



**Crisis
Management
Plan**

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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. 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.

2.0 Purpose

- 2.1 The Tarleton State University-Central Texas (T-CT) Crisis Management Plan formally establishes and documents a coordinated plan for responding to crises, whether large or small, which may arise. 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 Tarleton State University's (TSU) response will be effective and efficient in protecting human life and health and in preserving Tarleton State University property and resources.
- 2.2 T-CT 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. Elicit a response appropriate to the magnitude of the crisis.
- 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 T-CT crises that may occur on any part of the campus or other locations where classes are held such as Shoemaker High School, Central Texas College, Temple College, and Fort Hood Soldier Development Center.
- 4.1.2 Crises that require the assistance of one or more internal departments and/or emergency responders outside T-CT.
- 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 T-CT. A crisis is any incident requiring immediate action by T-CT and/or outside responders.
- 5.2 **Crisis Management Response Team (CMRT)** - 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 CMRT may be required by the CMRT Leader to assemble at the Emergency Operations Center during a crisis.

6.0 Crisis Management Team

- 6.1 The Director of Finance & Administration shall serve as the CMRT Leader.
- 6.2 The CMRT shall be comprised of representatives of the following:
 - ⇒ Director of Finance & Administration (leader)
 - ⇒ Academic Dean or designee
 - ⇒ Dean of Student Services
 - ⇒ T-CT Security
 - ⇒ Manager of Public Relations & Marketing
 - ⇒ Manager of Information Resources
 - ⇒ TMATE Coordinator
 - ⇒ Program Coordinator at Fort Hood Solider Development Center
- 6.3 During a crisis, CMRT members shall be responsible for advising the CMT Leader and marshalling the resources required for responding to the crisis.
- 6.4 The CMRT Leader shall contact the CMRT members each June 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., Central Texas College (CTC) Police, KISD Police, Killeen Police or Fire Departments). It may require evacuation of the building. University response under a Limited Crisis is normally directed by the CTC Police with T-CT Security assisting from an on-site command post, but may be directed by the CMRT Leader, 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 CMRT and may involve activation of the Crisis Management Plan. Authority for declaring a crisis and activating the Crisis Management Plan rests with the CMRT Leader as shown in paragraph 6.1.

8.0 Organization

- 8.1 Planning and Management Function - The T-CT Management Plan shall support the TSU, CTC, and Killeen Emergency Management Plan.
- 8.2 Crisis Management Plan (CMP)
 - 8.2.1 The CMRT Leader shall serve as CMP coordinator.
 - 8.2.2 The CMP shall be reviewed and modified in June of each year by the T-CT CMRT Team. Results of the reviews and any changes to the CMP shall be coordinated with the Stephenville CMRT Team leader. Upon the consent of the Executive Director, the CMP will be submitted to the President for approval and forwarded to the Chancellor of The Texas A&M University System.
 - 8.2.3 The CMRT Leader 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 Member Responsibilities
 - 8.3.1 Acts under the authority of and reports directly to the Executive Director 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.
 - 8.3.7 In the event of a student crisis, the Dean of Students will serve as the incident coordinator and initiate team member involvement.

- 8.3.8 In the event of an employee crisis, the HR Generalist will serve as the incident coordinator and initiate team member involvement.
- 8.39 In the event of a facilities crisis, the IR Manager will serve as the incident coordinator and initiate team member involvement.
- 8.4 T-CT Security Officers will notify CTC Police first in all cases of emergency unless the situation is life-threatening at which time they will call Killeen 9-1-1. CTC Police will appraise the situation and determine which agencies should be contacted.
- 8.5 On-Site Command Post
 - 8.5.1 The Command Post shall be established in cooperation with CTC 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.
 - 8.5.2 The Command Post is the location from which response is staged and managed.
 - 8.5.3 The CTC Police normally act 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 key communication source at T-CT will be directed the Manager of Public Relations & Marketing Office. Questions from media representatives will be directed to this office.
- 9.3 The primary communications equipment will be the existing telephone system and the University-owned two-way radios. University cellular telephones will serve as a backup to the telephone system.
- 9.4 Information will be received from CTC Police Department through cellular telephones. CTC Police are in contact with the Killeen, Texas Office of Emergency Management and/or Fort Hood Police Department through the use of emergency alert pagers and will notify T-CT as needed.

10.0 Situation and Assumptions

- 10.1 General
 - 10.1.1 Any employee of Tarleton may be tasked by this plan.
 - 10.1.1 At the onset of a crisis, a formal communication plan must be followed to ensure all necessary notifications are reliably made.
 - 10.1.3 The primary communications equipment will be the existing telephone system and the University-owned two-way radios. University cellular telephones will serve as a backup to the telephone system.
 - 10.1.4 Information will be received from CTC Police Department through cellular telephones. CTC Police is in contact with the Killeen, Texas Office of Emergency Management and/or Fort Hood Police Department through the use of emergency alert pagers and will notify T-CT as needed.

10.1.5 The local police and fire departments will respond.

10.1.6 In most cases, fire department or law enforcement personnel will assume Incident Command, depending on the type of emergency.

10.2 General

10.2.1 Because of its geographical location, population concentration, rail, highway traffic, proximity to Fort Hood military base, and other risk factors, Tarleton State University-Central Texas is exposed to many hazards, some of which have the potential for disrupting the university community and causing widespread damage and casualties.

10.2.2 Possible natural hazards include, but are not limited to tornadoes, floods, fires, and winter storms. There is also the threat of terrorism related activities associated with biological, nuclear, incendiary, chemical, and explosive weapons. Other disaster situations could develop from a hazardous materials accident, conflagration, major transportation accident, civil disorder, disease, or other unknown or unpredictable occurrences.

10.3 Assumptions

10.3.1 Tarleton will continue to be exposed to the hazards and situations noted above, as well as others that may develop in the future.

10.3.2 Outside assistance will be available in most emergency situations affecting the University. Although these guidelines define procedures for coordinating such assistance, it is essential for the University to be prepared to carry out disaster response and short-term actions on an independent basis.

10.3.3 It is possible for a major disaster to occur any time and place in or near the University. In some cases, timely dissemination of warnings and increased readiness measures may be possible. However, many disasters and events can, and will, occur with little or no warning.

10.3.4 University officials and representatives must recognize their responsibilities for the safety and well-being of students, employees, and visitors; and assume their responsibilities in the implementation of this emergency plan.

10.3.5 Proper implementation of these guidelines will reduce or prevent disaster-related losses.

10.3.6 Regardless of the threat or type of emergency, it is possible that the following results may be encountered:

10.3.6.1 Death or injury to people and animals.

10.3.6.2 Interruption or disruption to transportation.

10.3.6.3 Interruption or disruption to normal communications.

10.3.6.4 Interruption or disruption to utilities and other essential services.

10.3.6.5 Congregation of large numbers of people at the scene, at central locations, at shelters, etc.

10.3.6.6 Significant numbers of people being displaced, requiring some or all of the following: evacuation, shelter, feeding, welfare, and other assistance.

10.3.6.7 Structural damage to streets, buildings, utilities, or other property.

10.3.6.8 Contamination of food, water, personnel, vehicles, property, and other substances.

10.3.6.9 Shortages of essential items.

10.3.6.10 Periods of civil unrest or disorder, including looting, rioting, mob scenes, violence, etc.

- 10.3.6.11 Initial confusion of the affected population, with probable delays in University response due to disaster events.
- 10.3.6.12 Extensive need for public information.
- 10.3.6.13 Disruption of business activities.
- 10.3.6.14 Other matters of minor to serious impact or inconvenience.

11.0 Emergency Management

11.1 Declaration of a State of Emergency

- 11.1.1 During a time of campus emergency, Campus Security shall place into effect immediately the appropriate procedures necessary to meet the emergency, safeguard persons and property, and maintain educational facilities. Campus Security shall immediately consult with CTC Police and the CMRT Leader. If unable to contact CTC Police, the Killeen Police should be contacted directly regarding the emergency and possible need for a declaration of a state of emergency.
- 11.1.2 When a declaration is made, only registered students, faculty, staff, and affiliates (persons required by employment or CTC) are authorized to be present on campus; however T-CT will not refuse persons seeking refuge during a severe thunderstorm and/or tornado warning.
- 11.1.3 In the event of earthquakes, fires, storms, or major disasters occurring in or about the campus which involves University property, campus Security and/or CTC Police will be dispatched to determine the extent of any damage to property. The Manager of Information Resources or his/her designee will be notified of any property damage.

11.2 Definitions of an Emergency

- 11.2.1 **Minor Emergency:** Any incident, potential, or actual, which will not seriously affect the overall functional capacity of the University and should be reported immediately to campus Security or the Police at the appropriate location.
- 11.2.2 **Major Emergency:** Any incident, potential, or actual, which affects the entire building and will disrupt the normal operations of the University. Outside emergency services may be required, as well as major efforts from campus support services based on the location of the emergency. Major policy considerations and decisions will usually be required from the Executive Director and the CMRT Leader. During times of a major emergency crisis, report immediately to campus Security or the Police at the appropriate location.
- 11.2.3 **Disaster:** Any event or occurrence, which has taken place and has seriously, impaired or halted the operations of the University. In some cases, mass personnel casualties and severe property damage may be sustained. A coordinated effort of all campus-wide resources is required to effectively control the situation. Outside emergency services will be essential. In addition, the CMRT Leader should promptly report an accident that has the potential for adverse publicity concerning the University to the Manager of Public Relations & Marketing and the Executive Director who will contact the Office of the President.

- 11.3 **Emergency Action Plans:** Each area of the building has one person assigned as its building coordinator during business hours. During evening class hours, the Security Officer will use Computer Lab personnel as building coordinators to assist with emergencies. In times of emergency or crisis, the CMRT Leader shall direct building coordinators in activating the Emergency Response System (ERS) to allow diverse response units to function together. The ERS can consist of door to door notification, fire alarm activation notification, and/or telephone intercom notification in cases of crisis, disaster, or emergency.

11.4 Responsibilities of Emergency Coordinators: In every area, a specific contact person will be designated to act as an emergency coordinator. The emergency coordinator will be responsible for the following:

Emergency Preparedness

1. Ensure that evacuation information is posted in each room of their area.
2. Ensure that the area in the building designated for shelter use during tornado warnings is posted in their area.
3. Establish a site away from the building for gathering and head counts during evacuations. The site should be at least 100 feet from the building and the gathering site posted in the building along with other emergency information.
4. Ensure that persons in the building are familiar with fire safety measures. (Fire alarms and pull stations, extinguishers, etc.).

Emergency Situations

1. Immediately notify Campus Security by calling extension 5719 from any on-campus office phone or 254-519-5719.
2. Coordinate informing all individuals in the building of an emergency.
3. Evaluate the impact the emergency has on their activity and take appropriate actions to include evacuation.
4. Maintain contact with emergency operations from their site or from any alternative site if necessary.
5. Tend to the injured until arrival of EMS personnel.
6. Prevent unlawful entry to a disaster site.

Evacuation Procedures

1. All building evacuations will occur on notification by Campus Security, the CMRT Leader, and/or the Executive Director.
2. When notification occurs, leave by the nearest marked exit and alert others to do the same.
3. Assist disabled persons leaving the building.
4. Once outside, proceed to a clear area that is 100 to 500 feet away from the affected area. Keep streets, fire lanes, hydrant areas, and walkways clear for emergency vehicles and personnel.

APPENDIX A

Notification Guidelines

Nature of Emergency	Call Immediately*	Secondary Calls	Follow-up/Records
Suicide/Death Attempted suicide or homicide	Campus Security/CTC Police/EMS and Dean of Students who notifies Executive Director, Director of Finance & Adm. and Academic Dean	Academic Dean Family Roommates Friends Mgr. of Public Relations Vice President for Student Life	Faculty Notice Registrar Notice Silver Taps Document Actions
Life threatening injury or illness	Campus Security/CTC Police/EMS and Dean of Students and Director of Finance and Adm.	Executive Director Family Roommates Mgr. of Public Relations	Faculty Notice Documents Actions
Aggravated Assault Aggravated Robbery Sexual Assault	Campus Security/CTC Police/EMS and Dean of Students who notifies VP of Student Life if student or HR Generalist who notifies Director of Finance and Adm. If staff or faculty	Executive Director Mgr. of Public Relations	Faculty Notice (if appropriate) Document Actions
Mental health crisis	Campus Security/CTC Police/EMS and Dean of Students who notifies VP of Student Life if student Or HR Generalist who notifies Director of Finance and Adm. if staff or faculty	Executive Director Mgr. of Public Relations	Faculty Notice (if appropriate) Document Actions
Active Shooter	Campus Security/CTC Police/EMS and Executive Director Director of Finance and Adm. Academic Dean Dean of Student Services	Mgr. of Public Relations	Document Actions

Health crisis Infectious disease	Campus Security/CTC Police/EMS and Dean of Students who notifies VP of Student Life Or HR Generalist who notifies Director of Finance and Adm.	Executive Director Director of TX Dept of Health Roommates Family Mgr. of Public Relations	Health Records Document Actions
Drug/alcohol overdose	Campus Security/CTC Police/EMS and Dean of Students who notifies VP of Student Life Or HR Generalist who notifies Director of Finance and Adm.	Executive Director Mgr. of Public Relations	Faculty Notice (if appropriate) Document Action
Campus disturbance or riot Terroristic threat	Campus Security/CTC Police/EMS Dean of Students and Executive Director and Director of Finance and Adm.	Mgr. of Public Relations	Document Actions
Hazardous materials Chemical spills	Campus Security/CTC Police/EMS/ CTC Risk Management and Director of Finance and Adm.	Executive Director Mgr. of Public Relations	Document Actions
Natural disasters	Campus Security/CTC Police/EMS and Director of Finance and Adm. and Executive Director	Mgr. of Public Relations	Document Actions
Fire or explosion with injuries and/or significant damage	Campus Security/CTC Police/EMS and Director of Finance and Adm. and Executive Director	Mgr. of Public Relations	Document Actions

APPENDIX B

Emergency Resource Group

* Area code is 254 unless otherwise indicated

Crisis Management Response Team

Director of Finance & Administration (CMRT Leader)

Gaylene Nunn	nunn@tarleton.edu	519-5458	office
		771-3556	home
		972-989-4040	cell

Dean of Student Services

Patricia Thomas	thomas@tarleton.edu	628-2051	office
		501-4815	home
		702-7869	cell

Manager of Public Relations & Marketing

Kim Lee	klee@tarleton.edu	519-5491	office
		690-6776	home
		702-7872	cell

Manager of Information Resources

Steve Blum	blum@tarleton.edu	519-5479	office
		547-1602	home
		394-0641	cell

Lead Security Officer

Albert Galbreth	agalbreth@tarleton.edu	519-5719	office
		554-4009	home
		319-4334	cell

Academic Dean

Mohammed El-Saidi	elsaidi@tarleton.edu	519-5447	office
		338-9886	cell

TMATE Coordinator

Jack McNiel	jmcniel@tarleton.edu	501-0163	office
		512-932-2240	home
		338-1826	cell

Program Coordinator at Fort Hood Solider Development Center

Raul Garcia	rgarcia@tarleton.edu	287-3906	office
		698-6564	home
		338-2802	cell

OTHER CONTACTS

Central Texas College Police Department

526-1427	office
526-1200	office
526-1396	fax

Killeen ISD Police Department

290-0070	office
501-2815	office
501-2819	fax

Bell County Emergency Management

Steve Casey	s.casey@co.bell.tx.us	933-5589	office
		933-5590	fax

Killeen Police Department (non-emergency)

501-8800

Killeen Fire Department (non-emergency)	501-7660
Bell County Sheriffs Department (non-emergency)	933-5400
American Red Cross	1-877-272-7337
Poison Control Center	1-800-222-1222
Metroplex Hospital	526-7523
CTC Facilities Management	526-1196
CTC Risk Management	526-1347

APPENDIX C

Weather Emergency

In the event that weather or other conditions are such that normal campus operations could be impeded, the Executive Director is responsible for determining whether classes will be cancelled and University System Center offices will be closed. Should this occur at night, such information will be provided to the local broadcast media by the Executive Director's office, normally no later than 6:45 a.m. Inclement weather announcements will be broadcast on radio and television and posted on T-CT's website: www.tarleton.edu/centraltexas. The news media will be requested to announce the following:

"Tarleton University System Center-Central Texas is closed. Classes have been cancelled."

Should this decision occur during normal working hours, the decision will be announced through regular administrative channels in addition to announcements by radio and television stations.

Each employee and student should use common sense and good judgment about driving to and from the campus when traveling conditions are hazardous.

Procedure

T-CT Executive Director:

- Issues directives, evacuation orders, and authorization to vary routine campus work schedules.
- Maintains contact with TSU President regarding decisions and actions for the campus.
- Is responsible for establishing and maintaining alternate sites for classes within the community if necessary.
- Approves content of official news releases, announcements, and taped telephone messages.
- Announces conditions and actions to all internal units for dissemination to their respective departments.
- In the absence of the Executive Director, the Academic Dean and the Director of Finance & Administration are designated to serve in this capacity.

T-CT Manager of Public Relations & Marketing:

- Provides news releases from Executive Director.
- Interfaces with news media to include: Radio KIIZ-FM (92.3), radio KLFX-FM (107.3), radio WACO-FM (99.9), radio KWTX-FM (97.5), radio KUSJ-FM (105.5), radio KSSM-FM (103.1), radio KTND-FM (107.7), television station KWTX (Channel 10-CBS), television station KCEN (Channel 6-NBC), and television station KXXV(Channel 25-ABC).

T-CT Director of Finance & Admin:

- Is responsible for implementing sheltering or evacuation orders, and summoning support resources necessary to accomplish these tasks. These actions will be coordinated with CTC and Killeen Police and Fire Departments.

T-CT Security Officers

- Monitor the internet, local media services, and CTC Police for weather information and will coordinate the receiving of information with CTC Police.
- The Security Officers will notify the Director of Finance & Admin. of weather watches, warnings, and any alerts issued by the National Weather Service or sirens sounding in the nearby area.
- The CMRT Leader will notify building coordinators and essential personnel of all severe storm warnings listed in our underlying area and prepare for additional safety guidelines or evacuation procedures.
- In the event of a tornado warning in the immediate area, Security Officers and building coordinators will notify all occupants of the building by any means necessary and they will direct everyone as quickly as possible to the designated storm shelter area in the building. If that location is unknown, seek refuge in a doorway, interior hallway, or under a desk. Stay away from windows and exterior doors.
- Everyone should remain in the safe area until the warning has passed or severe weather conditions improve. Shelter should be sought until the “all clear” is given by Security officers in conjunction with CTC Police.

Ice Storms—Should an ice storm occur during normal business hours, the Executive Director or his designee shall make the determination for the closure of campus operations and classes. The Executive Director or his designee will notify Campus Security concerning night classes should an ice storm develop during classes. Should this occur during the night, such information will be provided to the local broadcast media by the Executive Director’s office, normally no later than 6:45 am. Inclement weather announcements will be broadcast on radio and television, posted on T-CT’s website, and by calling 1-888-214-INFO (4636).

APPENDIX D

Toxic Chemical Spill or Release

Whenever toxic solids, liquids or vapors are unintentionally released at Tarleton locations, every effort shall be made to protect students, employees, visitors, and members of participating response units and agencies assisting at the incident site.

Chemical Release

- Each department or unit that works with chemicals will employ its own containment/spill procedures in the event of a small unintentional release of less than one (1) liter and not extremely toxic.
- If the release cannot be abated with on-site containment procedures, personnel will notify the CTC Risk Management Department of chemical type, approximate quantity and need for additional assistance. In the event any release occurs after hours, the Director of Finance & Admin. will be notified with the appropriate information.
- The Director of Finance & Admin. will dispatch the City of Killeen Fire Department and CTC Police and notify the Executive Director.
- If the release occurs inside a building all HVAC equipment will be shut down to prevent the migration of any airborne contaminants.
- The Campus Security will document conditions and activities in a log book or on the Emergency Response Checklist.

A report of the incident will be supplied according to established internal reporting procedures.

APPENDIX E

Terrorism

General:

This appendix provides for a coordinated response by T-CT personnel, CTC Police Department, Killeen fire and police departments, and Bell County to minimize the adverse effects on University students, faculty and staff, the local communities, and the environment that may result from an act of terrorism.

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

Purpose/Responsibilities:

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

Consequence management activities deal with the effects (on people and property) of a terrorist incident and will be handled by the CMRT in the same manner as the response and recovery operations for other emergencies and disasters, including close coordination with city, county, and state officials.

Crisis Management

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

Consequence Management

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

Biological Agents-County, City, and State public health officials, T-CT, CTC
Chemical/Hazardous Agents-County and State public health officials, T-CT, CTC
Nuclear/Radiological Events, TDH-Bureau of Radiation Control, T-CT, CTC
Incendiary/Explosives-Fort Hood Bomb Squad, T-CT, CTC

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

- Evacuation and/or Shelter-in-Place recommendations.
- Contact with local hospitals, Bell County and State health officials and preparation for dealing with mass illness and casualties.
- Preparation for handling large numbers of students at Metroplex Hospital.
- Preparation for activation of re-location centers to handle displaced students.
- Preparation for activation of campus decontamination facilities.
- Verification and protection of the integrity of campus water and utilities.

- Lockdown of some area(s) of the campus.
- Quarantine of some area(s) of the campus.
- Curtailment/re-routing of transportation assets, using permanent staff.
- Cancellation of classes.
- Release of faculty and non-essential staff.

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

APPENDIX F

Bomb Threats

Bomb threats are serious emergencies that require prompt attention. Tarleton regards all bomb threats as potentially serious. Tarleton employees or students *shall not touch any object that is suspected to be a bomb or explosive device*.

If an object is discovered that is suspect or a bomb threat phone call is received, the observer or recipient shall evacuate the area and call Campus Security at 519-5719 or 5719 from any office phone. The employee/student should provide their name, department, object description, and location.

Campus Security will:

- Notify the Director of Finance & Admin.
- Implement bomb threat procedures immediately.
- Contact CTC Police via cell phone and communicate the bomb threat and the location of the threat.
- Assist with search if requested.

Director of Finance & Admin will:

- Contact the Executive Director to determine if evacuation is advisable.
- Implement evacuation procedures directing building occupants to gather at a selected location at least 300 feet from the threat area.

CTC Police will:

- Select a meeting place and communicate via radio to search team members.
- Determine if a search is appropriate.
- Request assistance from outside sources.
- Request assistance from T-CT personnel in searching area.
- Occupants will not return to building until instructed to do so by team leaders.

A report of the incident will be supplied according to established internal reporting procedures.

APPENDIX G

Building Evacuation

Campus Security will:

- Upon receipt of information concerning a possible serious interruption of University operations, notify the Director of Finance & Admin.
- Notify CTC Police.

CTC Police will:

- After analyzing the situation, may establish a field command post.
- Contact outside assistance if required.

Formal order to evacuate will be given by one of the following:

- Executive Director
- Director of Finance & Admin.
- Academic Dean

Authorized employees will order immediate evacuation IF DANGER IS IMMINENT.

Nothing within this instruction shall be construed to interfere with individual building or unit evacuation procedures.

A report of the incident will be supplied according to established internal reporting procedures.

APPENDIX H

Hostage Situation/ Firearm Suspect

In the event of a hostage situation/firearm suspect should occur, T-CT has capabilities which, if used promptly and properly, can minimize loss and damage to its students, staff, faculty, and resources resulting from such incidents.

In the event of a hostage situation/firearm suspect, Campus Security will:

- Notify CTC Police.
- Notify Director of Finance & Admin.
- Assist CTC Police in any way.

Director of Finance & Admin. will:

- Notify Executive Director.
- Assist CTC Police.

Upon arrival at the scene, a field command post may be established depending on the seriousness of the circumstances.

CTC Police will make determination to request off-campus emergency response based on available resources and crowd control requirements.

A report of the incident will be supplied according to established internal reporting procedures.

APPENDIX I

Demonstration/Civil Disturbance

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

In the event of civil disturbance, Campus Security will:

- Notify CTC Police.
- Notify Director of Finance & Admin.
- Assist CTC Police in any way.

Director of Finance & Admin. will:

- Notify Executive Director.
- Assist CTC Police.

Upon arrival at the scene, a field command post may be established depending on the seriousness of the circumstances.

CTC Police will make determination to request off-campus emergency response based on available resources and crowd control requirements.

A report of the incident will be supplied according to established internal reporting procedures.

APPENDIX J

Utility Issues

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

Director of Finance & Admin.:

- Receives direct notification of building utility loss.
- Will notify CTC Facilities Maintenance, who will notify appropriate personnel.
- May request CTC Police respond to the scene to secure the perimeter of the affected area.

Upon arrival at the scene the CTC Police may establish a field command post, if necessary.

After Hours Response

The CTC Police will notify the CTC Facilities Maintenance On-call Personnel to respond to the campus to determine the extent of utility loss that has occurred.

The On-call Personnel will determine if additional personnel shall be notified. If so, On-Call Personnel will contact the CTC Director of Facilities Management, the T-CT Director of Finance & Admin., and other response personnel as necessary.

A report of the incident will be supplied according to established internal reporting procedures.

APPENDIX K

Fire or Smoke

All fire/smoke conditions will be reported by dialing 911.

Campus Security will:

- Notify Director of Finance & Admin.
- Secure the fire area and provide crowd control.
- Assist CTC Police and Killeen Fire Department in establishing a field command post, as necessary.

Director of Finance & Admin. will :

- Assist CTC Police/Killeen Fire Department in gathering information to assess the probable cause, extent of property damage, and the number and extent of injuries and/or casualties.
- Assist CTC Facilities Maintenance personnel with building information, building access, and building utilities control.
- Defer further activities to the CTC Facilities Maintenance Department unless assistance is requested.

A report of the incident will be supplied according to established internal reporting procedures.

APPENDIX L

Airborne or Foodborne Illness

Upon receipt of information concerning a possible airborne or food-borne illness, the Director of Finance & Admin. will:

- Notify Campus Security.
- Notify the CTC Department of Risk Management.
- Notify the Executive Director.

The CTC Department of Risk Management personnel will begin immediate investigation to determine the nature of the illness and simultaneously contact appropriate medical personnel for assistance. Also, they will notify medical personnel and will coordinate actions and activities as necessary.

Affected individuals will be transported to Metroplex Hospital for treatment by medical personnel.

A report of the incident will be supplied according to established internal reporting procedures.

APPENDIX M

Injury/Death of Student or Employee

Upon the serious injury or death of a student or employee, the primary responding unit will:

- Notify the appropriate personnel (Dean of Student Services for students or the Director of Finance & Administration for employees).

The appropriate personnel for each incident will implement procedures as required.

The Crisis Management Response Team may be assembled if needed. Chain of command contacts will be implemented and accomplished by the Incident Commander.

A report of the incident will be supplied according to established internal reporting procedures.

APPENDIX N

Toxic Chemical Spill or Release

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

Limited-scope Chemical Release Crisis

- Environmental Services will employ its own containment and spill abatement in the event of a small unintentional release.
- At the onset of any release, the involved employee will notify Environmental Services of the chemical and quantity released.

Major Chemical Release Crisis

- In the event of a major chemical release or a release on University property by an outside agency, Security will be responsible for coordinating spill remediation by notifying CTC Police and calling 9-1-1.
- When reporting, be specific about the nature of the involved material and the exact location.
- Anyone who may be contaminated by the spill is to avoid contact with others as much as possible, remaining in the vicinity until an emergency responder arrives.
- The key person on the site should vacate the affected area at once and seal it off to prevent further contamination of other areas until the arrival of the CTC Police personnel.
- Employees and other building occupants will be evacuated as needed to prevent overexposure to the chemical released.
- Assist disabled persons in exiting the building.
- Only return to the building when the “all clear” signal is given by either CTC Police or emergency personnel.

A report of the incident will be supplied according to established internal reporting procedures.

APPENDIX O

Emergency Protocols

The following protocols in this Appendix are intended to guide faculty, staff, students and visitors who are **not** trained emergency responders. In the event of an emergency that affects campus, individuals should use these protocols to protect themselves.

Area Evacuation/Shelter in Place

In some emergency situations, such as flooding or release of hazardous materials, emergency responders may order protective actions for persons who live or work on campus. Typically, these protective actions are to evacuate to a safer area or to shelter in place. It is possible that some emergency scenarios could result in one of these protective actions being ordered for the campus and the other protective action for a different area T-CT classes are held. When such actions are warranted, you will be appropriately advised by police, fire, safety or university officials via radio and television stations and the Emergency Alert System (EAS), public address systems, loudspeakers, door-to-door notifications, or other appropriate means.

Area Evacuation

An area evacuation is an organized withdrawal from a building or area to reach safe haven. Upon notification to evacuate, quickly:

- Dress appropriately for the weather.
- Take only essentials with you (e.g., eyeglasses, medications, identification and cash/checkbook/credit cards) - do not pack belongings.
- Turn off unnecessary equipment, computers and appliances.
- Follow the directions provided for safe routes of evacuation.
- Listen to radio, if available, to monitor emergency status.
- Do not use your personal vehicle for evacuation unless specifically ordered to do so...if cars are used to evacuate, protect against hazardous materials by keeping windows closed and outside air conditioning systems turned off.
- If you need special assistance, contact the Director of Finance & Admin., **519-5458**, or other appropriate emergency contact. If these persons are not available, call Campus Security, **519-5719** for assistance.

Shelter in Place

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

- Move indoors or remain there - avoid windows and areas with glass.
- If available, take a radio or television to the room to track emergency status.
- Keep telephone lines free for emergency responders; do not call **911** for information.
- If hazardous materials are involved:
 - Contact the CTC Facilities Management at 526-1196 to turn off all ventilation systems and close all outside air inlets.
 - Select a restroom(s), which is easy to seal, and has a water supply.
 - If you smell gas or vapor, hold a wet cloth loosely over your nose and mouth and breathe through it in as normal a fashion as possible.

Fire Emergency

Inside a Building

- Activate a fire alarm or pull station.
- Call **911** (give caller name, building name, address, floor, location, etc.).
- Evacuate the building using Building Evacuation instructions.

Outside a Building

- Call **911** (give caller name and address, location of fire, etc.).
- Do NOT activate the building fire alarm system.

Portable Fire Extinguisher use allowed if:

- Properly trained (hands-on training).
- Small, contained fire (e.g. wastebasket).
- Can extinguish within 15 seconds (evacuate if it takes longer).

Building Evacuation

When the building fire alarms sound:

- Immediately evacuate using building emergency plan procedures.
- Walk to nearest exit/stairwell (close doors behind you).
- Do not use the elevators.
- Proceed to the designated gathering area outside the building.
- Do not re-enter building until cleared by authorized personnel.
- Assist with the evacuation of individuals with special needs.

Bomb Threat

Telephone Call –

Immediately after the call is terminated, obtain a dial tone and call **519-5719** or **5719** from any office phone.

If you locate a suspicious-looking item, do not handle the item. Clear the area of personnel and call **519-5719** or **5719** from any office phone.

- Notify the Director of Finance & Admin.
- Meet with and assist Campus Security and CTC Police personnel.
- As directed by CTC Police, help locate/identify suspicious items.
- Evacuate building, as directed (using building fire alarm system).
- Do not re-enter building until cleared by authorized personnel. Refer to Guide for Emergencies, Bomb Threat Procedures.
- Document the conversation using the Bomb Threat Checklist.

Suspicious Letter/Package/Substance

What to Do Upon Letter/Package Receipt -

- Do not handle
- Don't shake or bump
- Isolate and look for indicators
- Don't open, smell, or taste
- Treat it as suspect!!
- Call **519-5719** or **5719** from any office phone.

If Parcel is Open and/or Threat is Identified -

For a Bomb -

- Evacuate immediately
- Call **519-5719** or **5719** from any office phone.

For Radiological -

- Limit exposure - don't handle
- Evacuate area
- Shield yourself from the object
- Call **519-5719** or **5719** from any office phone.

For Biological or Chemical -

- Isolate - don't handle
- Call **519-5719** or **5719** from any office phone.
- Wash your hands with soap and water

Suspicious Substance in Campus Building -

- Clear and isolate the contaminated area. Do not touch or disturb anything.
- Call Campus Security, **519-5719** or **5719** from any office phone.
- Wash your hands with soap and water.
- Identify individuals who may have been exposed to the material.
- Do not leave premises until dismissed by authorities.

Injury Reporting Procedures

When Injured or Witness to an Injury

- Tarleton State University **Employees** (includes student employees)
Complete Report of *Accident/Illness* form and send **original** to the Director of Finance & Admin.
- Tarleton State University Students
Complete the *Tarleton State University Accident Report (Students Only)*. Send the **original** to Student Services.
- Form available at <http://www.tarleton.edu/~policy/>

Medical Emergency

If Ambulance is Needed -

- Call **911**
- Assist until ambulance arrives, only if qualified.

Ambulance is Not Needed-

- Render first aid, as trained.
- Assist with transportation of an employee to their personal physician or a student to Metroplex Hospital, if appropriate.

Accident Report required with all medical emergencies.

- Tarleton State University Employees (includes student employees)
Complete Report of *Accident/Illness* form and send **original** to the Director of Finance & Admin.
- Tarleton State University Students
Complete the *Tarleton State University Accident Report (Students Only)*. Send the **original** to Student Services.
- Form available at <http://www.tarleton.edu/~policy/>

Radiation Emergency

Personnel Injury Involving Radioactive Material Contamination

- Render first aid immediately for serious injuries, as trained.
- Call **911**.
- Notify the CTC Department of Risk Management, **526-1347** the injury.
- As possible, without doing harm to the victim, monitor the injured and remove contaminated clothing and gross personal contamination.

Radioactive Contamination of Personnel -

- Remove and bag all contaminated clothing.
- Call the CTC Department of Risk Management, **526-1347** to report the incident.
- Skin contamination should be cleaned using mild soap and tepid water. Use portable survey meter to monitor for remaining contamination. If not free of contamination, re-wash and re-survey.
- Survey for contamination elsewhere on the body as well as on clothes, shoes, floor, door handles, telephones, etc.
- Document the entire incident.

Radiation Spill or Release -

- Stop work and confine the spill immediately using an absorbent, enclosure, etc.
- Call the CTC Department of Risk Management, **526-1347** to report the incident.
- Warn others of the hazard and isolate the area.
- Monitor personnel during and after cleanup for contamination.

- Collect all used cleanup materials as radioactive waste. Remove and bag all contaminated clothing or cleaning items for removal by emergency responders.
- Commence wipe surveys and decontamination. Perform surveys of surrounding areas to ensure that all contaminated areas are identified.
- Document the entire incident.

Severe Weather

General -

- Refer to Tarleton State University, Guide for Emergencies.
- Listen to radio and television for weather updates.
- Check with media for return to work status.
- Check website (www.tarleton.edu/centraltexas)

Tornado -

Fort Hood sirens will sound

- Go to interior rooms of the building or the restrooms.
- Stay away from exterior walls, doors, and windows.
- Move to interior hallways.
- Get under a piece of furniture, if possible (e.g., sturdy table, desk).
- Call **911** if emergency help is needed.

Campus Closure due to Inclement Weather

In the event that weather or other conditions are such that normal campus operations could be impeded, the Executive Director is responsible for determining cancellation of classes and closing of university offices.

The authorized news media outlets will announce approved campus closings.

Gas Leaks

Gas Odor

- Call CTC Facilities Management, **526-1196** (give caller name, location of odor, etc.).
- Warn others in the immediate area
- Vacate and secure area
- Notify department head/building manager
- Meet with and assist emergency response personnel

Major Leak (e.g., pipeline break)

- Call CTC Facilities Management, **526-1196** (give caller name, location of leak, etc.).
- Initiate evacuation of the building or if outside, isolate the area.
- Warn others in the immediate area.
- Prevent sources of ignition (cigarettes, electrical equipment, etc.).
- Meet with and assist emergency response personnel.
- Do not re-enter building or outside area until cleared by authorized personnel.

A report of the incident will be supplied according to established internal reporting procedures.

APPENDIX P

Train/Truck Spill of Hazardous Material

General:

This appendix provides for a coordinated response by T-CT personnel, CTC Police department, Killeen fire and police departments, and industry representatives to minimize the adverse effects on the University campus, the local communities, and the environment that may result from unintentional releases of hazardous substances. These releases may occur from train derailments or truck transportation accidents.

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

The Killeen Fire Department and CTC's Department of Risk Management have personnel trained and limited equipment available for hazardous materials response. Transportation companies can also be asked to assist with major spills response, cleanup, and recovery needs. Additionally, Emergency Response Contractors must be considered for response in catastrophic emergencies.

Purpose/Responsibilities:

The first fire official or police officer arriving at an incident involving the release of hazardous materials is the Incident Commander (IC) and will immediately notify his/her dispatcher or communications center and provide incident information. This first responder, as IC, must take initial steps to protect himself/herself and the public, isolate the incident, begin product identification and call for resources as the situation dictates. Incident Command will be transferred to the most appropriate person as incident response progresses. A Field Command Post (FCP) may be established near the incident to coordinate response requirements.

The Incident Commander, alone or in concert with the T-CT CMRT Leader, shall assess the need for evacuation, plan the evacuation, and coordinate support for the evacuation effort. The decision to recommend evacuation of the populace in around the area of the incident site rests with the IC. Evacuation or shelter-in-place procedures shall be followed. See appendix O (Emergency Protocols) Area Evacuation/Shelter-In-Place for University procedures.

The Killeen Fire Department will often be the first responder. When they are not, they usually assume responsibility for the incident from the first responder and initiate response procedures under the incident command system.

Under the direction of the IC, the Campus Security and/or CTC Police Department shall have responsibility for traffic and crowd control, scene security, evacuation, and coordination with other appropriate governmental agencies.

CTC's Facilities Management shall be responsible to assist with rescue or recovery operations, provide barricades, provide heavy equipment, restore utilities, and assist with removal of hazardous substances as required while operating within the guidelines of current statutes and laws.

The CTC Department of Risk Management and Facilities Management shall be responsible with assisting in evacuation, spill cleanup and disposal, recovery operations, and coordinating regulatory compliance with appropriate state agencies.

A report of the incident will be supplied according to established internal reporting procedures.

APPENDIX Q

Media Relations

Only authorized persons will speak to the media concerning T-CT incidents, emergencies, or disasters. Generally, authorization will be coordinated through the Office of the Executive Director and the Office of the Manager of Public Relations & Marketing. Under no circumstances should an employee of T-CT speak to the media unless directed to do so.

Every incident is different. It is not possible to develop a document outlining a single chronology or sequence of actions. The order of operations depicted in this policy may have to be altered to meet the individual situation. In some cases, various issues may have to be addressed simultaneously, such as gas leaks, explosions, and fires.