

# EMERGENCY OPERATION PLAN



Member of The Texas A&M University System

## FY-2012

September 1, 2011 – August 31, 2012

DEPARTMENT OF RISK MANAGEMENT AND SAFETY



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**Texas A&M University-Commerce**  
**Emergency Operation Team**

**Executive Management Team**

University President.....	Dan Jones
Provost & Vice President for Academic Affairs.....	Larry Lemanski
Vice President for Business & Administration.....	Bob Brown
Vice President for Student Access and Success.....	Mary Hendrix
Vice President for Institutional Advancement... ..	Randy Van Deven

**Emergency Response Team**

<b>PRIMARY</b>	
Chief Information Officer.....	Anwar Karim
Associate Provost .....	Sandy Weeks
Associate Vice President for Business and Administration.....	Alicia Currin
Associate Vice President for Student Access and Success.....	Sharon Johnson
Associate Vice President for Marketing Communication.....	Randy Jolly
Assistant Vice President and Director of Employment Services.....	Rex Giddens
Assistant Vice President for Facilities & Support Services.....	David McKenna
University Police Chief.....	Donna Spinato
Director of Risk Management and Safety .....	Jeffrey McMurray
Safety Manager.....	Derek Preas
Lieutenant/Crime Information Officer.....	Jason Bone
<b>SECONDARY</b>	
Dean of Science, Engineering and Agriculture.....	Grady Price Blount
Dean of Humanities, Social Sciences & Arts .....	Salvatore Attardo
Dean of Education & Human Services.....	Brent Mangus
Dean of Business.....	Hal Langford
Dean of Graduate Studies & Research.....	Allan Headley
Dean of Campus Life & Student Development .....	Brian Nichols
Director of Residential Living and Learning.....	Dennis Koch
Director of Counseling Center.....	Linda Clinton
Student Health Services .....	Maxine Mendoza-Welch
Director of Infrastructure Services.....	Jeff Faunce
Director of Purchasing .....	Travis Ball
Transportation Supervisor.....	Russell Shetler
<b>ALTERNATE/SUPPORT</b>	
Dean of University College .....	Ricky Dobbs
Assistant Director of Facilities.....	Mark Giossi
Dean of Honors College .....	Raymond Green
Comptroller and Director of Accounting .....	Kim Laird
Director of Alumni Relations.....	Derryle Peace
Publications Writer .....	Ashley Johnson
Safety Coordinator .....	John Harris
Director of Athletics .....	Carlton Cooper
Director of Children’s Learning Center .....	Lisa Rhoades
Director of International Students .....	John Jones
Director of International Studies Program .....	Kenneth Clinton
Director of Libraries .....	Greg Mitchell

This Emergency Operation Plan has been approved by:



January 17, 2012

\_\_\_\_\_  
President

\_\_\_\_\_  
Date

**PREPARED BY**  
Derek Preas  
Safety Manager  
**Created October 5, 2008**  
Rev.13 – October 7, 2011

## PURPOSE

This Emergency Operation Plan (EOP) is intended to establish policies, procedures and organizational structure for response to emergencies that are of a magnitude to cause a significant disruption of the functioning of all or portions of the university. This plan describes the roles and responsibilities of departments, agencies, and personnel during emergency situations. The basic emergency procedures are designed to protect lives and property through effective use of university and community resources. Since an emergency may be sudden and without warning, these procedures are designed to be flexible in order to accommodate contingencies of various types and magnitudes.

This Emergency Operation Plan is promulgated under the authority of The Texas A&M University System policy and of Texas A&M University-Commerce (A&M-Commerce) Procedures. This plan shall not be construed in a manner that limits the use of prudent judgment and common sense in matters not covered by the elements of this plan.

A&M-Commerce will use the National Incident Management System (NIMS) as its standard for incident management in compliance with the Homeland Security Presidential Directive (HSPD) 5 and the State of Texas Executive Order RP40. This will provide a consistent nationwide approach for federal, state, local and tribal governments to work together more effectively and efficiently to prevent, prepare for, respond to and recover from domestic incidents, regardless of cause, size or complexity.

The university will respond to an emergency situation in a safe, effective and timely manner. University personnel and equipment will be utilized to accomplish the following priorities:

Priority 1: Protection of Human Life

Priority 2: Support of Health, Safety and Basic Care Services

Priority 3: Protection of University Assets

Priority 4: Maintenance of University Services

Priority 5: Assessment of Damages

Priority 6: Restoration of General Campus Operations

The Texas A&M University-Commerce Emergency Operation Team (EOT) will make every effort to accomplish these goals when dealing with a critical incident situation on campus. In order to facilitate the execution of these goals, the following practices will be upheld:

- The *EOT* will be trained and certified at a minimum in ICS 100 and ICS 700.
- The *EOT* will meet annually to discuss and update the Emergency Operation Plan.
- The *EOT* will conduct post-incident meetings to evaluate the effectiveness of the emergency operation procedures.
- The *EOT* will continuously develop by means of careful preparation of emergency management through activities of mitigation, preparedness, response, and recovery.



## **ABBREVIATIONS**

**BEC** Building Emergency Coordinator

**DPS** Department of Public Safety

**ECC** Emergency Control Center

**EMC** Emergency Management Coordinator

**EMT** Executive Management Team

**EOC** Emergency Operations Center

**EOP** Emergency Operation Plan

**EOT** Emergency Operation Team

**ERT** Emergency Response Team

**FCP** Field Command Post

**IC** Incident Commander

**ICP** Incident Command Post

**ICS** Incident Command System

**NIMS** National Incident Management System

**NOAA** National Oceanic and Atmospheric Administration

**NWS** National Warning System

**PIO** Public Information Officer

**A&M-Commerce** Texas A&M University Commerce

**UPD** University Police Department

## RESPONSE

When it is considered necessary to activate the Emergency Operation Plan (EOP), the university will follow the operational aspect of the National Incident Management System (NIMS). NIMS is a modular emergency management system designed for all hazards and levels of emergency response (Appendix 9). This system creates a combination of facilities, equipment, personnel, procedures, and communication operating within a standardized organizational structure. The system is used by the Department of Homeland Security and throughout the United States as the basis for emergency response management. Use of NIMS as a basis for its organization and response to emergency management at the university facilitates the university's ability to communicate and coordinate response actions with other jurisdictions and external emergency response providers.

### NATIONAL INCIDENT MANAGEMENT SYSTEM

NIMS is organized around five major management activities.

- **Command**  
Has overall responsibility at the incident or event. Determines objectives and establishes priorities based on the nature of the incident, available resources and agency policy. In all incidents there is an identified Incident Commander or a unified command team. These have responsibility for overall management of the incident and must be fully qualified to manage the incident.
- **Operations**  
Develops the tactical organization and directs all resources to carry out the incident objectives.
- **Planning**  
Develops the Incident Action Plan to accomplish the objectives. Collects and evaluates information, and maintains status of assigned resources.
- **Logistics**  
Provides resources and all other services needed to support the organization.
- **Finance/Administration**  
Monitors costs related to the incident, provides accounting, procurement, time recording, cost analysis, and overall fiscal guidance.

On small incidents, the five major activities may be managed by a single individual. Large incidents usually require each of these activities to be established as a separate section within the organization.

Not all sections need to be established within NIMS organization. The Incident Commander will make this decision based on the demands of the incident. Each of the primary Incident Command System sections may be further subdivided as reflected in the organization chart shown in *Appendix 9 (NIMS)*.

The University's Emergency Operation Plan consists of six major elements of incident response:

- Reporting Emergencies
- Declaration of Emergency or Disaster
- Command and Control
- Emergency Facilities
- Support Functions
- Recovery and Damage Assessment

## ASSUMPTIONS OF EVENTS

This Emergency Operation Plan is assembled on a realistic approach to the problems likely to be encountered during a major emergency or disaster. Hence, the following assumptions are made and should be used as general guidelines in such an event:

- An emergency or a disaster may occur at any time of the day or night, weekend, or holiday, with little or no warning.
- The succession of events in an emergency or disaster is not predictable; therefore, published operational plans, such as this plan, should serve only as a guide and a checklist and may require modifications in order to meet the requirements of the emergency.
- An emergency or a disaster may be declared if information indicates that such conditions are developing or probable.
- Disasters may be community-wide. Therefore it is necessary for the university to prepare for and carry out disaster response and short-term recovery operations in conjunction with local resources.
- Community-wide disasters may affect the entire city of Commerce. City and county emergency services may not be available to assist, particularly for the first day or two. The more severe the disaster, the more A&M-Commerce will be left on its own. Therefore, the university must be prepared to be totally self-sufficient in the event of an emergency or disaster.

## PHASES OF MANAGEMENT

This plan is predicated on an all-hazard approach and acknowledges that most responsibilities and functions performed during an emergency are not hazard specific. Likewise, these guidelines account for activities before and after, as well as during emergency operations. Consequently, all phases of emergency management are addressed below.

- **Mitigation** – Mitigation activities are those which eliminate or reduce the probability of a disaster occurring. Also included are those long-term activities, which lessen the undesirable effects of unavoidable hazards.
- **Preparedness** – Preparedness activities serve to develop the response capabilities needed in the event an emergency should arise. Planning and training are among the activities conducted under this phase.
- **Response** – Response is the actual provision of emergency services during a crisis. These activities help to reduce casualties and damage, and speed recovery. Response activities include warning, fire, evacuation, rescue, and other similar operations.
- **Recovery** – Recovery is both a short-term and long-term process. Short-term operations seek to restore vital services to the university and provide for the basic needs of employees, students, and visitors. Long-term recovery focuses on restoring the university to its normal pre-disaster, or an improved, state of affairs. The recovery period is also an opportune time to institute future mitigation measures, particularly those related to the recent emergency. Examples of recovery actions would be provision of temporary housing and food, identification, assessment, and reconstruction of damaged areas, restoration of non-vital university services, application for disaster assistance, and similar required actions.

## CRISIS CLASSIFICATIONS

### ISOLATED CRITICAL INCIDENT

An Isolated Critical Incident is defined as an occurrence impacting only a small part of the university community or university physical property, which does not affect the overall functioning capacity of A&M-Commerce. Examples would include, but are not limited to:

- Small, localized fire
- Small, localized hazardous material spill
- Isolated power outage

Even though an isolated incident may be considered small or insignificant, it is by no means to be taken lightly. Immediate attention must be given to mitigate the situation as quickly as possible. Upon the occurrence of an isolated critical incident, the first priority is the safety of all individuals involved. This includes the safety of individuals directly affected by the incident and the safety of individuals within the area.

An isolated critical incident may not require the intervention of the Emergency Operation Team (EOT) as a whole; however, selected members of the *EOT* may be involved as necessary. The Incident Commander will make the decision to activate the *Emergency Operation Center* or not.

### MAJOR CRITICAL INCIDENT

A Major Critical Incident is defined as a serious emergency, which completely disrupts one or more operations of A&M-Commerce. Examples include, but are not limited to the following:

- Major fire
- Civil disturbance
- Widespread power outage

Outside emergency services, as well as major efforts from various A&M-Commerce departments, will be required. Major policy and procedural considerations and decisions will usually be required. The *Emergency Operation Center* will be activated.

### DISASTER

A disaster is defined as a university or city-wide, or more extensive, emergency which seriously impairs or halts the operations of A&M-Commerce. Examples include:

- Massive flooding
- Damaging tornado

Outside emergency services will likely be essential. However, they may not always be available. Major policy considerations and decisions will usually be required, and the *Emergency Operation Center* will be activated.

## REPORTING EMERGENCIES

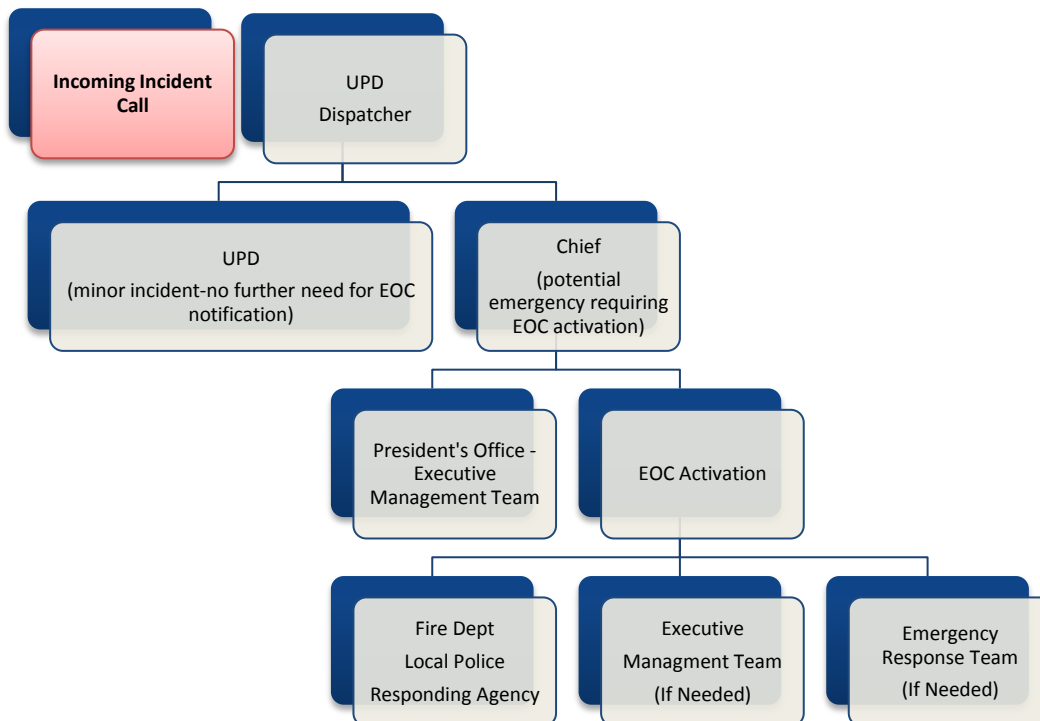
Any member of the A&M-Commerce community, whether faculty, staff, or student, upon learning of any emergency from any source should immediately communicate such information to the University Police Department (UPD) at extension 911 or 5111. Personnel should not assume that UPD has already learned about the emergency. As much information as possible should be communicated to UPD, but at a minimum this should include:

- Nature of emergency, including:
  - number and extent of personal injuries
  - property damage
  - possible assistance required
- Location of emergency
- How information was received
- Time the information was received

In the event of a critical incident, UPD is to be notified immediately. UPD may be contacted through one of the following:

- From a CAMPUS Phone.....Dial 911 or 5111
- From a CELL Phone.....Dial 903-886-5111

Upon receiving notification and assessing the situation, UPD shall implement the proper notification procedures. Depending on the magnitude of the incident, all or parts of the Emergency Operation Plan shall be activated. UPD personnel shall contact the UPD Chief or designee in the initial stages of the incident.



## ALERT PROCEDURES

- A terminal for the National Warning System is located in Hurst, at the Texas Department of Public Safety (DPS), District S1A. A national emergency declaration and warning of nuclear attack or enemy action will come from this source through the university or county emergency management organizations.
- Notification of severe weather, tornado, and flood watches and warnings emanate from NOAA, through the Texas Department of Public Safety office (DPS) in Hurst, as well as from the National Weather Service (NWS) in Ft. Worth.

Critical personnel notification will be in accordance with the following procedures:

- Weather emergency notification will be in accordance with procedures contained in Appendix 5, *Weather Emergency*.
- Other emergency notifications will be in accordance with procedures contained in Appendix 1, *Crisis Communications*.
- Directors, deans, managers, and supervisors shall relay threat information, warnings, and readiness preparedness condition information to ensure all employees are notified. Departments shall initiate departmental notification plans and react according to their guidelines for emergency operations.

## DECLARATION OF EMERGENCY

In the event of any emergency, the UPD supervisor/senior officer in charge shall follow UPD standard operating procedures. If the emergency warrants, the supervisor/senior officer shall communicate immediately with the Chief of Police or designee, and depending on the magnitude of the incident, the Chief or designee should communicate with the Emergency Management Coordinator (EMC) or designee. After reviewing the emergency situation, a decision will be made by the Chief of Police or his/her designee in conjunction with the EMC or designee as to the classification of the incident and also which members of the *EOT* should be contacted. Appendix 1 outlines the communication process for notification.

Full plan activation begins at the discretion of the President, Emergency Management Director, Chief of Police, or the appropriate designee of each, upon the receipt of information of an emergency event or credible threat. In the case of any type of campus or declared local, state or federal emergency, a decision will be made by the Chief of Police, President, or Emergency Management Director as to the course of action. The Incident Commander is established at this time.

- The Incident Commander is the individual responsible for the command and control of all aspects of the emergency response. The Incident Commander must be able to quickly assess an emergency situation, determine the level of impact, assess the effect, contain the incident and assign the proper resources. The role of Incident Commander may be delegated through the Chief of Police, Executive Management Team, or Local Responding Agencies, depending on the emergency.

## DECLARATION OF DISASTER

The President of the university may declare a campus state of disaster. The effect of the declaration is to activate the recovery and rehabilitation aspects of the plan and to authorize furnishing aid and assistance. When the scope of the emergency exceeds local capability to respond, outside assistance is required from neighboring jurisdictions and the state government. The following guidelines apply if outside assistance is needed:

- Texas A&M University-Commerce has the responsibility for emergency disaster operations within its jurisdiction. Other local government agencies responding to a request for assistance will normally be under the direction and control of the University.
- Whenever a large-scale emergency occurs within any of the emergency management cooperating jurisdictions and it is determined necessary that all resources in the county area are required, a joint university/cities/counties operation is initiated.
- The services of the Hunt County and City of Commerce Emergency Management Coordinator will normally be available to each political subdivision, whether the disaster is localized or countywide. He/she may serve as advisor to either: city mayor, county judge, Texas A&M-University-Commerce EOT, or other local government agency upon request and will function in an advisory or other role, on staff in the Emergency Operations Center (EOC) or Emergency Control Center (ECC), if requested.
- If local resources are inadequate to deal with an emergency situation, we will request assistance from the State. State assistance furnished to A&M-Commerce is intended to supplement local resources and not substitute for such resources, including mutual aid resources, equipment purchases or leases, or resources covered by emergency service contracts. State assistance is requested only after local, city, and county resources have been exhausted. This request is made through the Emergency Management Coordinator of the city of Commerce.
- Requests for state assistance should be made to the Disaster District Committee (DDC) Chairperson, who is located at the Department of Public Safety District Office in Garland, Texas. In essence, state emergency assistance to local governments begins at the DDC level and the key person to validate a request for, obtain, and provide that state assistance and support is the DDC Chairperson. A request for state assistance must be made by the Emergency Management Coordinator for both A&M-Commerce and the City of Commerce, and may be made by telephone, fax, or teletype. The DDC Chairperson has the authority to utilize all state resources within the district to respond to a request for assistance, with the exception of the National Guard. Use of National Guard resources requires approval of the Governor.
- The Disaster District staff will forward requests for assistance that cannot be satisfied by state resources within the District to the State Operations Center (SOC) in Austin for action.

*The university assumes no liability for injury or death of volunteers in the performance of their duties as volunteers except that, which is imposed by State Law. University employees assigned to duty as part of the guidelines for emergency operations shall retain all the rights, privileges, and immunities of university employees.*

## COMMAND AND CONTROL

### EXECUTIVE MANAGEMENT TEAM (EMT)

The Executive Management Team (EMT) will evaluate information from various sources during the progress of the event and advise the President on appropriate actions requiring his/her decision. The EMT is also responsible for the review and approval of the EOP.

The EMT's role is that of policy and major decisions. Typically, this would be centered on planning and preparation prior to and the recovery from the incident, the long-term effects of the incident, and the need to restore the university to normal operations. The EMT would be directly involved in incident stabilization **primarily** if major expenditures or policy decisions were needed to complete the stabilization. Accordingly, the responsibilities of this body include:

- Final plan approval and final major policy decisions.
- Allocation and direct distribution of resources required to reduce identified vulnerabilities.
- Allocation and direct distribution of resources required to accomplish the purposes of this EOP.
- Assist in the request of needed resources from outside resources that are unavailable internally.
- Delegate necessary authorities for incident stabilization and protection of life and property.
- Identify critical business functions that must quickly be restored and maintained.
- Determine long-term (greater than 30 days) effects the incident may have on the university.
- Monitor the recovery process to ensure the recovery is proceeding according to plan and to provide guidance/assistance as needed.
- Ensure the Incident Commander is functioning in a responsible manner. This process should be undertaken through joint briefings between the EMT and the Incident Commander.

In the event that an incident is deemed severe enough to require additional staff, the Incident Commander will notify the appropriate EOP staff.

- **The EMT will report to the Emergency Control Center (ECC) during incidents. The ECC will be covered in later sections.**



## **EMERGENCY RESPONSE TEAM (ERT)**

The Emergency Response Team (ERT) is activated, based on the type and nature of the incident, primarily to manage and assist in the operational or financial aspects of the university's response to an emergency event.

- **It should be noted that for any given incident, it might not be necessary for all members of the ERT to be part of the incident stabilization and recovery effort. The Incident Commander will be responsible for notifying members of the ERT when their services are needed.**
- The ERT is comprised of senior management personnel representing functional areas of the university that have critical Emergency Operation Plan execution responsibilities.
- The ERT works under the authority of the Executive Management Team (EMT). Assignments and responsibilities will be in conjunction with the EMT listed responsibilities.

## **ASSUMPTION OF RESPONSIBILITIES**

### **Assumption of Presidential Responsibilities**

In the temporary absence of the President, there may be certain decisions which cannot await the President's return. Temporary absence means that the President is away from campus and cannot immediately be reached by telephone or other means or it may not be practical to contact the President.

It shall be the responsibility of the person on campus next in line to assume this authority in the order as listed in Texas A&M University Procedure 02.05.99.R0.01 Assumption of Presidential Responsibility.

### **Assumption of Emergency Operation Team Responsibility**

This Emergency Operation Plan consists of team members divided into the Executive Management Team and Emergency Response Team. In the absence of a Primary Emergency Response Team Member a secondary or alternate team member may be called upon to assume the departmental decision making roles for that Primary Team Member.

The Executive Management Team Members and all Primary Emergency Response Team Members will be notified when the Emergency Operation Plan is activated or when the Emergency Operation Center is opened.

Secondary and Alternate Team Members will only be notified when the emergency situation warrants further response personnel or notification. This decision of notification will be made by an Executive Management Team Member, Emergency Management Coordinator, or Incident Commander.

### **EMERGENCY MANAGEMENT COORDINATOR (EMC)**

The Emergency Management Coordinator (EMC) is a member of the Emergency Response Team and is responsible for the pre-planning coordination of the Emergency Operation Plan and its annexes.

- The EMC consults with Emergency Operation Team members throughout the year to ensure resources are made available for plan knowledge, support, and execution.
- The EMC acts as a liaison between the Incident Command and EMT.
- The EMC ensures that the A&M-Commerce Emergency Operation Plan is compatible with the City of Commerce Emergency Operating Plan.
- The EMC serves as the Emergency Operation Center Controller.
- The EMC is responsible for plan maintenance and training of NIMS.
- The EMC is the university contact with local and regional emergency planning organizations.
- The EMC **assists** in the coordination and execution of yearly EOP drills and lessons.
- The EMC coordinates the Building Emergency Coordinators plan and review.
- The EMC is responsible for the distribution of the EOP to all team members and local agencies.

*\*The EMC for A&M-Commerce is the Safety Manager*

### **INCIDENT COMMANDER (IC)**

The Incident Commander (IC) is the **ONLY** position that is always filled. It may be filled by the first primary responder on scene, and then replaced by a superior respondent trained in ICS. In the initial response to incidents, the IC operates from the Incident Command Post (ICP). If incidents expand, the IC will activate the Emergency Operation Center (EOC) and notify the necessary staff. The IC also has the following responsibilities:

- Has the overall responsibility of command and control over response management of the incident, either from the EOC or ICP.
- Ensures incident responder safety.
- Protects health and safety of the general public and the environment.
- Provides information to internal and external stakeholders.
- Maintains liaison with other agencies.

*\* The IC will be delegated through the Executive Management Team. Depending on the incident, the IC functions could be delegated through the Executive Management Team and responding agencies with a unified command.*

## **EMERGENCY OPERATION CENTER CONTROLLER**

The EOC Controller is responsible for the equipment operations of the EOC when it is activated. The EOC controller maintains the university's emergency facilities throughout the year. The EOC Controller will be assigned to most EOC activations; however, the IC could decide that the incident level requires the EOC Controller to be assigned to other areas of incident stabilization.

## **LIAISON OFFICER**

The Liaison Officer assists in the coordination of information between the EOC and Public Information Officer (PIO). Information made available to the media will only be directed through the Liaison Officer and PIO. The Liaison Officer also assists the IC in the coordination of information between IC and Mutual Aid agencies.

*\*The Liaison Officer for A&M-Commerce is the Crime Information Officer of the UPD.*

## **SAFETY OFFICER**

The Safety Officer ensures the safety of Operations Staff, responding agencies, and the university population during incidents in conjunction with the IC.

*\*The Safety Officer for A&M-Commerce is the on-site representative of the Department of Risk Management and Safety.*

## **PUBLIC INFORMATION OFFICER (PIO)**

A member of the Command Staff responsible for interfacing with the public and media or with other agencies with incident related information requirements. The PIO follows the written crisis communication plan when an incident requires communications to the public, media, other agencies, or web-based communication. *(See Appendix 1 - Crisis Communication)*

*\*The PIO for A&M-Commerce is the Associate Vice President for Marketing Communication.*

## **EMERGENCY OPERATION FACILITIES**

The Incident Commander (IC) will decide the classification of the incident, and based upon the IC's assessment, all or part of the university's emergency operation facilities will be activated. Emergency Operation Facilities include:

- Emergency Operation Center
- Emergency Control Centers
- Incident Command Post
- Field Command Post

## **EMERGENCY OPERATION CENTER (EOC)**

In a major event, the University Incident Commander will summon the necessary responding agencies (UPD, Commerce Fire, Police, or Emergency Response Team Members). The responding agencies or staff will report to the University Emergency Operations Center (EOC) or other specific location as directed. Executive Management Team members might also be contacted and may also be present.

The primary EOC is located at the Building Administration Building (rm. 131). Depending upon the type of incident, the Incident Commander, at his/her discretion, may designate an alternate location as the

primary EOC. If all of these EOCs are inaccessible, the backup EOC off campus will be located at the City of Commerce Police Department EOC.

### EOC Functions

- Serves as a primary area for the Incident Commander to operate response activities.
- Serves as a primary area for the responding agencies to coordinate supporting activities for the incident.
- Serves as a primary area for other agencies to provide assistance with incidents on campus.
- Provides a communication base.
- Obtains local, state, and federal assistance.
- Serves as the centralized, well-supported location in which the Emergency Operating Team, lead agencies, or appropriate local agencies may gather and assume their role.
- Serves as the location for the planning, coordinating, and delegating of response activities and assignments.
- Provide Unit Log sheets for recordkeeping for each assigned staff. *Appendix 10*

The EOC will also follow an incident command system (ICS) structure. This is to ensure consistency with operations at the incident site. (*See Appendix 6 - EOC Operations Procedures and Structure*)

### EOC Activation Priorities

- Broadcast the appropriate information through the Pride Alert system to the university community in accordance with *Appendix 7, EOC Activation Checklist*.
- Establish communications with the Incident Command Post or Field Command Post and provide resources as requested.
- Establish radio and/or telephone communications with mutual aid entities as needed.
- Establish internal telephone communications.
- Notify, if warranted by level of crisis, the DPS Garland (214-861-2155) of current status and submit an *Initial Disaster Report* to the DPS in Garland (Fax: 214-861-2276) and the Division of Emergency Management (DEM) in Austin (Fax: 512-424-2444/7160).
- Establish computer network links.
- Set up maps, charts, and aerial photos as required.

### **EMERGENCY CONTROL CENTERS (ECC)**

Emergency Control Centers (ECC) are areas where the Executive Management Team (EMT) will gather and provide the necessary actions for policy, expenditures, and support functions for the incident. The location of the ECCs will be determined by the incident commander.

### **INCIDENT COMMAND POST (ICP)**

If necessary, the Incident Commander may operate from an Incident Command Post. ICPs can be established as the only source of command for an incident if the Incident Commander decides that the incident level does not warrant full EOC activation.

- The Incident Command Post (ICP) conducts all operations using the Incident/Unified Command System (ICS).
- Upon establishment of the ICP, if the EOC is also activated, the Incident Commander **establishes** the reporting functions of the ICP and EOC.
- The ICP will be located at a safe distance from the incident where the incident commander, responders and technical representatives can make response decisions, deploy workers and equipment, and maintain liaison with the media and handle communications.

### **FIELD COMMAND POST (FCP)**

The Field Command Post is established as remote areas of operations. FCPs are structured similar to Incident Command Post. If an incident involves operations that are spread out, FCPs would support operations by establishing operations command at specified areas. The Incident Command Post would be supported by Field Command Posts.

- The FCP will be located at a safe distance from the incident where the incident commander, responders and technical representatives can make response decisions, deploy workers and equipment, and maintain liaison with ICP or EOC.

### **BUILDING EMERGENCY COORDINATORS (BEC)**

BECs are responsible for plan implementation at their responsible area. BECs will be appointed by the appropriate VP, dean, or director (*Appendix 4 – BEC List*). BECs will operate under the supervision of the appropriate EOT member's guidance. BECs will be expected to keep an updated list of staff and resources in order to facilitate the appropriate response activity for incidents. Responsibilities of the BEC include:

- Maintains the emergency first aid kit, flashlight, and/or the radio for the building.
- Completes necessary training for emergency techniques.
- Serves as the communication link with the IC during incidents.
- Assists in evacuations of the area when incident requires such.

## **RECOVERY AND DAMAGE ASSESSMENT**

The Executive Director of Facilities and Support Services or his/her alternate will be in charge of the Damage Assessment Team. The Damage Assessment Team will consist of the following:

- Executive Director of Physical Plant and Support Services
- Vice President for Business and Administration
- Chief of Police
- Director of Risk Management and Safety
- Assistant Director of Facilities
- University Project Manager

The Damage Assessment Team will assist community agencies (i.e., Commerce Fire Department and/or Commerce Police) in conducting post emergency/disaster surveys to ascertain the damage. The Damage Assessment Team will report the findings to the President of the university.

## **EXECUTIVE MANAGEMENT TEAM RESPONSIBILITIES**

### **University President**

- Retains, at all times, executive authority to make decisions concerning overall management.
- Grants the Incident Commander the authority to make executive decisions concerning the overall management of the emergency.
- Announces levels of campus evacuations. All decisions concerning the discontinuation of university functions, cancellation of classes, or cessation of operations, rests with the President or his/her designee.
- President or his/her designee shall be responsible for declaring any major institutional disaster.
- Works with the Chief of Police and the Damage Assessment Team in assessing damages from the emergency and preparing the university's specific responses.
- Informs all employees under his/her direction of the emergency situations as appropriate.
- Understands the EOP and is prepared to accept incident responsibilities as needed, as directed by the Incident Commander or Emergency Management Director, or designee.

### **Provost & Vice President for Academic & Student Affairs**

- Informs all employees under his/her direction of the emergency situations as appropriate.
- Coordinates implementation of emergency procedures.

- Ensures emergency guidelines are established for appropriate departments.
- Assists in all incidents involving Student Housing.
- Assists in all incidents involving students.
- Coordinates activities with Student Government Association.
- Assists with emergency response within the Student Center.
- Establishes an emergency telephone information center to handle calls from parents.
- Ensures that all faculty members are aware of Emergency Operation Plan drills and participates in drills and exercises.
- Understands the EOP and is prepared to accept incident responsibilities as needed, as directed by the Incident Commander or Emergency Management Director, or designee.

**Vice-President for Business & Administration**

- Informs all employees under his/her direction of emergency situations as appropriate.
- Coordinates implementation of emergency procedures.
- Ensures emergency guidelines are established for appropriate departments.
- Coordinates financial resources for response and recovery operations.
- Serves as a member of the Damage Assessment Team.
- Understands the EOP and is prepared to accept incident responsibilities as needed, as directed by the Incident Commander or Emergency Management Director, or designee.

**Vice-President for Institutional Advancement**

- Informs all employees under his/her direction of the emergency situations as appropriate.
- Coordinates implementation of emergency procedures.
- Ensures emergency guidelines are established for appropriate departments.
- Ensures all employees under his/her direction attend safety training courses .
- Understands the EOP and is prepared to accept incident responsibilities as needed, as directed by the Incident Commander or Emergency Management Director, or designee.

**Executive Director of Facilities & Support Services**

- Informs all employees under his/her direction of the emergency situations as appropriate.
- Assist in coordination and implementation of emergency procedures.

- Ensures all employees under his/her direction attend safety training courses provided by A&M-Commerce.
- Initiates procedures to secure campus facilities for hazardous weather conditions.
- Furnishes emergency power and lighting systems to the extent possible.
- Surveys habitable space and recommends to the President space for relocation of essential services.
- Leads the Damage Assessment Team with the assistance of appropriate agencies to ascertain the damage in each building and reports the findings to the President.
- Provides technical knowledge about university facilities (i.e., blue print information, HVAC information, and wiring information).
- Provides equipment and personnel to perform shutdown procedures and control hazardous areas.
- Supplies marking tapes, barrier tapes, barricades and clears debris.
- Makes emergency repairs and protects equipment.
- Provides vehicles, equipment, and operators for movement of personnel and supplies, and assigns vehicles for emergency use as required by the Incident Operations.
- Maintains current inventory of emergency supplies (may be delegated to the Assistant Director of Facilities or the Department of Risk Management).
- Establishes liaison with vendors and developers to order equipment, supplies, and materials needed during the actual emergency.
- Coordinates with all EOT members in securing of equipment, material, and supplies.
- Establishes liaison with vendors to supply emergency food and water supplies during the actual emergency.
- Understands the EOP and is prepared to accept incident responsibilities as needed, as directed by the Incident Commander or Emergency Management Director, or designee.

**University Police Chief**

- Informs all employees under his/her direction of the emergency situations as appropriate.
- Assist in coordination and implementation of emergency procedures.



- Ensures all employees under his/her direction attend safety training courses provided by A&M-Commerce.
- Initiates immediate contact with the EMD, or his/her alternate, and begins assessment of the emergency condition.
- Maintains UPD in a state of constant readiness.
- Serves as a member of Damage Assessment Team.
- Takes steps to assure that the UPD is in position to provide immediate and appropriate action to protect life and property.
- Takes steps to assure that UPD provides access control, perimeter and internal security patrols, and directs assistance of outside agencies, as needed.
- Provides and equips an alternate site(s) for the Emergency Incident Command Post or Field Command Post should this become necessary.
- Conducts search and rescue operations, maintains crowd control, and directs large scale evacuations.
- Coordinates with the City of Commerce, Hunt County, and other jurisdictions for mutual aid.
- Provides the "All Clear" notification to return to normal working conditions or to re-enter evacuated buildings or spaces.
- Understands the EOP and is prepared to accept incident responsibilities as needed, as directed by the Incident Commander or Emergency Management Director, or designee.

#### **Assistant Vice President of Marketing Communication**

- Informs all employees under his/her direction of the emergency situations as appropriate.
- Assist in coordination and implementation of emergency procedures.
- Establishes and maintains the university's emergency communication plan.
- Ensures all employees under his/her direction attend safety training courses provided by A&M-Commerce.
- Establishes liaison with the news media for dissemination of information as requested by the Incident Commander.
- Prepares releases for the news media concerning the major emergency or disaster.
- Establishes liaison with local radio and television stations for public announcements.
- Arranges for photographic and audio-visual services.

- Creates and updates the website to include emergency information when needed.
- Utilizes email, phone, and all available communication vehicles as possible.
- Works in conjunction with the UPD Information Officer.
- Understands the EOP and is prepared to accept incident responsibilities as needed, as directed by the Incident Commander, the Emergency Management Director, or designee.

## **EMERGENCY RESPONSE TEAM RESPONSIBILITIES**

Unless otherwise specified, the Emergency Response Team (ERT) member responsibilities are derived from the Executive Management Team responsibilities. The ERT operates from these specified responsibilities. It is the responsibility of the EMT to ensure its represented response team member is knowledgeable and qualified for the appropriate responsibilities.

## **GLOSSARY OF TERMS**

### **Agency**

A division of government with a specific function offering a particular kind of assistance. In ICS, agencies are defined either as jurisdictional (having statutory responsibility for incident management) or as assisting or cooperating (providing resources or other assistance).

### **Agency Representative**

A person assigned by a primary, assisting, or cooperating federal, state, local, or tribal government agency or private entity that has been delegated authority to make decisions affecting that agency's or organization's participation in incident management activities following appropriate consultation with the leadership of that agency.

### **Area Command (Unified Area Command)**

An organization established (1) to oversee the management of multiple incidents that are each being handled by an ICS organization or (2) to oversee the management of large or multiple incidents to which several Incident Management Teams have been assigned. Area Command has the responsibility to set overall strategy and priorities, allocate critical resources according to priorities, ensure that incidents are properly managed, and ensure that objectives are met and strategies followed. Area Command becomes a Unified Area Command when incidents are multi-jurisdictional. Area Command may be established at an EOC facility or at some location other than an ICP.

### **Chain of Command**

A series of command, control, executive, or management positions in hierarchical order of authority.

### **Command Staff**

In an incident management organization, the Command Staff consists of the Incident Commander and the special staff positions of Public Information Officer, Safety Officer, Liaison Officer, and other positions as required, who report directly to the Incident Commander. They may have an assistant or assistants, as needed.

### **Credible Threat**

A potential terrorist threat that, based on a threat assessment, is credible and likely to involve WMD.

### **Crisis Management**

Predominantly a law enforcement function and included measures to identify, acquire, and plan the use of resources needed to anticipate, prevent, and/or resolve a threat or act of terrorism.

### **Critical Operations Unit Plan**

A Critical Operations Unit Plan identifies emergency preparation, coordination, and response activities for specific functional units.

### **Disaster**

A disaster is defined as a university, citywide or more extensive emergency which seriously impairs or halts the operations of A&M-Commerce.

**Emergency**

A situation or occurrence of a serious nature, developing suddenly and unexpectedly, and demanding immediate actions.

**Emergency Management Coordinator (EMC)**

The EMC is a member of the Emergency Operations Team and is responsible for the preplanning coordination of the Emergency Management Plan and its annexes. The EMC consults directly with the University Incident Commander during an actual emergency.

**Emergency Operations Center (EOC)**

The physical location at which the coordination of information and resources to support domestic incident management activities normally takes place. An EOC may be a temporary facility or may be located in a more central or permanently established facility, perhaps at a higher level of organization within a jurisdiction. EOCs may be organized by major functional disciplines (e.g., fire, law enforcement, and medical services), by jurisdiction (e.g., federal, state, regional, county, city, tribal), or by some combination thereof.

**EOC Controller**

The EOC controller is responsible for the equipment operations of the EOC when it is activated. The EOC controller is the university Safety Manager.

**Emergency Operations Plan (EOP)**

The “steady-state” plan maintained by various jurisdictional levels for managing a wide variety of potential hazards.

**Emergency Response Team (ERT)**

The Emergency Response Team (ERT) is activated, based on the type and nature of the incident, to manage the operational aspects of the university’s response to an emergency event. The university Incident Commander heads the Emergency Operations Team.

**Emergency Response Provider**

Includes federal, state, local, and tribal emergency public safety, law enforcement, emergency response, emergency medical (including hospital emergency facilities) and related personnel, agencies, and authorities. Also known as “emergency responder.”

**Emergency Support Function (ESF)**

A grouping of government and certain private-sector capabilities into an organizational structure to provide the support, resources, program implementation, and services that are most likely to be needed to save lives, protect property and the environment, restore essential services and critical infrastructure, and help victims and communities return to normal, when feasible, following domestic incidents. The ESFs serve as the primary operational-level mechanism to provide assistance to state, local, and tribal governments or to federal departments and agencies conducting missions of primary federal responsibility.

**Evacuation**

Organized, phased, and supervised withdrawal, dispersal, or removal of civilians from dangerous or potentially dangerous areas, and their reception and care in safe areas.

**Executive Management Team (EMT)**

The Executive Management Team (EMT) will evaluate information from various sources during the progress of the event and advise the President on appropriate actions requiring his/her decision. The EMT is also responsible for the review and approval of the Emergency Operation Plan. The EMT's role is that of policy and major decisions.

**Field Command Post (FCP)**

The Field Command Post is established as a remote area of operations. FCPs are structured similar to Incident Command Post. If an incident involves operations that are spread out, FCPs would support operations by establishing operations command at specified areas.

**First Responder**

Local and non-governmental police, fire, and emergency personnel who in the early stages of an incident are responsible for the protection and preservation of life, property, evidence, and the environment. First responders may include personnel from federal, state, local, tribal, or non-governmental organizations.

**Incident**

An occurrence or event, natural or human caused, that requires an emergency response to protect life or property. Incidents can, for example, include major disasters, emergencies, terrorist attacks, terrorist threats, wildland and urban fires, floods, hazardous materials spills, nuclear accidents, aircraft accidents, earthquakes, hurricanes, tornadoes, tropical storms, war-related disasters, public health and medical emergencies, and other occurrences requiring an emergency response.

**Incident Action Plan**

An oral or written plan containing general objectives reflecting the overall strategy for managing an incident. It may include the identification of operational resources and assignments. It may also include attachments that provide direction and important information for management of the incident during one or more operational periods.

**Incident Command Post (ICP)**

The field location at which the primary tactical-level, on-scene incident command functions are performed.

**Incident Command System (ICS)**

A standardized on-scene emergency management construction, specifically designed to provide for the adoption of an integrated organizational structure that reflects the complexity and demands of single or multiple incidents without being hindered by jurisdictional boundaries. ICS is the combination of facilities, equipment, personnel, procedures, and communications operating with a common organizational structure, designed to aid in the management of resources during incidents. ICS is used for all kinds of emergencies and is applicable to small as well as large and complex incidents. ICS is used by various jurisdictions and functional agencies, both public and private, or organized field-level incident management operations.

**Incident Commander (IC)**

The individual responsible for all incident activities, including the development of strategies and tactics and the ordering and release of resources. The IC has overall authority and responsibility for conducting incident operations and is responsible for the management of all incident operations at the incident site.

**Incident Management Team (IMT)**

The Incident Commander and appropriate Command and General Staff personnel assigned to an incident. At A&M-Commerce, this team is comprised of the Executive Management Team and the Emergency Response Team.

**Isolated Critical Incident**

An Isolated Critical Incident is defined as an occurrence impacting only a small part of the university community or university physical property, which does not affect the overall functioning capacity of A&M-Commerce.

**Jurisdiction**

A range or sphere of authority. Public agencies have jurisdiction at an incident related to their legal responsibilities and authorities. Jurisdictional authority at an incident can be political or geographical (e.g., city, county, tribal, state, or federal boundary lines) or functional (e.g., law enforcement, public health).

**Liaison Officer**

A member of the Command Staff responsible for coordinating with representatives from cooperating and assisting agencies.

**Local Government**

A county, municipality, city, town, township, local public authority, school district, special district, intrastate district, council of governments, regional or interstate government entity, or agency or instrumentality of a local government.

**Major Critical Incident**

A Major Critical Incident is defined as a serious emergency, which completely disrupts one or more operations of A&M-Commerce.

**Major Disaster**

As defined by the Stafford Act, any natural catastrophe (including any hurricane, tornado, storm, high water, wind-driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, or drought) or, regardless of cause, any fire, flood, or explosion, in any part of the United States, which in the determination of the President causes damage of sufficient severity and magnitude to warrant major disaster assistance under this act to supplement the efforts and available resources of states, local governments, and disaster relief organizations in alleviating the damage, loss, hardship, or suffering caused thereby.

**Mitigation**

Activities designed to reduce or eliminate risks to persons or property or to lessen the actual or potential effects or consequences of an incident. Mitigation measures may be implemented prior to, during, or after an incident.

**Mobilization**

The process and procedures used by all organizations—federal, state, local, and tribal—for activating, assembling, and transporting all resources that have been requested to respond to or support an incident.

**Mobilization Center**

An off-site temporary facility at which response personnel and equipment are received from the Point of Arrival and are pre-positioned for deployment to an incident logistics base, to a local Staging Area, or directly to an incident site, as required. A mobilization center also provides temporary support services, such as food and billeting for response personnel prior to their assignment, release, or reassignment and serves as a place to out-process following demobilization.

**Multiagency Command Center (MACC)**

An interagency coordination center that serves as the focal point for interagency security planning and coordination.

**Multijurisdictional Incident**

An incident requiring action from multiple agencies that each have jurisdiction to manage certain aspects of an incident. In ICS, these incidents will be managed under Unified Command.

**Mutual Aid Agreement**

Written agreement between agencies, organizations, and/or jurisdictions that they will assist one another on request by furnishing personnel, equipment, and/or expertise in a specified manner.

**National Incident Management System (NIMS)**

A system that provides a consistent, nationwide approach for federal, state, local, and tribal governments. NIMS is a modular emergency management system designed for all hazards and levels of emergency response.

**Preparedness**

The range of deliberate, critical tasks, and activities necessary to build, sustain, and improve the operational capability to prevent, protect against, respond to, and recover from domestic incidents.

**Prevention**

Actions taken to avoid an incident or to intervene to stop an incident from occurring. Prevention involves actions taken to protect lives and property.

**Public Information Officer (PIO)**

A member of the Command Staff responsible for interfacing with the public and media or with other agencies with incident related information requirements.

**Public Works**

Work, construction, physical facilities, and services provided by governments for the benefit and use of the public.

**Recovery**

The development, coordination, and execution of service and site-restoration plans for impacted communities and the reconstitution of operations and services through individual, private-sector, non-governmental, and public assistance.

**Resources**

Personnel and major items of equipment, supplies, and facilities available or potentially available for assignment to incident operations and for which status is maintained. Resources are described by kind and type and may be used in operational support or supervisory capacities at an incident or at an EOC.

**Response**

Activities that address the short-term, direct effects of an incident. Response includes immediate actions to save lives, protect property, and meet basic human needs.

**Span of Control**

Pertains to the number of individuals or resources that one supervisor can manage effectively during emergency response incidents or special events.

**Terrorism**

Any activity that (1) involves an act that (a) is dangerous to human life or potentially destructive of critical infrastructure or key resources; and (b) is a violation of the criminal laws of the United States or of any State or other subdivision of the United States; and (2) appears to be intended (a) to intimidate or coerce a civilian population; (b) to influence the policy of a government by intimidation or coercion; or (c) to affect the conduct of a government by mass destruction, assassination, or kidnapping.

**Threat**

An indication of possible violence, harm, or danger.

**Unified Command**

An application of ICS used when there is more than one agency with incident jurisdiction or when incidents cross political jurisdictions. Agencies work together through the designated members of the Unified Command to establish their designated Incident Commanders at a single ICP and to establish a common set of objectives and strategies and a single Incident Action Plan.

**Unit**

A unit is a department, shop, or other defined entity of the university.

**Unit Control Centers**

Unit Control Centers support operational groups of the EOP. They provide a focal point within an organization to monitor unit resources and response capability and coordinate their activities during disasters.

**Weapon of Mass Destruction (WMD)**

As defined in Title 18, U.S.C. § 2332a: (1) any explosive, incendiary, or poison gas, bomb, grenade, rocket having a propellant charge of more than 4 ounces, or missile having an explosive or incendiary charge of more than one-quarter ounce, or mine or similar device; (2) any weapon that is designed or intended to cause death or serious bodily injury through the release, dissemination, or impact of toxic or poisonous chemicals or their precursors; (3) any weapon involving a disease organism; or (4) any weapon that is designed to release radiation or radioactivity at a level dangerous to human life.



**Appendix**  
**Emergency Operation Plan**

## **APPENDIX 1 CRISIS COMMUNICATIONS**

At the onset of a crisis, news is likely to spread quickly. Nevertheless, a formal plan must be in place and supporting protocols must be followed to ensure that all necessary notifications are reliably made.

Texas A&M University-Commerce communication hubs are the University Police Department dispatcher and the Pride Alert Warning System (PAWS). Only the University Police Department serves as the communication link with Hunt County. The University Police Department, PAWS and the university's Public Information Officer shall ensure that notification regarding a crisis is shared.

Following notification by the Pride Alert System or University Police Department, the Chief of the University Police Department or designee shall be responsible for providing additional detailed information to the university president, provost, vp, and others, as appropriate.

### **Communications Equipment –**

- Pride Alert Warning System (Immediate Response Information System) – Primary means of communications for contacting key crisis responders or departments.
- Telephone/cell phone - another method of communications
- Radios - used by UPD, Physical Plant, Safety Department, and City of Commerce Fire Department.
- Notification Flyers – May be posted in prominent locations to provide information regarding an ongoing situation or timely warning.
- Portable Public Address Systems – May be used to alert the university community as needed.
- KETR 88.9 FM (and other local radio stations) – May be used to alert the university community as needed.

### **University/Media Crisis Communications**

In the event that a crisis occurs on university property, the Associate Vice President for Marketing Communication (or his/her designee) will be notified as soon as possible to report to the Incident Command location. In the role as Public Information Officer for the university, he/she will ultimately be responsible for the communications efforts relative to the crisis. As such, he/she will coordinate communication efforts as appropriate. The Public Information Officer will, therefore, disseminate press releases, respond to media inquiries, produce radio and television announcements, maintain the web site, provide logistics and support for press conferences, and serve in supporting other forms of communications as may be requested. He/she will work closely with the University Police Department Crime Information Officer or the Incident Commander until the crisis concludes. The Public Information Officer will follow the written Crisis Communication Plan, which is maintained and updated by the Associate Vice President for Marketing Communication. The plan is available through the Department of Marketing Communication and the Emergency Management Coordinator. Basic guidelines of the written Crisis Communication Plan include:

- The President and Associate Vice President for Marketing Communication will determine if an official statement should be prepared and released.
- The Marketing Communications staff will formulate the message.
- The Assistant Vice President for Marketing Communication will brief all Marketing Communications personnel who are assigned to answer the phone. If there are not enough Marketing Communications personnel to answer phones, additional personnel may be pulled from KETR and the Office of Advancement.
- The Associate Vice President for Marketing Communication will determine the most effective and efficient method of statement dissemination to on and off-campus constituencies.
- The Associate Vice President for Marketing Communication will discuss the statement with the president prior to dissemination when possible.
- **Initial on-campus distribution will be to vice presidents and deans. Those administrators will be charged with forwarding this statement to division staff, departmental faculty, on-campus students, commuter students, graduate students and other constituencies. See attached communication flow chart. (NOTE: In cases involving employee or student injuries or deaths, appropriate personnel will notify families before the information is released to the public.)**
- The Associate Vice President for Marketing Communication will coordinate off-campus distribution of information through media, the university web site, university publications, and direct mail.
- The Associate Vice President for Marketing Communication and incident commander will coordinate information gathering from outside authorities.
- The Associate Vice President for Marketing Communication and the Marketing Communications staff will update university constituencies about changes to or additional details of the situation via available methods of communication, i.e. voice mail, e-mail, campus e-news, faxes, information hotline, press conferences, media contacts, phone contact, assemblies, letters, newsletters or other publications.
- The Associate Vice President for Marketing Communication will determine the frequency of updates based upon availability of facts and other immediate and long-term factors. Marketing Communications will continue to collect and disseminate information until the university has recovered to pre-crisis status.
- Marketing Communications staff will monitor coverage of the situation among constituencies and correct misinformation as quickly as possible.

## APPENDIX 2 EOC OPERATIONS PROCEDURES - STRUCTURE

All personnel reporting shall come equipped for the long term, to the maximum predictable and practical extent. Cell phones and chargers are particularly useful in most situations.

**Each person staffing a position in the EOC shall utilize some reasonable method for continuously recording incoming and outgoing messages, requests for assistance, responses to requests, anticipated requirements, and the entire spectrum of information and communication flow that typically takes place in an emergency situation. Documentation is essential.**

Message forms are available in the EOC and must be utilized regularly and without exception. Paper tablets are a good method of keeping track of events. **All entries should have a time of occurrence entry**, with attention given to date changes if the event runs long term. Event tracking and documentation software programs, if available and operational, will be the primary method of recording actions or events which take place, with message forms and notes utilized as backup and secondary means.

The “EOC log” record keeper must be kept informed of all information and communications so that the official log will accurately reflect the disaster sequence of events. Proper utilization of the message forms, and other information dissemination forms will greatly aid in the preparation of this log. Information flow to this position is essential.

EOC personnel will normally staff their assigned positions, with the associated phone number assigned to that position at their disposal. The use of these lines for “incoming” calls, and the use of a cell phone for “outgoing” calls are recommended, if practical.

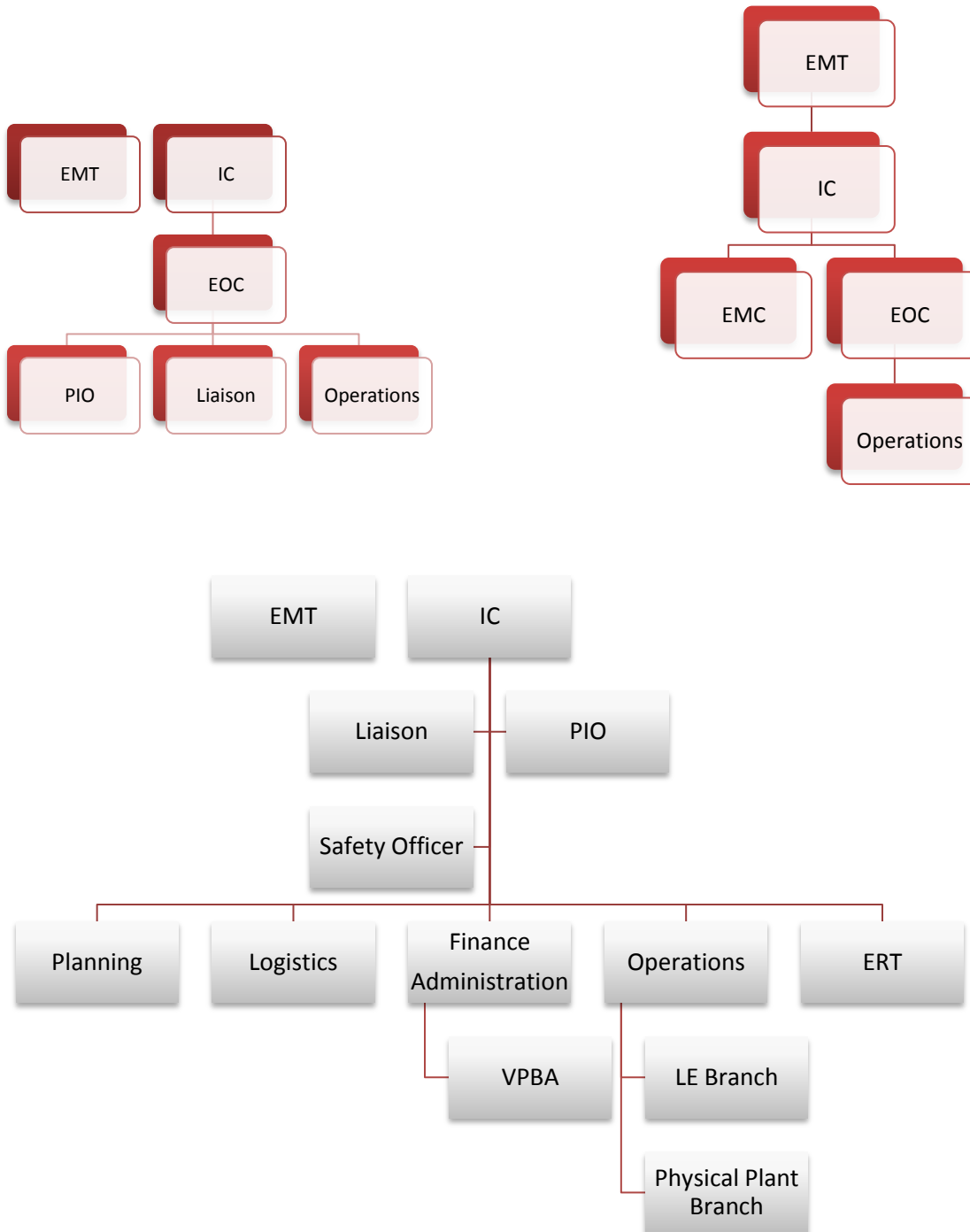
All positions in the EOC are essential and must remain staffed at the levels specifically indicated in this document throughout the emergency unless the person in charge of the operation expressly stands down the position. Any such deactivation should be an EOC log entry to document the matter.

As it is likely that an emergency situation will require turnover in EOC personnel, each position should maintain a record of information as to what has taken place to date, what is in progress, and what is anticipated. This information shall be used in briefing any newly arriving person regarding the specifics of the situation, and will create a smooth transition from one person to another. The EOC log entries, any individualized record keeping method, message duplicates, and so on, may serve to satisfy this purpose. In no case should a person vacate or turn over responsibility for their position until they are certain that the new arrival has been briefed on the requirements of the position.

The person in charge of the EOC should routinely conduct situational updates. These briefings need not be lengthy, regularly scheduled or overly complex. The intent is to keep everyone involved informed as to the current and projected situations and to ensure that each person is aware of what the others are doing.

Message handling methods and procedures must be adhered to by every EOC participant. Each person involved with messages, either as writer or recipient, should ensure that any completed messages are “filed” in a chronological sequence. Any necessary responses will be addressed by the EOC Controller or designee.

The following organizational chart represents 3 **examples** of EOC organization.



## **APPENDIX 3 NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS)**

NIMS is a modular emergency management system designed for all hazards and levels of emergency response. This system creates a combination of facilities, equipment, personnel, procedures, and communication operating within a standardized organizational structure. The system is used by the Department of Homeland Security and throughout the United States as the basis for emergency response management. Use of the NIMS at the university facilitates the university's ability to communicate and coordinate response actions with other jurisdictions and external emergency response agencies. As a management system, NIMS helps to mitigate the incident risks by providing accurate information, strict accountability, planning and cost-effective operations and logistical support for any incident. NIMS can be used on any kind or size of an incident. It can also be used for planned non-emergency events. Some of the kinds of incidents and events that have been managed through NIMS are listed below:

- Fires, HAZMAT, and multi-casualty incidents.
- Multi-jurisdiction and multi-agency disaster responses (natural disaster, terrorism, civil unrest).
- Search and rescue missions.
- Significant transportation accidents.
- Major planned events, e.g., celebrations, parades, concerts.

### **KEY PRINCIPLES OF NIMS**

- Modular response model based on activating only those organizational elements required to meet current objectives.
- Common terminology applied to organization elements, position titles, facility designations and resources.
- Unified command structure so that organizational elements are linked to form a single overall structure with appropriate span-of-control limits.
- Comprehensive resource management for coordinating and inventorying resources for field responses.
- Integrated communication so that information systems operate smoothly among all response agencies involved.
- Generic positions whereby individuals are trained for each emergency response role and follow prepared action checklists.
- Consolidated action plans that contain strategy to meet objectives at both the field response and Emergency Operations Center levels.

## ORGANIZATION

NIMS is organized around five major management activities.

### Command

Has overall responsibility at the incident or event. Determines objectives and establishes priorities based on the nature of the incident, available resources and agency policy. In all incidents, there is an identified Incident Commander or a unified command team. These have responsibility for overall management of the incident and must be fully qualified to manage the incident.

### Operations

Develops the tactical organization and directs all resources to carry out the Incident Action Plan.

### Planning

Develops the Incident Action Plan to accomplish the objectives. Collects and evaluates information, and maintains status of assigned resources.

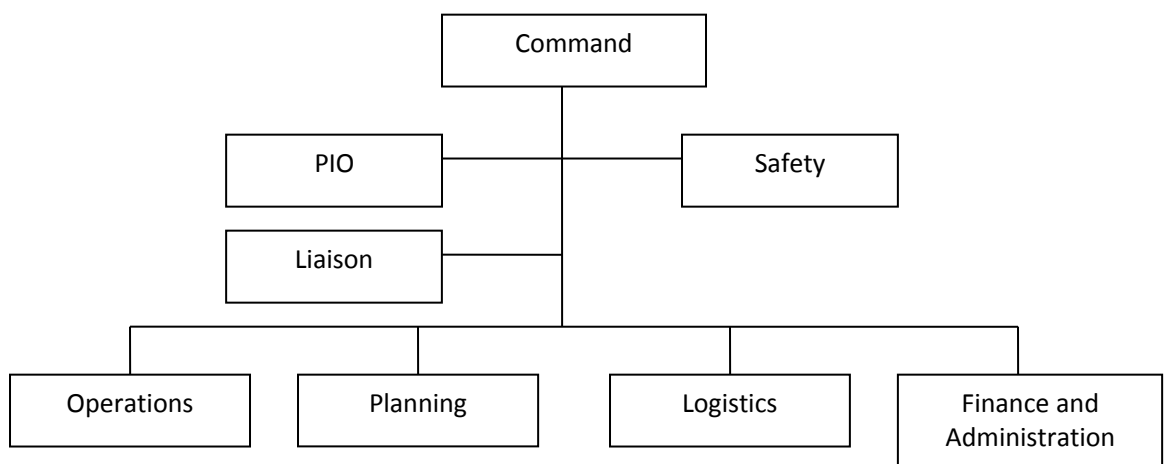
### Logistics

Provides resources and all other services needed to support the organization.

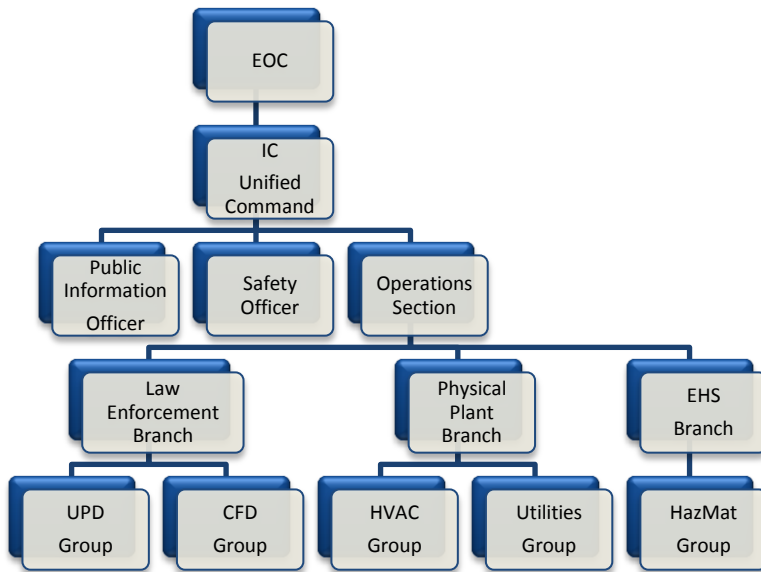
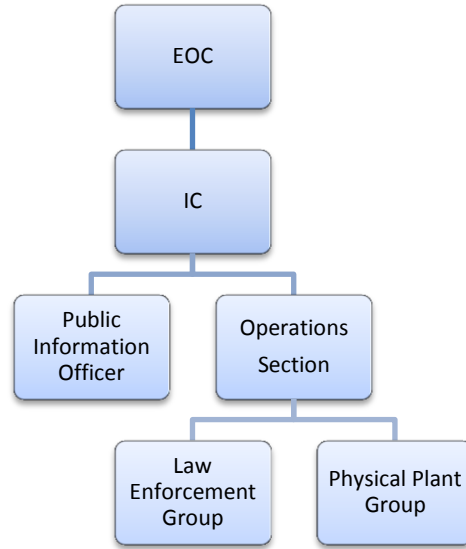
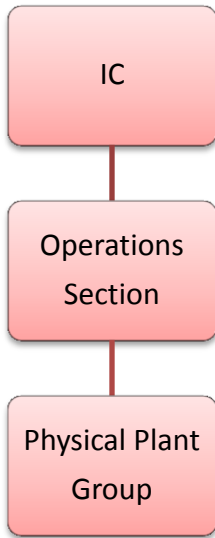
### Finance/Administration

Monitors costs related to the incident, provides accounting, procurement, time recording, cost analysis, and overall fiscal guidance.

- On small incidents, the five major activities may be managed by a single individual. Large incidents usually require each of these activities to be established as a separate section within the organization.
- Not all sections need to be established within NIMS organization.
- The Incident Commander will make this decision based on the demands of the incident. Each of the primary Incident Command System sections may be further subdivided as reflected in the organization chart.



The following organizational charts represent 3 **examples** of incident command organization for the operations section. Depending on the scale of the incident, operations can be simple to complex.





## APPENDIX 4 BEC LIST

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## **APPENDIX 5 WEATHER EMERGENCY**

### **A&M-Commerce President or designee**

- Issues sheltering recommendations, evacuation orders, and authorization to vary routine campus work schedules.

### **Chief of University Police Department**

- Advises Texas A&M University-Commerce President based upon best available information submitted by University Police Department, Department of Public Safety, Texas Transportation Department, Physical Plant, Department of Risk Management and Safety, and/or local or national weather services.
- Coordinates with Marketing Communication to approve the content of official news releases, announcements, and phone messages. Verifies that the above are in agreement with all Pride Alert (IRIS communication) messages.

### **Texas A&M University-Commerce University Police Department**

- Implements and creates all outgoing messages for the Pride Alert Warning System
- Implements sheltering or evacuation orders
- Summons support resources necessary to accomplish those tasks

## APPENDIX 6 TOXIC CHEMICAL SPILL OR RELEASE

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

### Limited Chemical Release

Each department or unit that works with chemicals will employ its own containment/spill procedure in the event of a small unintentional release of less than 1 liter and not extremely toxic.

At the onset of release, the department will notify the Safety Manager of chemical type and approximate quantity. If release cannot be abated with on-site containment procedures, the Safety Manager will notify the Commerce Fire Department of chemical type, approximate quantity, and need for additional assistance.

The Commerce Fire Department will determine if the campus needs to be evacuated and will contact University Police for assistance.

### Major Chemical Release

If chemical release is extremely toxic or in an amount larger than can be contained locally, the university dispatcher will notify the City of Commerce Fire Department by direct line telephone and will supply the following information:

- Nature of emergency and exact location
- Name and unit/department of person supplying information
- Name of Laboratory Emergency Contact person
- Identity and quantity of chemical released, if known

Building occupants will be evacuated from the building and kept at a safe distance, upwind, until:

- Chemical release containment and cleanup have been resolved
- Persons who have been exposed or injured have been removed
- The Commerce Fire Department declares the building safe and turns control of building back to the University Police Department or Safety Manager

The Safety Manager will supply a report of the incident to Texas A&M University-Commerce administration. A copy is also available upon request by marketing Communications.

### Hazardous Waste Storage Building

Chemical spills, fires, and other emergencies that may occur at the Hazardous Waste Storage Building require responses that differ from the above. The prescribed procedures for emergency response are to call the Commerce Fire Department.

## **APPENDIX 7 FIRE OR SMOKE**

All fire/smoke conditions will be reported through the University Dispatcher (911) to the Commerce Fire Department. UPD then notifies the Safety Manager.

- Nature of fire/smoke and exact location
- Name and unit of person supplying information to the 911 University Dispatcher.

If needed, Texas A&M University-Commerce personnel will evacuate the building and remain at a sufficient distance to ensure:

- Personal safety
- Safe performance of fire fighting and rescue operations
- Treatment and removal of the injured

### **University Police Department**

Upon notification from the 911 University Dispatcher, assigned University Police Department personnel will respond to the scene.

- Secure the fire area, provide crowd control and determine if evacuation is necessary.
- Upon arrival of Commerce Fire Department, University Police will relinquish the scene, assist in providing additional resources and will help to establish a command post if necessary.

### **Safety Department**

Upon being notified of the incident, University Safety Manager will immediately assess the situation and if necessary will report to the scene.

The Safety Manager will gather information to assess the following:

- Probable cause of incident
- Extent of property damage
- Number and extent of casualties

A report of the incident will be supplied to Texas A&M University-Commerce administration and Marketing and Communications, as necessary.

### **Facilities**

Upon notification, Facilities supervisor will direct needed personnel to the location or the command post. Facilities personnel will assist emergency responders with building information, building access, building utilities control, and availability of other resources. Facilities personnel shall coordinate facility recovery efforts after the facility is cleared for reentry. Facilities will conduct damage assessment.

## **APPENDIX 8 LOSS OF BUILDING UTILITIES**

The disruption or loss of electricity, telephone, potable water, natural gas, steam, sanitary disposal or other building utility may severely affect student residents, classroom activities, and research or staff activity.

### **Facilities**

- Upon notification, facilities will respond to loss of utility(s).
- Upon arrival at the scene, a determination is made whether to notify the University Police if crowd, traffic control or other assistance is required.

### **University Police Department**

- Will receive direct notification of building utility loss.
- Will notify Facilities Emergency Operator, who will notify appropriate personnel.
- Will respond to scene upon request of Facilities.
- Upon arrival at the scene, may establish an on-site command post if necessary.
- Facilities shall provide a report of the incident to Texas A&M University-Commerce administration.

## APPENDIX 9 BOMB THREAT OR EXPLOSIVE DEVICE

1. Because of the seriousness of the situation and the possibility of physical injury to the parties concerned, initial precaution must be taken in the case of a bomb threat or presence of explosive devices. If a Texas A&M University-Commerce employee or student suspects an object to be a bomb or explosive, he/she should **IN NO WAY HANDLE OR TOUCH THE OBJECT**.
2. Based on the accuracy of the information, the building or area where the object is found may be evacuated immediately according to evacuation procedure (see Annex F) or other existing evacuation procedures.
3. All bomb threats and suspected explosive devices will be reported to University Police **911**. Information will include:
  - Description of object and exact location.
  - Name and unit/department of person supplying information.
  - All pertinent detailed information regarding the bomb threat.
4. Radio communication **WILL NOT** be in use in the vicinity of suspected bombs or explosive devices. It is essential that the object **NOT BE TOUCHED OR MOVED** by Texas A&M University-Commerce staff or students. It is critical that deans and directors make their staffs aware of bomb and explosive device procedures.

### University Police Department

1. Upon notification from the University Police Department dispatcher, **911** will dispatch a sufficient number of officers and supervisors to the scene in accordance with University Police procedures.
2. Upon arrival at the scene, a command post may be established depending on the seriousness of the circumstance.
3. Staff and students will not handle any object suspected of being a bomb or explosive device.
4. University Police will request off-campus emergency response depending on the seriousness of the circumstance.
5. Staff and students will act in accordance with University Police bomb/explosive procedures.
6. A report of the incident will be supplied to Texas A&M University-Commerce administration.

## **APPENDIX 10            BUILDING EVACUATION**

The University Police Department, upon receipt of information concerning a possible major interruption of university operations, when applicable, will notify pertinent building personnel as needed to assist with building evacuation. It is imperative that building personnel make themselves aware of anyone with disabilities that may need assistance with evacuation in the event of such an emergency. It is also imperative that anyone with special needs coordinate these accommodations in advance.

- University Police, after analyzing the situation, may establish an on-site command post.
- Formal order to evacuate will be given by one of the following:
  - University Police
  - Department of Risk Management
  - City of Commerce Fire Department

A report of the incident will be supplied to Texas A&M University-Commerce administration.

A pre-planning guide for developing a building evacuation/closure plan is available from the Safety Manager. All Texas A&M University-Commerce campus buildings are required to have a written Emergency Evacuation Plan.

## **APPENDIX 11            DEMONSTRATION/CIVIL DISTURBANCE**

In the event that riots, looting, political violence and/or similar civil disturbance should occur, Texas A&M University-Commerce has capabilities which, if used promptly and properly, can minimize loss and damage to its resources resulting from such disturbances.

In the event of civil disturbance, University Police will dispatch a sufficient number of officers and supervisors to the scene, implementing civil disturbance control in accordance with University Police procedures.

Upon arrival at the scene, an on-site command post may be established depending on the seriousness of the circumstance.

University Police will make determination to request off-campus emergency response based on the seriousness of the circumstance.

A report of the incident will be supplied to Texas A&M University-Commerce administration.



## **APPENDIX 12      AIRBORNE OR FOOD BORNE ILLNESS**

Upon receipt of information concerning a possible airborne or food borne illness, the Safety Manager will be notified.

The Safety Manager will begin immediate investigation to determine nature of illness and simultaneously contact appropriate medical and University Police personnel for coordination of actions and activities as necessary.

Medical staff will authorize treatment on-site or arrange for transport of affected personnel to available medical facilities for treatment.

A report of the incident will be supplied to Texas A&M University-Commerce administration.

## **APPENDIX 13            INJURY/DEATH OF STUDENT OR EMPLOYEE**

Upon the serious injury or death of a student or employee, the primary responding unit will notify the University Police Department. UPD will notify the University President, Provost, Vice-President for Business Administration, Assistant Vice-President and Dean of Student Affairs, Human Resources and the Executive Director of Facilities Management/Support Services.

1. Assistant Vice-President and Dean of Student Affairs will follow internal parent notification protocol if instructed to do so by the Chief of Police.
2. Director of Human Resources will follow HR notification protocol if instructed to do so by the Chief of Police

**NOTE:**

Depending upon location of persons to be notified, University Police Chief may contact outside jurisdiction for assistance in personal death notification.

## **APPENDIX 14            ATHLETIC EVENTS EMERGENCY PROTOCOLS**

### **General:**

Emergency protocols have been established for responding to emergencies that could endanger lives of patrons or personnel at athletic events on the Texas A&M University-Commerce campus.

### **Purpose/Responsibilities:**

During normal operations, personnel from the University Police Department, Athletic Department, City of Commerce Fire and Police Departments, Texas A&M University-Commerce Department of Risk Management and Facilities Management Department will respond as necessary to a given emergency at a facility holding an athletic event. Staffing at each event may change as required to enable an effective emergency response.

Decisions concerning crowd control and emergency management of critical situations during athletic events are the ultimate responsibility of the Texas A&M University-Commerce Police Department but will be made in consultation with the Texas A&M University-Commerce Athletic Department. The Game Manager and University Police or their designees, will maintain a constant communication capability and fully discuss situations that are occurring. The Director of Athletics and Texas A&M University-Commerce President will be notified of a critical incident. Emergency situations related to crowd management, communications, evacuations and sheltering, traffic management, staging and triage areas are addressed in the emergency protocols. Response to specific critical incidents such as bomb threat, working fire, and weather emergency, are also addressed.

## APPENDIX 15      TRAIN/TRUCK SPILL OF HAZARDOUS MATERIAL

### **General:**

This annex provides for a coordinated response by A&M-Commerce personnel, City of Commerce Fire and Police departments, and industry representatives to minimize the adverse effects on the university campus, the local communities, and the environment that may result from unintentional releases of hazardous substances. These releases may occur from train derailments or truck transportation accidents.

Hazardous materials are transported through and/or adjacent to the Texas A&M University-Commerce campus, which can pose a potential threat to campus facilities, employees, students, and visitors. Fires, explosions and/or release of toxic vapors that can harm personnel and property are possible from transportation accidents.

The City of Commerce Fire Department has personnel trained and limited equipment available for hazardous materials response. Transportation companies (i.e., Union Pacific Railroad) can also be asked to assist with major spills response, cleanup, and recovery needs.

### **Purpose/Responsibilities:**

The first fire official or police officer arriving at an incident involving the release of hazardous materials is the Incident Commander (IC) and will immediately notify his/her dispatcher or communications center and provide incident information. This first responder, as IC, must take initial steps to protect him/herself and the public, isolate the incident, begin product identification and call for resources as the situation dictates. Incident Command will be transferred to the most appropriate person as incident response progresses. An Incident Command Post (ICP) may be established near the incident to coordinate response requirements. The IC or authorized A&M-Commerce official may request the activation of the University's Emergency Operations Center (EOC).

The Incident Commander, alone or in concert with the A&M-Commerce EOC, shall assess the need for evacuation, plan the evacuation, and coordinate support for the evacuation effort. The decision to recommend evacuation of the populace in and around the area of the incident site rests with the IC. Evacuation or shelter-in-place procedures shall be followed.

The City of Commerce Fire Department will often be the first responder. When they are not, they usually assume responsibility for the incident from the first responder and initiate response procedures under the incident command system. Under the direction of the IC, the University Police Department shall have responsibility for traffic and crowd control, scene security, evacuation, and coordination with other appropriate governmental agencies. The Facilities Department shall be responsible to assist with rescue or recovery operations, provide barricades, provide heavy equipment, restore utilities, and assist with removal of hazardous substances as required while operating within the guidelines of current statutes and laws. The Department of Risk Management shall assist in evacuation, spill cleanup and disposal, recovery operations, and coordinating regulatory compliance with appropriate state agencies.

## APPENDIX 16      TERRORISM

### **General:**

This annex provides for a coordinated response by A&M-Commerce personnel, City of Commerce Fire and Police Departments, and Hunt County to minimize the adverse effects on university students, faculty and staff, the local communities, and the environment that may result from an act of terrorism.

An act of terrorism is, by its very nature, a violent or dangerous act, in violation of criminal law, with the intent to inflict physical and psychological injuries and distress. These acts can take the form of fires, explosions, release of hazardous/toxic/biological agents, and weapons of mass destruction (WMD). The presence of chemical, biological, or radiological agents may not be suspected or confirmed until some time after the initiating event. The affected area could simultaneously be a crime scene, a hazmat scene, and a disaster area with multiple casualties. In the case of a biological agent, the initial dissemination event may take place outside the local area but still produce victims in the local area.

This Annex does not replace or supersede City of Commerce or Hunt County Emergency Management Plan; rather, it is intended to complement these plans.

### **Purpose/Responsibilities:**

Once it has been determined that the initiating event involves a terrorist threat or incident, the EOC will be activated (if not already activated). Response efforts will consist of both crisis management and consequence management. UPD and law enforcement will have the lead in crisis management, specifically all facets related to any criminal activity.

Consequence management activities deal with the effects (on people and property) of a terrorist incident and will be handled by the EOC Director in the same manner as the response and recovery operations for other emergencies and disasters.

### **Emergency Management:**

UPD is responsible for establishing a crime scene boundary with access control, as necessary. UPD will notify and coordinate incident response activities (incident resolution, investigation, and apprehension of suspects) with the local police departments, DPS, and the FBI. As requested by the EOC Director, UPD will provide resources to assist with a lockdown and/or quarantine of various areas of the university campus.

### **Consequence Management:**

All response actions initiated by the EOC Director are dependent upon the specifics of the actual event. Terrorist incidents that involve certain agents or events will require involvement by specific groups and agencies, as listed below.

Biological Agents	-County and State public health officials
Chemical/Hazardous Agents	-County and State public health officials
Nuclear/Radiological Events	-TDH-Bureau of Radiation Control
Incendiary/Explosives	-Alcohol, Tobacco and Firearms

The following response actions should be considered based upon the specific incident events:

- Evacuation and/or Shelter-in-Place recommendations
- Request for mobilization of TEEEX Texas TF-1
- Contact with local hospitals, Hunt County and State health officials and preparation or dealing with mass illness and casualties.
- Preparation for handling large numbers of students at the Student Health Center
- Preparation for activation of re-location centers to handle displaced students
- Preparation for activation of campus decontamination facilities
- Preparation to provide increased meal service for students and re-location centers
- Verification and protection of the integrity of campus water, utility, and food supplies
- Lockdown of some area(s) of the campus
- Quarantine of some area(s) of the campus
- Curtailment/re-routing of transportation assets, using permanent staff
- Identification of laboratories that may have special equipment or analysis capabilities
- Cancellation of classes
- Cessation of laboratory research activities
- Release of faculty and non-essential staff

It is of critical importance that information be developed and made available in a timely manner to explain the situation, provide specific response actions to students, faculty and staff, and address the public fear caused by a terrorism incident. See Appendix 1, Crisis Communication.

## **APPENDIX 17            RELEASES INVOLVING SELECT AGENTS**

Upon release or suspected release of select agents as defined by the Centers for Disease Control (CDC) and/or the United States Department of Agriculture (USDA), the Resident Advisor, Dean or Director of the affected facility will notify the University Department of Risk Management and University Police Department.

The University Department of Risk Management will begin immediate investigation to determine the nature and extent of release and implement containment procedures. Where appropriate, the Safety Manager will implement isolation and decontamination procedures. If it is determined that a release of a communicable disease has occurred, the Department of Risk Management will notify the Hunt County Health Department, the CDC and/or USDA and university physician as appropriate.

Medical staff will determine if decontamination of affected individual is needed and will arrange for transport as appropriate. The Department of Risk Management will provide information on the select agent to appropriate medical personnel.

After a suspected release of select agents, University Department of Risk Management will provide a critique of response actions taken. Where appropriate, the University Department of Risk Management will follow-up with recommendations on improving response and prevention of future releases.

A report of the incident will be supplied to A&M-Commerce Administration.

## **APPENDIX 18            AFTER-ACTION REVIEW OF EMERGENCY RESPONSE**

After-action reviews of emergency responses can yield valuable feedback to the emergency planning process and enable Texas A&M University-Commerce to improve future emergency responses. The scope of after-action reviews may range from small to large depending upon the complexity of the response and the number of departments and outside entities involved.

Criteria for Conducting an After-Action Review:

- Activation of the A&M-Commerce Emergency Operations Center (EOC)
- Death of A&M-Commerce personnel, student or visitor
- Significant release of a hazardous substance
- At the discretion of the Department of Risk Management, the University Police Department Facilities, or University Administration

After-action reviews as defined in this Annex are intended to be examinations of the emergency response effort and/or the ensuing recovery efforts. Investigations into the root cause of an incident are not the focus of this section. Input for the after-action report may come from after-action debriefings or follow-up meetings or from written comments provided by any person involved in or observing the emergency response action. The after-action report will be written and reviewed by primary response team members. The Emergency Management Coordinator shall retain a copy of the report, including any recommendations for corrections or improvements, for a minimum of two years.



## APPENDIX 19      AREA EVACUATION / SHELTER IN PLACE

### 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, and identification and cash/checkbook/credit cards) - do not pack belongings.
- Turn off unnecessary equipment, computers and appliances.
- Close the door as you exit your room or office.
- Follow the directions provided for safe routes of evacuation.
- Listen to radio, if available, to monitor emergency status.
- Do not use your personal vehicle for evacuation unless specifically ordered to do so. If cars are used to evacuate, protect against hazardous materials by keeping windows closed and outside air conditioning systems turned off. If you need special assistance, contact your Resident Advisor, Hall Director, or other appropriate emergency contact.
- If these persons are not available, call University Police Dispatch, **903-886-5868** for assistance.

### Shelter in Place

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

- Move indoors or remain there. Avoid windows and areas with glass.
- If available, take a radio or television to the room to track emergency status.
- Keep telephone lines free for emergency responders. **DO NOT CALL 911 FOR INFORMATION.**

- If hazardous materials are involved,
  - Turn off all ventilation systems and close all outside air inlets
  - Select a room that 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

## **APPENDIX 20      SUSPICIOUS ITEM**

### **Suspicious Letter/Package/Substance**

#### **What to Do Upon Letter/Package Receipt -**

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

#### **If Parcel is Open and/or Threat is Identified -**

##### **For a Bomb -**

- Evacuate immediately
- Call **911**

##### **For Radiological -**

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

##### **For Biological or Chemical -**

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

##### **Suspicious Substance in Campus Building -**

- Clear and isolate the contaminated area; do not touch or disturb anything
- Call University Police, **903-886-5868**
- Wash your hands with soap and water
- Identify individuals who may have been exposed to the material
- Do not leave premises until dismissed by authorities

## **APPENDIX 21      LIGHTNING PREDICTION WARNING**

### **Lightning Prediction Warning**

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

#### **When the warning is sounded -**

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

#### **Avoid –**

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

## APPENDIX 22      ACTIVE SHOOTER

Clearly, response to an active shooter is one of the most dynamic situations that any department will ever face. It will result in immediate deployment of law enforcement resources to stop the shooting and mitigate harm to innocent victims. Prior to the arrival of the police personnel, how you respond to an active shooter will be dictated by the specific circumstances of the encounter, keeping in mind there could be more than one shooter involved in the same situation. If you find yourself in an active shooter situation, try to *remain as calm as possible* and use these suggested actions to help you plan a strategy for survival. Keep in mind, the entire area is still a crime scene.

### Active Shooter Outside Building

- Go to a room that can be locked or barricaded by using available material.
- Close the window blinds, turn off the lights and get everyone down 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** or if using a cell phone 903-886-5111. Be aware that the **911** system will most likely be overwhelmed.
- When you reach the dispatcher, describe the situation and give your name and location; remain in place until the police give the "All Clear."
- Unfamiliar voices may be the shooter attempting to lure victims from their safe space; do not respond to any voice commands until you can verify with certainty that they are being issued by a police officer.

### Active Shooter Inside Building

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

### Active Shooter Inside Room

- If the active shooter enters your office or classroom, there are no set procedures.
- The decision to flee or seek shelter inside the room can only be made by you and is dependent upon the circumstances.
- Try to remain calm; it will aid you in decision making.
- Call **911**, if possible, and alert police to the shooter's location.
- If you can't speak, leave the line open so the dispatcher can hear what is taking place. Usually the location of a caller can be determined without speaking.
- If there is absolutely no opportunity of escape or concealment and the shooter is not actively firing on victims, it might be possible to negotiate with the shooter.
- If the shooter has fired on victims, you are faced with a life or death situation; only you can consider your next course of action.
- After all other options have been exhausted, you may be faced with the decision to overpower the shooter with force by whatever means necessary.

### **Active Shooter Leaves Room**

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

### **What You Should Do**

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

### **What You Should Expect**

- Responding police officers are trained in active shooter response to proceed immediately to the area where the shots were last heard; their purpose is to stop the shooting as quickly as possible.
- The first officers to arrive will not stop to aid injured victims; rescue teams composed of other officers will follow the first team into secured areas and remove injured persons.
- The first officers on the scene will likely be from the University Police Department.
- Depending on the situation, they may be joined by officers from different agencies and dressed in different uniforms. There may even be some officers in civilian clothes wearing an external bulletproof vest. Some officers may be dressed in Kevlar helmets and other tactical equipment. They may be armed with rifles, shotguns or handguns. Do as the officers tell you and do not be afraid of them.

## APPENDIX 23 DATA BREACH SECURITY INCIDENT

Texas A&M University-Commerce is dedicated to maintaining the privacy and protecting personal information of our faculty, staff, students, alumni, and customers. Identity theft has been recognized as a major risk factor in most business plans and practices. To mitigate the risk, Texas A&M University-Commerce has developed operating plans and procedures to protect personal information. In addition, laws and regulations continue to place requirements on industry, businesses, institutions, and schools for the protection of personal information. Two of the most notable are the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the Gramm-Leach Bliley Act (GLBA). A third set of regulations having a major impact on privacy protection has been developed by the Payment Card Industry Council.

The following outlines the Communications Plan for Data Security Breach Incidents. A complete and detailed plan is available from the Director of Information Technology and the Emergency Management Coordinator.

### **Incident Response Team Notification**

All computer security incidents must be reported to the Director of Information Technology. A preliminary analysis of the incident will be conducted by the director and that analysis will determine whether Incident Response Team activation is appropriate.

### **Types of Incidents**

There are many types of computer incidents that may require Incident Response Team activation. Some examples include:

- Breach of Personal Information
- Denial of Service / Distributed Denial of Service
- Excessive Port Scans
- Firewall Breach
- Virus Outbreak

The following incidents may require notification to individuals under certain applicable laws and regulations:

- A user (employee, contractor, or third-party provider) has obtained unauthorized access to personal information maintained in either paper or electronic form.
- An intruder has broken into database(s) that contain personal information on an individual.
- Computer equipment such as a workstation, laptop, CD-ROM, or other electronic media containing personal information on an individual has been lost or stolen.
- A department or unit has not properly disposed of records containing personal information on an individual.
- A third party service provider has experienced any of the incidents above, affecting the organization's data containing personal information.

### **Incident Response Team**

The Incident Response Team is authorized to take appropriate steps deemed necessary to contain, mitigate, or resolve a computer security incident. The team is responsible for investigating suspected intrusion attempts or other security incidents in a timely, cost effective manner and reporting findings to

management and the appropriate authorities as necessary. The Director of Information Technology will coordinate these investigations.

Each of the following areas will have a primary and alternate member:

- Director of Information Technology
- Network Engineer
- Telecommunications Manager
- Financial Services Online Sales – Student Accounts Manager or Comptroller
- University Registrar

## **Incident Response Team Roles and Responsibilities**

### Director of Information Technology

- Determines the nature and scope of the incident
- Contacts qualified information security specialists for advice as needed
- Contacts members of the Incident Response Team
- Determines which Incident Response Team members play an active role in the investigation
- Provides proper training on incident handling
- Escalates to executive management as appropriate
- Contacts secondary departments as appropriate
- Monitors progress of the investigation
- Ensures evidence gathering, chain of custody, and preservation is appropriate
- Prepares a written summary of the incident and corrective action taken
- Central point of contact for all computer incidents
- Notifies computer incident response team
- Documents the types of personal information that may have been breached
- Provides guidance throughout the investigation on issues relating to privacy of customer and employee personal information
- Assists in developing appropriate communication to impacted parties
- Assesses the need to change privacy policies, procedures, and/or practices as a result of the breach

### Network Engineer

- Analyzes network traffic for signs of denial of service, distributed denial of service, or other external attacks
- Runs tracing tools such as sniffers, Transmission Control Protocol (TCP) port monitors, and event loggers
- Looks for signs of a firewall breach
- If necessary contacts external Internet service provider for assistance in handling the incident
- Takes action necessary to block traffic from suspected intruder

### Telecommunications Manager

- Ensures all service packs and patches are current on mission-critical computers
- Ensures backups are in place for all critical systems
- Examines system logs of critical systems for unusual activity
- Monitors applications and services for signs of attack



- Reviews audit logs of mission-critical servers for signs of suspicious activity
- Contacts the Director of Information Technology with any information relating to a suspected breach
- Collects pertinent information regarding the incident at the request of the Director of Information Technology

#### Financial Services Online Sales- Student Accounts Manager

- Monitors business accounts and services for signs of attack
- Reviews activity for suspected accounts as determined
- Provides information to Director of Information Technology concerning activity relating to a suspected breach
- Collects pertinent information regarding the incident at the request of the Director of Information Technology
- Reviews procedures to ensure compliance with Payment Card Industry Data Security Standards and information security policy

#### University Registrar

- Monitors course and grade records for signs of attack
- Reviews activity for suspected records as determined
- Provides information to Director of Information Technology concerning activity relating to a suspected breach
- Collects pertinent information regarding any incident at the request of the Director of Information Technology
- Reviews procedures to ensure security of student records

## **APPENDIX 24            PANDEMIC INFLUENZA**

It is known that pandemic flu normally begins with a strain of flu that primarily occurs in animals, and is transmitted to humans through animal contact, such as the Avian Flu. The progression from an animal flu to a pandemic flu occurs when the flu virus mutates to a strain that can be transmitted from one human to another. Once the flu virus mutates to a human-to-human transmissible variety, the flu spreads rapidly in the human population in terms of numbers and geography.

### **Assumptions**

- A pandemic influenza will result in the rapid spread or infection throughout the world.
- The pandemic influenza will occur in multiple waves.
- Each wave may last from six to eight weeks.
- The pandemic influenza attack rate will likely be 30% or higher among the University population. Illness rates will likely be higher with school-aged children and middle aged adults (18-40) and the elderly.
- Of those who become ill with influenza, the hospitalization rate may be as high as 8% and a mortality rate as high as 1%, possibly higher.
- Some persons will become infected but not develop clinically significant symptoms. Symptoms may not develop until 2-7 days after being infected.
- The number of ill requiring medical care will overwhelm the local health care system.
- The number of fatalities will overwhelm the medical examiners' office, hospital morgues, and funeral homes.
- The demand for home care and social services will increase dramatically and will not be available.
- Vaccines will not be available for 4-6 months following the emergence of a novel strain of influenza. Other prophylactic drugs, e.g. TamiFlu, may not be fully effective against a pandemic influenza.
- Absenteeism may be up to 40% (or higher in certain professions).
- There is likely to be a significant disruption of public and privately owned critical infrastructure including transportation, businesses, utilities, public safety, and communications.
- External resources may be exhausted; therefore, A&M-Commerce may have to be self-sufficient.
- The implementation of isolation and quarantine will be the decision of the federal or state government.
- Recommended travel restrictions will come forth from the federal and state government.

### **A&M-Commerce Response Levels**

The A&M-Commerce PICP is based upon six action levels. Each level of the plan is activated based on the phase of alert status and recommendations of the World Health Organization (WHO) or the Centers for Disease Control (CDC) and the information made available from local, state, and federal agencies.

**Level 1** - No occurrences of pandemic influenza are reported.

**Level 2** - No occurrences of pandemic influenza are reported in the continental United States, although the CDC or WHO are reporting cases of influenza outbreaks globally.

**Level 3** – Announcement and/or response recommendations by WHO or CDC about sustainable human-to-human transmissions of influenza in the continental United States.

**Level 4** - Unconfirmed cases of pandemic influenza in the South or confirmed cases in the Continental United States and/or response recommendations by WHO or CDC.

**Level 4a** - Confirmed cases of pandemic influenza in our health service region or unconfirmed cases on campus and/or response recommendations by WHO or CDC.

**Level 4b** - Confirmed cases of pandemic influenza in Hunt County or on campus and/or response recommendations by WHO or CDC.

These actions are to be taken during all levels of a pandemic influenza response:

- Provide counseling services to students, faculty, and staff.
- Provide and maintain communication for any member of the University while traveling abroad.
- All departments will provide well-being support for its employees.
- Mandatory quarantine is a more difficult strategy to employ as a disease containment measure because of its resource-intensive nature and the incubation period of the influenza virus. Therefore, the use of voluntary quarantine as a containment measure is recommended.

#### **Pandemic Influenza Response Team (PIRT)**

The PIRT is responsible for coordinating the response activities of the incident. Upon activation of Level 2, the response team will meet daily to discuss the situation and make contingency plans and schedules. All meetings will take place at the EOC. Upon activation of Level 3, the response team will begin meeting at the start of each shift at the EOC. The severity of the incident will determine the time scheduled for staffing.

The PIRT consists of the following primary members:

- The Emergency Management Coordinator
- The Director of Student Health Services
- The Director of Residential Learning and Living or alternate

When it becomes necessary to activate response level 4, additional staff will be required. This staff includes the secondary members of the response team:

- The Safety Coordinator
- The University Public Information Officer or alternate
- Academic/Student Affairs Representative
- Additional staff may be necessary

*The complete Pandemic Influenza Contingency Plan can be obtained through the Department of Risk Management and Safety.*

## APPENDIX 25      MULTIYEAR TRAINING AND EXERCISE PROGRAM

Actual emergency experience and past planned exercises have taught us that well rehearsed and planned emergency exercises are the most effective way to prepare for and control emergency situations. Our objective is to develop a rigorous and effective exercise program that continuously improves our campus preparedness and capabilities through preplanning activities, exercise execution, and after action review.

Exercises improve readiness by:

- Providing a way to evaluate operations and plans
- Reinforcing teamwork and clarify roles and responsibilities
- Improves multi-agency response
- Finds gaps in current plans and expectations

It is extremely important that all exercise scenarios include an organized and familiar process. Following a regular preplanning format will allow organizers and participants to maintain effective communications and expectations throughout the planning process.

In order to maintain the highest level of preparedness and control of emergency situations, Texas A&M University-Commerce will primarily utilize the activities of

- Tabletops
- Drills
- Functional Exercises
- Full-scale Exercises

The multiyear training and exercise plan is developed and reviewed once a year, in two or three sessions. The multiyear training and exercise plan:

- Takes stock of current program plans and capabilities
- Lays out long term program goals and objectives
- Develops a mix of exercises to meet goals and objectives
- Determines what training is needed
- Sets a multiyear schedule

The multiyear training and exercise program is coordinated through the responsibility of the Emergency Management Coordinator.

## RECORD OF CHANGES

Change #	Date of Change	Description of Change	Changed By	Added to Web Site By
1	7-22-08	Updated Names and Titles (Page numbers 13,22,23,24,25)	Derek Preas	Ken Dickinson
2	7-22-08	Added page for Record of Changes (Added to CMP as last page)	Derek Preas	Ken Dickinson
3	10-5-08	<b>Complete Revision of CMP</b> <i>Changed to EOP-Added Members-Added more to the Appendix-Added Responsibilities-Changed Responsibilities-Added distribution notice</i>	Derek Preas	Ken Dickinson
4	4-14-9	Added Appendix 31 Data Breach Security Incident	Derek Preas	Ken Dickinson
5	7-31-9	Updated Contacts and Positions	Derek Preas	
6	8-3-9	Added Appendix 32 Pandemic Influenza Incident	Derek Preas	
7	12-8-09	Updated Contact Numbers and Command Staff Identification	Derek Preas	
8	11-31-10	<b>Yearly Update of EOP</b> <i>Appendix update, Member update, Design update</i>	Derek Preas	Derek Preas
9	10-7-11	Yearly Update of EOP Team member update, design update	D Preas	D Preas
10	01/18/2012	Put new EOP on website	D Preas	J Harris