

ALL HAZARDS EMERGENCY PLAN



**SOUTH TEXAS
COLLEGE**

TABLE OF CONTENTS

| | |
|--|----|
| RECORD OF CHANGES | 2 |
| OVERVIEW | 2 |
| PLANNING APPROACH | 2 |
| PURPOSE OF THE PLAN | 3 |
| EXPLANATION OF TERMS | 4 |
| ACRONYMS | 5 |
| OBJECTIVES AND GOALS | 5 |
| CONCEPT OF OPERATIONS | 6 |
| LINE OF COMMUNICATION AND SUCCESSION | 6 |
| CRISIS MANAGEMENT TEAM | 7 |
| CRISIS MANAGEMENT TEAM RESPONSIBILITIES | 8 |
| INCIDENT COMMAND TEAM | 9 |
| PLAN DEVELOPMENT, REVIEW AND MAINTENANCE | 9 |
| LEVELS OF EMERGENCY AND RESPONSE | 10 |
| EMERGENCY PLAN ACTIVATION | 12 |
| AUTHORITIES AND REFERENCES | 12 |
| COLLEGE PROFILE | 13 |
| HAZARD IDENTIFICATION | 13 |
| HAZARDS PROFILE AND ASSESSMENT | 13 |
| PREVENTIVE AND MITIGATION MEASURES | 13 |
| EMPLOYEE AND STUDENT RESPONSIBILITY | 13 |
| COMMUNICATIONS | 13 |
| EMERGENCY PUBLIC INFORMATION | 14 |
| EVACUATION RESPONSIBILITIES | 14 |
| SPECIAL POPULATIONS | 15 |
| SOUTH TEXAS COLLEGE BEHAVIORAL INTERVENTION TEAM | 15 |
| EMERGENCY CONTACT NUMBERS | 15 |
| RESPONSIBILITIES OF CRISIS MANAGEMENT TEAM, INCIDENT COMMAND TEAM AND OTHER RESPONDERS | 15 |
| SPECIFIC EMERGENCY PROCEDURES | 18 |
| APPENDIX A: HURRICANE, TORNADO & SEVERE WEATHER PROCEDURES | 25 |
| APPENDIX B: BOMB THREAT CHECKLIST | 42 |
| APPENDIX C: HURRICANE DISASTER PREPAREDNESS PAY PROCEDURES | 43 |

RECORD OF CHANGES

2012: Paul Varville, Chief Administrator - Department of Public Safety

- Merging of Disaster Plans into a comprehensive All Hazards Emergency Plan

September 2015: Ken Lyons, Risk Manager

- Complete reformat and update of All Hazards Emergency Plan
- Added APPENDIX C: Hurricane Disaster Preparedness Pay Procedures

January 2018: Ken Lyons, Risk Manager

- General formatting / revised hyperlinks
- Updated Crisis Management Team (CMT) Organizational Chart
- Updated Incident Command Team (ICT) Organizational Chart
- Updated Departmental Procedures For Severe Weather (CMT & Department of Public Safety)

October 2019: Ken Lyons, Risk Manager

- General formatting / revised hyperlinks
- Updated Crisis Management Team (CMT) Organizational Chart
- Updated Incident Command Team (ICT) Organizational Chart

2020: Ken Lyons, Risk Manager

- “Specific Emergency Procedures Section D: Violent or Criminal Behavior” replaced with “Active Shooter(s)” information
- Updated Crisis Management Team (CMT) and Incident Command Team (ICT) Organization Charts
- Updated STC Police Department phone number

OVERVIEW

South Texas College was created as a community college on September 1, 1993 by Texas Senate Bill 251 to serve Hidalgo and Starr Counties. It is the only community college in Texas to be established by the Texas State Legislature. The college has expanded to 5 campuses located in two Texas counties and three cities and currently serves more than 30,000 students with faculty and staff exceeding 2,000.

PLANNING APPROACH

South Texas College adheres to the precepts of the National Incident Management System (NIMS) and the Incident Command System (ICS). In addition to an integrated approach to planning, this All Hazards Emergency Plan is based on the framework of the four interconnected phases of emergency management: Prevention / Mitigation, Preparedness, Response, and Recovery:

Prevention/Mitigation - Intended to eliminate hazards where possible and if not, reduce the impact of hazards that would cause an emergency situation.

Preparedness - To develop the response capabilities needed in the event of an emergency. Preparedness is everyone’s responsibility. Each department of the college is responsible for the development of plans and procedures to assist in the overall implementation and maintenance of the college-wide emergency plan. Among the preparedness activities included in the emergency management program are:

- Emergency planning, including maintaining this plan
- Conducting or arranging appropriate training for emergency responders, emergency management personnel, and others who assist in carrying out this plan during emergencies
- Participation in Emergency Response Training conducted periodically by the Director of Security

Response – to an emergency is intended to resolve a situation while minimizing casualties and property damage. Response activities include warnings, emergency medical services, firefighting, law enforcement operations, evacuation, shelter and mass care, search and rescue, as well as other associated functions.

Recovery – involves short-term and long-term efforts. The South Texas College Crisis Management Team is the policy group that will provide general guidance to the South Texas College Incident Command Team. Short-term operations seek to restore vital services to the college community and provide for the basic needs of student, faculty and staff. Long-term recovery focuses on restoring the college to its normal state. The federal government, pursuant to the Stafford Act, provides the vast majority of disaster recovery assistance. The recovery process includes assistance to individuals, businesses, and government and other public institutions.

PURPOSE OF THE PLAN

The purpose of the All Hazards Emergency Plan is to describe the coordinated response and recovery to a range of natural and man-made occurrences with the potential to disrupt normal operations of the College and threaten the safety of students, faculty, and staff. This plan contains 4 short and long-term strategies for implementing all hazards integrated management:

- Identify opportunities for enhancing coordination and communication within the college, as well as with state / local agencies and industry partners
- Provide training, education, and outreach to enhance core competencies for safety, security, and emergency preparedness throughout the college
- Promote continuous improvement in safety, security, and emergency preparedness
- Develop and implement continuous improvement and innovation goals for the management of existing and future programs and projects through data collection, analysis and coordinated program reviews

These strategies are grounded in the all hazards management approach to safety and security throughout South Texas College. In this approach, programs and projects are integrated (meaning regular communication and coordination of common concerns, strategies, and effective practices for all safety, security, and emergency management activities to ensure that improvements in one area do not duplicate or diminish functionalities in another area).

For South Texas College, severe weather hazards pose the most probable threat of emergency conditions. Using this as a basis for planning, the following assumptions are incorporated into this plan:

- The majority of students and employees have cell phones that can be used for emergency notification
- An emergency may occur any time of the day or night, weekend or holiday, with little or no warning
- The succession of events in an emergency is unpredictable; therefore, the All Hazards Emergency Plan serves as a guide which may require modifications in order to meet the requirements of the emergency
- Critical lifeline utilities may be interrupted, including water delivery, electrical power, telephone communications, radio systems, cellular phones, and information systems
- Regional and local services may not be available
- Major roads, overpasses, bridges, and local streets may be damaged
- Buildings and structures, including homes, may be damaged
- Structural damage may cause injuries and displacement of people

- Suppliers may not be able to deliver materials
- Contact with families and households in the college community may be interrupted
- Individuals may become stranded at the College and conditions may be unsafe to travel
- A disaster that affects the college will likely affect the surrounding community; therefore, city, county, and federal emergency services may not be available
- The college will not receive outside assistance in rapid damage assessment and will need to conduct its own situation analysis and deployment of on-site resources and management of emergency operations while emergency conditions exist
- Communication and exchange of information will be one of the highest priorities for the South Texas College Crisis Management Team and the South Texas College Incident Command Team
- In the event of an emergency, communications between campuses may be impaired or lost; The STC Crisis Management Team will establish a designated emergency operations center (EOC)

EXPLANATION OF TERMS

CRISIS MANAGEMENT TEAM (CMT)

A designated team of administrators of the college that makes policy decisions in responding to a crisis at the college.

INCIDENT COMMAND TEAM (ICT)

A designated team of college employees who apply their expertise in specific college functions to responding to crisis situations.

EMERGENCY OPERATIONS CENTER (EOC)

A location designated near an incident where command and control of the incident takes place.

PUBLIC INFORMATION OFFICER (PIO)

A designated representative of the college who disseminates accurate information to the public during emergency situations.

HAZARDOUS MATERIAL (HAZMAT)

A substance in a quantity or form posing an unreasonable risk to health, safety, and/or property when manufactured, stored, or transported. The substance, by its nature, containment, and reactivity, has the capability for inflicting harm during an accidental occurrence.

INTER-LOCAL AGREEMENTS

Arrangements, including memorandums of understanding between South Texas College and governments or organizations, either public or private, for reciprocal aid and assistance during emergency situations where the resources of a single jurisdiction or organization are insufficient or inappropriate for the tasks that must be performed to control the situation.

STANDARD OPERATING PROCEDURES (SOP)

Approved methods for accomplishing a task or set of tasks.

EMERGENCY SITUATION

As used in this plan, this term is intended to describe a range of situations, from a minor emergency to a major disaster.

ACRONYMS

The following is a representative list of acronyms for titles, organizations, functions, teams, committees, and materials that may be encountered during an incident or in responding to an incident at South Texas College:

| | |
|--------------|---|
| ARC | American Red Cross |
| BIT | Behavioral Intervention Team |
| BR | Building Responder |
| CERT | Community Emergency Response Team |
| CFR | Code of Federal Regulations |
| SC | An administrator overseeing one of South Texas College campuses |
| DOS | Director of Security |
| EHS | Environmental Health and Safety |
| EMS | Emergency Medical Services |
| EOC | Emergency Operations Center |
| FBI | Federal Bureau of Investigation |
| FEMA | Federal Emergency Management Administration |
| IC | Incident Commander |
| ICS | Incident Command System |
| LLEA | Local Law Enforcement Agency |
| NIMS | National Incident Management System |
| NRC | National Response Center |
| NRT | National Response Team |
| NWS | National Weather Service |
| OSHA | Occupational Health and Safety Administration |
| PIO | Public Information Officer |
| RACES | Radio Amateur Civil Emergency Service |
| SOP | Standard Operating Procedures |
| TAT | Threat Assessment Team |

OBJECTIVES AND GOALS

The goals of the South Texas College All Hazards Emergency Plan are as follows:

- To provide maximum safety and protection for students, faculty, staff, and visitors
- To ensure that all individuals requiring medical attention in an emergency situation are attended to promptly and efficiently
- To provide a chain of command to enable maximum use of resources, within South Texas College and local community, and business partners
- To maintain or restore essential services as quickly as possible following an emergency incident or disaster
- To protect property, facilities, and equipment

CONCEPT OF OPERATIONS

The South Texas College All Hazards Emergency Plan is designed to provide a framework and guidance for a coordinated response to minor emergencies, major emergencies, and disasters. The plan is an “all-hazards” document containing concepts, policies, and procedures that apply regardless of the nature or origin of an emergency or disaster, and it is not designed to address unique conditions that result from a particular hazard or event. The plan does, however, provide a framework within which emergency operations staff and other relevant college staff work together in responding to an emergency and provides for the critical functions and roles during a disaster response. The plan is based on the Incident Command System (ICS), a management structure adopted throughout the U.S. and international communities and the National Incident Management System (NIMS).

LINE OF COMMUNICATION AND SUCCESSION

For emergencies requiring a college response, staff members will follow NIMS Incident Command protocol. The Incident Command Team Commander is in charge of the response and staff report to the Incident Commander for the duration of the response. The Incident Commander is the South Texas College Chief of Police (Lt. Ruben Suarez). If the Chief of Police is not able to act in this capacity, the designated alternate will fill the position. When incidents require first responders, a unified command structure led by the first responders will be formed. The South Texas College Incident Commander will transfer command to the Unified Command. When the incident response is concluded, command will be transferred back to the South Texas College Incident Commander.

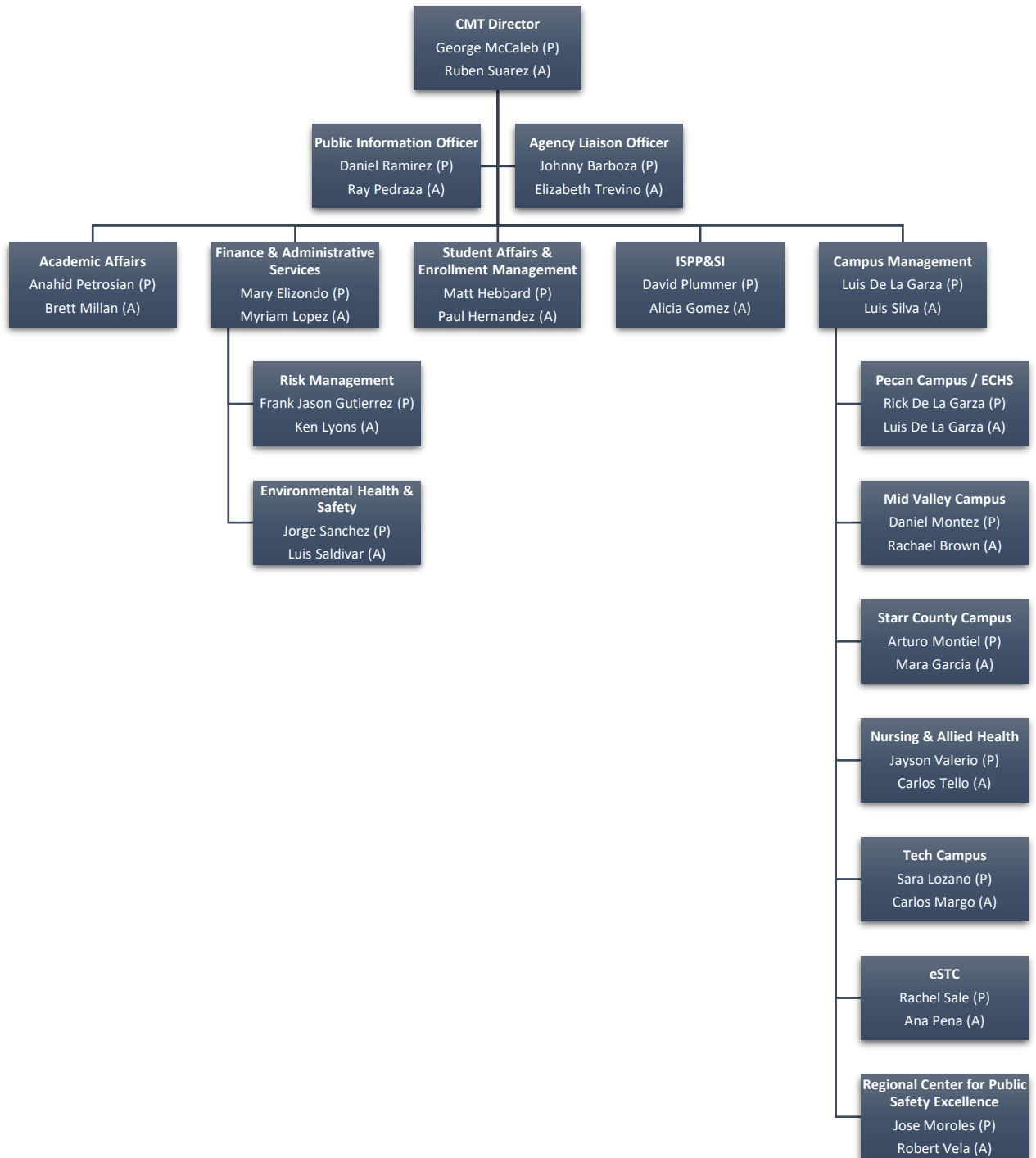
The line of succession for the South Texas College Incident Command Team is designated by the South Texas College Crisis Management Team and is as follows:

- Chief of Police (Lt. Ruben Suarez)
- Director of Facilities Operations & Maintenance (George McCaleb)

The lines of succession for each department will be in accordance with the SOPs established by those departments.

CRISIS MANAGEMENT TEAM

The South Texas College Crisis Management Team (CMT) is composed of administrators who review the crisis and make decisions on the necessary immediate response including closing the College.



(P) – Primary
(A) – Alternate

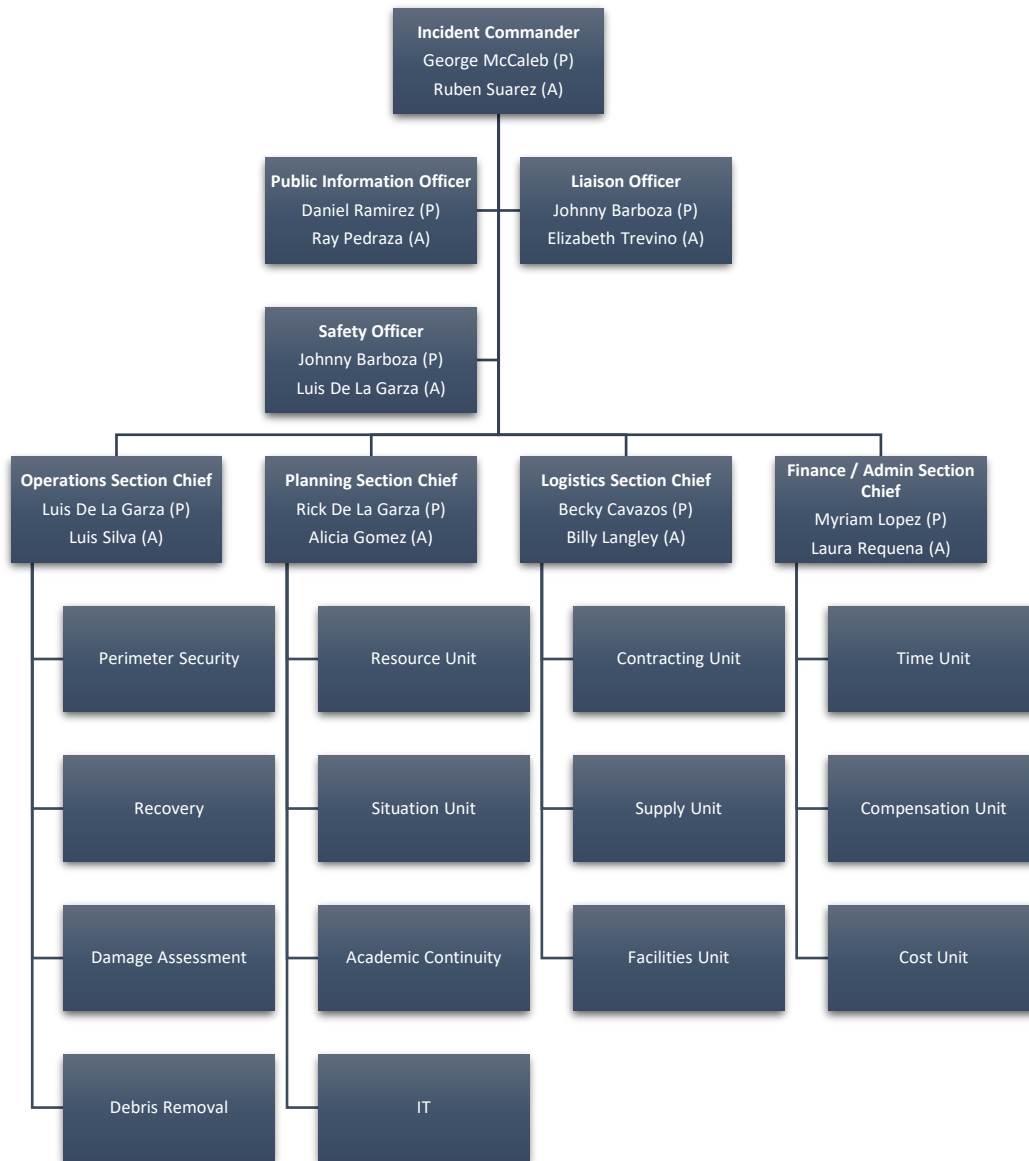
CRISIS MANAGEMENT TEAM RESPONSIBILITIES

The general responsibilities of the CMT are to:

- Assemble accurate information on the emergency situation and current resource data
- Determine and prioritize required response actions and coordinate implementation, working with representatives of emergency services
- Provide resource support for emergency operations
- Suspend or curtail services, or recommend the closure of campuses and the cancellation of public events
- Organize and activate large-scale evacuation and mass care operations
- Provide emergency information to students, faculty, and staff

INCIDENT COMMAND TEAM

The South Texas College Incident Command Team (ICT) is activated when the crisis appears to be ongoing and there is a need to repair or replace facilities, obtain temporary facilities, and/or replace human resources.



PLAN DEVELOPMENT, REVIEW, AND MAINTENANCE

The South Texas College All Hazards Emergency Plan will be reviewed annually and revised as appropriate and necessary. The Risk Manager (in conjunction with the Chief of Police and Director of Facilities Operations & Maintenance) is responsible for plan changes, updates, and revisions and will ensure that plan changes are communicated and distributed appropriately.

Interim revisions will be made when one of the following occurs:

- A change in a college site or facility configuration that materially alters the information contained in the plan or materially affects implementation of the plan
- A material change in response resources
- An incident occurs that requires a review
- Internal assessments, third party reviews, or experience in drills or actual responses identify significant changes that should be made in the plan
- New laws, regulations, or internal policies are implemented that affect the contents or the implementation of the plan
- Other changes deemed significant

LEVELS OF EMERGENCY AND RESPONSE

South Texas College defines and classifies emergencies using a three-level system. Each classification or level of emergency has a corresponding level of response, according to increasing severity. The severity of an incident will be identified by the Incident Commander or the first qualified individual to arrive at the scene of the incident. The severity level of the incident may increase or decrease during response activities, requiring the level of response to be adjusted. The severity of an incident is determined by the threat to the safety of the college community and property, as well as the ability of the college to manage the incident.

| Level 1 Emergency | Level 1 Response |
|---|---|
| <p>A minor emergency situation that is limited in scope and potential effects that involves:</p> <ul style="list-style-type: none"> • A limited area and/or limited population • An evacuation or in-place sheltering, typically limited to the immediate area • The provision of warnings and public instructions in the immediate area • Incident management by one or two local response agencies or departments acting under the IC, with requests for resource support being handled through agency and / or departmental channels and limited external assistance from other local response agencies or contractors | <p>Level 1 incidents / events are the least severe of the three levels of emergencies. Normal college response services will be able to deal with the incident / emergency without activation of an EOC. The incident may involve minor injury to members of a college or campus community and minor damage to district facilities, and affect a single localized area.</p> |

| Level 2 Emergency | Level 2 Response |
|---|---|
| <p>A major emergency situation that is larger in scope and more severe in terms of actual or potential effects than a Level 1 Emergency. Characteristics of a Level 2 Emergency include:</p> <ul style="list-style-type: none"> • A large area, significant population, or important facilities • The implementation of large-scale evacuation or in-place sheltering, and implementation of temporary shelter and mass care operations • College wide warning and public instructions • A multi-agency response operating under the IC • External assistance from other local response agencies, contractors, and limited assistance from state or federal agencies • Activation of the ICT and EOC to provide general guidance and direction, coordinate external support, and provide resource support for the incident. | <p>Level 2 incidents / events require activation of the EOC. Coordination between several college departments will be required for an effective response to the incident. The incident may result in major damage to college facilities or severe injury to members of the campus community. A Level 2 incident may affect one or more areas of the college campuses.</p> |

| Level 3 Emergency | Level 3 Response |
|---|---|
| <p>A disaster involving the occurrence or threat of significant casualties and/or widespread property damage that is beyond the capability of the college and local government to handle with its resources. A Level 3 Emergency involves:</p> <ul style="list-style-type: none"> • A large area, sizable population, and/or important facilities • The implementation of large-scale evacuation or in-place sheltering, and implementation of temporary shelter and mass care operations • Community-wide warning and public instructions • Response by multiple local response agencies operating under one or more IC(s) • Significant external assistance from other local response agencies, contractors, and extensive state or federal assistance • Activation of the ICT and EOC to provide general guidance and direction, provide emergency information to the public, coordinate state and federal support, and coordinate resource support for emergency operations | <p>Level 3 incidents are those in which disaster conditions are present. Response will require activation of numerous EOCs and activation of the ICT. A Level 3 incident may result in major damage to several district facilities, mass casualties, and severe injury to members of the college community. The incident will not be localized to a single area and may affect the entire college. The district may need to request assistance from several external support teams at the local, state, and federal level in order to properly respond to the incident.</p> |

EMERGENCY PLAN ACTIVATION

An emergency is an unplanned event or incident that can shut down operations, cause physical or environmental damage, cause significant injury or death to employees, students, visitors, or the public, or threaten the public image of South Texas College. Emergency management is the process of preparing for, mitigating, responding to, and recovering from an emergency. The South Texas College All Hazards Emergency Plan is the cornerstone of this process and provides for a coordinated response and a clear line of command. The following will trigger implementation of this emergency operations plan:

- Decision by the College President and VP-ISPP&SI, VP-FAS, Chief of Police, Director of Facilities Operations & Maintenance, and Crisis Management Team

Should an emergency occur requiring the activation of this emergency plan, the CMT will meet to assess the situation and an EOC may be established. If the incident requires an immediate response, the South Texas College Incident Commander will begin the response prior to the activation of the emergency plan.

Communication concerning the activation of the emergency plan, the establishment of the EOC, and pertinent ongoing messages concerning the emergency will be sent through the South Texas College RAVE Emergency Alert system to inform employees and students in the affected areas. The communication will include instructions for action.

AUTHORITIES AND REFERENCES

The following laws and other source documents establish the legal basis for the All Hazards Emergency Plan responsibilities of South Texas College.

Federal

- Robert T. Stafford Disaster Relief & Emergency Assistance Act (as amended), 42 USC§ 5121
- Emergency Planning and Community Right-to-Know Act, 42 USC Chapter 116
- Emergency Management and Assistance, 44 CFR
- Hazardous Waste Operations & Emergency Response, 29 CFR 1910.120
- Homeland Security Act 2002
- Homeland Security Presidential Directive, HSPD-5, Management of Domestic Incidents
- Homeland Security Presidential Directive, HSPD-3, Homeland Security Advisory System
- National Incident Management System
- National Response Framework
- National Strategy for Homeland Security, July 2002
- Nuclear/Radiological Incident Annex of the National Response Plan
- Higher Education Opportunity Act (Public Law 110-315)
- Dear Colleague Letter, USDE Title IX

State of Texas

- State of Texas Emergency Management Plan (Rev 5/12)
- Texas Education Code, Chapter 37, Sec. 37.108. Multihazard Emergency Operations Plan; Safety and Security Audit

Hidalgo County

- Hidalgo County Emergency Management Plan

Starr County

- Starr County Emergency Management Plan References
- Federal Response Plan (FRP), April 1992
- FEMA SLG 101, "State and Local Guide for All-Hazard Emergency Operations Planning"
- National Response Team (NRT) 1 and 1A, 1988
- FEMA 10, A Planning Guide and Checklist for Hazardous Materials Contingency Plans
- Action Guide for Emergency Management at Institutions of Higher Education, 2010
- Hidalgo County Emergency Management Plan
- Starr County Emergency Management Plan

COLLEGE PROFILE

South Texas College is comprised of 5 campuses, Pecan Plaza and the Regional Center for Public & Safety Excellence. Each satellite campus has a site coordinator responsible for the immediate response to a crisis situation. Each building on college campuses has assigned building responders who react to emergencies in buildings and guide emergency responders to the location of the emergency.

HAZARD IDENTIFICATION

As part of the Security and Risk Assessment Process, college departments have identified potential hazards that may pose a threat to students, faculty, staff, and visitors. These potential hazards have been documented through a process of survey and information gathering as well as on-site observation and analysis. Each department maintains its own analysis.

HAZARDS PROFILE AND ASSESSMENT

South Texas College is exposed to many hazards, all of which have the potential for disrupting the community, causing casualties, and damaging or destroying college, public, and / or private property. The college has identified the potential hazards and, for each hazard, identified the probability of occurrence, the estimated impact on public health and safety, and the estimated impact on property and environment.

PREVENTIVE AND MITIGATION MEASURES

As part of the college Security and Risk Assessment process, preventive and mitigation measures deemed necessary to reduce the possibility of threat have been identified. In addition, following any crisis, the college will evaluate the incident and response to determine if additional preventive and mitigation measures need to be implemented.

EMPLOYEE AND STUDENT RESPONSIBILITY

Every South Texas College employee and student plays a role in a campus emergency. All students, staff, and faculty are expected to be familiar with emergency procedures identified in the All Hazards Emergency Plan. Emergency response training is conducted periodically by the South Texas College Chief of Police.

COMMUNICATIONS

Rapid and timely communication of information to the CMT during emergency situations is critical. In addition, accurate and timely communication of information to incident response personnel is required for adequate response to emergency incidents. The South Texas College RAVE Alert system is the

primary means of communication to all members of the college community in the event of an emergency. This system is activated by the Chief of Police or designee.

Through the South Texas College RAVE Emergency Alert system, students, faculty, and staff receive emergency alerts via cell phone, office phone, voice message, text messages, and email messages. This alert system is tested for proper functionality at least twice a year. It is the responsibility of each college employee to be familiar with these means of communication. Employees must also ensure that their personal contact information and the contact information of their subordinates is up to date and accurate.

Up-to-date information regarding the status of emergencies is available on the college Web page. During and following emergency situations, necessary information will be posted on the Web page as it becomes available, including information about campus closures and other information deemed appropriate.

South Texas College sends press releases and makes calls to contacts on a local media list.

Because of the transient nature of our population, the district depends a great deal on broadcast media to notify students, faculty, and staff of emergencies before or during their commutes.

EMERGENCY PUBLIC INFORMATION

Primary responsibility for emergency public information is assigned to the CMT public relations officer. Emergency tasks to be performed include the following:

- Identify the external communications systems available within the local area and determine the connectivity of these systems.
- Develop plans and procedures for coordinated use of the various communications systems available outside and within the college.
- Determine and implement means of augmenting communications during emergencies, including support by volunteer organizations

EVACUATION RESPONSIBILITIES

Staff evacuation responsibilities are as follows:

Building Responder (BR) Responsibilities: The orderly evacuation of their assigned building, directing first responders to the emergency, and ensuring the overall safety of building employees and students.

Faculty Responsibilities: Inform the BRs of students who require evacuation assistance. Faculty members are responsible for ensuring that students who require evacuation assistance are provided with the proper guidance. It is the responsibility of all faculty members to point out their building emergency evacuation routes and emergency procedures to students at the beginning of each semester.

Staff Responsibilities: Upon activation of the building alarm, designated staff members are responsible for ensuring those occupants with special evacuation needs are aware of the alarm condition and respond appropriately.

SPECIAL POPULATIONS

Students, faculty, and staff with disabilities who need assistance exiting the building are asked to provide a copy of their schedule and / or office location to the Dean of Student Affairs. The Dean will in turn provide the Chief of Police a list of locations of people with disabilities.

SOUTH TEXAS COLLEGE BEHAVIORAL INTERVENTION TEAM

The South Texas College Behavioral Intervention Team serves as a resource to provide support, assistance, research, and policy review in regard to violence prevention on campus. Members of the team are from the following departments:

- Student Life
- Conflict Resolution
- Student Counseling
- Department of Public Safety
- Human Resources
- Faculty Representative

As a part of this plan, the South Texas College Behavioral Intervention Team is responsible for the following:

- Incorporating violence prevention strategies into related policies and/or procedures.
- Encouraging zero tolerance policy statements that reaffirm violence prevention strategies.
- Integrating existing campus programs and policies that deal with associated issues including workplace violence, suicide prevention, anti-bullying, stigma reduction, and sexual assault prevention.

EMERGENCY CONTACT NUMBERS

| | |
|---|---------------------------|
| South Texas College Police Department <i>South Texas College Dispatch and Security Officers are on duty 24 hours a day, seven days a week. Dispatch must be notified immediately of any emergency.</i> | (956) 872-4444 911 |
|---|---------------------------|

RESPONSIBILITIES OF CRISIS MANAGEMENT TEAM, INCIDENT COMMAND TEAM & OTHER RESPONDERS

A. CMT Director

1. Notification to the President of an emergency situation
2. Helps to determine the type and magnitude of the emergency
3. Responsible for the overall direction and coordination of the college emergency response
4. Works with the other CMT team members in assessing the emergency and preparing the college's specific response
5. Declares and ends the campus state of emergency
6. Conducts liaison activities with college departments and governmental agencies through designated team members
7. If necessary, will select an alternate location for the Emergency Operations Center (EOC)
8. Evaluates the extent of damage and determines where essential services and functions will be relocated
9. Provides for storage of vital records at an alternate site
10. Prepares and submits a report to the college president summarizing the emergency

B. Alternate CMT Director

1. Assisting in the coordination of CMT Activities
2. Assessing the initial reports of a crisis
3. Assisting in the decision with the Director to activate the CMT
4. Assisting in conducting CMT meetings
5. Identifying strategic issues for decision making and tasking
6. Responding to information requests
7. Coordinating support teams

C. Incident Command Team (ICT) Commander

1. Directing and controlling resources of the team
2. Developing incident response objectives
3. Managing incident response operations
4. Sets priorities for the incident response
5. Assigns deputies as necessary
6. Brief the CMT on response to incident
7. Ensures the safety of all personnel

D. Incident Command Team (ICT) Operations Section Chief

1. Provides equipment and personnel to shut down utilities and elevators
2. Sets up barricades if required
3. Assists with damage assessment
4. Clears debris and makes emergency repairs
5. Provides vehicles, equipment, and operators for movement of personnel and supplies
6. Furnishes emergency power and lighting systems
7. Surveys damage and relocates essential services and functions

E. Building Responders (BR)

1. Ensure an orderly evacuation of their assigned building
2. Directing first responders to the emergency
3. Ensure overall safety of building employees and students
4. Record status reports from Floor Leaders

F. Administrators and Managers / Supervisors

1. Emergency Preparedness
 - a. Know all means of exit from your work area. Know the locations of the stairways
 - b. Be aware of the location of evacuation chairs at stairways and how to use them
 - c. Know the location of the fire alarm pull stations
 - d. Know the locations of the fire extinguishers and how to use them
 - e. Distribute the South Texas College Emergency Reference Guide to employees in the office or department
 - f. Provide follow-up discussions or training as needed
 - g. Allow time for employees to be trained in emergency techniques such as fire extinguisher usage, first aid, and CPR
 - h. Evaluate the department or office area and report any potential safety hazards to South Texas College Department of Public Safety (956-872-4444)
 - i. Know where to locate each employee with a disability that does not allow them to utilize the stairs

2. Emergency Situations

- a. Upon receiving notification of an emergency, pass the same information along to employees in the department or office
- b. Initiate emergency procedures as outlined in this manual
- c. During an evacuation, direct all staff in the department or office to exit the floor using the nearest stairs, not the elevators, and to immediately leave the building
- d. When area is evacuated, exit the building in the same manner

G. Staff and Students

1. Emergency Preparedness

- a. Know all means of exit from your work area and locations of the stairways
- b. Be prepared to follow Building Responder (BR) instructions
- c. Know the locations of fire alarm pull stations
- d. Know the locations of fire extinguishers and how to use them

2. Emergency Situations – Upon hearing the building alarm or the call for evacuation:

- a. Exit the office immediately in a quiet and orderly manner so that any announcements can be heard
- b. If you encounter someone with a disability, offer your assistance and ask what kind of help the person needs
- c. Do not use the elevators
- d. Take the nearest stairs to the first floor. Exit the building immediately
- e. Do not wait on the sidewalk adjacent to the building and do not return to the building unless instructed to do so by fire department

H. Additional instructions for people with disabilities

1. Emergency Preparedness - Staff with disabilities who need assistance exiting the building during an evacuation are instructed to:

- a. Inform Human Resources of your special needs. Your office location will be included on a List of Locations of People with Disabilities. That list will be given to the South Texas College Police Department. In the event of an evacuation, the South Texas College Police Department gives building responders a list to help them locate people with disabilities who need assistance exiting the building.
- b. Know the location of evacuation chairs so you can inform others who can help you
- c. Inform your Manager/Supervisor that you will need assistance exiting the building if there is an evacuation - ask your Manager/Supervisor to help you recruit one or two co-workers from your area to assist you if there is an emergency

2. Emergency Situations

- a. If needed, ask for assistance from your Manager / Supervisor and co-workers. Inform them of the specific assistance needed. If possible, exit using the stairs (obtain assistance in using evacuation chairs that are located at the stairways in every higher level floor).
- b. If unable to exit using the stairs, go to the middle staircase (located near the restrooms in the center corridor north of the elevators. Fire Department personnel will check near

the middle staircase and then search the rest of the floor to locate and transport people who are unable to exit using the stairs.

- c. If the area is not smoke-free, move into the stairwell. Once it is clear of foot traffic, let the door close behind you. You may wait in the stairway for Fire Department personnel. The stairways provide additional protection from smoke and fire. Due to the size of the stairway landings, only the center stairwell is recommended if you use a wheelchair.
- d. Once you are out of the building, inform Security Officers
- e. Move across the street and do not wait on the sidewalk outside the building

SPECIFIC EMERGENCY PROCEDURES

A. Fire

1. If the fire appears small and you have been trained in the use of fire extinguishers, get a fire extinguisher and use the PASS method (Pull the pin, Aim the hose at the base of the fire, Squeeze the handles together, Sweep the hose at the base of the fire). Do not take any unnecessary risk in doing this. If a fire extinguisher is not readily available or you feel the fire is too large follow the instructions below.
2. If you observe a fire that does not appear controllable:
 - a. Close, but do not lock, all doors to confine the fire
 - b. Activate the building alarm
 - c. Follow the evacuation procedures
 - d. Call South Texas College dispatch (956-872-4444) and provide the exact location of the fire
3. When you hear a fire alarm, evacuate the building
4. If you become trapped in the building during a fire, remain near the floor where the air will be less toxic. Shout at regular intervals to alert emergency crews of your location. If at all possible, place an article of clothing out a window where it can be seen by rescue teams
5. If your clothing catches fire, STOP, DROP, and ROLL. Immediately drop to the floor and roll repeatedly to extinguish the flames, holding your hands over your face to protect yourself
6. DO NOT USE THE ELEVATORS TO EVACUATE THE BUILDING

B. Illness and injury

1. Immediately call 911 and then South Texas College dispatch (956-872-4444). Give your name; describe the nature of the medical problem and the location of the victim. Keep the victim still and comfortable. Do not move the victim. Ask the victim what is wrong and remain with the victim until help arrives.
2. Staff members trained in First Aid and CPR should begin rescue procedures.
3. Those not trained in CPR can use "Hands Only CPR" recommended by the American Red Cross which consists of the following:
 - a. Immediately call 911 or send someone else to do so
 - b. Obtain or send someone to obtain an AED. Every building has one
 - c. Ask if anyone is trained in CPR
 - d. If no one is trained in CPR, use "Hands Only CPR"
 - e. Position yourself directly over the victim
 - f. Place the heel of one hand between the nipples on the chest
 - g. Place the other hand on top of the first hand
 - h. Push down $\frac{1}{4}$ inch into the center of the chest at the rate of 100 beats per minute
 - i. Continue until first responders arrive
4. All offices and departments are encouraged to have staff members who are trained in First Aid and CPR. Free training is available through the Department of Public Safety.

C. Disturbances and Demonstrations

Most demonstrations are peaceful and staff should attempt to carry on business as normally as possible. However, South Texas College Department of Public Safety (956-872-4444) should be notified of demonstrations:

- a. Interfere with normal operations of the college
- b. Prevent access to offices and classrooms
- c. Threaten physical harm to people or damage college property

D. Active Shooter(s)

An Active Shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area. In most cases, active shooters use firearms and there is no pattern or method to their selection of victims. Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims.

If you hear shots fired on campus or if you witness an armed person shooting or threatening people (active shooter), immediately choose the best way to protect your life. Very quickly, make your best determination of what is occurring and which of the options below will provide the greatest degree of security for you employing the “AVOID, DENY or DEFEND” protocol.

AVOID: Evacuate If Possible

- If there is considerable distance between you and the gunfire/armed person, quickly move away from the sound of the gunfire/armed person. If the gunfire/armed person is in your building and it is safe to do so, run out of the building and move far away until you are in a secure place to hide.
- Leave your belongings behind.
- Keep your hands visible to law enforcement.
- Take others with you, but do not stay behind because others will not go.
- Call 911 when it is safe to do so. Do not assume that someone else has reported the incident. The information that you are able to provide law enforcement may be critical, e.g. number of shooters, physical description and identification, number and type(s) of weapons, and location of the shooter.

DENY: Hide silently in as safe a place as possible

- If the shooter is in close proximity and you cannot evacuate safely, hide in an area out of the armed person’s view.
- Choose a hiding place with thicker walls and fewer windows, if possible.
- Lock doors and barricade with furniture, if possible.
- Turn off lights.
- Silence phones and turn off other electronics.
- Close windows, shades and blinds, and avoid being seen from outside the room, if possible.
- If you are outdoors and cannot RUN safely, find a place to hide that will provide protection from gunfire such as a brick wall, large trees or buildings.
- Remain in place until you receive an “all clear” signal from RAVE.

DEFEND: Take action to disrupt or incapacitate the shooter

- As a last resort, fight. If you cannot evacuate or hide safely and only when your life is in imminent danger, take action.
- Attempt to incapacitate or disrupt the actions of the shooter.
- Act with physical aggression toward the shooter.
- Use items in your area such as fire extinguishers or chairs.
- Throw items at the shooter if possible.
- Call 911 when it is safe to do so.

Immediately after an incident:

- Wait for Local Law Enforcement officers to assist you out of the building, if inside.
- When law enforcement arrives, students and employees must display empty hands with open palms.

Note:

- Understand that gunfire may sound artificial. Assume that any popping sound is gunfire.
- If there are two or more persons in the same place when a violent incident begins, you should spread out in the room to avoid offering the aggressor an easy target.
- Be mindful that violent attacks can involve any type of weapon, not just a gun. Knives, blunt objects, physical force or explosives can be just as deadly as a gun. The suggested actions provided here are applicable in any violent encounter.
- Plan ahead: Visualize possible escape routes, including physically accessible routes for students and staff with disabilities and others with limited mobility.

E. Explosion

If there is an explosion, immediately take cover under tables, desks, or other objects that will give protection against flying glass or debris. After the effects of the explosion and/or fire have subsided, attempt to flee the location, call 911, and then call South Texas College Department of Public Safety (956-872-4444). Give your name and describe the location and nature of the emergency.

F. Spillage of hazardous material

Stay away from any material that may be hazardous and call 911. Follow the procedures below.

1. Eyes, if contaminated, should be flushed immediately, contaminated clothes removed, and chemicals washed from the victim. First aid procedures should be started at once by trained personnel
2. Report spillage of a hazardous chemical or radioactive material to South Texas College Department of Public Safety (956-872-4444) immediately. Be specific about the exact location and nature of the spilled material
3. The individuals at the site should vacate the area and seal it off to prevent further contamination of other areas. If necessary to evacuate the building, follow the evacuation procedures

G. Biological and chemical threat

Federal Criminal Code defines weapons of mass destruction as any weapon that is designed or intended to cause death or serious bodily injury through the release, dissemination, or impact of toxic or poisonous chemicals, or their precursors, such as mustard gas, nerve agents, and sarin gas or any weapon involving a disease organism, such as small pox outline toxin and anthrax or any weapon that is designed to release radiation or radioactivity at a level dangerous to human life.

Anthrax: Anthrax is an acute bacterial infection of the skin, lungs, or gastrointestinal tract.

Infection occurs most commonly via the skin. The cutaneous or skin form of the infection occurs most frequently on the hands and forearms of persons working with infected livestock or contaminated animal products and represents 95% of cases of human anthrax. It becomes a solid elevation of the skin, which progresses to a fluid-filled blister with swelling at the site of infection. The scabs that typically form over the lesion can be black as coal, hence the name anthrax — Greek for coal. With treatment, the case fatality rate is less than 1% among people who get the skin form of the disease. The fatality rate for untreated inhaled or intestinal anthrax is over 90%. The inhaled form of anthrax is contracted by inhalation of the spores, and occurs mainly among workers handling infected animal hides, wool, and furs. Under natural conditions, inhaled anthrax is exceedingly rare, with only 18 cases reported in the United States in the 20th century.

Treatment for Anthrax: Treatment with antibiotics beginning one day after exposure has been shown to provide significant protection against death in tests with monkeys, especially when combined with active immunization. Penicillin, doxycycline, and ciproflaxin are all effective against most strains of the disease. Penicillin is the drug of choice for naturally occurring anthrax. If untreated, inhaled anthrax is fatal. A vaccine is available and consists of a series of 6 doses over 18 months with yearly boosters. This vaccine, while known to protect against anthrax acquired through the skin, is also believed to be effective against inhaled spores. Effective decontamination can be accomplished by boiling contaminated articles in water for 30 minutes or longer and using some of the common disinfectants. Chlorine is effective in destroying spores and vegetative cells. Remember, anthrax spores are stable, able to resist sunlight for several hours, and able to remain alive in soil and water for years.

Suspicious letter or parcel

Typical characteristics of suspicious letters or parcels:

- a. Have a powdery substance on the outside
- b. Are unexpected or from someone unfamiliar to you
- c. Have excessive postage, handwritten or poorly typed address, and incorrect titles
- d. Are addressed to someone no longer with your organization
- e. Have no return address or have one that can't be verified as legitimate
- f. Are of unusual weight, given their size, or are lopsided or oddly shaped
- g. Have an unusual amount of tape on them
- h. Are marked with restrictive endorsements, such as "Personal" or "Confidential"
- i. Have strange odors or stains

H. Bomb threat

A bomb threat should be taken seriously and reported immediately to 911 and South Texas College Department of Public Safety (956-872-4444). The following guidelines are recommended:

Written bomb threat: Do not physically handle the written threat any more than necessary, but place it in an envelope to preserve any possible evidence or fingerprints.

Telephoned bomb threat: Try to obtain as much information from the caller as possible. Note the exact time of the call and attempt to write down the words of the caller. Ask when the bomb is set to explode, what kind of bomb it is, where it is located, and what it looks like. Note the estimated age and gender of the caller, speech patterns, accent, tone of voice, emotional state (agitated, calm, etc.), and background noises. Ask the caller why the bomb was set. Immediately contact 911 and South Texas College Department of Public Safety (956-872-4444) and provide the information you obtained. Appendix B is a list of questions to ask the caller that you can keep in your desk draw.

Suspicious package or letter

- a. Inform South Texas College dispatch immediately if you observe a suspicious package or letter. Do not open it. Some points to recognize are the following: No return address, insufficient or excessive postage, restrictive markings such as Confidential, wrapped in brown paper, discoloration on wrapping paper, hand written or poorly typed address, incorrect title, title but no name, excessive weight, rigid envelope, uneven envelope, excessive securing material (masking tape, string, etc.), foreign mail, air mail, or special delivery.
- b. Handling of suspicious packages or envelopes:
 1. Do not shake or empty the contents of any suspicious package
 2. Do not carry the package or envelope, show it to others, or allow others to examine it
 3. Put the package or envelope down on a stable surface; do not sniff, touch, taste it
 4. Alert others in the area about the suspicious package or envelope
 5. Leave the area, close any doors, and take actions to prevent others from entering
 6. Wash hands with soap and water to prevent spreading potentially infectious material
 7. If possible, create a list of persons who were in the room

I. Tornado

If a tornado is approaching:

1. Review [Appendix B](#) in advance to understand the South Texas College Tornado procedures
2. Use the staircases to go to the lowest floor possible
3. Go to interior small rooms (bathrooms, closets, etc.) or halls. Avoid large open interior spaces.
4. Stay away from outside walls and large windows or other glass
5. If possible, take cover under heavy tables or sturdy furniture
6. Assume protective posture facing interior wall (crouch on elbows and knees, hands over back of head)

J. Elevator failure

If you are trapped in an elevator, you can use the emergency phone located in the elevator to the left of the doors to call South Texas College Department of Public Safety. You can also activate the emergency elevator alarm using the alarm switch on the elevator control panel below the floor buttons.

K. Utility failure

In the event of a utility failure, contact South Texas College Department of Public Safety (956-872-4444). The South Texas College Operations and Maintenance Department will assess the situation to determine if it will be a short or lengthy outage. Employees will be informed by their managers / supervisors and students by their instructors of the status of the assessment. Utility failures affecting a number of buildings or a campus will result in a South Texas College Emergency Alert messaging notification providing information on the event.

L. Plumbing Failure / Flooding

Do not use any electrical equipment. Notify South Texas College Department of Public Safety (956-872-4444) and vacate the area.

M. Gas Leak

Do not switch on lights or electrical equipment because electrical arcing could trigger an explosion. If you smell gas, vacate the area and immediately contact South Texas College Department of Public Safety (956-872-4444).

N. Ventilation Problems

If smoke or other odors come from the ventilation system, immediately notify South Texas College Department of Public Safety (956-872-4444). Vacate the area until you are informed it is safe to return.

O. Earthquake

If an earthquake strikes the area, take the following steps:

During an earthquake:

- a. If you are indoors, stay there. Do not run outside. Falling debris may cause injury.
- b. Take cover underneath a desk or table, or stand in a doorway or corner. Protect your head and neck.
- c. Stay away from windows, glass dividers, and objects that could fall on you
- d. Stay away from outside walls
- e. Do not use elevators
- f. If outdoors, stay in an open area, away from power lines, buildings, and trees. Do not enter a building.

After an earthquake (if you are still in the building):

- a. Be prepared for aftershocks. Do not return to your office until directed to do so.
- b. Give first aid to injured personnel
- c. Do not move victims unless absolutely necessary
- d. Replace telephone handsets, but do not use the phone except to report fires or medical emergencies
- e. Go to the interior of the building, staying away from the exterior walls
- f. Follow instructions from emergency personnel
- g. Be prepared to evacuate if necessary

P. Hurricane

Review Appendix B in advance to understand the South Texas College Hurricane procedures. The National Weather Service Hurricane Center provides significant early notification of hurricanes in the Gulf of Mexico. The South Texas College Crisis Management Team (CMT) monitors broadcasts by the Hurricane Center and initiates protocol if a hurricane is on track to strike the area of Rio Grande Valley. Precautions you can take to prepare for a Hurricane are shown below.

Before Hurricane Season

- a. Determine safe evacuation routes inland
- b. Learn location of official shelters
- c. Make emergency plans for pets
- d. Check emergency equipment, such as flashlights, generators
- e. Radio All Hazards and cell phones
- f. Buy food that will keep and store drinking water
- g. Buy plywood or other material to protect your home
- h. Clear loose and clogged rain gutters and downspouts
- i. Trim trees and shrubbery
- j. Decide where to move your boat in an emergency

During a Hurricane Watch

Hurricane conditions are possible within the specified coastal area. The hurricane watch is issued 48 hours in advance.

- a. Listen frequently to radio, TV or NOAA Weather
- b. Radio All Hazards for bulletins of a storm's progress
- c. Fuel and service your vehicles
- d. Inspect and secure mobile home tie-downs. Board up windows.
- e. Stock up on batteries, canned food, first aid supplies, drinking water and medications
- f. Store lawn furniture and other loose, light-weight objects such as garbage cans
- g. Have cash on hand in case power goes out and ATMs don't work

During a Hurricane Warning

Hurricane conditions are expected in the specified area of the warning. The hurricane warning is issued 36 hours in advance.

- a. Closely monitor radio, TV or NOAA Weather Radio
- b. All Hazards for official bulletins
- c. Close storm shutters
- d. Follow instructions issued by local officials. Leave immediately if ordered.
- e. If evacuating, stay at an inland motel or a designated public shelter outside the flood zone
- f. DO NOT stay in a mobile or manufactured home
- g. Notify neighbors and a family member outside of the warned area of your evacuation plans
- h. Take pets with you, but most public shelters do not allow pets other than for handicapped

APPENDIX A: HURRICANE, TORNADO & SEVERE WEATHER PROCEDURES

| CRISIS MANAGEMENT TEAM (CMT) | | | | | |
|--|--|---|--|---|--|
| 72 hours prior to event | 48 hours prior to event (Hurricane Watch) | 36 hours prior to event (Hurricane Warning) | 24 hours prior to event | During event | Recovery |
| CMT meets to review weather projections & discuss operational plans. | CMT meets to monitor the severe weather and determines if recommendation of closure to the College President will be made. | CMT meets and continues to monitor the severe weather & reviews the preparations that have been made. | CMT meets to review updated severe weather situation and determine necessary adjustments to plans. | CMT communicates with college community through the RAVE mass notification system, social media, & the college website, if operational. | CMT receives status reports from Department of Public Safety, Operations & Maintenance & IT. |
| If necessary, the CMT will notify departments to activate their Emergency Management Plans. | CMT will review plans of departments to prepare for the event. | CMT reviews plans for the release on non-essential personnel. | Based upon the most current projections, the CMT determines subsequent meeting times and locations in the event that the main location is not useable. | CMT members maintain chain of communication with department employees when necessary. | CMT meets to review any damage reports to recommend a course of action to the College President. |
| Operations & Maintenance, IT, & Department of Public Safety will initialize their Emergency Management Plans | CMT will confirm continuity of operations by departments. | CMT verifies the operational capability of essential personnel remaining at the college. | CMT Public Relations Officer notifies media of College closing. | CMT receives update from the Department of Public Safety. | CMT determines if the Incident Command Team should be activated. |
| CMT notifies College community of potential severe weather & that the CMT will meet to review plans. | CMT updates College community on current situation. | CMT updates College community on current situation. | CMT updates College community on current situation. | CMT updates College community with new information | CMT decides if any further action is required by the team. |

COLLEGE WIDE – ALL EMPLOYEES

96 hours prior – Crisis Management Team (CMT) Directors will send an alert email to the team

| 72 hours prior to event | 48 hours prior to event | 36 hours prior to event | 24 hours prior to event | During event | Recovery |
|---|--|--|---|---|--|
| CMT meets as required & continues to monitor the situation; departments/units updated. If necessary, decision will be made to close the College & establish the time & day. | CMT meets as required & continues to monitor the situation; departments/units updated. A decision will be made to close the College & establish the time & day | CMT meets as required & continues to monitor the situation; remaining personnel updated. CMT Committee Members will update the Director of the preparation status. | 24-30 hours prior, the CMT meets as required & continues to monitor the situation; remaining personnel updated. | Students & staff encouraged to monitor media for information. | Staff & students are to monitor designated TV & radio stations for updates and return instructions. |
| If deemed necessary, the CMT will notify departments/units to activate & execute the Emergency Management Plan related to their areas of operation. | CMT will instruct departments to activate & execute the STC Disaster Preparedness Plan related to their areas of operation. | CMT cancels classes | The Building lockdown procedure is completed. At this time, the College is closed until further notice. | Directors, Department Heads, & Supervisors are instructed to maintain contact with office staff as able or necessary. | Staff is to wait for “all clear” to be issued by the STC CMT Director of Operations before returning to a STC facility. |
| Operations & Maintenance, Security and ITS will initialize their Emergency Management Plans. | CMT will instruct Faculty & Students to prepare their rooms for evacuation | Once department/unit work areas are secured, CMT will release non-essential personnel. | CMT at this time will give final notification to close and evacuate all STC facilities. Only designated “Ride Out” personnel will be allowed to remain on campus. | All staff & students are instructed to remain away from campus until notified of their respective times to return. | Upon returning to campus, staff members need to report to their proper representative for “head count.” |
| | Staff notified to begin preliminary pack-up procedures; materials needed can be obtained from their respective Building Coordinators. Once preparations are | Operations & Maintenance, Security & IT continue to follow their preparedness plans in securing the College. | | | Employees returning to campus are to survey for & report any damage or hazards observed to their Supervisor, Director, Department Head, or appropriate CMT |

| | | | | | |
|--|--|--|--|--|------------------------|
| | <p>completed & verified, the Building Coordinator along with a Lead Custodial or Maintenance representative will begin lockdown procedures. Building Coordinators are to update their designated CMT Director of Operations daily, with report on progress of lockdowns. Employees are not to vacate campus until released by CMT Operations Director, as their assistance with other areas may be needed.</p> | | | | <p>representative.</p> |
|--|--|--|--|--|------------------------|

PUBLIC RELATIONS

| 72 hours prior to event | 48 hours prior to event | 36 hours prior to event | 24 hours prior to event | During event | Recovery |
|--|--|--|--|--|--|
| Review the latest information regarding the event to determine & plan for needs at 72, 36, 24 & 12 hours. | Attend disaster response team meeting to determine status of storm & closing decisions. | Attend disaster response team meeting to determine status of storm & closing decisions. | Attend disaster response team meeting to determine status of storm & closing decisions. | Continue to monitor media for weather updates. | Attend disaster response team meeting to determine status of college reopening. |
| Monitor news media for weather alerts & updates. | Post advisory to Web Site & STC social channels, send out PSA | Post advisory to Web Site & STC social channels, send out PSA | Post advisory to Web Site & STC social channels, send out PSA | Maintain contact with disaster response team for updates. | Post appropriate advisory to Web site & STC social channels, send out PSA |
| Attend internal disaster response team meeting & provide feedback on preparedness. | Be available to edit & release general e-mail to faculty/staff & students from other college departments regarding storm-relevant information. Issue via JagNet (all user roles) & via JagMail (students). | Send mass media mailing to provide alternative means of contact for communications team. | Be available to edit & release general e-mail to faculty/staff & students from other college departments regarding storm-relevant information. Issue via JagNet (all user roles) & via JagMail (students). | Handle all media relations issues pertaining to the storm & STC. | Be available to edit & release general e-mail to faculty/staff & students from other college departments regarding storm-relevant information. Issue via JagNet (all user roles) & via JagMail (students). |
| Post advisory to Web Site & STC social channels, send out PSA | Handle all media relations issues pertaining to the storm & STC. | Secure copies of publications for archive & reference | Handle all media relations issues pertaining to the storm & STC. | Update JagNet/Web site/STC social channels as needed. | Obtain damage assessment information & develop release for wide media distribution. |
| Be available to edit & release general e-mail to faculty/staff & students from other college departments regarding storm-relevant information. Issue via JagNet (all user roles) & via JagMail (students). | | Be available to edit & release general e-mail to faculty/staff & students from other college departments regarding storm-relevant information. Issue via JagNet (all user roles) & via JagMail (students). | | | Handle all media relations issues pertaining to the storm & STC. |

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|--|--|--|--|--|--|
| Handle all media relations issues pertaining to the storm & STC. | | Handle all media relations issues pertaining to the storm & STC. | | | |
|--|--|--|--|--|--|

STUDENT AFFAIRS

| 72 hours prior to event | 48 hours prior to event | 36 hours prior to event | 24 hours prior to event | During event | Recovery |
|--|---|---|--|---|--|
| Review the latest information regarding the event to determine & plan for needs at 72, 36, 24 & 12 hours out. | Update contact information for all key Student Services' staff members at each of the campuses/centers. | Attend STC CMT meeting to determine status of storm & closing decision. | Attend STC CMT meeting to determine status of storm & closing decision. | Monitor media for weather updates. | Attend STC CMT meeting to determine status of college reopening. |
| Work with PR & Marketing to update webpage, JagNet, voicemail, & College marquee. | Attend STC CMT meeting to determine status of storm & closing decision. | Communicate, counsel, & advise students on academic changes & possible facility closures due to hurricane delays. | Communicate, counsel, & advise students of possible facility closures due to hurricane delays. | Maintain contact with STC CMT for updates | Work with PR & Marketing to update webpage, JagNet, voicemail, & College marquee on status of college reopening. |
| Communicate, counsel, & advise students on academic changes due to hurricane delays. | Communicate, counsel, & advise students on academic changes and possible facility closures due to hurricane delays. | Communicate, counsel, & advise staff of possible facility closures due to hurricane delays. | Communicate, counsel, & advise staff of possible facility closures due to hurricane delays. | Work with PR & Marketing to update webpage, Jagnet, voicemail, & College marquee. | Communicate, counsel, & advise staff of college reopening. |
| Attend STC CMT meeting & provide Division feedback on preparedness. | Be available to Public Relations for statements intended for students. | Update contact & alternative contact information for all STC disaster response team. | Work with PR & Marketing to update webpage, Jagnet, voicemail, & College marquee. | | Communicate, counsel, & advise students of college reopening. |
| Be available to Public Relations for statements intended for students. | | Be available to Public Relations for statements intended for students. | | | Be available to Public Relations for statements intended for students. |
| Collaborate with Information Systems staff to have access to all currently enrolled student biographical data burned to Jump Drives. | | | | | |

FACULTY AND ACADEMICS

| 72 hours prior to event | 48 hours prior to event | 36 hours prior to event | 24 hours prior to event | During event | Recovery |
|---|--|---|---|--|--|
| Review the latest information regarding the event to determine & plan for needs at 72, 36, 24 & 12 hours out. | Secure equipment, classroom, & office area items. Change voicemail & Outlook to auto-reply. | Notify faculty & staff & students to monitor media for further instruction. | Campus Coordinator along with facilities designee ensure that campus is secured & faculty/staff/students are not on campus. | Stay away from office & campus | Look for damage, mold, etc. in classrooms, offices, & labs. Report to facilities director. |
| VP or VP designee will attend the College Disaster Preparedness Committee Meeting (CMT). | VP or VP designee will communicate the latest information about the evacuation with Deans, chairs, faculty, & staff. | | | Monitor media messages for clearance for key personnel to return to campus | Work with Student Development to determine need for late drops/withdrawals & make-ups. |
| Review & update emergency telephone numbers & assign telephone responsibilities | Instructional leadership will make plans to recover the lost instructional contact hours. | | | | Work with Business Office & facilities to procure additional classrooms if needed. |
| | | | | | Conduct roll call to determine who is missing to determine class continuation. |

DEPARTMENT OF PUBLIC SAFETY

| 72 hours prior to event | 48 hours prior to event | 36 hours prior to event | 24 hours prior to event | During event | Recovery |
|--|---|--|--|--|---|
| Notify staff of the potential event & begin preparation for essential activities. | Review communications between campuses & determine alternatives for potential communications failure. | Contact other departments to ensure readiness & determine if assistance is needed. | Position equipment & vehicles in areas most needed in preparation for the storm. | Patrol the campuses to ensure non-essential personnel have departed & monitor property for looters or building damage. | Examine property for damage & safety hazards. |
| Develop Incident Command Plan | Determine alternative work sites, should the main operations center be inaccessible. | Assess potential safety hazards at each campus. | Final briefing of personnel concerning work assignments & security college property. | Maintain communications with the Crisis Management Team & other essential personnel. | Photograph damaged property & equipment & include in damage report. |
| Collect & post emergency responder information for all college essential personnel. | Plan for the securing of department vehicles when not in use. | Test all needed equipment for proper functionality. | Initiate communications with college employees pertaining to final steps in preparation for the storm. | Communicate with municipalities for updated status reports on power outages & public utilities. | Prepare report of damage for dissemination to appropriate departments. |
| Review emergency procedures with staff. | Ensure contact information for all personnel is up to date. | Inspect building windows for ability to withstand high winds. | Re-fill all vehicles with gas & ensure operational capability. | Notify Facilities Operations & Maintenance and IT of any equipment malfunctions or damage. | Secure areas that are hazardous with barricades, security tape & signage. |
| Check batteries & emergency equipment for proper operation, including communications consoles. | Fill all vehicles with gas to avoid last minute rush. | Test handheld cameras & portable radios for functionality. | Contact other law enforcement departments to inform them of college plans for the storm. | Cease operations if personnel are exposed to imminent danger. | Communicate with municipalities to provide updated status of the college & obtain information pertaining to public utilities. |

HUMAN RESOURCES

| 72 hours prior to event | 48 hours prior to event | 36 hours prior to event | 24 hours prior to event | During event | Recovery |
|---|--|---|---|--|---|
| Review the latest information regarding the event to determine & plan for needs at 72, 36, 24 & 12 hours out | Provide updates to CMT & HR Staff & to Student Information Services operators as available from Public Relations & Marketing | Follow back-up & pack-up procedures | Once release notification is received from CMT, evacuate campus with personal belongings, employee address lists & backup files | Stay away from office & campus, unless staying in a designated shelter | Key personnel in HR & Student Information Services will return to work upon notification |
| Work in collaboration with Business Office to implement Hurricane Preparedness Pay Procedures (Appendix C) during the closure period. | Direct staff to back up all computer-based files, creating two (2) sets. One (1) set will be given to IT. The other set will be stored off premises in a secure area | Obtain additional manpower, if needed, to pack and secure files. | All contents of personnel files in bottom drawers of filing cabinets will be removed to be stored in a secure location | Monitor media messages for clearance for key personnel to return to campus | Volunteers, if appropriate due to confidentiality of department records, are to contact their supervisor before returning to work |
| | Prepare & disseminate communication to notify employees of Hurricane Preparedness Pay Procedures/Leave Paid, College Closed | All data shall be Backed up, creating two (2) sets. One (1) set will be given to IT. The other set will be stored off-premises in a secure area | | | Bring in additional staff to assist with Student Information Services (if needed); Determine need for stress-reduction workshops or other employee welfare needs. |
| | | Backup scanned files of Worker's Compensation claims to preserve & comply with Federal Record Retention Regulations | | | Look for damage, etc., in respective offices and report to designated department |
| | | Backup FMLA records to preserve information. | | | Partner with other departments to disseminate recovery |

| | | | | | information |
|---|---|---|---|---|---|
| FACILITIES OPERATIONS & MAINTENANCE | | | | | |
| 72 hours prior to event | 48 hours prior to event | 36 hours prior to event | 24 hours prior to event | During event | Recovery |
| Electrical Team will test all generators to ensure proper function. Fuel needs will be assessed at this time for generators & vehicles. Team will wait for notification of closing. | Electrical teams notified of official college closing. Powering down of all non- essential facilities set for 36 hours out from predicted storm strike. | Electrical powering down of all non-essential facilities commences. Team will update the Director of Operations and/or Maintenance Supervisor on preparation status | Once department/unit work areas are secured, CMT will release non-essential personnel. College is closed & secured. | Director of Operations & Maintenance and/or Site Coordinator remains in contact with CMT; continuously update “ride out” teams. | Electrical Team will survey all facilities for damage & hazards. Any findings will be reported to the Director of Operations or Site Coordinator. |
| Plumbing Team will identify all water and gas cut off valves throughout the College. Team will wait for notification of closing. | Plumbing teams notified of official college closing. Shutting off of campus water & gas set for 36 hours out from predicted storm strike. | Plumbing Team will have all water & gas valves secured throughout the College. Team will update the Director of Operations and/or Maintenance Supervisor on preparation status. | Once department/unit work areas are secured, CMT will release non-essential personnel. College is closed & secured. | Director of Operations & Maintenance and/or Site Coordinator remains in contact with CMT; continuously update “ride out” teams. | Plumbing Team will survey all facilities for damage & hazards. Any findings will be reported to the Director of Operations or Site Coordinator. |
| HVAC Team will identify all chillers, pumps, tower, & air handlers throughout the College. Team Leader will designate members to each Campus. Team will wait for notification of closing. | HVAC teams notified of official college closing. Shutting down all campus HVAC equipment set for 36 hours out from predicted storm strike. | HVAC Team will have all HVAC equipment shut down & secured throughout the College. Team will update the Director of Operations and/or Maintenance Supervisor on preparation status. | Once department/unit work areas are secured, CMT will release non-essential personnel. College is closed & secured. | Director of Operations & Maintenance and/or Site Coordinator remains in contact with CMT; continuously update “ride out” teams. | HVAC Team will survey all facilities for damage & hazards. Any findings will be reported to the Director of Operations or Site Coordinator. |
| Custodial Team will identify all outside debris throughout the College. Team Leader will designate members | Custodial Team will remove all loose equipment from grounds & secure (trashcans, signs, | Custodial Team will update the Director of Operations and/or Maintenance Supervisor on | Once department/unit work areas are secured, CMT will release non-essential personnel. College is Closed & | Director of Operations & Maintenance and/or Site Coordinator remains in contact with CMT; continuously | Custodial Team will survey all facilities for damage & hazards. Any findings will be reported to the |

| | | | | | |
|---|---|---|---|---|---|
| to each campus. Team will wait for notification of closing. | dollies, etc) | preparation status | Secured | update "ride out" teams. | Director of Operations or Site Coordinator. |
| Carpentry Team will be assigned to inventory all temporary repair materials assure adequate amounts are on hand if needed during the storm. Team will wait for notification of closing. | Carpentry Team will have temporary repair materials ready for distribution and repair. | Carpentry Team will update the Director of Operations and/or Maintenance Supervisor on preparation status. | Once department/unit work areas are secured, CMT will release non-essential personnel. College is closed & secured. | Director of Operations & Maintenance and/or Site Coordinator remains in contact with CMT; continuously update "ride out" teams. | Carpentry Team will survey all facilities for damage & hazards. Any findings will be reported to the Director of Operations or Site Coordinator. |
| Operations Office & Administrative personnel will begin the preliminary pack-up procedures of their respective spaces. Team will wait for notification of closing. | All pack-up procedures to be completed by this time. Team will wait for further instructions. | Office Support Team will wait for notification of closing. Team will update the Director of Operations and/or Maintenance Supervisor on preparation status. | Once department/unit work areas are secured, CMT will release non-essential personnel. College is closed & secured. | Director of Operations & Maintenance and/or Site Coordinator remains in contact with CMT; continuously update "ride out" teams. | Office Support Team will survey all facilities for damage & hazards. Any findings will be reported to the Director of Operations or Site Coordinator. |
| Maintenance Assistants will check all roof drains, gutters, parking lot drains systems are free of debris. Team will wait for notification of closing. | Begin distributing sandbags to each location. Team will wait for further instructions. | Lock down doors & complete sandbags & plastic. On Site Team will update the Director of Operations and/or Maintenance Supervisor on preparation status. | Once department/unit work areas are secured, CMT will release non-essential personnel. College is closed & secured. | Director of Operations & Maintenance and/or Site Coordinator remains in contact with CMT; continuously update "ride out" teams. | On Site Assistant Team will survey all facilities for damage & hazards. Any findings will be reported to the Site Coordinator. |

TECHNOLOGY

| 72 hours prior to event | 48 hours prior to event | 36 hours prior to event | 24 hours prior to event | During event | Recovery |
|--|---|--|---|--|--|
| Computer Incident Response Team (CIRT) members placed on alert. Leave is cancelled for all affected personnel. | CIRT begins notification procedures. This includes internal notices to IT staff as well as general preparation instructions to faculty & staff. | CMT is updated on results of open meetings & is provided any updates or changes to call tree & shutdown schedule. | CIRT Backup, Packup & Shutdown (BPS) Phase II begins. Incremental back-up & the shutdown of nonessential site-specific & unit-specific systems. | CIRT Leader remains in communication with CMT Commander and/or remains at Command Center. | Damage & loss assessment begins. Site inspections commence. |
| IT Disaster Recovery Plan (DRP) (pre-event) activated: (1) Situation Assessment begins. (2) CIRT Phone Tree updates occur. (3) vendor & inventory records updated. | CIRT holds open meeting to review backup, pack-up & shutdown (BPS) schedules with affected college personnel & to answer questions. | | Final CIRT notification to college personnel. CIRT begins evaluation of BPS implementation & reports findings to CMT. | CIRT Leader monitors public media, CMT communications & critical systems. | Disaster declaration considered. Recovery priorities evaluated. Personnel rosters updated as necessary. |
| CMT is updated on CIRT assessment results & provided recommendations, shutdown schedule, & CIRT Phone Tree updates. | Situation reassessed. CIRT activities & instructions modified as necessary. | Situation reassessed. CIRT activities & instructions modified as necessary. | Situation reassessed. CIRT activities & instructions modified as necessary. | CIRT Lead remains in communication with CIRT members as necessary. | CIRT Recovery Teams activated per damage & loss assessment results. Team leaders report to CIRT Op Ctr for instructions. |
| | CIRT BPS Phase I begins. Phase I includes full backup & shutdown of non-critical elements. | Notification procedures continue. BPS Schedule distributed district-wide. Latest call tree issued to all CIRT & IT Disaster Recovery Team. | CIRT Station at Command Center prepared for operation during recovery period as determined by CIRT & latest event assessment. | Periodic testing of all communication mediums, college main #, & availability of Internet & college website. | Escalation & Recovery procedures initiated per procedure & updated/modified instruction. |
| | | CMT Command Center phone / data operational. | Back-Up media delivered to offsite location. | | |
| | | Alternate web site | CIRT BPS Phase III | | |

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| | | activated. Main line & voice mail changes complete. | begins 12 -18 hours prior to event. Shutdown of primary systems (Banner, phone / network services). | | |
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BUSINESS OFFICE

| 72 hours prior to event | 48 hours prior to event | 36 hours prior to event | 24 hours prior to event | During event | Recovery |
|-------------------------|--|---|--|--------------|--|
| | Meet with Payroll Department staff to: <ul style="list-style-type: none"> - Review the monthly payroll calendar. - Identify & revise, if necessary, upcoming payroll processing & pay date timelines. - Assign staff to specific duties. - Obtain updated contact information for each employee. | Backup all computer files & store backup information in another location. | Secure all the office equipment. | | Determine & report damage & determine the alternate work site when office is unsafe. |
| | Meet with the Human Resources Office to coordinate processes. | Continue to coordinate processes with the Human Resources Office. | Submit payroll information update to Public Relations for website posting. | | Review monthly payroll calendar & plan to continue pay cycle. |
| | Determine if necessary forms, supplies or equipment will be required & available. | | Close office & evacuate campus. | | |
| | Review communication plan & chain of information. | | | | |
| | Identify alternate location if location is inaccessible. | | | | |
| | Contact the bank & obtain contact names & numbers & inquire about their scheduled business hours. | | | | |
| | Determine IRS deposit due dates & assign | | | | |

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| | responsibility. | | | | |
| | Instruct employees when to complete timesheets. | | | | |
| | Increase credit card limits with the bank | | | | |
| | Update file with previous month's direct deposit information in encrypted USB device | Update file with previous month's direct deposit information in encrypted USB device | Update file with previous month's direct deposit information in encrypted USB device | | |

CASHIERS

| 72 hours prior to event | 48 hours prior to event | 36 hours prior to event | 24 hours prior to event | During event | Recovery |
|-------------------------|---|--|---|--------------|--|
| | Meet with Business Office staff to: <ul style="list-style-type: none"> - Review weekly refund calendar - Identify & revise, if necessary, upcoming refund runs - Ensure wire transfers are made to US Bank timely - Assign staff to specific duties - Obtain updated contact information for each employee | Back up all computer files & store backup information in another location | Secure all the office equipment | | Determine & report damage, & the alternate work site when office is unsafe |
| | Meet with Technology Resources to coordinate refunds & US Bank batches & obtain contact phone numbers | Continue to coordinate with Technology Resources | | | Review monthly production calendar & plan accordingly |
| | Determine, if necessary, register & office keys, forms, supplies or equipment will be required & available | | | | |
| | Review communication plan & chain of information | | | | |
| | Identify alternate location if location is inaccessible | Coordinate with Security if Cashiers will be accepting payments at an alternate site | Close office & evacuate campus. Ensure all monies collected are deposited at the end of | | |

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|--|---|--|----------|--|--|
| | | | the day. | | |
| | Contact armored car company & US Bank to obtain contact names & numbers & inquire about their scheduled business hours. | | | | |
| | Instruct employees when to complete timesheets | | | | |

APPENDIX B: BOMB THREAT CHECKLIST

Keep the caller on the line as long as possible!

Exact time and date of call:

Exact words of caller:

| Voice | Accent | Manner | Background | Noise |
|--------------|-----------|------------------|------------------|-----------|
| Loud | Local | Calm | Factory | Machines |
| High-Pitched | Foreign | Rational | Bedlam | Raspy |
| Intoxicated | Race | Coherent | Music | |
| Soft | Not Local | Deliberate | Office | Machines |
| Deep | Region | Righteous | Mixed | |
| Pleasant | | Angry | Street | Traffic |
| Other | Speech | Irrational | | Trains |
| Fast | | Incoherent | | Animals |
| Language | Distinct | Emotional | Quiet | |
| Excellent | Stutter | Laughing | Voices | |
| Fair | Slurred | | | Airplanes |
| Foul | Slow | Familiarity With | Party Atmosphere | |
| Good | Distorted | Threatened | Facility | |
| Poor | Nasal | | | Much |
| Other | Lisp | | | Some |
| Other | | | | None |

Questions to ask the caller:

1. *When is the bomb going to explode?*
2. *Where is the bomb?*
3. *What does it look like?*
4. *What kind of bomb is it?*
5. *What will cause it to explode?*
6. *Did you place the bomb?*
7. *Why did you place the bomb?*
8. *Where are you calling from?*
9. *What is your address?*
10. *What is your name?*

If the voice is familiar, whom did it sound like?

Were there any background noises?

Telephone number call received at:

Person receiving call:

APPENDIX C: HURRICANE DISASTER PREPAREDNESS PAY PROCEDURES

EMERGENCY CLOSING – PAY PROCEDURES

Should the College be closed due to an emergency, the following shall apply:

Non-Exempt Staff – Full-Time

- If the College is officially closed the College will pay employees, actively at work, their regular pay up to 3 days of pay. Leave will be designated as “Leave Paid-College Closed”. Employees can choose to be paid for additional time off by using accrued and available Vacation Leave; if not available, leave will be designated as leave without pay with full benefits.
- Those on prior approved leave during the closing shall not have the leave changed to “Leave Paid-College Closed.” If an employee requests a leave (vacation or otherwise), but then the college closes for weather or other emergency circumstances on that/those day(s), the leave still stands as scheduled. No cancellations.
- Vacation, sick leaves etc., are strictly a benefit, thus requires no restoration of days in such events.
- Employees who are asked to return to work for various duties during the first three days that the College is closed, will be paid for every hour worked in addition to the three days of pay designated as “Leave Paid-College Closed”. If employees are required to work beyond 40 hours for the week, they will be compensated at the overtime rate of time and a half for hours worked. If the College is closed beyond the three-day period, employees who come to work will be paid their regular pay.

Non-Exempt Staff – Direct Wage / Work study

- If the College is officially closed the College will pay direct-wage employees their hourly pay up to three days of pay and only for scheduled hours of work. Leave will be designated as “Leave Paid-College Closed”.
- Those on a prior requested day off during the closing shall not have the leave changed to “Leave Paid-College Closed”. If an employee previously requested to have missed work, but then the college closes for weather or other emergency circumstances on that/those day(s), the absence stands as scheduled. No exceptions.
- Non-Exempt employees who are asked to return to work for various duties during the first three days that the College is closed, will be paid for every hour worked in addition to the scheduled hours of pay designated as “Leave Paid-College Closed”.

Exempt Staff

- If the College is officially closed beyond three days, the College will pay employees their regular pay up to three days of pay. Employees can choose to be paid for additional time off by using accrued available vacation; if not available, leave will be designated as leave without pay with full benefits.

- Employees, who are asked to return to work for various duties during the first three days that the College is closed, will be provided with the equivalent days off. If the College is closed beyond the three-day period employees who come to work will be paid their regular pay.
- Those on prior approved leave during the closing shall not have the leave changed to “Leave Paid-College Closed”
- If an employee requests a leave (vacation or otherwise), but then the college closes for weather or other emergency circumstances on that/those day(s), the leave still stands as scheduled.
No Cancellations.
- Vacation, sick leaves etc., are strictly a benefit, thus requires no restoration of days in such events.

STC Maps: <http://www.southtexascollege.edu/stcdps/maps.html>
STC Emergency Preparedness Site: <https://www.southtexascollege.edu/emergency/index.html>

