

Crisis Management Plan – *August 2008*

TABLE OF CONTENTS

<u>Paragraph No.</u>	<u>Title</u>
1.0	Introduction
2.0	Purpose
3.0	Objectives
4.0	Scope
5.0	Definitions
6.0	Crisis Management Team
7.0	Levels of Crisis
8.0	Organization
9.0	Crisis Communications
10.0	Weather Emergency
11.0	Toxic Chemical Spill or Release
12.0	Fire/Smoke at the South Campus
13.0	Fire/Smoke at the Main Campus
14.0	Loss of Building Utilities
15.0	Firearm Suspect
16.0	Bomb Threat or Explosive Device
17.0	Building Evacuation
18.0	Demonstration/Civil Disturbance
19.0	Crime in Progress
20.0	Chemical and/or Biological Threats
21.0	Employee Training and Drills

1.0 INTRODUCTION

- 1.1 Emergency Management is normally divided into four parts: mitigation, preparedness, response, and recovery. Mitigation might be best described as those measures taken to avoid crises or prevent small emergencies from becoming large crises. Examples include designing and constructing buildings in accordance with applicable fire and life safety codes, installing fire alarm and sprinkler systems, designing adequate storm water drainage systems, and designing and maintaining adequate and reliable water supplies. Preparedness is the development of plans and procedures necessary to enable the effective and efficient use of resources in the event of a crisis. Response and recovery are the two parts directly related to implementation of the Crisis Management Plan. This Crisis Management Plan (CMP) will focus on the latter three phases, as mitigation efforts have already been implemented campus-wide.
- 1.2 In June of 2008 Texas A&M University-Texarkana opened the new Science and Technology Building at our Bringle Lake site at 7101 University Avenue. The Bringle Lake Campus is now designated as the Main Campus. The current campus on Robison Road is now designated as the South Campus.

2.0 PURPOSE

- 2.1 The A&M--Texarkana Crisis Management Plan formally establishes and documents a coordinated plan for responding to crises, whether large or small, which may arise in spite of all mitigation efforts. The aim for this plan is to provide a flexible framework of procedures, which will be periodically reviewed and regularly exercised so that when crises occur, the University's response will be effective and efficient in protecting human life and health and in preserving System property and resources.
- 2.2 A&M-Texarkana and affected departments must coordinate efforts in all phases of crisis management.
- 2.3 The protection of human life and health is of preeminent importance and shall take precedence throughout this combined effort.

3.0 OBJECTIVES

- 3.1 Protect and preserve human life and health.
- 3.2 Minimize loss or damage to the University's facilities and resources.
- 3.3 Ensure appropriate communications and notifications within the University, the System and the community.
- 3.4 Elicit a response appropriate to the magnitude of the crisis.
- 3.5 Establish a core group of well-trained individuals capable of committing resources as necessary to ensure Objectives 1 and 2 are achieved.
- 3.6 Emphasize the practice of safety concepts during crisis operations.

4.0 SCOPE

- 4.1 The scope of this plan is limited to:
 - 4.1.1 Crises that may occur on any part of the A&M-Texarkana campus.
 - 4.1.2 Crises that require the assistance of one or more internal departments and/or emergency responders outside A&M-Texarkana.
 - 4.1.3 Activities that commence from the first indication of a crisis condition and continue until the end of the incident. The end of the incident is defined as the time when normal operations are resumed.

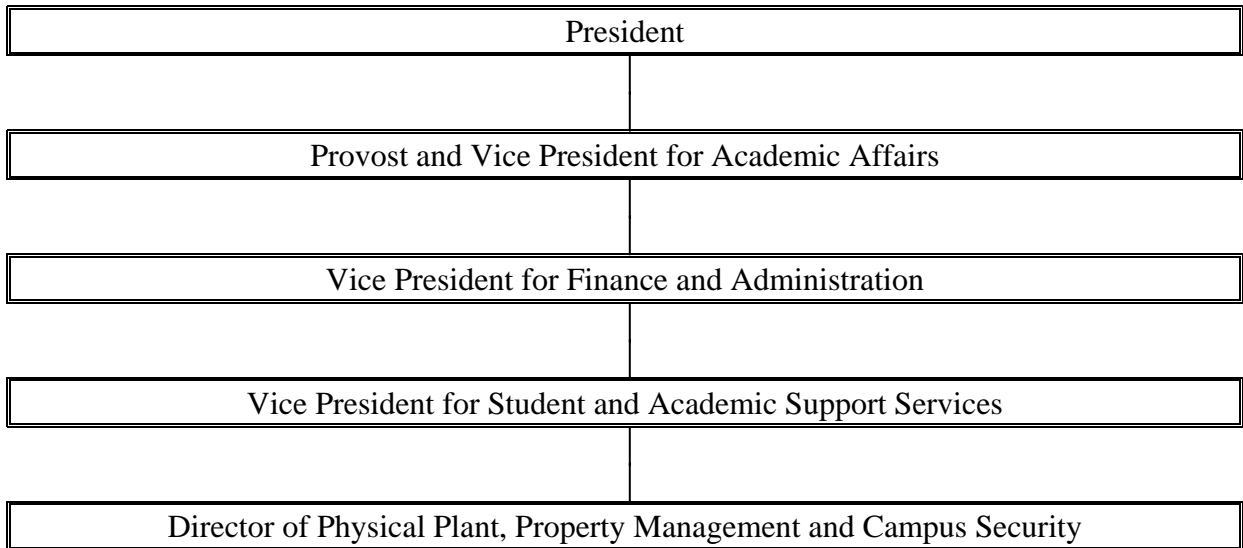
5.0 DEFINITIONS

- 5.1 **Crisis** – an incident posing risk to human life, health, property or to the effectiveness of the resources of A&M-Texarkana. A crisis is any incident requiring immediate action by A&M-Texarkana and/or outside responders.
- 5.2 **Crisis Management Team (CMT)** – a support group consisting of representatives of key departments which may be called upon to provide emergency support in times of major crises. Members of the CMT may be required by the CMT Leader to assemble at the Emergency Operations Center during a crisis.

6.0 CRISIS MANAGEMENT TEAM

- 6.1 The President or designee, as identified in the following chart, shall serve as the CMT Leader.

CMT Leader – Line of Succession



- 6.2 The CMT shall be comprised of representatives of the following:
- ⇒ President's Office
 - ⇒ Provost and Vice President for Academic Affairs
 - ⇒ Vice President for Finance and Administration
 - ⇒ Vice President for Student and Academic Support Services
 - ⇒ Director of Physical Plant, Property Management and Campus Security
 - ⇒ *University Police Chief*
 - ⇒ Communications Office
 - ⇒ HR/EEO Manager
 - ⇒ Director of Technology
- 6.3 During a crisis, CMT members shall be responsible for advising the CMT Leader and marshalling the resources required for responding to the crisis.
- 6.4 The CMP coordinator shall contact the CMT members each August to review the CMP, review any incidents that occurred during the year that would necessitate changes to the plan, and discuss future training activities.

7.0 LEVELS OF CRISIS

- 7.1 **Limited-scope Crisis** – An incident contained within a single building or area. A Limited Crisis may require off-campus emergency response (e.g., Texarkana Texas Police or Fire Departments). It may require evacuation of one or more buildings. University response under a Limited Crisis is normally directed by the Director of Physical Plant/Security from an on-site command post, but may be directed by the office of the President, as the situation warrants.
- 7.2 **Major Crisis** – An incident posing significant risk to students, general public, University personnel or resources. An incident which has caused or has the potential for causing significant injury or damage, and is expected to require off-campus emergency response. A Major Crisis may require the assembly of all or part of the CMT and may involve activation of the Crisis Management Plan. Authority for declaring a crisis and activating the Crisis Management Plan rests with the President or the President's designee as shown in paragraph 6.1.

8.0 ORGANIZATION

- 8.1 Planning and Management Function – The A&M-Texarkana Crisis Management Plan shall support the Texarkana Emergency Management Plan.
- 8.2 **Crisis Management Plan (CMP)**
- 8.2.1 The Director of Physical Plant/Campus Security shall serve as CMP coordinator.
 - 8.2.2 The CMP shall be reviewed and modified as necessary. Results of the reviews and any changes to the CMP shall be reported to the President for approval and submission to the A&M System Chancellor.

- 8.2.3 The Coordinator shall be responsible for scheduling the review of the CMP, documenting approved changes to the CMP, and planning and coordinating emergency exercises including maintaining records of attendees participating in the training.
- 8.2.4 Each unit or department identified as having a role in this CMP is responsible for communicating the content of the Plan to its staff.

8.3 Crisis Management Team Members' Responsibilities

- 8.3.1 Acts under the authority of and reports directly to the President upon a declared or anticipated Major Crisis.
- 8.3.2 Monitors the response activities of their individual units.
- 8.3.3 Requests additional assistance and resources as needed from local, state and federal agencies.
- 8.3.4 Recommends procedures and equipment to maintain readiness to implement the plan.
- 8.3.5 Assists with the annual review of the CMP.
- 8.3.6 Assists with the planning and execution of emergency drills.

8.4 On-Site Command Post

- 8.4.1 The Command Post shall be established at a location near the crisis which provides the best available location for observation and logistical support but which ensures an adequate level of safety.
- 8.4.2 The Command Post is the location from which response is staged and managed.
- 8.4.3 The A&M-Texarkana University Police Department (UPD) normally acts as the primary responder to campus emergencies and is normally responsible for establishing and controlling the Command Post.

9.0 CRISIS COMMUNICATIONS

- 9.1 At the onset of a crisis, a formal communication plan must be followed to ensure all necessary notifications are reliably made.
- 9.2 The two key communication sources at A&M-Texarkana will be the President's Office and the Communications Office. Questions from media representatives will be directed to either of these offices.
- 9.3 The primary communications equipment will be the existing telephone system; the University-owned two-way radios; and the UPD Police radios University cellular telephones will serve as a backup to the telephone system. The University emergency alert system (Eagle Alert) will be used to send emergency text/voice messages to staff, students and faculty to notify them of any emergency situation that may occur on either campus.
- 9.4 Information may also be received from the Texarkana, Texas Office of Emergency Management through the use of emergency alert pagers.

10.0 WEATHER EMERGENCY

10.1 A&M-Texarkana President

- 10.1.1 Issue directives, evacuation orders, and authorization to vary routine campus work schedules.
- 10.1.2 Is responsible for establishing and maintaining alternate sites for classes within the community if necessary.

10.2 A&M-Texarkana Provost and Vice President for Academic Affairs

- 10.2.1 Advises A&M-Texarkana President based on best available information submitted by the Physical Plant/University Police Department, Texas Department of Public Safety, and the local or national weather services.
- 10.2.2 Approves content of official news releases, announcements and taped telephone messages.
- 10.2.3 Announces condition to all internal units, including all vice presidents, for dissemination to their respective departments.
- 10.2.4 Announces actions of A&M-Texarkana President to all vice presidents for dissemination to their respective departments.
- 10.2.5 In the absence of the Provost and VP for Academic Affairs, the VP for Finance and Administration is designated to serve this function.

10.3 A&M-Texarkana Communications Office

- 10.3.1 Provides news releases from Provost and VP for Academic Affairs.
- 10.3.2 Interfaces with news media.

10.4 A&M-Texarkana Physical Plant/University Police Department

- 10.4.1 Is responsible for implementing sheltering or evacuation orders, and summoning support resources necessary to accomplish these tasks. These actions will be coordinated with the Texarkana Emergency Management System.

10.5 South Campus Weather Emergencies

- 10.5.1 In the event the city tornado sirens are activated, tornado, occupants of the three South Campus A&M-Texarkana buildings will seek shelter in a first floor interior room, (Aikin Building – *Interior rooms in the Technology area at south end of building or interior rooms on the 1st floor of the Academic building*; Academic Building – 1st floor interior classrooms; Library – Texarkana College stairwell or east stairwell by the Atrium).

10.6 Main Campus at Bringle Lake Weather Emergencies

- 10.6.1 In the event the city/county tornado sirens are activated, all building occupants shall seek shelter in: the interior stairwell on the first floor; first floor restrooms or the west hallway where there is no glass.

11.0 TOXIC CHEMICAL SPILL OR RELEASE

11.1 Whenever toxic solids, liquids or vapors are released on A&M-Texarkana property, every effort shall be made to protect students, employees, visitors and members of response units assisting at the release site.

11.2 Limited-scope Chemical Release Crisis

11.2.1 Each department or unit that works with chemicals will employ its own containment and spill abatement in the event of a small unintentional release.

11.2.1 At the onset of any release, the involved employee will notify the Physical Plant department of the chemical and quantity released.

11.2.3 A report of the incident will be supplied to A&M-Texarkana President

11.3 Major Chemical Release Crisis

11.3.1 In the event of a major chemical release or a release on University property by an outside agency, the Physical Plant/Campus Security Department will be responsible for coordinating spill remediation.

11.3.2 Employees and other building occupants will be evacuated as needed to prevent overexposure to the chemical released.

12.0 FIRE/SMOKE AT THE SOUTH CAMPUS

12.1 All fire or smoke conditions will be reported by pulling the Fire Alarm handle nearest the location. The **University Operator** will notify Physical Plant/Campus Security personnel of the location of the alarm and any other pertinent information known at the time. Notify the 911 Dispatcher and then evacuate.

12.2 All A&M-Texarkana building occupants will use stairwells, not elevators, to evacuate the building. The staging location for building evacuees will be a safe distance north of the building. Each employee should be responsible for assembling with their department to ensure all occupants are accounted for. Library employees shall assemble in the parking lot south of Tucker St.

13.0 FIRE/SMOKE AT THE MAIN CAMPUS

13.1 The Science and Technology building at the Main Campus is equipped with a sprinkler system throughout the building. The fire alarm system is monitored at all times by a private monitoring company. In the event of smoke or fire in this building, the fire alarm should immediately go off and the monitoring company will notify the local fire department. Should any building occupant see smoke or fire in the building and the fire alarm has yet to be activated, that person should find and pull one of the fire alarm Pull Stations that are located throughout the building. After pulling the alarm, all occupants should then evacuate the building and go to the far southeastern corner of the parking lot, out of the way of responding fire units.

14.0 LOSS OF BUILDING UTILITIES

14.1 The disruption or loss of electricity, telephone, potable water, natural gas or other building utility may severely limit or curtail classroom or staff activity.

14.2 Physical Plant

14.2.1 Upon notification, Physical Plant personnel will respond to the loss of the utility.

14.2.2 Physical Plant personnel will assess the situation and notify University administration

14.2.3 Physical Plant personnel will either restore the utility service or the appropriate utility company will be notified of the outage. An estimated time for restoration of service will be obtained from the utility company and forwarded to A&M-Texarkana administrators for a decision on continuation of University activities.

15.0 FIREARM SUSPECT

15.0 Any University employee, student or campus visitor shall immediately notify the **UPD on the South Campus** at extension 3114 or cell # 903-278-3709 before 5:00pm and 903-293-3784 after 5:00pm, if anyone, other than a police officer, is observed with a firearm on University property. At the Main Campus contact the UPD at 903-280-4149.

15.1 UPD police and security officers shall take any necessary appropriate action and if necessary, call Texarkana College Police as well as Texarkana Texas Police for assistance.

15.2 University employees or students shall not confront a firearm suspect. If no shots have been fired, the Director of Physical Plant/Campus Security will discreetly initiate building evacuation, beginning with occupants nearest the reported firearm suspect.

15.3 In the event shots have been fired, all university occupants shall evacuate to a location which provides protection from the suspect. If you don't have a way out, try and find a room that you can lock the door behind you and call *UPD and/or* Texarkana Police at 9-911 from any university phone.

15.4 No person should attempt to subdue the firearm suspect unless self-defense demands such action.

15.5 If outside police/fire units respond to the University, the UPD will establish a command post where all responding agencies can coordinate an action plan to resolve the situation.

15.6 A report of the incident will be supplied to A&M-Texarkana administration.

16.0 BOMB THREAT OR EXPLOSIVE DEVICE

- 16.0 Because of the seriousness of the situation and the possibility of severe physical injury to the parties concerned, initial precaution must be taken in the case of a bomb threat or presence of explosive devices. If an employee or student suspects an object to be an explosive, he/she shall IN NO WAY HANDLE, TOUCH OR MOVE THE OBJECT.
- 16.1 The building or grounds where the bomb threat is expected, or where a suspicious object is found, will be evacuated immediately.
- 16.2 All bomb threats and suspected explosive devices will be reported to the University Operator *and the UPD*.
- 16.3 The University Operator *or UPD* will notify the City/County 911 Dispatcher, providing all available information, including a description of the object, an exact location, and the name of the person reporting the suspected explosive device.
- 16.4 Radio and cellular telephone communication will not be used in the vicinity of any suspected explosive device.

16.5 Physical Plant/University Police Department

- 16.5.1 The UPD will ensure the suspected bomb location is secured, and then a Fire Alarm handle will be pulled to initiate building evacuation.
 - 16.5.2 *The UPD* will establish a command post where all responding city, county, state or federal units can meet and decide the appropriate course of action.
 - 16.5.3 All employees, when notified of a bomb threat, will make an observation of their work area as they exit the building and notify UPD personnel of any unusual or suspicious items (e.g., bags, pipes, unfamiliar packages).
 - 16.5.4 A report of the incident will be supplied to A&M-Texarkana administration.
- 16.6 All Aikin and Academic building occupants will assemble in the field at the Texarkana College walking track with their work group or class until all persons are accounted for. Library occupants will assemble in the parking lot south of Tucker St. In case of inclement weather, all building occupants will assemble in the Pinkerton Center. All Main Campus, Science and Technology building occupants will assemble in the parking lot as far away from the building as possible.

17.0 BUILDING EVACUATION

- 17.0 The Physical Plant/ University Police Department, upon receipt of information concerning a possible major interruption of University operations, will immediately notify CMT members for dissemination to their employees.

- 17.1 An on-site command post will be established.
- 17.2 Formal orders to evacuate will be given by the CMT Leader as defined in paragraph 6.1, or by the appropriate outside agency.
- 17.3 Physical Plant staff will begin immediate evacuation if danger is imminent. Depending on the circumstance, this may be accomplished by pulling an emergency fire alarm handle. UPD Officers and/or University Security Officers will initiate evacuation at the Main Campus at Bringle Lake.
- 17.4 All Aikin and Academic building occupants will assemble in the field at the Texarkana College walking track with their work group or class until all persons are accounted for. Library occupants will assemble in the parking lot south of Tucker St. In case of inclement weather, all building occupants will assemble in the Pinkerton Center. All Main Campus building occupants at Bringle Lake will assemble in the parking lot as far away from the building as possible. Currently there is no alternate assembly site during inclement weather.
- 17.5 A report of the incident will be supplied to A&M-Texarkana administration.

18.0 DEMONSTRATION/CIVIL DISTURBANCE

- 18.0 In the event of demonstrations or civil disturbances, CMT members will be notified to have their employees secure their offices and work areas.
- 18.1 UPD personnel will most likely have to call the Texarkana Police Department to the scene for assistance implementing civil disturbance control in accordance with Texarkana Police procedures.
- 18.2 An on-site command post may be established depending on the seriousness of the circumstance.
- 18.3 A report of the incident will be supplied to A&M-Texarkana administration.

19.0 CRIME IN PROGRESS

- 19.0 Observed criminal activity, including theft and crimes of violence will be reported to *the UPD*. Information should include the name of the caller, the type of crime and an exact location.
- 19.1 A person reporting a crime should not get involved in trying to prevent it unless self-defense demands such action.
- 19.2 UPD personnel will gather as much information as possible about the criminal, including height, weight, sex, race, age, clothing, distinguishing marks or mannerisms, vehicles involved and if the individual is armed.
- 19.3 The University Operator will notify the 911 Dispatcher if needed.
- 19.4 The HR/EEO office, on an as-requested basis, will coordinate crisis counseling. The services of the Critical Incident Stress Management Team from the Texarkana/Bowie County Office of Emergency Management are available for use at A&M-Texarkana.

20.0 CHEMICAL AND/OR BIOLOGICAL THREATS

- 20.1 While the risk of chemical and/or biological threats to this campus may be minimal,

University employees must still be aware of these type threats and how to respond to them. Most of these type threats can be controlled somewhat by the careful screening of materials that come into the university.

20.2 Mail and packages delivered to each department should be screened and not opened if they are suspicious in nature. Listed below are some potential elements of suspicion although the presence of one or more of these elements does not always mean the package is suspicious. In the final analysis, this evaluation depends upon the judgment of the individual screening the mail.

20.2.1 Fictitious, unfamiliar or no return address

20.2.2 Hand written or poorly typed address

20.2.3 Addressed to a title only or incorrect title

20.2.4 Mailed from a foreign country

20.2.5 Excessive postage

20.2.6 Excessive string or tape on package

20.2.7 Misspelling of common words

20.2.8 Excessive weight and/or feel of a powdery substance

20.2.9 Discoloration or stains

20.2.10 Shows a city or state in the postmark that does not match the return address.

20.3 Employees should not handle or open suspicious letters or packages. If it is deemed suspicious, leave it alone, secure the room and call the UPD at extension 3114 or cell# 903-278-3709 before 5:00pm or 903-293-3784 after 5:00pm at the Robison Road South Campus or cell # 903-280-4149 at the Main Campus at Bringle Lake.

20.4 If someone opens a package that has suspicious contents, close the package back up and secure the room that the package is in. Immediately wash your hands with soap and water and remove any clothing that has come in contact with the substance. Put the clothing in a plastic bag and then call UPD. Do not allow anyone into the room where the package is located. Keep in mind that this is a potential crime scene. Try and remain calm and wait for emergency personnel to arrive.

20.5 Everyone who may have been exposed to the substance should also wash their hands with soap and water and remain outside of the closed off area until emergency personnel arrive and evaluate the situation.

20.6 Emergency personnel will evaluate the risk and take further measures as is necessary.

21.0 EMPLOYEE TRAINING AND DRILLS

21.1 UPD personnel shall conduct training on the Crisis Management Plan for all new employees as soon as possible after the beginning of each fiscal year. Current employees will receive training throughout the year on such issues as: fire and building evacuations, response to violent situations involving firearms, explosives or violent crimes and weather emergencies

- 21.2 *The UPD* will maintain documentation of employee attendance and training class minutes.
- 21.3 All employees will participate in regularly scheduled drills on selected sections of the Crisis Management Plan. The Crisis Management Team will critique drill exercises and recommend changes to correct identified deficiencies.
- 21.4 UPD personnel shall address fire and building evacuation response at new student orientation sessions held at the beginning of fall and spring semesters. All students shall be made aware of proper evacuation procedures for weather or other emergency procedures.

--- End of A&M-Texarkana Crisis Management Plan ---