tsu.edu/emergency for details.

Road Closure (76 characters)

Road closed at xxxxxx. Avoid area. Check www.tsu.edu/emergency for details.

Power Outage (59 characters)

Campus power outage began xx:xx AM/PM. Check www.tsu.edu/emergency for details.

Situation Ended (106 characters)

Emergency ended. Normal campus activities resumed. Avoid xxxxxx. Check www.tsu.edu/emergency for details.

Situation Update (to be written as needed)

COMMON CRITICAL INCIDENTS AND RESPONSE STRATEGIES

1. BOMB THREAT

A bomb threat may come to the attention of an employee in various ways and it is important to compile as much information about the situation as possible. Please DO NOT attempt to notify or evacuate the building as this could consume valuable time that would be better used to gather important information. Keep in mind that the vast majority of bomb threats are false and are primarily intended to elicit a response from the building occupants. In the case of a written threat, it is vital that the document be handled by as few people as possible so that evidence is preserved and turned over to University Police. If a threat arrives via e-mail, make sure to save it on your computer. Most bomb threats are transmitted over the telephone; thus, the following instructions are based on that assumption.

A. Immediate Action

1. Remain calm and immediately refer to the attached Telephone Bomb Threat Checklist. If applicable, pay attention to your telephone display and record the information shown in the display window.
2. Try to keep the caller on the line as long as possible to gather as much information as you can. Try not to anger the caller.
3. While engaging the caller, pay attention to any background noise and distinctive sounds, for example, machinery, traffic, other voices, music, television, etc.
4. Note any characteristics of the caller's voice (gender, age, education, accent, etc.).
5. Attempt to obtain information on the specific location of a device (building, floor, room, etc.).
6. Attempt to obtain information on the time of detonation and type of detonator.
7. After the call ends, immediately notify University Police at extension 7000 (713-313-7000).
8. If the threat was left on your voice mail, do not erase it.

9. Notify the immediate supervisor in your work area.

B. Building Evacuation

The decision to evacuate a University facility will be made after a thorough evaluation of the information available, including but not limited to:

1. The nature of the threat,

2. The specificity of location and time of detonation,

3. Circumstances related to the threat (i.e. political climate, series of events leading to the threat), and

4. Discovery of a device or unusual package, luggage, etc.

University Police or other police unit will dispatch a search team and organize the search. Additional emergency units may be alerted to the threat and asked to stand by for further instructions. People leaving the building should report to a specified location for further instructions.

C. Subsequent Procedures/Information

Staff can assist University Police in several ways. As a search is conducted, staff may be asked to identify boxes or objects in their work area. If an evacuation of an academic building is necessary, classes will be dismissed or relocated. If a suspicious device, package, bag, etc. is discovered, University Police will notify the local bomb squad for assistance. The decision to resume normal activities in the building will be made jointly by the Chief of Police and Environmental Health and Safety.

TELEPHONE BOMB THREAT CHECKLIST

Date: _____ Time: Call received _____am/pm   Call terminated _____am/pm

Exact Wording of threat:

Caller's gender:_____Race (if known):_____Age: _____

Length of Call: _____   Telephone # where call received: _____

Questions you should ask:

When is the bomb going to explode? _____

Where is the bomb right now? _____

What does it look like? _____

What kind of bomb is it? _____

What will cause it to explode? _____

Did you place the bomb? _____

Why?_____

What is your address? _____

What is your name? _____

Voice Description

___ Calm	___ Deep	___ Normal
___ Nasal	___ Soft	___ Disguised
___ Angry	___ Ragged	___ Distinct
___ Stutter	___ Loud	___ Accent
___ Excited	___ Clearing Throat	___ Slurred
___ Lisp	___ Laughter	___ Familiar
___ Slow	___ Deep Breathing	___ Whispered
___ Raspy	___ Crying	___ Cracking Voice
___ Rapid		

Do you recognize the voice? If so, who do you think it was? _____

Background sounds:

___Street noises   ___PA System   _____ Motor

___Factory Machinery   ___Static   _____ Booth

___Television   ___Music   _____ Office machinery

___Animal noises   ___Local   _____ Other _____

___Voices   ___House noises

___Clear   ___Long distance

Threat Language

___Well spoken

___Incoherent

___Foul

___Taped

___Irrational

___Message read by threat make

Your Name:_____

Position: _____ Work Telephone: _____ Home Telephone: _____

2. EXPLOSION

An explosion is caused by a rapid expansion of gas from chemical reactions or incendiary devices. Signs of an explosion may be a loud noise or series of noises and vibrations, fire, heat or smoke, falling glass or debris, or building damage.

A. Immediate Action

1. Get out of the building as quickly and calmly as possible. Call extension 7000 from a University phone or call 911.

2. If items are falling, get under a sturdy table or desk.

3. If there is a fire, stay low to the floor and exit the building as quickly as possible.

4. If you are trapped in debris, tap on a pipe or wall so that rescuers can hear you.

5. Assist others in exiting the building and move to designated evacuation areas.

6. Keep streets and walkways clear for emergency vehicles and crews.

7. Untrained persons should not attempt to rescue people who are inside a collapsed building. Wait for emergency personnel to arrive.

B. Decision

The Incident Commander will make decisions regarding the control and abatement of the explosion incident and will determine if it is safe to re-enter or occupy the building.

C. Subsequent Procedures/Information

Depending on the nature and degree of the explosion incident, other support agencies and University resource units may be brought in for services or assistance.

3. FIRE

A fire may include visible flames, smoke, or strong burning odors. The appropriate emergency action is for persons to evacuate the building quickly and safely and notify the Fire Department by dialing 911 or extension 7000 (713-313-7000) from a University phone. For University buildings, the Environmental Health and Safety Department (EHS) [PHONE] should be contacted, if possible. EHS will work with emergency responders to provide information about the location of the fire, the cause of the fire, and to assist in a safe and orderly evacuation of the building.

A. Immediate Action

1. For the person discovering the fire, remember **R-A-C-E**:

   a. REMAIN CALM

   b. ALARM—pull the nearest fire alarm and exit the building as quickly as possible.

   c. CONTAIN the fire—close all doors but do not lock them—and CALL 911 or extension 7000 from a University phone.

   d. EXTINGUISH the fire only if you can do so safely and quickly, and EVACUATE the building using established procedures.

   After the fire is extinguished, call 911 or extension 7000 if you have not already done so.

2. For building occupants:

   a. Close but do not lock the doors to your immediate area.

   b. EVACUATE the building via the nearest exit. Assist others in exiting the building.

   c. DO NOT use elevators.

   d. Avoid smoke-filled areas.

3. For people evacuating from the immediate fire area:

   a. Feel the door from top to bottom. If it is hot, DO NOT proceed; go back.

   b. If door is cool, crouch low and open the door slowly. Close door quickly if smoke is present so you do not inhale it.

   c. If no smoke is present, exit the building via the nearest stairwell or exit.

   d. If you encounter heavy smoke in a stairwell, go back and try another stairwell.

B. Decision

The Houston Fire Department Incident Commander will control and make decisions at the scene of the fire. The Houston Fire Department will decide when to turn control of the scene back to the University. University Police will decide when to turn control of the scene back to the facility tenant(s).

C. Subsequent Procedures/Information

Depending on the nature and degree of the fire incident, other support agencies and University resource units may be brought in for service or assistance.

4. HAZARDOUS MATERIALS INCIDENT

A hazardous materials incident may be a spill or release of chemicals, radioactive materials or biological materials inside a building or to the environment. The user may manage simple spills. Major spills or emergencies may require emergency assistance from the Houston Fire Department or other external entities. The University does not have a fire department or HAZMAT Team.

A. Immediate Action

1. Simple spills, please contact Facilities Customer Service/Dispatch (713-313-7090 during business hours [weekdays 8 a.m. to 5 p.m.] or extension 7000 during non-business hours)

2. Major spills or emergencies:

   a. Dial extension 7000 from a University phone or Dial 911

   b. Evacuate and assemble at a safe distance from the building

   c. Account for individuals

   d. Wait for and provide information to responders

3. Notifications and Reporting: Notify Facilities Customer Service/Dispatch regarding *any* simple or major hazardous materials spill. Call 713-313-7090 during business hours (weekdays 8 a.m. to 5 p.m.) or extension 7000 during non-business hours.

B. Decision

After the spill has been contained and the incident controlled, University Police and/or EHS will:

1. Determine if emergency responders are needed.
2. Determine if immediate hazards are under control and the situation is stabilized.
3. Determine if the site can be reoccupied or if further remediation or repair is needed.

The decision that an incident is controlled and stabilized will be made by the emergency response agency.

C. Subsequent Procedures/Information

Depending on the nature and needs of the incident, assistance and services may be brought in from other public support agencies or specialized contractors.

5. INFRASTRUCTURE FAILURE

From time to time, the University may experience infrastructure problems that could render the work site unsafe or uninhabitable, such as electricity, computer, steam, water, or telephone failures.

A. Immediate Action

1. If a critical incident is experienced relating to water, electricity, or steam, call Facilities Management at 713-313-7090.

2. If a critical incident is experienced relating to telephone systems, call OIT at 713-313-4357 or 866-

749-8237.

3. If a critical incident is experienced relating to computer systems, call the OIT Help Desk at 713-313-4357 or 866-749-8237.

B. Decision

The first responders will determine whether a critical incident exists, and will report to the appropriate department heads. In the event that there is a critical incident, the Chief of Police will notify the Vice President for Administration & Finance and University Provost, who will convene the Critical Incident Management Team (CIMT).

6. HURRICANE

A. Immediate Action

1. Before the storm:

   a. Firmly set brakes on vehicles.

   b. Secure and brace external doors, especially double doors.

   c. Move as many valuables as possible off the floor to limit flooding damage.

   d. Move furniture and computer equipment away from windows or cover with plastic.

   e. Continue to listen to radio and television for instructions.

2. During the storm:

   a. Stay inside.

   b. Stay away from windows and doors.

   c. DO NOT use the telephone or electrical appliances.

   d. If the storm becomes intense, retreat to a designated interior hurricane-safe room.

B. Subsequent Procedures/Information

The University's Emergency Notification System telephone alert lines may be activated to provide information to student, faculty and staff. In addition, information may be available on the website or via telephone messaging.

7. MAJOR DEMONSTRATION

In most cases, protests on campus such as marches, meetings, picketing and rallies will be peaceful and non-obstructive. A protest should not be interrupted unless one or more of the following conditions exists as a result of the demonstration:

o Disruption of the normal operations of the University
o Access to offices, buildings, or other University facilities is obstructed
o There is a threat of physical harm to persons or damage to University facilities
o There are willful demonstrations within the interior of any University building or structure, except as specifically authorized and subject to reasonable conditions imposed to protect the rights and safety of other persons and to prevent damage to property
o There has been unauthorized entry into or occupation of any University room, building, or area of the Grounds, including such entry or occupation at any unauthorized time, or any unauthorized or improper use of any University property, equipment, or facilities.

A. Immediate Action and Decision Maker(s)

If any of the above conditions exist, the University Police should be notified and will be responsible for contacting and informing the Vice President for Administration & Finance , University Provost, and the Dean of Students.

Depending on the nature of the protest, the appropriate procedures listed below should be followed:

1. Peaceful, Non-Obstructive Protest. Generally, peaceful protests should not be interrupted. Protestors should not be obstructed or provoked and efforts should be made to conduct University business as normally as possible. All demonstrations must conform to the Policy on the Use of University Facilities contained in the *Student Handbook and Code of Conduct.*

2. Non-Violent, Disruptive Protest. In the event that a protest blocks access to university facilities or interferes with the operation of the University, the President, Vice President for Administration & Finance , University Provost, or a designated administrator will go to the area and ask the protestors to leave or to discontinue the disruptive activities. If the protestors persist in disruptive activity, the following statement should be read by a selected University administrator as circumstances permit:

I am_____ (name), _____ (title), a representative of Texas Southern University, authorized to make this statement. I am hereby officially requesting and, if necessary, directing you to please leave these premises immediately. I am also notifying you that if you do not leave immediately you will be in violation of both the University's Student Handbook, Code of Conduct and Texas law. Texas Southern University does not want that to happen to any of you. Violating the University's Student Handbook, Code of Conduct and Texas law places students at risk of being suspended or expelled from the University, and criminal law violations may result in arrest, prosecution with costly dollar penalties and/or jail sentences.

If the protestors persist in disruptive behavior after the above administrative message is read, the following statement may be read as circumstances permit:

The University has requested that law enforcement clear this area. Please cooperate with law enforcement. If you fail or refuse to do so, you may be arrested and criminally charged.

3. Violent, Disruptive Protests. In the event that a violent protest in which injury to persons or property occurs or appears imminent, the following will occur:

a. During business hours: University Police shall be notified immediately. The Police will in turn contact key administrators, including the Vice President for Administration & Finance and University Provost. The Vice President for Administration & Finance and University Provost will determine further actions.

b. After business hours: University Police shall be notified immediately of the disturbance and take action as necessary to preserve order and public safety. The Police will investigate the disruption and notify the Chief of Police, who will inform the Vice President for Administration & Finance , University Provost, and other key administrators.

c. If possible, an attempt should be made to communicate with the protestors to convince them to desist from engaging in violent activities in order to avoid further escalation of possible violent confrontation.

B. Subsequent Procedures/Information

If it becomes necessary, the Chief of Police or designee will call for assistance from the Houston Police Department or other law enforcement agencies as needed. If assistance is needed with mass transportation, the Chief of Police will coordinate with the Houston Police Department. Efforts should be made to secure positive identification of protestors to facilitate later testimony, including photographs if advisable. Additionally, efforts should be made to videotape any police action for future reference.

8. SEVERE WEATHER

A. Immediate Action

1. Facilities Management has primary responsibility for snow and ice control operations.

2. Only main entrances and handicap entrances to buildings will be cleared of snow and ice. The focus will be to keep main arteries clear and safe.

B. Flood

The most common type of all natural hazards is flooding. This is particularly true for the Greater Houston area which includes areas surrounding Texas Southern University.

- o Be aware of road conditions during periods of extremely heavy rainfall.
- o TSU facilities may not be exposed to flooding, but hazardous conditions may exist in traveling to and from the area.
- o Avoid going near flooded areas.

o Do not drive into flooded streets. Water depth is unknown and the condition of the roadway is not certain.

o Listen to local radio and TV stations for college closing information.

C. Decision

The University's Inclement Weather Policy states as follows:

All schools and departments of the University remain open during regularly scheduled hours while the University is in session regardless of weather conditions. No dean or faculty member is authorized to cancel a regularly scheduled class because of inclement weather. Special programs that involve travel away from the University (field trips, evening classes, or other activities) may be canceled by the responsible dean if in the dean's judgment extreme weather conditions require it. The University may decide to alter the start or close of the working day under extreme emergency conditions, but only the President, Vice President for Administration & Finance and University Provost have this authority. When weather conditions are so extreme that it is necessary to postpone or cancel any University activity, the public will be notified by an announcement on the University telephone system, University home page web sites, and mass electronic mail.

9. TERRORIST ATTACK

Terrorism is defined by the FBI as "The unlawful use of force or violence against persons or property to intimidate or coerce a government, the civilian population or any segment thereof in furtherance of political or social objectives."

A. Weapons of Mass Destruction (WMD) are frequently employed by terrorists and can be categorized into five groups using the acronym CBRNE – Chemical, Biological, Radiological, Nuclear, and Explosive.

1. **Chemical Agents.** Chemical agents are poisonous gases, liquids or solids that have toxic effects on people, animals, or plants. Severity of injuries depends on the type and amount of the chemical agent used and the duration of the exposure.

2. **Biological Agents.** Biological agents are bacteria, viruses, or toxins that have illness-producing effects on people, livestock, and crops.

3. **Radiological Agents.** Radiological agents are radiological material dispersed by an explosion or other dispersal method.

4. **Nuclear Agents.** Nuclear agents involve the detonation or threatened detonation of a fission type nuclear weapon.

5. **Explosive Agents.** Explosive devices are the most commonly used category of WMD agents. They can deliver a wide range of incendiary and explosive effects, including providing for the dispersal of the other categories of WMD.

B. Local Preparations for a CBRNE Attack

In the event of a need to vaccinate or otherwise distribute medication to a large segment of the local population, the City of Houston Health and Human Services Department maintains a plan for mobilizing resources. Instructions on what to do in the event of a CBRNE attack, including, if applicable, evacuation procedures and

the location of shelters and treatment facilities, will be disseminated through the City, County and University Media Relations personnel.

C. Immediate Action

Prepare to deal with a terrorist incident by adapting many of the same techniques used to prepare for other crises, such as being alert to your surroundings, including any conspicuous or unusual behavior, having a Family Disaster Plan such as the one listed by the American Red Cross, and being familiar with the evacuation plan for your building. In the event of a terrorist attack, follow the directions of authorities and the procedures drawn up in the preparedness plans.

D. Protective Measures

- Mask: If available, use breathing protection like a gas or escape mask or cover your mouth and nose with a cloth.
- Move: If indoors, to the highest and most interior room of a house or building. If outdoors, move laterally and upwind, away from any smoke or aerosol cloud.
- Shelter: Seek shelter in a building or covered structure. If in a vehicle, pull over and turn off the engine, air conditioner, heater and vents, and roll up the windows.
- Turn off all electrical appliances, fans, air conditioners, furnaces, etc.
- Close and lock all windows, vents, doors and other openings.
- Seal room windows and doors with duct or masking tape.
- Seal door thresholds with wet towels.
- Sit adjacent to an inner wall and away from outer walls and windows.
- Do not smoke, light candles, or use any sources of open flame.
- Evacuation: Be prepared to evacuate your home or workplace if circumstances require it. Follow the steps in your Family Disaster Plan to be sure you have the necessary items with you.

E. Subsequent Procedures

- **Listen:** Keep calm and listen to the radio/TV (battery-operated, if appropriate) for official news updates. Stay indoors until notified by the public information officers that the area is safe.
- **Decontaminate:** Minimize contact with all outside surfaces; remove contaminated clothing and jewelry as soon as possible and place in *separate*, sealed plastic bags; wash exposed skin with soap and water and shampoo hair.
- **Seek Care:** If exposure is known or suspected, report to the nearest medical facility as directed by public health officials for evaluation and treatment. Inform the staff that you may be contaminated.
- **Assist Others:** As circumstances and your training permit, assist others in your building or neighborhood. Depending on the magnitude of the incident, assistance from emergency services personnel may be significantly delayed. Preparing beforehand by seeking training through the American Red Cross, the Community Emergency Response Team (CERT), or other organization can provide a valuable community service.

10. TORNADO

A tornado **"watch"** means conditions are right for a tornado. During a tornado watch, staff should be alert to weather conditions. A tornado **"warning"** means that a tornado has been sighted within a 25-mile radius. Tornado warnings normally are given three to 15 minutes in advance of the tornado.

A. Immediate Action

1. Remain calm and avoid panic.

Go to an <u>area of safety</u>. Areas of safety include rooms and corridors in the innermost part of a building. <u>Areas to avoid</u>: windows, corridors with windows, or large freestanding expanses. **There is no guaranteed safe place during a tornado. However, it is important to seek shelter in the best location to help minimize your exposure.**

2. DO NOT use elevators during a tornado warning. People with mobility concerns should go to an area of safety when a tornado watch is announced: <u>DO NOT wait for a tornado warning</u>.

3. Close all doors, including main corridors, making sure they latch.

4. Crouch near the floor or under heavy, well-supported objects and cover your head.

5. If outside, lie down in a low-lying area such as a ditch and cover your head.

6. Be alert for fire. In the event of a fire, the fire plan should be utilized.

B. Decision

If a tornado actually affects or damages any University building, the decision to return to your work space or vacate the affected building(s) will be made by the President in consultation with the Vice President for Administration & Finance, University Provost, and Facilities Management.

11. VIOLENT INCIDENTS

Violent incidents including but not limited to acts of terrorism, assaults, and incidents of workplace violence can occur on the University campus with little or no warning. It should be noted that the following instructions are intended for incidents that are of an emergency nature (i.e., imminent or having just occurred).

A. Immediate Action

1. Emergency situations should be reported to law enforcement by dialing extension 7000 from a University phone or 911. When 911 is dialed, the Houston Police Department will receive the call and contact University Police if the incident is located at TSU.

2. When calling, be prepared to provide as much information as possible, such as the following:

- what is happening
- the location
- who is involved
- type of weapon(s) involved, if any
- your name and address

Taking the time to provide complete information will not delay law enforcement response and may allow them to handle the matter more effectively.

B. Decision Maker(s)

The decision to call in additional law enforcement agencies will be made by the Chief of Police or designee in consultation with appropriate University administrators.

C. Subsequent Procedures/Information

Members of the University community can enhance the safety of all and be of assistance to the law enforcement agencies by cooperating fully with instructions given by authorities.

12. EMERGENCY INCIDENTS EXTERNAL TO THE REGION

Significant events outside of our own region, either nationally or internationally, may have an impact on the University community or its operations. Heightened Homeland Security Advisory Levels or activation of national response organizations like the National Medical Disaster System (NMDS) may require further action.

A. Immediate Action

Upon receiving information from federal, state, or local authorities of a credible threat or significant event and evaluating the effects on the University community, the Vice President for Administration & Finance and University Provost may decide to have University agencies take preventive actions, such as the completion of preparedness actions called for under each terrorist Threat Level or natural disaster response.

B. Decision Maker(s)

The Vice President for Administration & Finance and University Provost, in consultation with the appropriate local and University representatives will decide on actions to be taken in the event of a significant incident occurring outside of our region but having an impact on University operations or the community.

C. Subsequent Procedures/Information

May include activation of the appropriate level of the Critical Incident Management Plan and the Emergency Operations Center (EOC) at the General Services Building, Suite 217.