

EMERGENCY RESPONSE GUIDE

ANGELO STATE UNIVERSITY

Member, Texas Tech University System



OVERVIEW

Angelo State University, like all institutions, is potentially subject to man-made or natural events that could threaten its core academic mission. The university has developed plans and procedures as a proactive approach to emergency preparedness. University Police officers are trained and equipped to respond to and neutralize emergency incidents. The ASU community also plays a role in ensuring the safety of our campus by being familiar with individual responsibilities with regards to notifications and implementing emergency actions.

This Emergency Response Guide is designed to help faculty, staff and students understand how to respond during an emergency. ASU acknowledges that emergency preparedness is a priority, and we have outlined this in one of our strategic goals: “Maintaining a supportive, helpful environment for students, faculty, staff, the community and alumni.”

For more information regarding campus emergency preparedness, please contact the emergency management coordinator at 325-942-2180.

CRIME

The University Police Department relies on the campus community to assist in crime prevention by reporting suspicious persons and activities.

If you are the victim of a crime, please follow these steps:

- Immediately contact University Police at 325-942-2071.
- Remain calm and relay the facts:
 - Exact location, time and what occurred
 - Description of the suspect(s)
 - Description of weapon(s)
 - Suspect direction of travel (on foot/ vehicle)
 - Description of vehicle and license plate info

If you have witnessed a crime, please follow these steps:

- If possible, obtain the following information (as applicable) and report to University Police:
 - Location of the crime scene
 - Name of the victim(s)
 - Description of the injury(s) sustained
 - Description of the weapon(s) involved
 - Names of witnesses
- Do **NOT** disturb anything in the area/room that may be considered evidence.
- Assist officers when they arrive by supplying updated information regarding the incident.

EMERGENCY ACTION PLANS

An Emergency Action Plan (EAP) contains procedural guidance designed to preserve life and minimize property damage during emergencies. EAPs are specific to each facility and implemented by Building Emergency Response Team (BERT) members and Residential Programs staff like area coordinators and hall directors. The following is a summary of the EAPs that are utilized to manage incidents affecting the university.

- **Evacuation** is directed in the event of a fire or similar threat emanating from within a facility. Larger areas or campus zones may be impacted based on the nature and severity of the hazard.
- **Shelter-in-Place** is directed in the event of severe weather or similar threat emanating from outside the facility.

- **Lockdown** is a temporary sheltering technique that 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.

HAZARDOUS MATERIAL SPILL

Chemical hygiene and lab safety plans are developed to provide guidance for how to safely handle and respond to hazardous material spills.

Spill Response Procedures

- Alert individuals in close proximity of the spill.
- Evacuate the area/facility if the substance poses an inhalation or other exposure hazard.
- Notify Environmental Health & Safety at 325-942-2180 and University Police at 325-942-2071. Provide the following information:
 - Type of spill (chemical/biological)
 - Specific location of the spill
 - The substance involved and quantity
 - Hazards associated with the substance
 - Any injuries/medical treatment requirements

Remediation Procedures

- Attempt to contain the spill to the extent at which you have been trained and/or are comfortable.
 - Use appropriate PPE: gloves, eye protection, mask, etc., per Section 8 of the Safety Data Sheet.
 - Use appropriate absorbent/containment materials and procedures.
- If you do not feel comfortable containing the spill, keep the area secure and wait for appropriate personnel to arrive.

For questions or concerns regarding chemical handling and storage, chemical spill response, and/or laboratory safety standards, contact Environmental Health & Safety at 325-942-2180.

EMERGENCY CONTACT NUMBERS

Department	Address	Phone	After Hours Phone
University Police	1702 W. Ave. N	325-942-2071	325-942-2071
San Angelo Fire Department		9-1-1 or 9-9-1-1	9-1-1 or 9-9-1-1
Emergency Medical Services		9-1-1 or 9-9-1-1	9-1-1 or 9-9-1-1
Counseling Center	1901 S. Johnson St.	325-942-2171	325-942-2071
Crisis Helpline		325-486-6345	325-486-6345
Emergency Management	1635 Venderverter St.	325-942-2180	325-942-2071
Environmental Health & Safety	1635 Venderverter St.	325-942-2180	325-942-2071
Residential Programs	2675 W. Ave. N	325-942-2035	325-942-2071
Student Life	1910 Rosemont Drive	325-942-2062	Not Available
Facilities Management	1635 Vanderverter St.	325-942-2355	325-942-2071
Communications and Marketing	2509 W. Ave. N	325-942-2248	Not Available

Emergency Notification Procedures

- Callers who do not have local phone service will need to dial the area code (325) prior to the number.
- The University Police Department should be notified for most incidents occurring on campus.
- There are 16 Emergency Call Boxes strategically sited across the campus to contact University Police.
- Call 9-1-1 for Fire Department or Emergency Medical Services and dial 9 first when using campus phones.

EMERGENCY COMMUNICATIONS

ASUAlert is the primary method used to rapidly communicate incidents that pose a safety or security threat to the university. An “All Clear” will be issued once the incident has been resolved. Information about ASUAlert and enrollment may be found online at angelo.edu/asualert.

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

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

Campus Warnings

There are several types of incidents that may necessitate issuing a campus warning:

- **Severe Weather** includes tornados, snow/ice storms, flash floods or similar events and may direct seeking shelter or other actions.
- **Evacuations** are normally implemented due to a gas leak or similar threat and may impact a facility or large area of the campus.
- **Campus Closures** are implemented due to inclement weather or other unforeseeable event that disrupts campus operations.
- **Special Alerts** are issued for distinct circumstances or events that impact the campus community, such as street detours or parking lot closures.

UTILITY FAILURE

Maintenance should be immediately notified of incidents that affect a building's infrastructure.

- Campus facility occupants: notify Facilities Management at 325-942-2355.
- Residence hall occupants: notify Residential Facilities Maintenance at 325-942-2733.
- Notify University Police after hours for major maintenance issues at 325-942-2071.

Flood

- Do **NOT** turn off electricity if in standing water.
- Immediately **stop using electrical devices**.
- If a sink or toilet is the source, attempt to shut off water supply valve.
- Notify the appropriate department.
- If you are notified to evacuate the building:
 - Exit using the nearest stairwell.
 - Avoid areas of standing or rushing water.
 - Do not use elevators.

Gas/Chemical Leak

- Cease all operations immediately and evacuate the area/facility, alerting others as you leave.
 - Extinguish open flame sources.
 - Do **NOT** switch electrical devices on/off.
 - Do **NOT** close drawers, windows or doors.
- Report the leak to University Police.
- After evacuating, move **upwind at least 300 feet** away from the affected area/facility.
- Do **NOT** re-enter the area/facility until cleared to do so by University Police or the Fire Department.

Power Failure

- Notify the appropriate department.
- If you are notified to evacuate the facility:
 - Leave using the nearest stairwell/exit.
 - Do not use elevators.
- Laboratory personnel should secure chemicals to prevent vapors from reaching hazardous concentration levels.

EVACUATION

Evacuations are normally directed by University Police or a BERT member 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. Evacuees should move at least **300 feet upwind** from the hazard and not re-enter the facility or area until the “All Clear” is issued. University Police may direct the mode (on-foot or by vehicle) and the direction of travel. Please see the last page of this guide for initial evacuation locations. Once evacuated, please follow the directions of law enforcement or fire personnel.

Facility Evacuation

BERT and Residential Programs staff members are responsible for directing evacuations of their assigned facilities when there is a perceived hazard or when directed by University Police.

- Direct occupants to use the nearest safe stairwell/exit to evacuate.
- Ensure occupants move to the assembly area and are accounted for.
- Report the status of the evacuation to University Police via emergency call box.
- Help keep parking lots and streets clear for emergency responders.
- Ensure people do not re-enter the facility until the “All Clear” is received.

Zone Evacuation

The campus is divided into three (3) 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 will direct the mode and the direction in which the campus should evacuate.

MEDICAL EMERGENCY

Severe Injuries

- Call **9-1-1** to report the incident and request medical assistance.
- Notify University Police at 325-942-2071.
- Stay with the victim until help arrives, if there is no immediate danger to you or the victim.

Slips, Trips and Falls

- Notify University Police and notify Environmental Health & Safety at 325-942-2180.
- Refer individuals requiring medical treatment:
 - **Students** to the University Clinic
 - **Employees** to an approved HCN provider (see Human Resources web page)
 - **Visitors** to nearest Urgent Care Clinic

Victim Assistance

- Request assistance from others to make notifications and/or help treat the injured.
- Administer first aid/emergency treatment to the extent at which you have been trained and/or are comfortable.
- If you suspect a **back or neck injury**, do not move the person unless the situation is life threatening (i.e., building collapse). Symptoms of head, neck or back injury are:
 - Complaints of severe pain in neck or back
 - Complaints of weakness, numbness or paralysis, or lack of control of limbs
 - Ongoing changes to levels of consciousness
- Report **ALL** accidents/incidents to Environmental Health & Safety.
- Find incident report forms at angelo.edu/ehsrm.

Electrical Shock

- Immediately call **9-1-1** to request medical response.
- Request someone bring the nearest AED unit to the scene.
- Do **NOT** touch the person until they have been separated from the electrical source.
 - Turn off power via circuit breaker, fuse box or switch.
 - If unsafe/unable to turn off power, separate the person from current using a non-conductive item.
- Do **NOT** attempt to turn off or separate the person from a high voltage source.
- Administer first aid/emergency treatment to the extent at which you have been trained and/or are comfortable.
 - If the victim stops or has stopped breathing, administer CPR and begin with rescue breathing.
 - If the heart has stopped beating, turn on the AED unit and follow the audio instructions.
- People struck by lightning **do not** carry an electrical charge and cannot shock other people.

SEVERE WEATHER

An Advisory/Watch is issued when conditions are favorable for a specific weather event.

- Notify appropriate faculty/staff of developing weather and begin monitoring the event.

A Warning is issued when there is an indication of an imminent life-threatening weather event.

- Notify faculty, staff, students and visitors of the situation and implement emergency action plan.

Tornado/Severe Thunderstorm

An ASUAlert Severe Weather Warning will be issued for tornadoes and thunderstorms containing lightning, hail and excess winds. The campus populace should:

- Implement Shelter-in-Place and alert others.
- Shut off equipment not surge protected.
- Move to a designated shelter within the facility.
- Avoid areas with windows and close doors.
- Report facility damage and/or injuries to University Police.

Storm Shelters

Storm Shelter signs are posted in campus facilities indicating established shelter areas. If you cannot get to a designated shelter, move to the lowest floor of the facility, away from windows, and close all the doors.

Flash Flood (Turn Around, Don't Drown)

Significant rain events occurring over a short period of time may result in flooding of roadways/low-lying areas.

- Do **NOT** drive through standing water as the vehicle may stall, trapping you.
- Do **NOT** drive through streams as the vehicle may be swept away by floodwaters.
- Do **NOT** attempt to wade across a stream where water is above your knees to avoid being swept away.
- Floodwaters may contain hazards, such as chemicals, large debris, sewage or downed power lines.

Lightning Strike

- Immediately call **9-1-1** to request medical response.
- Request someone bring the nearest AED unit to the scene.
- Administer first aid/emergency treatment to the extent at which you have been trained and/or are comfortable.
 - If the victim stops or has stopped breathing, administer CPR and begin with rescue breathing.
 - If the heart has stopped beating, turn on the AED unit and follow the audio instructions.
- People struck by lightning do not carry an electrical charge and **cannot** shock other people.

Winter Storm

Winter storms create a higher risk of car accidents, hypothermia, frostbite, carbon monoxide poisoning and heart attacks from overexertion. If you are under a winter storm warning, find shelter right away. Stay off roads. Use generators outside only. Stay indoors and dress warmly. Listen for emergency information and alerts. Prepare for power outages. Look for signs of hypothermia and frostbite. Check on neighbors.

FIRE

Fire Prevention

- Report broken fire equipment to the emergency management coordinator at 325-942-2180.
- Never prop stairwell or hallway **fire doors** open.
- Never block **emergency egress** routes, fire equipment or exits.
- Report smoke/fire and gas or chemical leaks.

Small Fire (wastebasket-size) Procedures

- Notify University Police at 325-942-2071.
- Employ a **fire extinguisher** if trained and/or are comfortable.
 - Discharge extinguisher **8-10 feet** away.
 - **PASS** – Pull pin, Aim at base of fire, Squeeze lever, Sweep back and forth
 - Most extinguishers last **30 seconds**.
- If uncomfortable using an extinguisher or unable to extinguish the flames:
 - Evacuate via **nearest exit** and alert others.
 - Activate the fire alarm **pull station** as you exit if the building is not in alarm.
 - Call **9-1-1** to report **facility and fire location**.
 - Inform emergency responders of the nature and location of fire.

REMEMBER: If your clothes catch fire, drop to the floor and roll back and forth. If assisting someone else, smother the fire with a blanket or rug and notify an emergency responder for assistance.

Fire Procedures

- Activate the nearest fire alarm **pull station**.
- Call **9-1-1** to report **facility and location** of fire.
- Evacuate facility via **nearest exit**, notifying occupants as you leave.

Fire Evacuation Procedures

- Before opening a door, place your palm against it to see if it's hot. **If cool to the touch:**
 - Open door slowly and check for smoke.
 - Stay low and **avoid smoke-filled areas**.
 - Use the nearest accessible stairwell or exit.
 - Do **NOT** use elevators.
 - Close all doors as you exit.
- **If the door is hot:**
 - Remain in the room.
 - If on ground floor, exit via a window.
 - If on upper floor, call **9-1-1** to report your location and status.
 - Place a towel under door to block smoke.
 - Open a window, if possible.
 - Hang a towel from window to mark location.
 - Stay low to avoid smoke and heat.
- Meet at an **assembly point** after exiting and remain at least **300 feet upwind** from facility.
- Keep all parking lots, walkways and roadways clear for emergency responders and vehicles.
- Prevent people from entering the facility.
- Do **NOT** re-enter facility until University Police or Fire Department personnel issue the "All-Clear."

ACTIVE SHOOTER

Campus shooting incidents are highly unpredictable. An emergency notification will be issued instructing the affected facilities/areas or entire campus to implement **Lockdown** procedures. Proper reaction is dependent upon the situation and a number of circumstances, but the general concept is: **run, hide or fight**.

Run Concept

The **best option for survival is to escape**. Exit the facility/area immediately, **if safe to do so**, and try to accomplish the following actions:

- Quickly and quietly move away from the danger.
- Notify anyone you encounter to exit the area.
- Call University Police to report the incident and provide the following information:
 - Exact location and nature of incident
 - Description of shooter (race, sex, clothing)
 - Description of weapons (rifle, pistol)
 - Number of casualties/fatalities involved
 - Exact location, name and call-back number
- Leave campus or wait in a safe place to be evacuated by police.

Hide Concept

If exiting the facility/area is not possible, implement **Lockdown** procedures:

- Move to nearest room that can be **secured**.
- Lock doors/windows and close blinds/curtains.
- Turn off devices that emit **light or sound**.
- Seek **protective cover** behind large furniture.
- Do not answer the door or verbal inquiries.
- Call University Police to provide information.
- Reassure others and assist the injured.
- Wait for police to respond or the “All Clear” to be issued before exiting room.

Fight Concept

If you **encounter the shooter** and you cannot escape, consider taking the following actions:

- Do not make sudden movements or provoke the shooter.
- Physical **attack** should be a **last resort** to preserve your life or the lives of others.
 - Work together or alone to disable shooter.
 - Use aggression or improvised weapons.

Police Response

- Primary objective is locate/neutralize shooter.
 - Need number and description of shooters
 - Need number and types of weapons
- Will not treat injured or evacuate occupants.
- Officers will engage suspects, if threatened.
- Everyone is initially treated as a suspect.
- Search and clear operation protocols:
 - If near suspect(s) when officers arrive, drop to floor, empty your hands and remain quiet.
 - Do not run toward officers or scream or yell.
 - Keep hands visible and obey commands.
 - Expect to be put on ground and searched.

Post-Incident Actions

- EMS will respond and treat the injured.
- Evacuation will be coordinated.
- Personnel will be escorted to secure areas.
- Communications & Marketing will handle media.

ABNORMAL BEHAVIOR

Abnormal behavior may be displayed by someone who is threatening physical harm to themselves or others, appears to be out of touch with reality, or is acting irrational. The person could be having a psychological crisis or be under the influence of alcohol or drugs. Approach the situation by focusing on their behavior and its consequences, and follow these guidelines:

Illogical or Irrational Behavior

- Have someone notify a supervisor of situation.
- Stay calm and stay with the person.
- Have someone notify University Police and provide the following information:
 - Description of the situation and location
 - Description of the disruptive individual and observed symptoms/behaviors
 - Names of individuals involved
- Be supportive/compassionate until help arrives.
- Maintain a safe distance and do **NOT** confront or try to detain the individual.
- Do **NOT** argue with or aggravate the individual.
- Have someone meet University Police when they arrive to provide updated information.

Attempting to Harm Themselves or Others

- Have someone notify a supervisor of situation.
- Stay calm and try to assist the injured.
- Call **9-1-1** if victims require medical treatment.
- Have someone notify University Police and provide the following information:
 - Description of the situation and location
 - Description of the disruptive individual and observed symptoms/behaviors
 - Names of individuals involved
 - Names of injured and description of injuries
- Provide first aid and/or CPR if you have been trained and/or feel comfortable.
- Have someone meet University Police and other emergency personnel upon arrival to scene.

BOMB THREAT/SUSPICIOUS PACKAGE

Bomb Threat

If a bomb threat is made via telephone:

- Stay calm and **pay attention to details.**
- Write down information as the caller says it and take accurate notes:
 - Exact time of the call
 - **Exact words** the caller used
- Have another person call University Police to relay the caller information as it is recorded.
Note: The person should be far enough away to not be overheard by the caller.
- Follow University Police instructions.
- Ask the caller the following questions and **attempt to get the information passively:**
 - When is the bomb going to explode?
 - What does the bomb look like?
 - Where is the bomb located?
 - What kind of bomb is it?
 - What will cause the bomb to explode?
 - Did you place the bomb? Why?
 - Where are you calling from?
 - Where do you live?
 - What is your name?
- Try to **keep the caller on the phone** as long as possible and listen for and record the following:
 - Age and sex of caller
 - Speech pattern, accent or nationality
 - Emotional state of the caller
 - Background noises
 - Anything to help determine origin of the call

If a bomb threat is made via social media, provide the information to University Police immediately.

Suspicious Package (Box/Container/Letter)

- Do **NOT** handle, note the characteristics.
 - Bulky, lopsided, rigid or uneven
 - Missing postage or return address
 - Incorrect titles or misspelled labels
 - Leaks, stains, powders or protruding items
 - Ticking, vibration or other sound
- Record the location, description and Mailer's and Addressee's name and address.
- Clear immediate area/room of all persons.
- Notify University Police at 325-942-2071.
- **If package emits a powder or substance:**
 - Instruct people in immediate area to wash exposed skin with soap and water.
 - Record names of these people and direct to a designated safe area to await instructions.
 - Turn off HVAC system and cordon off area.

Evacuation Procedures

- Do **NOT** operate any power/electrical switches.
- Do **NOT** open/close doors, drawers or cabinets.
- Do **NOT** activate the fire alarm or use elevators.
- Move to assembly area and notify University Police of evacuation status via emergency call box.
- Move at least **300 feet upwind** if there is the potential of an explosion or inhalation hazard.
- Do **NOT** allow re-entry into the area/facility.

EMERGENCY CALL BOXES

Emergency Call Boxes are strategically located across the campus to facilitate University Police notifications.

Call Box 101	North side of Carr Hall next to parking lot P-2 Hardeman Building Carr Residence Hall	Print Shop Herrington House
Call Box 102	Northwest side of Rassman Building Rassman Building Hunter Strain Engineering Labs	Mathematics-Computer Science Building
Call Box 103	Northwest side of Texan Hall next to parking lot P-23	
Call Box 104	Southwest side of Robert Massie Hall	
Call Box 105	Southwest side of the Pavilion on mall Mary Massie Hall Robert Massie Hall Vanderventer Apartments	Texan Hall Concho Hall Food Service Center
Call Box 106	Between Carr Education-Fine Arts Building and Academic Building Carr Education-Fine Arts Building	Academic Building
Call Box 107	Northeast side of Houston Harte University Center on mall Mayer Administration Building Houston Harte University Center Stephens Chapel	Henderson Library Counseling Services Mayer Museum
Call Box 108	Between Academic Building and Cavness Science Building Cavness Science Building	Science III Building
Call Box 109	North of Intramural Fields next to parking lot P-17 Facilities Management	Foster Field
Call Box 110	Southwest side of Vanderventer Apartments	
Call Box 111	North of Soccer/Softball Field Concession Stand Junell Center/Stephens Arena	LeGrand Stadium
Call Box 112	North side of Concho Hall in parking lot P-12	
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	
Call Box 115	Southwest side of Plaza Verde Clubhouse Plaza Verde	
Call Box 116	Northwest side of Center for Human Performance on mall Health and Human Services Building	Vincent Building

CAMPUS EVACUATION ZONES

The campus is divided into three (3) evacuation zones. Based on the nature and severity of the hazard, evacuations may affect a single facility or the entire campus.



