Emergency Procedures Manual

2011-2012
SECTION I - Introduction

Emergencies, disasters, accidents, injuries, and crimes can occur without warning at any time. Being physically and psychologically prepared to handle unexpected emergencies is an individual as well as an organizational responsibility. Institutions of Higher Education (IHEs) must be prepared to respond in partnership with local, state, and Federal agencies to respond together in a seamless and coordinated manner.

Sam Houston State University and the Department of Recreational Sports have taken proactive action in creating an institutional response plan that will better manage the processes and operations needed to address an emergency situation in any of the university’s facilities should a major, critical incident ever occur again.

Mission Statement:

To support the Sam Houston State University’s instruction, research and public service programs by operating and maintaining the facilities both effectively and efficiently.

Immediate response includes emergency and urgent work orders. Emergency work includes damage or injury to life or property as well as those items which pose a threat to security. Urgent work comprises situations which require timely attention due to the inconvenience or discomfort they present.

The Director of Environmental Health Safety and Risk Management here at SHSU is Charles Sturrock. Office number: (936)294-2342.

SECTION II - The Incident Command System (ICS)

- **What Is ICS?**
  - Consists of procedures for managing personnel, facilities, equipment, and communications.
  - Is used throughout the lifecycle of an incident, from the time the threat occurred, through the response, and until complete recovery.
  - It is based on proven incident management practices.
  - Defines incident response, organizational concepts and structures.
  - Is required by the National Incident Management System (NIMS).

- **Responding Using ICS**
  - The components of the Incident Command System are Safety, Security & Intelligence, Communications, Public Information, Student Welfare, Operations, Finance & Administration, and Logistics on the SHSU Campus. Not all components are activated at all times.
  - The Incident Command System is an effective method for organizing a response. ICS is a standardized, on-scene, all-hazard, incident management approach.
  - ICS allows higher-education personnel and community responders to adopt an integrated, organizational structure. ICS matches the complexities and demands of the incidents with organizational structure without being hindered by jurisdictional boundaries. With IHEs blending into the larger community response system, ICS allows all personnel involved to maintain critical knowledge of their roles and allows interaction without jeopardizing anyone’s voice or undermining an individual’s authority.
  - Although the EOC titles and functions are somewhat different, ICS is also used to manage an Emergency Operations Center.
**Common ICS Terminology**
- Communications should be in plain English.
- Do not use radio codes, institution-specific codes, or jargon.
- IHEs will start using the same terminology and approach as the local, state and Federal responders.
- Using common terminology helps to define:
  - Organizational Functions
  - Incident Facilities
  - Resource Descriptions
  - Position Titles

**SECTION III – Preparedness**

**Are You Prepared?**
- A Jurisdiction’s readiness plans, policies, and regulations must:
  - Comply with NIMS, including ICS
  - Cover all hazards and be based on risk assessments
  - Include delegations of authority
  - Include up-to-date information about resources
  - Include contact information
  - Be exercised

**What Can You Do Now to Prepare?**
- Keep emergency supplies in your office (medications, flashlights, comfortable shoes, bottled water, batteries, and portable radios).
- Become familiar with the quickest exit routes from your building.
- Locate the nearest fire extinguisher and pull station.

**SECTION IV – Shelter in Place**

Sam Houston State University will issue a Shelter in Place notification when circumstances dictate that the most prudent course of action is to seek shelter within a building, and what areas within a building provide the most protection. In the event of an active shooter, severe weather warning, or hazardous material release, we recommend the following actions:

- If you are outside immediately seek shelter within the nearest building.
- If you are inside of a building, remain inside, and move to the most central and secure portion of the building away from windows if possible.
- Move to the lowest floor of the building if possible.
- Seek shelter under a sturdy table or desk and use your arms to protect your head and neck.
- Put as many walls between you and the outside of the building.

*All indicated actions are defined in the Emergency Operations Plan as “Shelter in Place”*
SECTION IV – ICS Form, Organizational Chart

- This form can be used during an incident to help you keep track of who is filling the ICS positions.

- Command Staff and General Staff

<table>
<thead>
<tr>
<th>Command Staff:</th>
<th>General Staff:</th>
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<tbody>
<tr>
<td>The Command Staff provide information, safety, and Liaison services for the entire organization.</td>
<td>The General Staff are assigned functional authority for Operations, Planning, Logistics and Finance/Administration.</td>
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SECTION V – Department of Recreational Sports Emergency Call Tree

SAM HOUSTON STATE UNIVERSITY
RECREATIONAL SPORTS
EMERGENCY CALL TREE

Keith Jenkins
Director

Ed Chatal
Associate Dir.
Facilities

Steve Thompson
Associate Dir.
Programs

Tina DeAses
Sr. Asst. Dir.

Cindy Allbright
Asst. to the Dir.

Scott Vaculik
Informal
Daniel Martinez
Coliseum
Beverly Flood
RSC Receptionist
Coliseum GA

Steven Wright
IMs/Clubs
Chris Mahlen
Outdoor
Patrick Spencer
University Camp
Laura Dougherty
Fitness
Courtney Smith
HKC

GA
Student Staff

GA
Informal GA’s
Informal & Aquatics
Student Staff

Operations Staff
St. Office Staff
Event Staff

Kas Kramer
GA & Student Sta

Outdoor GA

Camp Staff

Fitness Staff

HKC St. Office

Student Staff
# Section VI – Department of Recreational Sports Staff Phone List

## Recreational Sports Phone List Spring 2012

<table>
<thead>
<tr>
<th>Name</th>
<th>Extension</th>
<th>Cell</th>
<th>Email</th>
</tr>
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<tbody>
<tr>
<td>Jenkins, Keith</td>
<td>41968 or (LSC) 41871</td>
<td>936-661-7144/h295-6922</td>
<td>kjenkins</td>
</tr>
<tr>
<td>Chatal, Ed</td>
<td>44889 or (COL) 41740</td>
<td>936-581-4347/h291-9919</td>
<td>rca_elc</td>
</tr>
<tr>
<td>Vacant</td>
<td>43658</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Allbright, Cindy</td>
<td>44666</td>
<td>936-661-3287</td>
<td>allbright</td>
</tr>
<tr>
<td>Dougherty, Laura</td>
<td>41307</td>
<td>936-577-6295</td>
<td>lbd004</td>
</tr>
<tr>
<td>Kramer, Kas</td>
<td>43358</td>
<td>713-962-1450</td>
<td>kak029</td>
</tr>
<tr>
<td>Mahlen, Chris</td>
<td>41947</td>
<td>936-662-8141</td>
<td>cxm014</td>
</tr>
<tr>
<td>Martinez, Daniel</td>
<td>44979</td>
<td>936-662-6864</td>
<td>dwm004</td>
</tr>
<tr>
<td>Spencer, Patrick</td>
<td>42789</td>
<td>936-577-0982</td>
<td>wps003</td>
</tr>
<tr>
<td>Thompson, Steve</td>
<td>43656</td>
<td>540-908-0828</td>
<td>stthompson</td>
</tr>
<tr>
<td>Vaculik, Scott</td>
<td>43657</td>
<td>936-649-2024</td>
<td>ssv001</td>
</tr>
<tr>
<td>Wright, Steven</td>
<td>41934</td>
<td>936-661-2146</td>
<td>srwright</td>
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**Secretaries**

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<tr>
<td>Flood, Beverly</td>
<td>41972</td>
<td>936-329-2741</td>
<td>rca_baf</td>
</tr>
<tr>
<td>Santos-Wallace, Mandy</td>
<td>41405</td>
<td>936-293-6015</td>
<td>als023</td>
</tr>
<tr>
<td>Smith, Courtney</td>
<td>42267</td>
<td>936-714-2791</td>
<td>cls019</td>
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**Graduate Assistants**

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<thead>
<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Cox, Kim</td>
<td>43865</td>
<td>713-702-2537</td>
<td>knc002</td>
</tr>
<tr>
<td>Erickson, Daniel</td>
<td>41929</td>
<td>321-443-6979</td>
<td>dje014</td>
</tr>
<tr>
<td>Hagendorf, Justin</td>
<td>43865</td>
<td>936-662-7911</td>
<td>stdjfh13</td>
</tr>
<tr>
<td>Kuczaj, Kathryn</td>
<td>41778</td>
<td>469-855-5286</td>
<td>kgk002</td>
</tr>
<tr>
<td>Kuruc</td>
<td>44720</td>
<td>936-668-4exk002</td>
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<tr>
<td>Service</td>
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<td>Ext.</td>
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</tr>
<tr>
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<td>-------------</td>
<td></td>
</tr>
<tr>
<td>Eleonora</td>
<td>9138</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shepperd, Adam</td>
<td>43335</td>
<td>248-854-3500</td>
<td></td>
</tr>
<tr>
<td>Aquatics Pool Office</td>
<td>41754</td>
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<td></td>
</tr>
<tr>
<td>Coliseum Ticket Info</td>
<td>43021</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Conference Room 162</td>
<td>44794</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fax Number East</td>
<td>44340</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fax Number West</td>
<td>41913</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fax Coliseum</td>
<td>56189</td>
<td></td>
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</tr>
<tr>
<td>IM Weather Line</td>
<td>41966</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Office Main West 162</td>
<td>41985</td>
<td></td>
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</tr>
<tr>
<td>Office 104 East</td>
<td>43361</td>
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<tr>
<td>Marketing Office 104</td>
<td>41313</td>
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<tr>
<td>Member Services</td>
<td>41987</td>
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<tr>
<td>Nutrition Counseling</td>
<td>41967</td>
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<tr>
<td>Rockwall/Outdoor/Rental</td>
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<tr>
<td>Spec Events (cage area)</td>
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<tr>
<td>University Camp</td>
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<tr>
<td>Weight Room Desk</td>
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<td>EMERGENCY UPD</td>
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<tr>
<td>University Safety Office</td>
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<tr>
<td>UPD Dispatch</td>
<td>41794</td>
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</tr>
</tbody>
</table>

*Staff mobile phone numbers are published internally.*
SECTION VII – Department of Recreational Sports Procedures for Evacuation, Lock-Down, and Shelter-In-Place

- **RSC/HKC Procedures**
  The RSC Staff will be responsible for the safety and security of all occupants in the RSC and HKC. In the event of an evacuation, all building occupants will follow the evacuation plan outline in Section V. In the event of a shelter-in-place or lock-down emergency, RSC/HKC staff will direct all occupants away from all front door and lobby areas and wait for further instructions. Individual and specific responsibilities are as follows:

  - Facility Supervisor (SUP): Will secure and lock all entrances to the facility. They will also be responsible for monitoring university channel communication and the monitoring of facility staff communication as well if no Assistant Supervisor.
  - Assistant Supervisor (AS): (IF ON DUTY) Will assist SUP will lock down facility. AS will also be responsible for communication between RSC Staff.
  - Member Services (MS): Will Monitor Main Entrance of facility while staying behind counter and away from all windows.
  - Front Door 1 (FD1): Will have a radio and monitor ground level EXIT of the RSC.
  - Equipment Issue (EI): will assist Member Services from behind the counter.
  - Front Door 4 (FD4): Will move into gym and assist the Hallway worker with monitoring entrances and exits.
  - Hallways: Will move away from line of site with the doors and monitor entrances and exits in hallway.
  - **Gym One and Gym Two** - Stay in gym and assist patrons with questions.
  - **Racquet Ball Courts and Hallway** - Staff will also move to gym with Hallway workers and FD4.
  - **Weight Room** – Staff will move people into the gyms and wait for further instructions.
  - **Climbing Gym** - Staff will move people away from windows and monitor ground level for activity.

- **Aquatics Area**
  - The Aquatic Staff is responsible for the safety and security of the Aquatics Area and its occupants.
  - Lifeguards will lock all gates and facility entrances around the pool area. They will then move indoors to the Computer Station located between the RSC and the HKC.
  - Lifeguards will ensure that all occupants in the facility at that time do not exit in a lock-down or shelter-in-place situation. Lifeguards will also make sure that nobody enters the facility during a lock-down.

- **RSC Office Suite 162**
  - Full and part-time staff working in office suite 162 is responsible for vacating everyone in the office in the event of an evacuation, as per the evacuation plan listed in Section V. In the event of a lock-down or shelter-in-place emergency, reception staff will lock the office suite and then forward main-office phone lines to conference room 162 A (4-4794). Everyone in the office suite should then proceed to the conference room and await further instructions.
HKC Office Suite 104
- Full and part-time staff working in office suite 104 is responsible for vacating everyone in the office during an evacuation, as per the evacuation plan listed in Section IV. In the event of a lock-down or shelter-in-place emergency, all occupants should go to conference room 104 F to wait for further instructions.

Johnson Coliseum
- Coliseum Staff will be responsible for the safety and security of all occupants in the facility. During a facility lock-down or shelter-in-place emergency, the Facility Operations Coordinator will lock all 28 exterior doors and the east tunnel door. Operations Coordinator, or designated representative, will inform all building occupants that the facility has gone into lock-down mode. In most cases, occupants will remain in place and wait for further instructions. However, in the case of tornadic activity, occupants will proceed to the lower level of the Coliseum.

University Camp
- The University Camp is required to adhere to all University policies and procedures and will operate from a separate and evolving site specific Emergency Procedures Manual.

SECTION VIII – Location of Emergency Equipment

Emergency Exits
- All Exits are clearly marked in each facility. Please refer to the diagram below in Section V for a review of all exits.

Fire Alarm Pull Stations
- Fire Alarm Pull Stations are clearly marked in each facility.

Fire Extinguishers
- Supervisors for each facility will be responsible for knowing where each extinguisher is located.
- Extinguishers are clearly marked on evacuation diagrams located around each facility but they can be found on the attached diagrams below in Section V.
- Department employee manuals also have locations shown.

First Aid Kits
- Facility Supervisors, Assistant Supervisors, and Lifeguards carry Fanny Packs with emergency supplies.
- The First Aid Cabinet is located behind the Member Services Desk marked 164 on diagrams around the facility.
- Johnson Coliseum has First Aid Kits located in Rooms 204 and 117.

AED (Automated Electronic Defibrillator) Locations (Johnson Coliseum)
- There is an AED located on the concourse level, beneath Section Q.
- All graduation events require EMS services which carry AEDs. EMS will be located in Office 117 on the ground level.
- During all Athletic events, the SHSU training staff will carry an AED. Training staff will be located at the playing court.
- Recreational Sports Center
- The first AED is located behind the Member Service’s Desk (RSC 164).
- The second AED is located outside of the HKC 104 Office Suite.
- The Aquatic AED is located in the Pool Manager Office (RSC 172).
SECTION IX – Evacuation Diagrams and Schematics
o **Bomb Threats/Suspicious Items:**
  o Pay close attention to the exact words the caller is using; document the call.
  o Contact University Police at 936-294-1000 (4-1000 on campus).
  o Do not touch or handle suspicious items or packages.
  o Keep others away from area.
  o Notify your supervisor.
  o Check [Today @ Sam](http://www.shsu.edu/safety) for University Emergencies or updates from the KatSafe communication system, which will allow Sam Houston State University to send time-sensitive notifications via voice messages, emails, and text messages. This service will help us provide a safer environment, enhance emergency readiness, and keep our staff and students better informed.

o **Disruptive Behavior:**
  o Contact University Police at 936-294-1000 (4-1000 on campus).
  o Provide your name, location, what is happening, and the number of people involved (shooters/victims), if known.
  o If possible, exit the building or area immediately.
  o If exiting is impossible, get to a room, lock or barricade the door, keep quiet, remain in place until all-clear is given by law enforcement officials.

o **Fire – In case of fire or when the fire alarm sounds:**
  o Evacuate the building immediately using building emergency plan procedures.
  o Do not use the elevators.
  o Assist those with mobility problems.
  o Contact University Police at 936-294-1000 (4-1000 on campus).
  o Report to supervisor at the designated site.
  o Do not re-enter the building until instructed by authorized personnel.

o **Hazardous Materials:**
  o Contact University Police at 936-294-1000 (4-1000 on campus).
  o Provide information on type and size of spill (if known).
  o Evacuate the immediate area and building as directed.
  o Get decontamination instructions from authorities.
  o Do not re-enter area until all-clear is given by authorized personnel.

o **Medical Emergencies:**
  o Contact University Police at 936-294-1000 (4-1000 on campus).
  o Provide your name, location, number of people injured, and a description of all injuries.
  o Stay on the phone for instructions.

o **Severe Weather:**
  o Stay away from windows.
  o Take immediate shelter.
  o Monitor local radio and television stations.
  o Check [Today @ Sam](http://www.shsu.edu/safety) for University closings.
  o Contact University Police at 936-294-1000 (4-1000 on campus).

Refer to the SHSU Response Plan at [http://www.shsu.edu/safety](http://www.shsu.edu/safety) for more information.

A Member Of The Texas State University System
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