

TEXAS STATE TECHNICAL COLLEGE WACO

EMERGENCY OPERATION PLAN

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**TEXAS STATE TECHNICAL COLLEGE WACO
EMERGENCY OPERATION PLAN**

TABLE OF CONTENTS

Section I:

GENERAL INFORMATION

- Concept of Operations
- Emergency Operations Team
- Emergency Operations Center

Personnel Responsibilities (Overview)

- Emergency Operations Team
- Chief of Public Safety
- Director of Marketing and Communications
- Chief of Safety
- Physical Plant Director
- Airport Supervisor
- Director of Network and Telecommunication Services
- Directors/Managers of Residential Living

Section II

EMERGENCY RESPONSE CONDITIONS

- U. S. Department of Homeland Security Advisory System
- Texas Homeland Security Advisory System
- TSTC Emergency Response Advisory System

Section III:

UNIT PLANS/PERSONNEL RESPONSIBILITIES

- Public Safety
- Marketing and Communications
- Single Student/Family Housing
- Network and Telecommunication Services
- Physical Plant Director **(See Personnel Responsibilities in Section I)**
- Emergency Operations Team
- Airport Supervisor
- Chief of Safety

Section IV:

STATE OFFICE OF RISK MANAGEMENT

- Anthrax
- Bomb Threats
- Building Evacuation
- Crisis Counseling
- Fire Emergencies
- Hazardous Materials
- Medical Emergencies
- Severe Weather
- Shelter-In-Place

Section V:

EMERGENCY CONTACT NUMBERS

Section VI:

Campus Evacuation Routes/Emergency Information Centers

SECTION I

General Information

TEXAS STATE TECHNICAL COLLEGE WACO

Emergency Operation Plan

Texas State Technical College Waco (TSTC Waco) has adopted this Emergency Operation Plan (EOP) to provide for the health, safety, and welfare of its students and employees in the event of natural disasters, human-caused incidents, or national emergencies. This plan seeks to mitigate the effects of unexpected emergencies (terroristic acts or threats, fire, explosions, tornadoes, hazardous material releases, floods, airport disasters, extended power outages, epidemics, civil disturbances, etc.) by providing a management response framework for responding to and recovering from situations that threaten campus safety or disrupt its normal state of operations. Emergency Operations Team members and on call personnel identified in the EOP are on stand-by twenty-four hours a day, seven days a week.

I. GENERAL INFORMATION

A. Concept of Operations

The TSTC Waco President, or his/her designee Vice President for Student Development, Vice President for Student Learning, or the Chief Financial Officer), will assume the position of Emergency Operations Director (EOD) and is responsible for directing all emergency activities from the designated Emergency Operations Center (EOC).

B. Emergency Operations Team

The Emergency Operations Team (EOT) assists the EOD in coordinating emergency efforts and will be assembled depending on the severity of an emergency situation. The EOT is comprised of the following campus personnel:

1. Vice President for Student Development, Vice President for Student Learning, and the Chief Financial Officer
2. Chief of Public Safety
3. Director of Marketing and Communications
4. Chief of Safety
5. Physical Plant Director
6. Airport Supervisor
7. Director of Network and Telecommunication Services
8. Directors/Manager of Residential Living (family, single student, and Village Oaks)

C. Emergency Operations Center

The location of the Emergency Operations Center could be a mobile site depending on the location of the emergency. With that in mind, the designated order of EOC meeting locations are:

1. Public Safety Conference Room
2. Physical Plant Conference Room
3. Campus Administration Conference Room
4. Off-campus Site (to be determined in the event of total campus evacuation)

II. PERSONNEL RESPONSIBILITIES

A. Emergency Operations Team

1. Ascertain the scope of an emergency situation
2. Establish response strategies and tactics
3. Communications: campus/public/media
4. Make emergency procedural decisions
5. Provide directives and support to field response units as warranted
6. Declare campus closure/evacuation
7. Conduct periodic emergency drills

B. Chief of Public Safety

1. Primary emergency responder
2. Assesses and informs EOD or appropriate EOT member of emergency situation and response level required
3. Requests external emergency assistance (law enforcement, EMT transport/hospital personnel, Red Cross, City of Waco or McLennan County Disaster Relief Services).
4. Establish and secure perimeters of effected areas
5. Pedestrian and vehicular traffic and or crowd control
6. Announce emergency warnings to campus public
7. Coordinate evacuation, search, and rescue activities

C. Director of Marketing and Communications

1. Coordinate communications to campus public (email, website, and switchboard)
2. Point of contact for all media inquiries relative to the incident
3. Coordinate communications to parents/employee families
4. Coordinator of off-campus communications site

D. Chief of Safety

1. Assist with the identification and set up of emergency first aid centers
2. Arrange off-campus shelter facilities with city and county officials
3. Arrange transportation services to off-campus sites

4. Facilitate acquisition of supplies (medical, food, water, etc.) for on or off- campus sites
5. Assist emergency medical personnel with injured victims; assist police or other campus personnel with the identity of fatalities

E. Physical Plant Director

1. Assist with the evacuation and securing of buildings
2. Assist police with the erection of barricades to secure effected areas; assist with traffic control
3. Activation of emergency generators; coordinate provision of emergency power and water service
4. Assist with the clearance of debris and disposal of refuse
5. Coordinate damage assessment and submission of reports

F. Airport Supervisor

1. Notify EOD of potential or actual aircraft crash emergencies
2. Assist medical or law enforcement personnel as needed
3. Assist NTSB or FAA personnel as needed
4. Provide constant communications to the EOD relative to restricted access areas and the resumption of normal Airline Drive/airport activities

G. Director of Network and Communications Services

See Section II – Detailed Personnel Responsibilities

H. Directors/Managers of Residential Living

1. Assist police or other emergency personnel with the evacuation of all residents
2. Arrange special services for tenants with disabilities
3. Emergency notifications to residents of impending dangers
4. Provide occupant lists to police or other campus personnel
5. Assist residents with the retrieval of personal property in condemned areas if re-entry is allowed.
6. Assist campus personnel in the re-location of tenants to temporary shelters.
7. Provide emergency information packets to all tenants at move-in

SECTION II

Emergency Response Conditions

TEXAS STATE TECHNICAL COLLEGE WACO

Emergency Response Advisory System

- A. **Condition 1:** General readiness alert - responsible personnel are aware and prepared to respond to the likelihood of increased incidents associated with environmental conditions such as excessively hot or cold temperatures (grassfires, heat strokes, frostbite, etc.).
- B. **Condition 2:** Responsible personnel receive administrative notice to review and prepare to engage emergency procedures in a Condition 2 alert. Examples of emergency situations warranting a Condition 2 alert might include tornado watches, severe storm/flash flood watches, winter storm advisories, movement of hazardous materials near campus, etc.
- C. **Condition 3:** Administrative notice to campus public, all emergency personnel on standby. A Condition 3 alert is notice of a very hazardous emergency situation where the loss of life and/or property is likely. Examples of emergency situations warranting a Condition 3 alert include tornado warnings, severe storm warnings, major structure fires, hazardous materials incidents, etc.
- D. **Condition 4:** A Condition 1 notice signifies the occurrence of a major emergency situation such as a tornado strike, large explosion, severe flooding, aircraft/transportation accident, etc., where the loss of life and or extensive property damage is very likely. Campus communications are immediate and on-going if possible; Emergency Operations Team assembled.

Homeland Security Advisory System

Understanding the Homeland Security Advisory System

The world has changed since September 11, 2001. We remain a nation at risk to terrorist attacks and will remain at risk for the foreseeable future. At all Threat Conditions, we must remain vigilant, prepared, and ready to deter terrorist attacks. The following Threat Conditions each represent an increasing risk of terrorist attacks. Beneath each Threat Condition are some suggested Protective Measures, recognizing that the heads of Federal departments and agencies are responsible for developing and implementing appropriate agency-specific Protective Measures:

1. Low Condition (Green). This condition is declared when there is a low risk of terrorist attacks. Federal departments and agencies should consider the following general measures in addition to the agency-specific Protective Measures they develop and implement:

- Refining and exercising as appropriate preplanned Protective Measures;
- Ensuring personnel receive proper training on the Homeland Security Advisory System and specific preplanned department or agency Protective Measures; and
- Institutionalizing a process to assure that all facilities and regulated sectors are regularly assessed for vulnerabilities to terrorist attacks, and all reasonable measures are taken to mitigate these vulnerabilities.

2. Guarded Condition (Blue). This condition is declared when there is a general risk of terrorist attacks. In addition to the Protective Measures taken in the previous Threat Condition, Federal departments and agencies should consider the following general measures in addition to the agency-specific Protective Measures that they will develop and implement:

- Checking communications with designated emergency response or command locations;
- Reviewing and updating emergency response procedures; and
- Providing the public with any information that would strengthen its ability to act appropriately.

3. Elevated Condition (Yellow). An Elevated Condition is declared when there is a significant risk of terrorist attacks. In addition to the Protective Measures taken in the previous Threat Conditions, Federal departments and agencies should consider the following general measures in addition to the Protective Measures that they will develop and implement:

- Increasing surveillance of critical locations;
- Coordinating emergency plans as appropriate with nearby jurisdictions;
- Assessing whether the precise characteristics of the threat require the further refinement of preplanned Protective Measures; and
- Implementing, as appropriate, contingency and emergency response plans.

4. High Condition (Orange). A High Condition is declared when there is a high risk of terrorist attacks. In addition to the Protective Measures taken in the previous Threat Conditions, Federal departments and agencies should consider the following general measures in addition to the agency-specific Protective Measures that they will develop and implement:

- Coordinating necessary security efforts with Federal, State, and local law enforcement agencies or any National Guard or other appropriate armed forces organizations;
- Taking additional precautions at public events and possibly considering alternative venues or even cancellation;
- Preparing to execute contingency procedures, such as moving to an alternate site or dispersing their workforce; and
- Restricting threatened facility access to essential personnel only.

5. Severe Condition (Red). A Severe Condition reflects a severe risk of terrorist attacks. Under most circumstances, the Protective Measures for a Severe Condition are not intended to be sustained for substantial periods of time. In addition to the Protective Measures in the previous Threat Conditions, Federal departments and agencies also should consider the following general measures in addition to the agency-specific Protective Measures that they will develop and implement:

- Increasing or redirecting personnel to address critical emergency needs;
- Assigning emergency response personnel and pre-positioning and mobilizing specially trained teams or resources;
- Monitoring, redirecting, or constraining transportation systems; and
- Closing public and government facilities.

Be Informed...

Understanding the Homeland Security Advisory System

■ Low Condition

There is a low risk of terrorist attacks. State agencies and private industry should continue general safety measures and consider:

- Reviewing and updating safety and evacuation plans.
- Ensuring personnel receive proper training on implementing safety and evacuation plans.
- Conducting regular risk and security assessments of key infrastructure.

■ Guarded Condition

There is a general risk of terrorist attacks. In addition to the actions recommended under the guarded threat level, agencies should consider:

- Reviewing communication procedures with local first responders and law enforcement officials.
- Providing the public with general safety and awareness information.

■ Elevated Condition

There is a significant risk of terrorist attacks. In addition to the actions recommended under lower threat levels, agencies should consider:

- Increasing surveillance of critical infrastructure and significant locations.
- Coordinating emergency plans as appropriate with nearby jurisdictions.
- Assessing and disseminating information and warnings as appropriate.

■ High Condition

There is a high risk of terrorist attacks. Key state agencies are notified, and regulatory agencies issue appropriate alerts to critical infrastructure, including utilities and medical facilities. State emergency and response resources - such as Texas Task Force I, the State Catastrophic Fire Response Team and statewide bio-lab facilities - are placed on stand-by or recall status. In addition, the Governor's Office will work with federal homeland security officials and coordinate the response of state law enforcement agencies and the Texas National Guard.

■ Severe Condition

There is a severe risk of terrorist attacks. In addition to the actions taken under a high threat level, the State's Emergency Management Council and emergency response resources will be activated. Warnings and threats will be disseminated as appropriate to state agencies and entities controlling critical infrastructure. Large public events will be identified and security will be assessed. State personnel will be redirected as needed to address critical emergency needs.

SECTION III

Unit Plans/Personnel Responsibilities

TEXAS STATE TECHNICAL COLLEGE WACO

Public Safety Crisis Communication Plan

At the onset of a crisis situation the TSTC Public Safety Department (Police) will be the primary responding agency. The Chief of Public Safety, or acting supervisor will be notified. The Chief or acting supervisor will notify the Emergency Operations Director or designee and a decision made as to the response level necessary to contain the situation and or the need to assemble the EOT.

The public safety personnel will assess the nature and level of crisis and keep the Chief informed. The following emergency assistance agencies will be notified by Public Safety Department as warranted as the emergency response assessment continues:

- Ambulance and Medical Assistance
- Special Emergency Response Teams
- TXU-electricity
- Southwestern Bell
- City of Waco
- Fire Department
- And or other affected neighboring police agencies

The immediate securement of safety perimeters and evacuation routes will be determined by Public Safety Department as response assessment and investigation continue. Public Safety may request the assistance of other TSTC personnel (trained in traffic control)-if immediate assistance for evacuation is needed.

Emergency Notification Procedures (Phone, Email, Public Address Systems and/or Door-to-Door Notification) will be activated immediately by TSTC police of any affected and/or involved areas:

- Physical Plant Operations
- Shipping & Receiving Areas
- Dormitories
- Administrative Buildings
- Instructional Buildings
- Airport Tower and Facilities
- TSTC Day Care Areas
- Credit Unions
- Airborne Express
- Raytheon
- Servion

Field assessment information will be provided to the Chief of Public Safety who will continuously update the Emergency Operating Team and the Director of Marketing and Communications.

TEXAS STATE TECHNICAL COLLEGE WACO

Marketing and Communications Crisis Communication Plan

At the onset of a crisis situation, or a situation of potential crisis, the Director of Marketing & Communications or designee should be notified.

The Office of Marketing & Communications will act as the point of contact for all media inquiries in accordance with the Campus Operating Procedure and ensure that the college's message is clearly communicated.

In addition to handling media contacts, the Marketing & Communications staff will act as a CALL CENTER, notifying campus personnel about crises and receiving inquiries coming onto the campus.

Advance Crisis Preparation Check List

- Know and make available to staff the Campus Emergency Plan and crisis policies.
- Maintain current Campus Map and make copies available to media if necessary.
- Maintain current media list for use with Marketing & Communications' Crisis Communication Plan.
- Regularly update the Marketing & Communication phone tree and provide copies to key personnel.

Anticipated Questions

- Type of emergency
- Cause of emergency
- Action being taken
- Number of injuries or deaths
- Amount of damage
- Time
- Location
- Any release of student or staff information must be in compliance with Family Educational Rights and Privacy Act (FERPA) guidelines.

Communication Plan of Action for Condition 4

- Determine potential threat of disaster or crisis
- Provide information on potential threats to the campus community through campus publications and other media

Communication Plan of Action for Condition 3

- Determine level of threat
- Determine what actions are currently being taken.
- Gather information to disseminate to the campus community (Web and e-mail) and area media as appropriate based on the level of threat.
- Notify the Marketing & Communication staff and activate the call center if necessary.
- Notify the switchboard that the call center has been established and where to direct the calls.

Communication Plan of Action for Condition 2

- Determine what has occurred and nature of crisis.
- Determine what actions are currently being taken.
- Notify the Marketing & Communication staff and activate the call center if necessary.
- Notify the switchboard that the call center has been established and where to direct the calls.
- Contact the Webmaster to add notification of the crisis to the Web site.
- Send a campus-wide e-mail.
- Gather information for dissemination to the media as necessary.
- Determine appropriate person(s) to speak with the media about the crisis.
- Monitor the situation and appropriately inform the media of developments. Hold post crisis evaluation meeting.

Communication Plan of Action for Condition 1

- Determine what has occurred and nature of crisis.
- Determine what actions are currently being taken.
- Gather information for dissemination to the campus personnel and students as appropriate based on the level of danger.
- Notify the Marketing & Communication staff and activate the call center.
- Notify the switchboard that the call center has been established and where to direct the calls.
- Contact the Webmaster to add notification of the crisis to the Web site.
- Send a campus-wide e-mail.
- Determine appropriate person(s) to speak with the media about the crisis.
- Monitor the situation and appropriately inform the media.
- Hold post-crisis evaluation meeting.

Media Relations

The media have a job to do and they take their work very seriously. Any attempt to mislead or avoid the press can result in negative publicity to the college. We need to tell our story and tell it often!

1. Act quickly. Reporters have deadlines.
2. Keep your cool. Everyone is under pressure in the event of a crisis.
3. If you don't know the answer to a question, let the reporter know that you don't know but you will find out—and do!
4. If you can't answer the question, explain why. Example: We are still gathering information. Never reply "No Comment!"
5. Eliminate obstacles. Most reporters will assume that you are trying to hide something and work hard to find out what.
6. Always clarify what you are saying and make sure that you are understood.
7. Get the right person in front of the camera or in print. The President or his/her designee speaking out shows that they value the reporter and their time and they are not hiding behind an official statement.
8. Make sure that the same information goes out to all media sources.
9. Get the reporter's name, company name and phone number.
10. Try and have the interview in an area that will look good in a photograph. Be aware of what is in the background.
11. Always emphasize the positive.

TEXAS STATE TECHNICAL COLLEGE WACO

Emergency Operations Plan for Single Student Housing

- I. Assist police or other emergency personnel with the evacuation of all residents
 - A. Assemble Resident Assistants/Community Assistants and other available staff.
 - B. Assign facilities to be evacuated and distribute keys for facilities.
 - C. Evacuate and clear all living spaces.

- II. Arrange special services for tenants with disabilities
 - A. Assign responsibilities to the Disabilities Accommodations Specialist or other designated representative(s).
 - B. Provide Deaf/Disabled Student Services representative(s) with locations of persons with known disabilities (deaf/hearing impaired/visually impaired/physical limitations, etc.).
 - C. Provide transportation or contact transportation provider for persons with physical limitations.

- III. Emergency notifications to residents of impending dangers
 - A. "Notification Statement" will be prepared by Residential Life staff using information provided by the Emergency Operations Team.
 - B. Post "Notification Statement" flyer on the entrance door to each living unit.
 - C. Resident Assistant/Community Assistant staff will post notifications.

- IV. Provide occupant lists to police or other campus personnel
 - A. A designated office staff member (Residential Life – Staff Assistant, Village Oaks – Accountant) will provide resident rosters to necessary campus personnel.

- V. Assist residents with the retrieval of personal property in condemned areas if re-entry is allowed.
 - A. A designated maintenance staff member from Residential Life and Village Oaks will be responsible for coordinating the retrieval of personal property at the respective locations.
 - B. Residents will be escorted to the location (if area is deemed safe) for retrieval or make a written request of the items and location if a decision has been made not to allow students back in residence facilities.

- VI. Assist campus personnel in the relocation of tenants to temporary shelters
 - A. Students will be relocated to one of the following relocation areas:
 1. TSTC Student Recreation Center Gymnasium
 2. Other off-campus locations noted below if available/feasible:

- a. Connally High School Gymnasium
 - b. LaVega High School Gymnasium
 - c. Waco Convention Center
- B. A check-in station will be established and staffed at the location by a member of the Village Oaks staff (Assistant Director) and the Residential Life staff (Staff Assistant).
- C. Transportation for those who are unable to relocate will be provided through the following provides, in order of priority:
- 1. Waco Transit Authority
 - 2. Connally ISD
 - 3. LaVega ISD

VII. Provide emergency information packets to all tenants at check-in

- A. Residents will be provided with emergency information packets at the check-in station at the temporary shelter.
- B. The information will be produced by support staff from Student Services and will use information provided by the Emergency Operations Center.

II. Levels of Enactment

The procedures described above will be enacted for the various condition levels as follows:

Condition 1: No items for action

Condition 2: Items 2 – A/B & 3, – A/B/C

Condition 3: Items 1 – A, 2 – A/B/C, 3 – A/B/C, 4 – A

Condition 4: All items enacted

TEXAS STATE TECHNICAL COLLEGE WACO

Residential Housing Emergency Guidelines

The residents in Residential Housing are comprised of married or single-parent students, employees and others. They are considered domiciled families, and as such, have the right to make independent decisions in the event of emergency situations.

In the case of a disaster, steps will be taken to notify the residents living on campus; notification will depend on the type of disaster. The following are disasters most likely to affect residential housing:

- A. Transportation accidents involving hazardous materials or fires, which occur on the railway or highway.
 - 1. In the case of a hazardous material spill or leak, the affected area of residential housing will be notified by means of a vehicle mounted public address system.
 - 2. Door-to-door notification will be utilized if deemed necessary. Patrolmen or other representatives will be stationed along the evacuation route in order for the residents to proceed in the right direction in an orderly manner.

If the evacuation impacts the entire campus, transportation will be provided for those families who may be without transportation; pick-up locations will be announced at the time of the emergency. The families evacuating in their personal vehicles will be informed of the location of the off-campus emergency center.

An emergency information packet will be given to each family upon move in. This packet will include the emergency evacuation procedures, evacuation route maps, the location of the on-campus emergency center, as well as all other emergency information.

- B. Tornadoes

Residents should listen to the radio or watch the local TV stations in order to keep updated on weather conditions. With the current radar equipment, early notification is possible, and the residents can decide what type action they wish to take. If it is necessary, they need to take cover in a center room or hallway without windows, if possible. A siren warning will be issued when a confirmed tornado is approaching.

The TSTC Waco Campus and Residential Housing fall under the domain of the City of Waco. As warranted, the TSTC Waco Emergency Operations Team will coordinate or cooperate with city officials in responding to certain emergency situations.

Network & Telecommunication Services Emergency Response Procedure

This document defines the actions that the Network & Telecommunication Services Department should take in the event of an emergency situation on the TSTC Waco Campus.

An Emergency situation will be determined by the TSTC Waco Emergency Response Team and / or the President of the College given the circumstances involved in a given situation.

The NTS Department will execute the following actions in the priority order listed:

1. Upon any loss of electrical power or loss of computer network functionality or loss of telephone system functionality, personnel will be dispatched to the main campus switch room to initiate monitoring and / or restoration as required.
2. In the event that a situation involves a malicious threat, call tracing and recording procedures will be initiated and verified.
3. Upon notification of an emergency situation NTS will execute item #1. Also, the Director of NTS will deploy to the Emergency Command Center designated for the event. By default the Emergency Command Center will be located in the Public Safety Conference Room unless designated for one of the alternate locations.
4. The Assistant Director for Network Services will remain in the NTS office and coordinate monitoring or restoration of the computer network functionality.
5. The Assistant Director for Telecommunications will coordinate the monitoring or restoration of the telephone system by deploying to the main switch room or other designated sight as required.
6. Constant communication between the Assistant Director's and the Director will provide status reporting to the Emergency Command Center and the redirection of efforts as required by the situation.

NTS will focus on the restoration of services in the most expedient means possible. Priorities are as follows:

- Basic communication functions, voice (telephone) services.
- Electronic communications – Email.
- Computer Network functions – Colleague & Internet Access.

NTS will assess each situation to determine the extent of damage. The necessary personnel will be employed to correct the situation. Assistance will be employed from local companies or entities as maybe available to restore basic services in the most expeditious means possible. Existing support agreements will be used if applicable.

This procedure will be reviewed annually for revision by the NTS Department or as needed by the TSTC Waco Emergency Response Team.

Airport Emergency Notification Plan

Effective: February 24, 2004

1. **PURPOSE.** To provide operating procedures for airport emergency services to aircraft in distress.

2. The procedures outlined herein are for use in alerting the L-3 Fire Department (hereafter referred to as L-3 ARFF) and the Waco Fire Department (WFD) to emergencies on or in the vicinity of Texas State Technical College Airport (TSTC Airport).

3. **CANCELLATION:** None; initial written Memorandum of Understanding.

4. **RESPONSIBILITIES:** Emergencies requiring Aircraft Rescue Fire Fighting (ARFF) response shall be relayed to the station house by any available means and may be originated by Texas State Technical Air Traffic Control Tower (TSTC / CNW Tower), pilot, owner/operator, the Airport Supervisor or a designated representative. CNW is the abbreviation for Connally, assigned by the FAA to identify the TSTC Tower.

5. **Notification Procedures:**

- a. TSTC (CNW) Tower shall notify L-3 ARFF by using the emergency phone located in the tower cab and /or the WFD by dialing directly to WFD Dispatch by dialing 9-1-1 or by using the WFD mobile unit located in the tower cab.
- b. If the emergency involves an L-3 contracted aircraft, L-3 ARFF is the primary response. If they need assistance, L-3 ARFF will notify the Waco Fire Department or ask the TSTC (CNW) Tower to contact the WFD Dispatch.
- c. If the emergency involves a general aviation aircraft, both departments will be notified for a response. TSTC (CNW) Tower will notify L-3 ARFF and the WFD by the procedures outlined in 5a above.

6. **Descriptions:**

- a. **ALERT I: (Minor Difficulty)**
Indicating an aircraft approaching the airport is in minor difficulty; e.g. feathered propeller, oil leak, etc. The emergency equipment and crews would stand-by at the station house or a predetermined location to receive further instructions.

- b. ALERT II: (Major Difficulty)
Indication that an aircraft approaching the airport is in major difficulty; *e.g.* engine on fire, faulty landing gear, no hydraulic pressure, etc. This could mean that emergency equipment would proceed to a predetermined location to await development of the potential emergency.
- c. ALERT III: (Accident)
Indicating an aircraft has been involved in an accident on or near the airport and emergency equipment should proceed immediately to the scene.
- d. ALERT IV: (Other Emergency Incidents)
Bomb incident, hi-jack, sabotage, theft, or structural fire.

7. Additional Information:

- a. Type and size of aircraft.
- b. Runway assignment and direction of approach.
- c. Nature of the emergency.
- d. Number of souls on board.
- e. Fuel on board (flight time, pounds, or gallons).
- f. Distance and/or time from airport.
- g. Both ARFF departments have the TSTC (CNW) Tower frequency 121.7 and the WFD radio frequency 5A and 5B. TSTC Tower has WFD frequencies 5A and 5B on the mobile unit located in the tower. Radio communications between the two ARFF teams shall be established to communicate the need for additional help, cancel a response, or monitor the emergency for appropriate action.
- h. L-3 ARFF, Waco Fire Department personnel, or the Airport Supervisor or designated representative may communicate directly to the aircraft in distress after coordinating with TSTC (CNW) Tower.
- i. All ARFF and emergency vehicles shall coordinate with the TSTC (CNW) Tower before proceeding across runways, to an aircraft in distress, or to the accident scene on the TSTC Airport.

SECTION IV
State Office of Risk Management
Emergency Response Protocols

STATE OFFICE OF RISK MANAGEMENT

Introduction

A wide variety of disaster scenarios potentially pose a threat to the citizens of Texas on any given day. Tornadoes, flash floods, hurricanes, chemical spills, and even terrorist activities are a few of the natural or man-made calamities that demand consideration and organized response capabilities.

The State Office of Risk Management recognizes these risks and the need to have reliable information readily available for assistance. Displayed on this web site is a series of topic buttons that will lead to concise definitions, actions to take, and, where appropriate, Internet links for procedural guidance in many anticipated disaster situations.

These Emergency Response Protocols are intended to provide quick-reference information in rapidly changing environments. Due to the unusual circumstances encountered in disaster situations (loss of electrical power, telephone service, etc.), it is highly recommended that these pages be printed and maintained in a readily accessible Emergency Response binder.

Anthrax Protocol

A suspicious substance which may be Anthrax has been discovered in your facility:

Step One. Clear and secure the contaminated area.

Prior to the arrival of the emergency responders, clear the room or area where the suspicious material is located. If possible, close appropriate doors. Keep in mind that this is a potential crime scene. **Do not** touch or disturb anything.

Step Two. Call 911

All emergency response actions are coordinated by your local authorities. These include sealing/containing the area, obtaining samples of the substance, testing/identifying the substance, contacting federal authorities (if necessary), and attending to those individuals who may have been exposed.

Step Three. Everyone potentially exposed should wash thoroughly (shower if necessary) to eliminate possible anthrax spores from skin.

Step Four. Identify all individuals who may have been exposed to the material.

Authorities will need to speak with anyone who handled the material (or package) and obtain the identity of anyone potentially exposed (for testing purposes). Testing must proceed rapidly to be effective. Do not let anyone leave the premises until dismissed by authorities.

Step Five. Remain calm and await further instructions.

Step Six. Document the incident.

Bomb Threat Protocol

The majority of bomb threats that are called in to targets are made with the intent of disrupting normal business. **However, every bomb threat must be considered real until investigated to ensure the safety of building occupants.** Normally, the call will be very brief, but if you do get a call, attempt to keep the caller on the line:

- A. Refer to the ATF Bomb Threat checklist (order this checklist from the Bureau of Alcohol, Tobacco, Firearms and Explosives) and try to get as much information as possible or for quick reference, use the DPS Capitol Police District checklist (Texas Department of Public Safety).
- B. Upon hanging up, immediately call **911** and give specific details. If possible, use a confidential manner of communication to reduce the possibility of panic.
- C. Next, notify the Executive Director that a bomb threat has been received.
- D. If the Executive Director is not available, then contact the next available person in this order:
 1. General Counsel.
 2. Risk Manager.
 3. Safety Officer.
- E. The Executive Director or his/her designate, in consultation with the staff above, makes the decision whether to evacuate the building.
- F. An announcement is made over the public address system in this manner: "**May I have your attention please? An emergency has been reported. Please evacuate the building by proceeding to the nearest stairwell and exit the building.**"
- G. Make a quick visual sweep of your area for any unusual items and proceed to the same designated gathering area identified in your Building Evacuation plan.

Building Evacuation Protocol

Continuous sounding of the fire alarm speakers and the flashing of the fire alarm strobe lights located on **your** floor shall be the signal for **immediate evacuation** from the building.

- A. **Evacuate the building** immediately according to your evacuation route.
- B. **Stop what you are doing and walk**, do not run, to the primary or alternate stairwell. Close all doors behind you.
- C. **Use the stairs.** Do not use the elevators. If the power fails, you may become trapped in the elevator. During fire alarms, elevators are taken out of service and returned to the ground floor.
- D. Once evacuated, **proceed to your designated gathering area.**
- E. **Report** to your supervisor for a **headcount.** Visitors must report to the receptionist for headcount.
- F. Do not re-enter the building until the **all-clear** announcement is given by the emergency coordinator.
- G. Fire wardens will assist in the evacuation process, and:
 - 1. Ensure work areas are evacuated and doors are closed, not locked.
 - 2. Ensure rest rooms are evacuated.
 - 3. Coordinate assistance for injured or incapacitated personnel.
 - 4. Report to the emergency coordinator on evacuation status* and employees requiring assistance.
- **Fire wardens will confirm evacuation status with supervisors or section managers.**

Crisis Counseling

Natural and man-made disasters normally occur with little or no warning. Entire communities or single buildings/residences can be affected. Even if the disaster does not touch you or your family directly, feelings of loss, sadness, or any other wide-ranging emotional aftereffects may occur. These reactions are normal.

The emotional effects of disaster can be overwhelming and severely test our ability to continue with our daily lives. It is the ability to cope with this emotional stress that allows us to go on and rebuild our lives. However, we are all individuals, and because of that individuality, we do not handle emotional stress in the same manner. Because of this, it is important to know there are professionals readily available to assist in our time of duress.

As directed in the State of Texas Disaster Plan, the Texas Department of Mental Health & Mental Retardation (TXMHMR) is mandated to provide crisis-counseling staff during a state or federally declared disaster. To meet this task, the TXMHMR maintains a readiness capability through a cadre of disaster-trained mental health staff, as well as other state and community mental health resources.

For more information regarding the TXMHMR Disaster Assistance Program (DAP), visit their web site at TMHMR. Disaster Assistance Program personnel can be contacted by phone at (512) 206-5993.

2-1-1 Texas is part of a growing statewide network partnership that provides easy access for referrals on non-emergency health, human and disaster-related services. By dialing the new abbreviated code of 2-1-1, you can connect with one of several Area Information Centers (AIC's) located across the state. Each AIC will be able to provide free information on the health and human resources available in your community.

Fire Emergencies

All agency employees should be familiar with the locations of fire extinguishers and fire alarm pull stations. Fire extinguishers are located in each hallway and you need to learn the location of the nearest extinguisher. **Do not attempt to fight a fire before activating the fire alarm pull station and calling the fire department.**

- A. If a fire is discovered inside the building:
 1. **Activate** a fire alarm pull station. Follow the instructions on the pull station. Make sure the handle is pulled all the way down and released.
 2. **Notify** the **fire department at 911**. Give exact location (building name, address, floor, etc.).
 3. **Evacuate** the building using the Building Evacuation instructions.

- B. Personal safety and safety of others are the most important factors when deciding when to fight a small fire. Considerations for using the portable fire extinguisher:
 1. If it is a small, contained fire (e.g., wastebasket).
 2. If unable to extinguish in 15 seconds, **leave the area**. If possible, close off the area.

- C. If the decision is to use the fire extinguisher, follow these operating instructions by remembering the **PASS** word:
 1. **Pull** the pin.
 2. **Aim** extinguisher nozzle at the base of the fire (approach no closer than 8 feet from the fire).
 3. **Squeeze** trigger while holding the extinguisher upright.
 4. **Sweep** the extinguisher from side to side, covering the area of the fire with extinguishing agent.

- D. If there is a fire **outside the building**, call 911 and report the fire. **Do not activate the fire alarm system.**

Hazardous Materials

Whether a release of hazardous materials is the result of an industrial mishap, transportation accident, natural phenomenon, or terrorist act, an emergency of this nature could occur so rapidly that it might be impossible to safely evacuate the zone of contamination. In addition, Emergency Management agencies may not be able to respond effectively to control the event or be able to advise the general public in a rapid manner.

If a hazardous situation of this nature threatens your immediate vicinity, the most important thing to remember is to take action quickly. During an airborne contaminant emergency, you should go inside to your Shelter-in-Place and monitor local emergency broadcast systems. Remain calm and follow all emergency broadcast instructions.

Additional resources and information are available at:

Federal Emergency Management (FEMA) Fact Sheet

Texas Homeland Security

Citizen Corps (a component of USA Freedom Corps)

Medical Emergencies

In the event of an injury or health emergency:

- A. Any staff member who is first aware of, or is made aware of, an injury or medical emergency should immediately take charge and assess the situation as quickly as possible. This is an important step in that the following action items may have to be performed almost simultaneously:
 1. Clear the area of unnecessary personnel.
 2. Assign someone to find and inform one of the First-Aid Assistance Contact Personnel listed on the bulletin boards throughout the agency.
 3. If the situation warrants, assign a specific person to call **911**. In most cases, this will be an individual judgment call. However, as a general guide, the following symptoms or visible conditions are sufficient criteria to obtain EMS assistance:
 - a. Unconsciousness;
 - b. Suffocation or breathing difficulties;
 - c. Severe pain (or pain/pressure in chest);
 - d. Severe bleeding;
 - e. Any other life-threatening or permanently disabling injury or illness.
- B. Try to make the injured or ill as comfortable as possible. Unless you are trained in basic first aid, do not render treatment. You might complicate the situation or cause additional injury.
- C. Once someone with a higher level of medical ability arrives at the scene, relinquish control and stand by to assist or follow that individual's instructions.
- D. If 911 is called, have someone meet the EMS vehicle and escort the crew to the scene.

Additional resources for medical emergencies include:

- Occupational Safety and Health Administration (OSHA)
- Texas Department of Health Bureau of Medical Management's pamphlet "When Minutes Count" (PDF file)

Severe Weather Protocol

In the event of threatening, severe weather, the following steps should be taken:

1. Local emergency management will notify the head of the agency with the recommended emergency action.
2. In the event of limited response time, follow the **Take Shelter** emergency instructions (see below).
3. **Do not activate** the fire alarm system.

Follow these instructions when **Take Shelter** is announced:

1. Proceed to the inside hallways of your floor.
2. **Do not use the elevators under any circumstance.** If the power fails, the elevators will stop immediately, trapping the occupants.
3. Once in the inside hallways, kneel facing the wall and protect the back of the head and neck areas with your hands and forearms until the danger has passed.

Hallways that are acceptable **Take Shelter** areas are the fire exit corridors (inside hallways). In addition, offices that do not have any windows are considered acceptable areas. Hallways located in or near atriums are not acceptable areas.

Shelter-In-Place

Although remote, the possibility exists for a sudden release of dangerous, airborne contaminants that are immediately hazardous to the general public. Potential types of widespread, airborne contaminants could range from chemical materials to biological agents or radioactive particles. A released material might be in the form of a solid, liquid, or a gas, and could be colorless and odorless. As a result, you may not even be able to see or smell the danger.

Whether a release is the result of an industrial mishap, transportation accident, natural phenomenon, or terrorist act, an emergency of this nature could occur so rapidly that it might be impossible to safely evacuate the zone of contamination. In addition, emergency management agencies may not be able to respond effectively to control the event or be able to advise the general public in a rapid manner.

If a hazardous situation of this nature threatens your immediate vicinity, the most important thing to remember is to take action quickly. During an airborne contaminant emergency, you should go inside and stay put. This action is commonly called **Shelter-in-Place**. Familiarize yourself with this procedure and be prepared to implement it in your agency, business, or home.

The Federal Emergency Management Administration (FEMA) states: "**Shelter-in-Place** means to stay indoors - in homes, schools, businesses, or public buildings. It includes additional precautions such as turning off air conditioners and ventilation systems, and closing all windows and doors. **Shelter-in-Place** can be used when there is little time to react to an incident, and it would be more dangerous to be outside trying to evacuate than it would be to stay where you are."

The intent of **Shelter-in-Place** is to minimize the amount of outside air that enters your chosen location and await further instructions (from authorities) indicating the crisis (and danger) has passed. Keep in mind that you must be prepared in the event the crisis lasts for a prolonged period of time.

IMPORTANT: Shelter-in-Place materials must be assembled and ready for use before the need to utilize them arises.

How to **Shelter-in-Place** (seal a building/room so contaminants cannot enter):

- Turn off ventilation systems.
- Close and lock windows and doors.
- Seal gaps under doorways and windows with wet towels and duct tape.
- Seal gaps around window and air conditioning units, bathroom and kitchen exhaust fans, and stove and dryer vents with duct tape and plastic sheeting, wax paper, or aluminum wrap.
- Close fireplace dampers.

- Choose a centralized location and close off nonessential rooms.
- Make sure you choose an area that has a telephone, water, a toilet, and can be sealed easily. In the home, a bedroom is an excellent choice.

Also: Develop a checklist of items necessary to implement this procedure. These items would include (but are not exclusively limited to) the following:

- Supply of bottled water (a gallon a day per person).
- Battery-operated radio and spare batteries.
- Flashlight(s) and spare batteries.
- First-aid kit with scissors.
- Duct tape, plastic sheeting, and towels (for sealing windows and doors).
- Nonperishable food (and a non-electric can opener).
- Essential medicines/prescriptions.
- Cash and credit cards.

This basic list would be applicable to a **Shelter-in-Place** in the workplace or at home.

For more information about **Shelter-in-Place** procedures, assembling a disaster kit, or making preparations to evacuate an area, check out these links to some selected Emergency Response Organizations.

SECTION V
Emergency Contact Numbers

TEXAS STATE TECHNICAL COLLEGE WACO

Emergency Operation Team

	Home Phone	Cell Phone
Elton Stuckly	254-829-3141	254-722-9073
Charles Reed	254-666-5001	254-315-4135
Eliska Flores	254-666-9313	254-722-0786
Fred Khozein	254-772-1204	254-744-7001
Donny Harland	254-412-2340	254-379-6153
Dana Baer	254-420-4384	254-717-5374
Dale Norwood	254-881-7427	254-709-0670
Jan Osburn	254-829-0591	254-855-5752
Kari Espin		254-733-6396
Pam Price	254-666-2342	254-744-0076
Rhett Reddell	254-582-1257	254-855-1545
Dan Rowan	254-829-2394	254-717-0601
Michelle Rachels	254-235-8180	254-495-7111
Sammy Rhodes	254-799-0501	254-495-1339
Genny Dunn	254-799-9233	254-498-0064
Carrie Gayeske	254-751-0516	254-405-0551
Alexis Neumann	254-666-7424	254-366-3599

III. Position	Cell Phone	Home Phone	Two-way Radio	Pager
Director – Dale Norwood	254.709.0670	254.799.1254	Yes	No
Assistant Director, Network – Janice Otto	254.709.2020	254.822.1980	Yes	No
Assistant Director, Telecommunication – Jake Beaver	254.709.6316	254.666.9914	Yes	No
Network Supervisor – Janice Otto	254.709.0252	254.822.1748	Yes	No
Telecommunication Supervisor – Don Shriver	254.709.0252	254.863.5409	Yes	1.800.299.4099 #6701
On-Call Technician 1 Network – Rotating Duty Officer	254.709.0328		Yes	No
On-Call Technician CTEN – James Watson	254.709.0505	254.826.0270	Yes	No
GroupWise Email – Cory Chappell	254.709.0592	254.754.1734	Yes	No

SECTION VI
Campus Evacuation Routes
and
Emergency Information Centers

EMERGENCY INFORMATION CENTERS

Red Evacuation Route

Located inside the John B. Connally Auditorium

Gold Evacuation Route

Located inside the Industrial Technology Center, Foyer

Maroon Evacuation Route

Located inside the Basic and Advanced Technology Center, Lab Area (Diesel Technology)

Green Evacuation Route

Located inside the Student Recreation Center, Gymnasium

Note: These areas can also serve as designated pick up areas or emergency shelters. Volunteers and communication capabilities will need to be arranged.