

EMERGENCY OPERATIONS GUIDE



ANGELO STATE UNIVERSITY

Member, Texas Tech University System

Companion of the
EMERGENCY OPERATIONS PLAN
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ANGELO STATE UNIVERSITY

Emergency Operations Guide

Introduction

Angelo State University (ASU), like any other organization, is potentially subject to man-made or natural incidents that could threaten its physical environment and core academic mission. Although there is no reason to believe that ASU is subject to any specific threat or hazard, the university has developed procedures as a proactive approach to attaining emergency preparedness. The reality of events in the world today requires that ASU address potential emergencies as part of its overall efforts to advance the university's mission.

The Emergency Operations Plan (EOP) establishes the framework to ensure that the university is prepared to deal with critical incidents that would require extraordinary protection of life, property and/or continuity of operations. The EOP presents a concept of operations that helps ensure coordination throughout the various phases of emergency response, management, and recovery among multiple departments, organizations, and jurisdictions. The EOP provides an integrated approach to respond to and recover from the impacts of a crisis in coordination with local, state, and federal agencies.

The Emergency Operations Guide (Guide) depicts, in broad terms, how the campus will prepare for, respond to, and recover from man-made or natural accidents/incidents resulting in a campus emergency. The Guide is derived from the EOP and entails; emergency planning, organizational structure, roles and responsibilities, and emergency management concepts and procedures. It does not replace the EOP but rather was developed to summarize the actions necessary to manage a campus emergency.

Purpose and Scope

The Guide is designed as a companion to the EOP and is not a comprehensive emergency management document. It describes how university and community resources will be employed to protect life and property during emergencies such as prolonged power outages, severe weather, fires, floods, or other large-scale events that could disrupt the university's mission. It also outlines communication methods to notify and keep internal and external stakeholders informed of incidents and/or emergency situations as they develop. This guidance is applicable to all faculty, staff, and students.

The Guide outlines emergency response concepts and procedures under which all elements of the ASU campus will operate during incidents and/or emergency situations in order to fulfill its academic mission with minimal disruption. The university will employ the standards and principles of the Incident Command System (ICS) and National Incident Management System (NIMS) to mitigate emergencies.

Emergency Management Concept

Within the context of ICS and NIMS, emergency management is a coordinated "all-hazards/threats" approach to assessing and responding to man-made or natural emergencies. The university emergency management concept of operations is divided into four phases; *Preparedness*, *Response*, *Incident Management*, and *Recovery*. The purpose of this document is to outline the roles and responsibilities of key departments and personnel and the processes and/or resources required to effectively coordinate and implement the university's EOP during each phase of an emergency.

I. Emergency Preparedness

Emergency Preparedness Concept

Emergency Preparedness is a proactive process that entails identifying, assessing, and mitigating potential emergencies. There are specific actions that should be accomplished to ensure the university is prepared to properly react to emergency incidents.

The first step is to develop a Threat Matrix which depicts an analysis of potential hazards or threats the campus is susceptible to and their potential consequences or impact on the university's mission. Secondly, develop and implement emergency action plans and procedures designed to prevent or minimize the effects of the perceived threats. Thirdly, identify, train, and equip, key personnel e.g., first responders, Emergency Response Team (ERT), and Building Emergency Response Team (BERT) members to develop and implement emergency procedures. The last step is to conduct drills and exercises designed to evaluate and improve emergency plans and procedures. These actions will expose the campus community to the university's emergency procedures and enhance preparedness.

Emergency Management Planning, Training, and Exercises

The key components of preparedness encompass planning, training, and exercising. Although specialized teams and processes are organized to mitigate campus emergencies, the entire campus community is responsible for being familiar with applicable emergency action plans and procedures. The campus also participates in training and exercise opportunities.

All aspects of emergency management and preparedness are directed by the Chief of Police and Director, Environmental Health, Safety, and Risk Management (EHSRM) and are inclusive of all university operations. Planning and training are coordinated with key personnel, teams, and departments and guidance is disseminated campus-wide. Exercises are properly coordinated to deconflict with other campus events and documented to assess and improve emergency planning.

Orientation and Recurring Training

Members of the ASU community are introduced to safety and security issues and emergency procedures as part of their introduction to campus life and at regular intervals during their work and life on campus.

Faculty and Staff

Basic safety and emergency response information is provided during new employee orientation and in the desktop Emergency Response Guide. Regular updates may be provided via distribution of publications, the [Emergency Management web page](#), or email.

Students

Safety and security information is provided to all students on an annual basis. Sessions provide students with emergency response procedures, safety tips, and campus contact information. Students living in residence halls participate in mandatory annual meetings with their Hall Director and Resident Assistant at the beginning of each academic year. Regular updates may be provided to students via meetings, publications, the [Emergency Management web page](#), or email.

Housing and Residential Programs

Residence Life staff are provided education, resources, and receive safety and emergency preparedness training prior to assuming their roles. These individuals receive annual training covering facility emergency action plans, applicable fire protection systems, and general safety procedures before the start of the fall semester. Fire evacuation drills are conducted in all campus residential facilities at the beginning of the fall and spring semesters.

Threat Matrix

Hazard/Threat	Likelihood of Occurrence			Severity		
	Highly Likely	Likely	Unlikely	Major	Moderate	Limited
Severe Weather (wind & hail)	X				X	
Tornado		X		X		
Flash Flooding		X			X	
Wildfire		X			X	
Severe Winter Storm		X		X		
Drought		X				X
Earthquake			X	X		
Flooding (river)			X		X	
Utility Failure	X			X		
Major Structural Fire			X	X		
Structural Failure			X	X		
HAZMAT/Oil Spill			X		X	
Dam Failure			X	X		
Ransomware Attack		X		X		
Major Health Crisis		X		X		
Terrorism/Active Shooter			X	X		
HAZMAT/Oil Spill		X			X	
Terrorism/Active Shooter			X	X		
Civil Disorder			X		X	

The threat matrix depicts the potential hazards or threats the campus is susceptible to, the probability of their occurrence, and an estimate of their consequences or impact on the university's mission.

Emergency Action Plans

Emergency Action Plans are developed to mitigate significant threats identified via the threat analysis. EAPs are tailored to each facility and provide procedural guidance/required actions. The following is a summary of the EAPs utilized to manage emergencies affecting campus facilities.

Evacuation

Evacuation is normally directed in the event of a fire, bomb threat, chemical or gas leak, or other similar threat to people emanating from **within** the facility.

Shelter-in-Place

Shelter-in-Place is normally directed in the event of severe weather, tornado, or other potential threat emanating from **outside** the facility.

Lockdown

A lockdown is a temporary sheltering technique that may last for several hours and is utilized to limit exposure to an "Active Shooter" or similar threat. When alerted to lockdown, occupants of any facility within the affected area will lock all doors and windows converting the facility into a large "safe room."

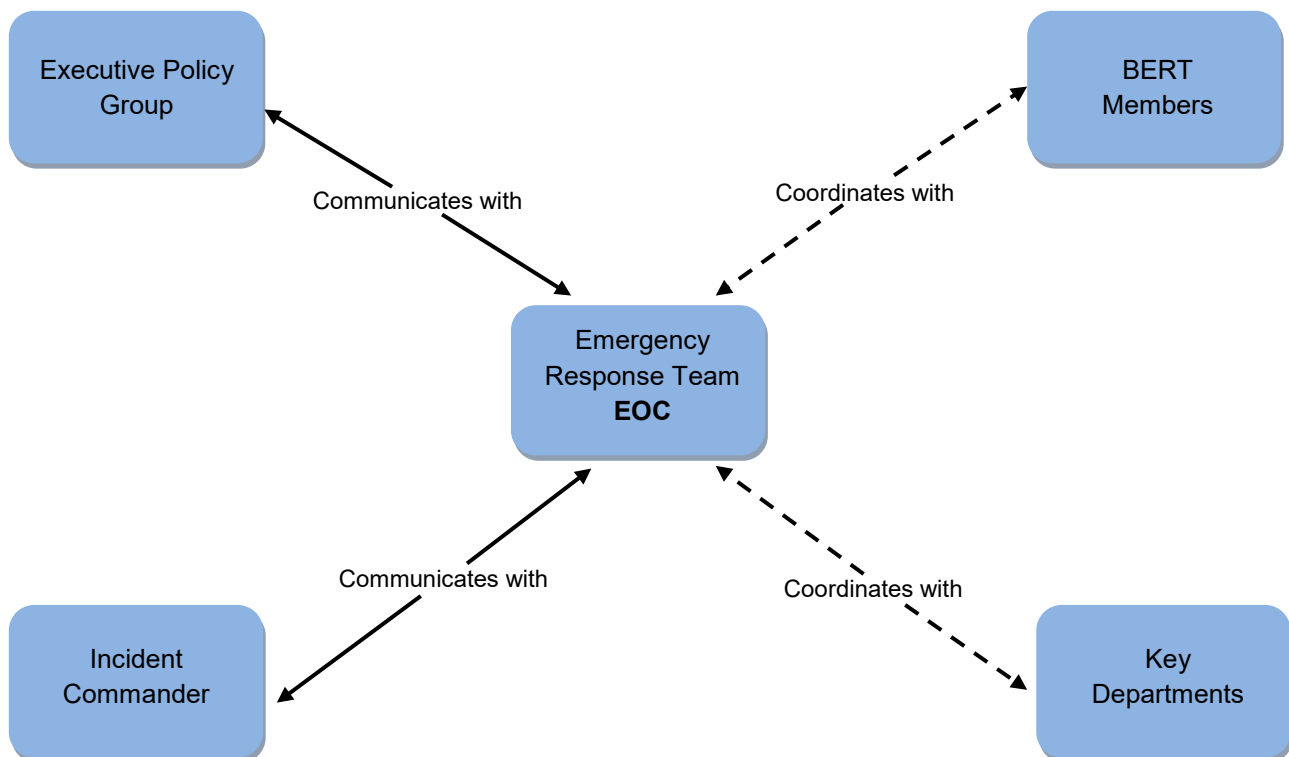
Evacuation, Shelter-in-Place, and Lockdown can affect the entire campus or a single facility, depending on the nature and scope of the threat.

Emergency Management Roles

There are three key components to implementing the university's Emergency Management program and these groups have unique roles and responsibilities:

- Executive Policy Group (EPG)
- Emergency Response Team (ERT)
- Building Emergency Response Team (BERT)

Emergency Management Roles



Executive Policy Group (EPG)

Led by the university President, this group is the final approval authority for all decisions that impact the university's core mission. They maintain the overall responsibility for administering the communication and implementation of strategies designed to neutralize an emergency incident.

Members:

President
Provost and Vice President for Academic Affairs
Vice President for Student Affairs and Enrollment Management
Vice President for Finance and Administration

Emergency Response Team (ERT)

The Emergency Response Team (ERT) is comprised of essential personnel who staff the Emergency Operations Center (EOC) to provide administrative and operational support during emergency incidents. These personnel are assigned this role based on their position and responsibilities and are subject to be called upon at any time. Under the leadership of the EOC Manager; the ERT evaluates the scope of the incident, coordinates response and recovery operations, documents events and mitigation actions, and develops and disseminates notifications and reports.

Members:

Director of Public Safety/Chief of University Police
Director, EHSRM
Senior Executive Assistant to the President
Associate Vice President for Information Technology
Information Technology Security Officer
Executive Director of Student Affairs
Executive Director and Controller
Director of Communications and Marketing
Director of Business Services
Director of Purchasing
Director of Facilities Management
Director of Facilities Planning and Construction

Responsibilities:

- Provide general oversight of emergency response and recovery operations
- Coordinate and/or direct necessary resources to support the Incident Commander
- Issue mass notifications / communicate emergency actions
- Assist in developing and implementing strategies and tactics for managing the incident
- Provide information updates to the EPG
- Coordinate applicable resources/support with city, county, state, and federal agencies

Building Emergency Response Team (BERT)

The Building Emergency Response Team (BERT) consists of campus employees who volunteer to assist in developing and implementing Emergency Action Plans (EAP) for the facility in which they work. These members are trained to develop and implement building emergency plans/procedures and are vital to helping ensure the safety and security of persons and property during a man-made or natural disaster. Residential Programs staff; Area Coordinators, Hall Directors, and Resident Assistants also serve in this capacity. These personnel receive specialized emergency management training focused on life safety and EAPs tailored for their assigned residential facilities.

Responsibilities:

- Make co-workers aware of emergency (evacuation, shelter, and lockdown) procedures
- Implement applicable EAP during emergency incidents
- Provide general oversight of facility emergency response/operations
- Coordinate information, emergency actions, and support for facility occupants
- Provide status updates (injuries, damage, etc.) and coordinate requests with the EOC

Key Departments

There are several departments that provide emergency support services when the university is responding to or recovering from a man-made or natural disaster. These departments, such as; Facilities Management, Information Technology, and Business Services have identified the resources (equipment and/or personnel) that are critical to sustaining their processes during emergencies using the Texas Tech University System ([TTUS Online Continuity Planning System](#)). Like the key Emergency Management components, their composition must be flexible to be tailored to the incident.

Emergency Notification Procedures

Internal Notification System

Emergency situations can occur at any time and members of the university community have a responsibility to make notifications of suspicious or threatening incidents as they are observed. 9-1-1 should be called or texted immediately to request response for a fire or medical emergency. The University Police Department (UPD) should be notified for all emergencies and will respond to the scene and coordinate institutional response and/or community notifications.

Emergency Information Dissemination

In an emergency that has been determined to pose a danger or imminent threat to the health and safety of the surrounding community, information will be disseminated to the ASU community and the public without delay. University officials will determine content of the emergency message and initiate the notification system as soon as possible unless the notification will, in the judgment of responsible authorities, compromise efforts to assist victims or to contain, respond to, or otherwise mitigate the emergency. In many instances this information may be provided by external emergency responders in lieu of or in addition to the university itself. The means of dissemination may vary on a case-by-case basis depending on the nature of the emergency and the communication process.

The Chief of Police, in coordination with members of the EPG and ERT, will determine the significance of the emergency to include; which members of the ASU community to notify, which information to include in the notification, and will be responsible for initiating the notification system(s). While emergency information dissemination will normally be coordinated prior to being released, the Chief of Police is ultimately responsible and has the authority to initiate notification systems as needed without prior consultation based on the nature of the event. The Director of Communications & Marketing is responsible for drafting and disseminating internal and external communications related to emergencies in coordination with the Chief of Police, the ERT, and university leaders.

The primary means of disseminating emergency information are: ASUAlert, Alertus, university-wide broadcast email, telephone, the ASU website, and news media. ASUAlert is the primary method to rapidly communicate an emergency to the campus community. All faculty, staff, and students are automatically enrolled in this free service to receive emergency notifications via their ASU email address. It is strongly recommended that students and employees go to [ASUAlert](#) and follow the instructions to receive notifications via text message and/or phone call. Alertus is a software program that has been installed in all university computer systems and provides redundant capability to inform faculty and staff of an emergency. It is designed to activate when an emergency notification is issued by taking over the full-screen and displaying the notification. Another communication venue is the ASU Emergency website at www.angelo.edu which will be deployed by Communications & Marketing to provide information updates and emergency guidance to the campus as the situation develops.

The Director of Communications & Marketing also serves as the Public Information Officer (PIO) and is responsible for coordinating official press releases and providing information to the media. The LeGrand Alumni and Visitors Center is the designated media relations center during campus emergencies.

II. Emergency Response

Emergency Response Concept

The Director, EHSRM and Chief of Police jointly coordinate emergency response planning to help prepare the campus for foreseeable emergencies. An incident or series of critical incidents which requires the university to disengage resources from normal operations to provide extraordinary protection of life, property, and/or operations will constitute a campus emergency.

When an incident occurs, UPD officers are dispatched to the scene and if warranted, the Chief of Police is notified. UPD officers provide direction and assistance in mitigating the incident, including coordination with local law enforcement, fire, or other emergency response agencies. The Chief of Police ensures senior university leaders are notified and coordinates support requirements with appropriate external agencies/authorities on an as-need basis.

Law Enforcement

The University Police Department communications center is staffed 24/7 and should be notified of all accidents, incidents, and emergencies. UPD officers are State of Texas certified peace officers and are trained in emergency response and mitigation strategies. UPD officers serve as the first responder to all campus incidents and will direct/implement actions and coordinate the appropriate response as the situation warrants. The UPD communications center has primary responsibility for dissemination of information and notifications to the campus community at the onset of an incident.

Incident Commander

The Incident Commander (IC) is the ASU Chief of Police or designee and is responsible for coordinating the university's initial response to a campus emergency. The IC will direct and manage emergency response through the authority delegated by the university President. The Chief of Police is also the primary liaison with federal, state, and local emergency response agencies/authorities.

The IC is responsible for providing overall leadership for incident response and all activities and functions implemented to manage the incident. The IC also ensures safety may delegate authority to the as necessary.

Emergency Operations Center

The Campus Emergency Operations Center (EOC) will be activated to disseminate general guidance and direction, provide information updates, and is the central point to receive, analyze, and disseminate information utilized during emergencies. The EOC directly supports the IC and is fully equipped to communicate with the campus and external agencies. The EOC may be activated proactively i.e., a large-scale athletic venue or reactively i.e., a tornado strike to the campus.

Emergency Response Team

The Emergency Response Team (ERT) is on call 24/7 and is responsible for staffing the EOC and coordinating and/or directing necessary resources to support the IC during campus emergencies. The team provides general oversight of all emergency response and recovery operations and assists senior university leaders in developing and implementing strategies, tactics, and the overall plan for managing the emergency.

The core ERT will call into action additional resources such as the sprinkler control valve operator(s), fire pump operator(s), and individuals trained to shut down fuel and electrical supplies to the affected buildings or areas as necessary.

Building Emergency Response Team

Building Emergency Response Team (BERT) members and Residential Programs staff (Area Coordinators, Residence Hall Directors, and Resident Assistants) are responsible for developing and

implementing emergency plans/procedures that are specifically tailored to their assigned facilities. They receive training and information to prepare them to assume leadership roles during emergency incidents.

Evacuation Concept

Evacuations are normally implemented due to a perceived hazard such as a fire or bomb threat in a facility or area that threatens the welfare of those in close proximity. Evacuations may be self-initiated by occupants or directed by University Police or other authority. Evacuees should move at least 300 feet upwind from the hazard and not reenter the facility or area until the “all clear” is issued.

Athletics, Special Events, and UREC are responsible for developing and implementing evacuation emergency action plans and procedures for their respective events/venues.

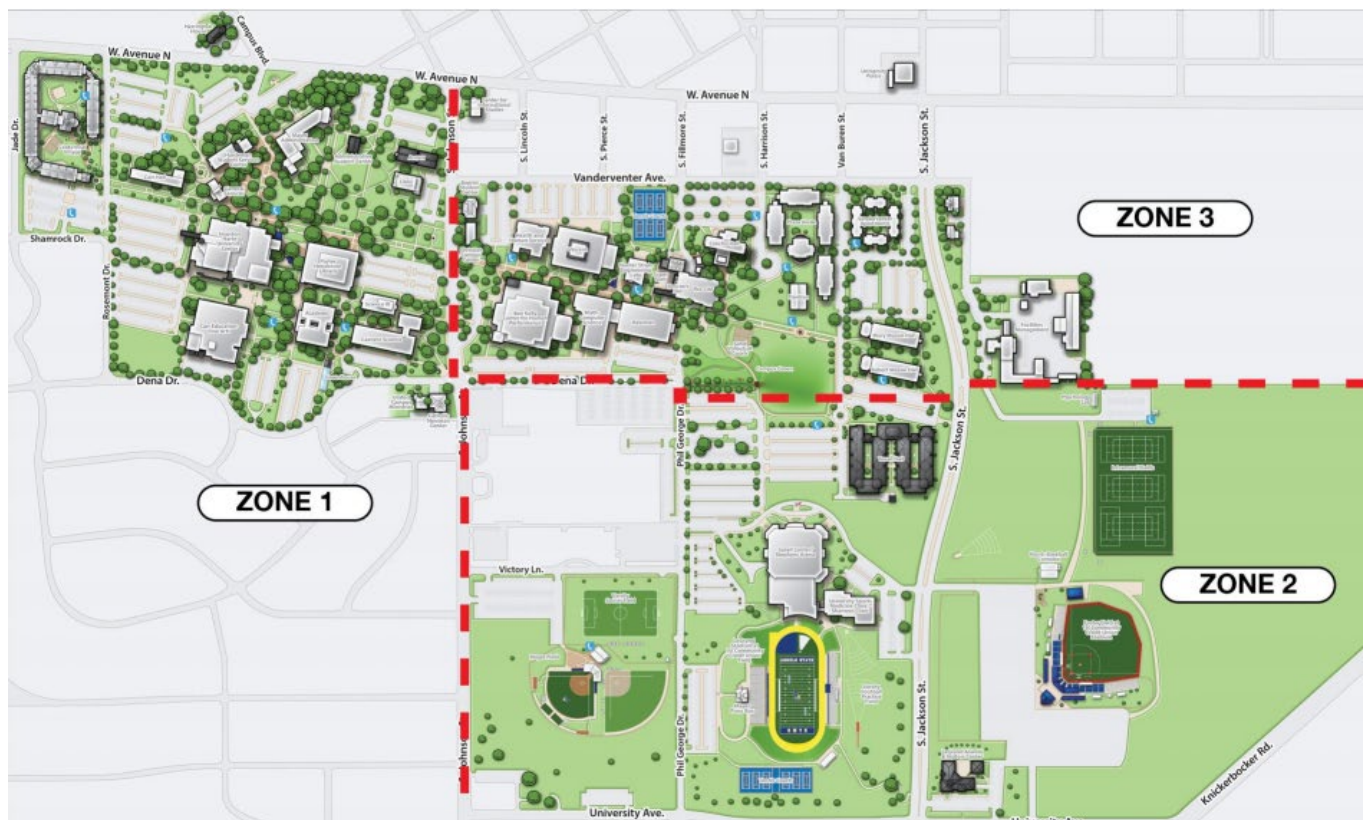
Facility Evacuation

BERT and Residential Programs staff members are responsible for directing evacuations of their assigned facilities when an evacuation is directed or there is a perceived hazard emanating from within the facility. Once the evacuation is completed, they are responsible for ensuring occupants move to the designated assembly area and are accounted for. They will report the status of the evacuation and any injuries to UPD via an emergency call box and help ensure people do not enter the facility until the “all clear” is issued by UPD or other authority.

Zone Evacuation

The campus is divided into (3) three zones and evacuation may be directed for one or all of the zones based on the nature and severity of the incident. If a zone evacuation is directed, personnel may seek shelter in facilities in one of the unaffected zones. If the entire campus is directed to evacuate, University Police may direct a specific mode (on-foot or by vehicle) to evacuate and the direction of travel or route.

Campus Evacuation Zones



Evacuation Locations & Emergency Call Boxes

Emergency call boxes are strategically sited across the campus and provide immediate access to the UPD communications center. Most also facilitate reporting the status of facility/zone evacuations.

- Call Box 101 North side of Carr Hall near parking lot P-2**
Hardeman Building *General Services Building*
Carr Residence Hall
- Call Box 102 Northwest side of Rassman Building**
Rassman Building *Math-Computer Science Building*
Hunter Strain Engineering Labs *Vincent*
- Call Box 103 Northwest side of Texan Hall near parking lot P-23**
Texan Hall *Junell Center (N/E side)*
- Call Box 104 Southwest side of Robert Massie Hall – Not an assembly area**
- Call Box 105 Southwest side of the Pavilion on the mall**
Mary Massie Hall *Concho Hall*
Robert Massie Hall *The CAF*
Vanderventer Apartments
- Call Box 106 Between the Academic Building and Carr Education & Fine Arts Building**
Academic Building *Carr Education & Fine Arts Building*
- Call Box 107 Northeast side of the University Center on the mall**
Porter Henderson Library *Houston Harte University Center*
Stephens Chapel
- Call Box 108 Between the Academic Building and Cavness Science Building**
Cavness Science Building *Science III Building*
- Call Box 109 North of Intramural Fields near parking lot P-17**
Psychology Lab
- Call Box 110 Southwest side of Vanderventer Apartments – Not an assembly area**
- Call Box 111 North of Soccer/Softball Field Concession Stand**
LeGrand Stadium & Sports Complex
- Call Box 112 North side of Concho Hall in parking lot P-12 - Not an assembly area**
- Call Box 113 South side of Centennial Village in parking lot P-1**
Centennial Village
- Call Box 114 Northeast side of Centennial Village in courtyard – Not an assembly area**
- Call Box 115 Southwest side of Plaza Verde Clubhouse - Plaza Verde**
- Call Box 116 Northwest side of the Center for Human Performance on the mall**
Center for Human Performance *Health & Human Services Building*
- Sheep Statue located between Administration & Administrative Support Center**
Mayer Administration Building *Administrative Support Center*
Mayer Museum *Counseling Services*
- Parking Lot**
LeGrand Alumni Center *Center for International Studies*
Facilities Complex (N Parking Lot) *Foster Field*
South/West Side of Junell Center (Shannon Clinic Parking Lot)
Herrington House

Emergency Notifications and Warnings

ASUAlert is used to issue *notifications* and *warnings* of incidents that pose a safety or security threat to the campus community. An “All Clear” will be issued once the incident has been resolved.

Athletics, Special Events, and UREC are responsible for developing and implementing notification procedures for their respective events/venues.

Emergency Notifications

Emergency notifications may be issued for a specific facility or the entire campus, based on the scope of the incident. Notifications will be brief and normally include required actions.

Emergency Website is used to provide additional notifications and/or information updates and emergency guidance to the campus as the situation develops.

Emergency Notification Responsibilities

- *ASUAlert*: University Police, Director, EHSRM, Communications & Marketing.
- *Emergency Website*: Communications & Marketing and Information Technology.

Counseling Center & Crisis Help Line

Counseling Center	1901 S. Johnson Street	(325) 942-2171	(325) 942-2071
Crisis Helpline		325-486-6345	325-486-6345

Warnings

Warnings will be issued by University Police based on circumstances or events impacting the safety of the campus community. There are several types of incidents that necessitate issuing a campus warning.

Severe Weather includes thunderstorms, tornados, snow/ice storms, flash floods, or wildfires and may direct seeking shelter or other required actions.

Evacuations are normally implemented due to a threat emanating from within a facility such as a gas leak and may necessitate the evacuation of a larger area or the entire campus.

Campus Closures are implemented as a result of inclement weather or some other unforeseeable event that disrupts campus operations.

Special Alerts are issued for special circumstances or events that impact the campus community such as a street detour or a parking lot closure.

After Hours Emergency Procedures

There is a significant chance an incident may occur after normal university hours of operation and that implementation of procedures may vary depending upon available resources and/or personnel.

Departments identified as being key to maintaining essential support functions/processes will develop contingency procedures and designate the essential personnel necessary to implement emergency action plans and/or sustain critical operations. As a minimum, these departments should develop critical process guidelines, "on-call" procedures, and plan for 24-7 contingency operations.

Key Departments

University Police
Facilities Management
Information Technology
Business Services

University Clinic
Purchasing
Materials Management
Accounts Payable

Environmental Health & Safety
Housing & Residential Programs
Communications & Marketing

III. Incident Management

Incident Management Concept

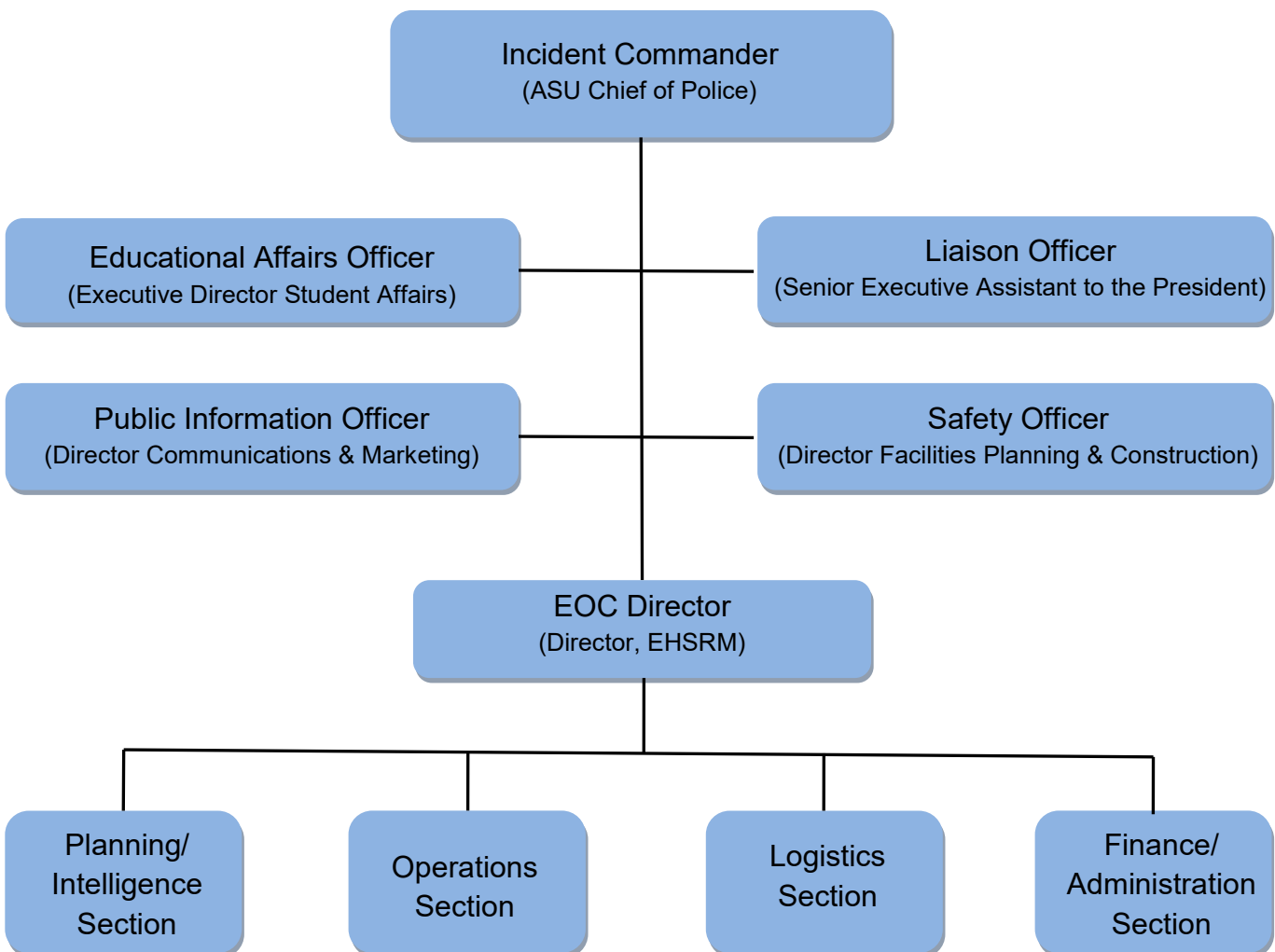
The IC will assess the scene to determine the nature and scope of the incident. If applicable, an emergency will be declared and necessary actions implemented to mitigate the incident and help minimize disruption to university operations. During this phase, all actions and resources are focused on preserving life and property.

Activation of Emergency Operations Center

After assessing the incident scene, the IC will determine if the EOC needs to be activated to help manage the emergency.

If the EOC is activated, the ERT will be notified via ASUAlert to respond to one of the pre-designated locations based on the situation. The EOC is normally sited in a location a safe distance from the incident and is equipped to facilitate communication with the campus community and internal/external agencies.

Incident Command System Organizational Structure



Emergency Response Team Composition

The EOC is staffed by the ERT. The team composition is flexible and designed to be tailored specifically to the incident. The team is normally comprised of the following positions.

Director of Public Safety/Chief of Police: Member of the *Operations Section*. Directs campus emergency response to include all necessary actions to preserve life and minimize damage or loss of property. Organizes damage assessments and Search and Recovery (SAR) operations and coordinates resources with internal and external departments. Directs facility and area closures; traffic and crowd control; ASUAlert notifications and keeps the EOC apprised of incident mitigation status.

Associate Vice President for Information Technology: Serves as *Communications Officer* within the *Operations Section* and is responsible for all activities related to information technology, to include; maintaining the network and communication systems and keeps the EOC apprised of activities.

Information Technology Security Officer: Serves as a member of the *Operations Section* and is responsible for all activities related to information security, to include; maintaining the network and related systems. Facilitates updates to the emergency website, coordinates IT recovery operations, and keeps the EOC apprised of activities.

Director, Environmental, Health, Safety, & Risk Management (EHSRM): Member of the *Planning Section*. Activates the EOC and coordinates operations and emergency communications and notifications. Assists in coordinating incident management and recovery operations and provides administrative support as required. Coordinates disaster recovery vendor company response and processes insurance claims. Coordinates EOC communication processes with the IC, ERT, and key departments and ensures the ERT is kept apprised of incident mitigation actions and on-going response and recovery activities.

Director of Facilities Management: Member of the *Logistics Section*. Directs Damage Assessment Team (DAT) evaluations, records and prioritizes damage assessments, and tracks recovery operations. Coordinates Search and Recovery (SAR) operations with first responders. Directs facility inspections, debris removal, and coordinates emergency construction and repairs. Coordinates campus recovery operations and keeps the EOC apprised of recovery operations and related activities.

Director of Business Services: Member of the *Logistics Section*. Coordinates activities related to facility utilization and space allocation. Coordinates short/long term lodging, food, and water for displaced individuals and/or essential personnel. Keeps the EOC apprised of activities.

Executive Director and Controller: Member of the *Finance Section*. Responsible for directing emergency accounting and disbursement to include documenting expenditures to seek compensation and/or state and federal disaster relief aid and keeps the EOC apprised of activities.

Director of Purchasing: Member of the *Finance Section*. Responsible for coordinating emergency procurement of essential materials and services to support incident response, management, and recovery operations and keeps the EOC apprised of activities.

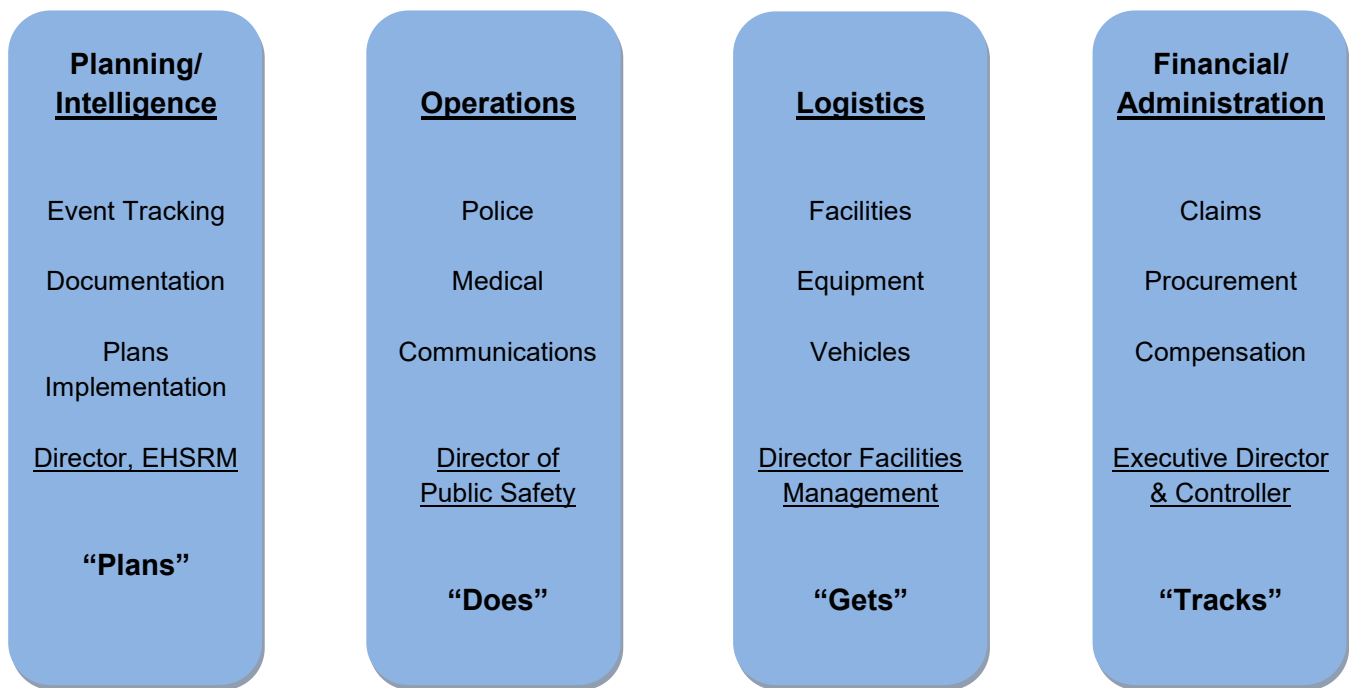
Senior Executive Assistant to the President: Serves as *Liaison Officer* and is responsible for keeping the EPG apprised of all activities related to responding to, managing, and recovering from the incident. Also keeps the ERT apprised of actions and/or requests from the EPG.

Director of Communications and Marketing: Serves as the *Public Information Officer* and is responsible for all activities related to media relations and the release of information. Coordinates information with EPG and ERT, schedules press releases, and facilitates communications with the community. Facilitates ASUAlert notifications and updates to the emergency website and keeps the EOC apprised of activities.

Executive Director of Student Affairs: Serves as the *Educational Affairs Officer* and is responsible for all activities related to student life. This includes coordinating with applicable departments to account for students and ensure continued housing and food services for students residing on campus. Keeps families and the campus community informed concerning the disposition and welfare of students during emergencies and keeps the EOC apprised of activities.

Director of Facilities, Planning and Construction: Serves as the *Safety Officer* and is responsible for monitoring safety conditions and develops measures for ensuring the safety of all personnel mitigating the incident. Provides facility/campus plans and applicable information to assist the IC with incident mitigation. Coordinates architects and engineers to provide structural assessments of damaged facilities and keeps the EOC apprised of activities.

EOC General Staff Organizational Structure



Emergency Communications

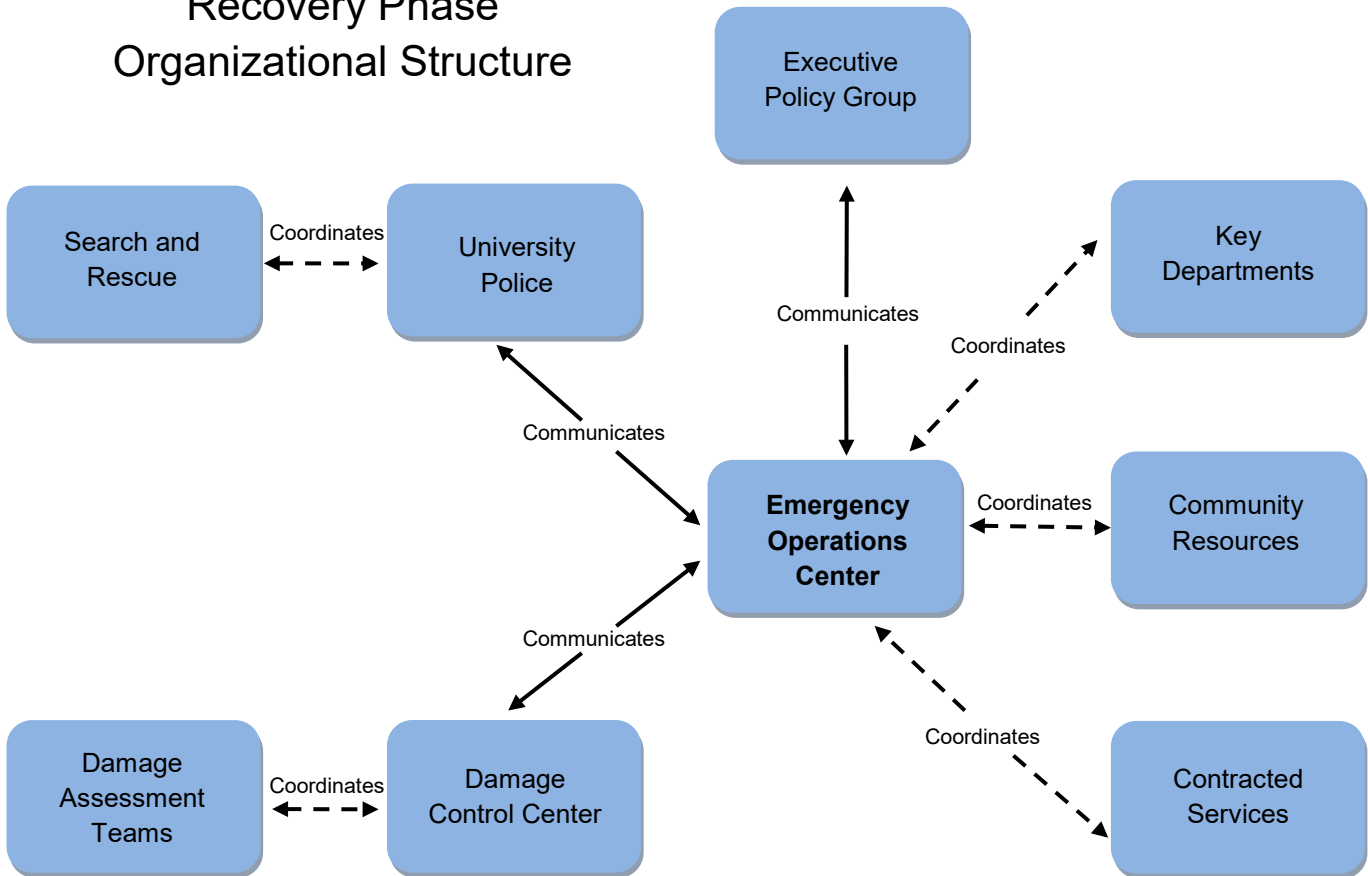
There are several modes of communication available during emergencies:

- Campus: Administrative phone, email, fax, or emergency call boxes.
Some facilities are equipped with a NOAA weather radio, walkie-talkies, and/or intercom systems.
- UPD: Two-way radio, satellite phone, or cell phone.
- EOC: Administrative phone, email, fax, UPD two-way radio, FM two-way radio, satellite phone, or cell phone.

Transition Phase

While there is not a clearly defined transition point from the *Incident Management* to *Recovery* phase of an emergency management operation, it is generally accepted that once all reasonable actions have been exhausted to preserve life and property, actions are then implemented to restore critical campus infrastructure. The EOC is central to the recovery process and documenting activities.

**Recovery Phase
Organizational Structure**



IV. Recovery

Recovery is typically the longest emergency management phase and may last from several days to several months. There are numerous competing priorities that range from caring for people to restoring business continuity. Operations undertaken during this phase must be meticulously documented to include video/photographic evidence of damages and recovery efforts.

Mass Care

After stabilizing an emergency event, aiding those who have been displaced is a primary concern. Students and employees will require mass care. This involves providing food, water, basic medical care, clothing, shelter, and other essential life support services. All of these services will be coordinated with the responsible departments through the EOC.

Damage Assessment

Quickly and accurately assessing damage to structures, roadways, and other campus infrastructure is essential to prioritizing recovery operations and restoring university functions.

Initial Damage Assessment

University Police will conduct initial campus area/sector searches to identify hazards such as; downed power lines, blocked streets, gas leaks, flooding, etc. and provide applicable warnings and notifications.

Damage Assessment Priorities

Food Service Center	Residential Housing Facilities
Central Plant	Reidy Building
Mayer Administration Building	Rassman Building
Primary Streets	Shelter Locations

Damage Control Center (DCC)

Facilities Management will staff the Damage Control Center (DCC) and coordinate resources and/or personnel to accomplish recovery operations. They will receive damage reports, record and prioritize damages, and track facility status and restorative actions. They will track the status of recovery operations and maintain communications with the EOC and Damage Assessment Teams.

Damage Assessment Team (DAT)

A Damage Assessment Team (DAT) is comprised of personnel from Facilities Management, Residential Maintenance, and Facilities Planning and Construction. DATs will be dispatched to assess and/or repair damages, restore utilities, clear obstructions, or accomplish other tasks as prioritized by the DCC and keep the DCC apprised of their activities. They will also conduct additional assessments of facilities within their assigned area of responsibility. Their primary role is to evaluate the integrity of the facility infrastructure and utilities and make emergency repairs as necessary or condemn the facility for occupancy.

Search and Rescue

Fire Department normally coordinates Search and Rescue (SAR) efforts, but if unavailable, University Police will coordinate resources and personnel to conduct SAR operations. Facilities Management will assist by assigning DATs to ensure the integrity of facility infrastructure and utilities (electricity, gas, and water) prior to entry. The UPD communications center will keep the EOC apprised of SAR activities.

Mass Casualty Care

Some emergencies may result in several people being injured or killed. University Police officers are trained and will typically provide emergency medical treatment commensurate with their training/certification. City Fire Department and Emergency Medical Services (EMS) personnel will triage casualties, assist in treating injuries, and stabilizing seriously injured victims for transport. The information below depicts an overview of responsibilities during an emergency requiring mass care.

University Police

- Provide emergency medical treatment
- Assist with identifying and tracking casualty transport

San Angelo Fire Department

- Establish triage staging and transport areas
- Triage casualties
- Conduct gross decontamination
- Coordinate EMS transport
- Coordinate temporary morgue area

Hazardous Materials

The Fire Department will respond to incidents involving hazardous materials and are equipped to provide initial containment and conduct gross decontamination prior to transport for medical treatment. The city Office of Emergency Management will coordinate response to remediate hazardous materials.

Quarantine

The university is not designated as a community Point of Dispensing (POD), so if a pandemic event occurs, the city Department of Public Health will coordinate emergency protocols for treatment and immunizations. If the event impacts the entire community, the University Clinic will coordinate temporary quarantine areas for students and employees that reside on campus with Residential Life. These areas are intended for short-term use and patients should either be transported to a medical treatment facility or their hometown residence as soon as feasible.

Shelter Management

Although the university is not a designated community emergency shelter location, we are responsible for providing shelter on a short-term basis for our faculty, staff, students, and visitors during or immediately following an emergency. Shelters may be established for extended periods of time for students and employees that reside on campus. The type and extent of shelter provided is dependent upon the severity and duration of the event. The following are examples of incidents requiring shelters.

- During a severe weather warning, the campus will implement *shelter-in-place* which entails seeking shelter in the nearest facility for a short period of time.
- For incidents that necessitate a facility to be evacuated i.e., a bomb threat, occupants may need to shelter in another facility temporarily.
- A catastrophic event, such as a tornado striking the campus, may require long-term shelter arrangements to include mass care operations.

Shelters are normally organized and operated by the Department of Public Health. The university may need to establish shelters on campus if the community's shelter capacity is exceeded.

Shelter Criteria

Shelters are generally established to house evacuees and are sited a safe distance from the incident. The following criteria should be considered when selecting shelter locations.

Short Term Shelters

These are the minimum requirements:

- Must be structurally sound and in a safe condition.
- Must not be in area where hazardous materials are stored.
- Phones, utilities, and climate control systems must be operable.

Long Term Shelters

These recommendations are *in addition* to the short-term shelter requirements:

- Should have adequate space for sleeping areas.
- Should have sufficient restrooms for the population being housed.
- Should have kitchen/feeding area.
- Should have shower facilities.

Special Needs Individuals

The elderly, medically fragile, mentally and/or physically challenged or handicapped present a challenge during emergencies. These groups may need specially trained health care providers, special equipped facilities, and/or specialized vehicles and equipment for transport.

Welfare Inquiries

Welfare inquiries are requests from relatives or friends for information on the status of persons who cannot be located or contacted in an area affected by an emergency situation.

The American Red Cross may activate a system to handle such inquiries during extended emergencies. Information is collected during shelter registration to answer welfare inquiries and the EOC will coordinate release of university shelter registration information to the Red Cross.

Shelter Locations

Shelters can be established in any location meeting the criteria above. The EOC will designate shelters during mass evacuations based on nature and scope of the incident and information from the DCC. The following locations have been pre-selected based the capacity to house campus residents.

- Junell Center
- University Center
- Center for Human Performance

Shelter Management Responsibilities

The EOC will take the lead in coordinating responsibilities with several departments for establishing and maintaining shelters and providing other essential life support services.

Housing & Residential Programs

Responsible for shelter and/or room assignments, maintaining registration information, and coordinating essential life support services.

Food Services

Responsible for supply and delivery of water and basic food staples.

Business Services

Assist with finding sustainable and suitable shelter areas to house displaced students and employees.

Health Clinic

Provide basic medical care for displaced students and employees.

University Police Department

Provide security for facilities and students displaced.

Facilities Management

Responsible for helping set up shelters, providing general maintenance, and ensuring they are safely operated.

Campus Closure

Catastrophic local or regional emergencies may require a complete campus closure. During extended or long-term sheltering, the university's goal is to expedite the evacuation of students and employees that reside on campus to an off-campus location or hometown residence.

Emergency Responder/Essential Personnel Support

Whether the campus is closed for a short period of time due to inclement weather or on a long-term basis for a catastrophic event, emergency responders and other essential personnel will require food, water, shelter, and other essential support services to execute their critical functions.

Critical Incident Stress Management

Critical Incident Stress Management (CISM) is designed to assist people exposed to traumatic events in returning to normal stress levels as soon as possible. This may include victims, first responders, or other personnel assisting victims exposed to a critical incident. Counseling Services coordinates psychological assistance for students and can provide CISM triage and referral services for employees.

Summary

The information provided is a guide for how the university will prepare for, respond to, manage, and recover from a critical incident occurring on our campus. This document is not all inclusive, nor does it address every foreseeable emergency or incident.