

# **Sam Houston State University**

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Lowman Student Center

## **EMERGENCY PROCEDURES**

**July 2007**

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### **What You Should Know:**

- How to respond in case of an emergency, both in your area and in other areas of the building.
- The location of all fire exits, but especially those nearest your work area.
- The locations of the fire alarm pull station and the fire extinguisher nearest your area.
- Your department's overall responsibilities and what staff should do in case of an emergency.

### **Responsibilities of all Directors, Managers, and Supervisors in the LSC:**

- Train staff in your areas to know and understand emergency procedures.

## **General Information for any Emergency Procedure in the LSC**

1. The LSC Director and Assistant Director will be called in the event of any emergency in the building. During normal working hours they can be reached at the following numbers:

Director 294-1759 or 3120

Assistant Director 294-1759 or 3118

Both can be reached by radio from the front desk or by any custodian.

After working hours call the Student Supervisor at 294-4902 and he/she can contact the Director and Assistant Director to relay any information pertaining to emergencies in the building.

2. The physical address of the building is:

Lowman Student Center  
1802 Avenue I  
Sam Houston State University  
Huntsville, Texas 77340-2389

3. University Police Department can be reached by calling 4-1000/1794 or 911.

4. You do not need to be a hero. Assess the situation and know your personal limitations. Don't hesitate to call for help.

5. Complete an Incident Report, available at the Information Desk, when medical assistance is provided or medical, fire or University Police Department officers are called to assist in an LSC emergency.

6. For questions on emergency procedures, please talk with your supervisor or Dan McDaniel, LSC Director.

## **Vandalism, Intoxication, Harassment or Similar Situations**

1. In the event you encounter an individual who is intoxicated, vandalizing the property or generally creating a disturbance, DO NOT attempt to restrain the individual(s) or in any way jeopardize yourself or any bystanders. Politely ask them to stop, ask for their names, and try to determine if they are students or employees of the university. If they attend the university, try to obtain their ID number. If they are not affiliated with the university inform them that this building is for use by students, faculty, staff and their guests only.

2. Contact the LSC Director, Assistant Director or Student Supervisor on duty.

3. Be prepared to give a good description of the individual(s) and the situation. If the person causing the problem leaves the building, note the direction they are going. If able, note vehicle type and license plate number.
4. If the situation warrants the Director, Assistant Director or Student Supervisor on Duty will contact University Police Department by calling 4-1000/1794.
5. In all cases complete the Incident Report. An example is found in the Form Section of this document and in the Information Desk files.

### **Detection of a Fire**

1. If a fire is detected before the fire alarm system activates, pull the nearest fire alarm. All employees should know the location of at least two fire pull stations nearest their work area or office.
2. Dial 911 or 4-1000/1794 and report the fire, giving the location as the Lowman Student Center and the location of the fire in the building. Be as specific as possible when reporting the location by giving the floor and room number if possible.
3. Evacuate the areas that have been assigned to your office or the area where you are in the building. If possible and if time permits, take your keys with you. Be extremely careful to keep yourself between the fire and an exit. If smoke or fire becomes intense, leave the area immediately. Do not be a hero, protect yourself so you can communicate the situation to the emergency response personnel.
4. If a fire is reported by a patron to any staff member in the LSC and a pull station has not been pulled nor has the alarm sounded, the staff member to whom the fire is reported should go immediately to the location of the reported fire and verify its existence. If fire or smoke is detected, proceed as indicate above.
5. When verifying the existence of a fire, do not open a closed door. Check the door for heat by using the back of your hand. If the door is hot, proceed as indicated above in paragraph 1.

### **Fire Alarm Sounds**

1. When the fire alarm sounds, everyone is to evacuate the building in a manner as quietly, calmly and orderly as possible. Sensitive files, cash drawers, cash registers, and safes should be locked or secured within the area. All doors should be closed, but left unlocked except those necessary to secure valuable merchandise.
2. Use the shortest route to the nearest exit. All employees should know the location of the two exits closest to their work area. Remember, you may have to find the exit in the dark. Addendum B has the evacuation routes for the LSC.

3. It is very important to move quickly. The building should be cleared within 3 minutes of the first alarm sound. Treat every alarm as if it were an actual fire.

4. If it is necessary to change floor levels to reach an exit, do not use the elevators. Use the nearest stairwell.

5. Staff or patrons with disabilities that preclude them from evacuating the building should be moved to assembly areas. Each stairwell landing is designated an assembly area for persons with disabilities. It is not necessary to evacuate persons with disabilities from the assembly areas unless it is life threatening to remain there. An LSC staff member will remain with the disabled person and keep them informed. The Command Post, located at the Information Center, must be notified of any disabled persons in assembly areas and they will inform the fire department of the numbers and locations of disabled personnel in the building.

6. All personnel are to move to their assigned gathering places and remain there until given clearance to re-enter the building.

7. Gathering places

a. Mall Area - West of the Fountain (between fountain and the Dan Rather Communications building.)

- (1). Student Activities
- (2). Program Council
- (3). Student Government
- (4). Dean of Students' Office
- (5). Bearkat OneCard

b. Mall Area - East of LSC (between AB#1 and Smith-Hutson Business Building)

- (1). LSC Staff Office
- (2). Cyber Confections
- (3). University Bookstore
- (4). Catering Office
- (5). Paw Print Food Court
- (6). Kat Klub
- (7). Vice President for Student Services

8. The Information Desk, located on the second floor in the main lobby, will serve as the building evacuation Command Post. In the event of a fire in the lobby area, the Command Post will be moved to another area as close to the fire alarm control panel as possible.

a. All department directors (or senior staff person) at work in each respective department within the LSC are responsible for the evacuation of their area.

b. All department directors (or their designated senior staff person) shall monitor the evacuation of their respective departmental areas and report to the Command Post to verify the status of the evacuation of their area of responsibility.

c. The LSC Director or Assistant Director will man the Command Post and coordinate the evacuation, receive evacuation reports and meet the fire department/university police personnel upon their arrival. Addendum C is an Evacuation Checklist to assist the Command Post during the evacuation process.

d. During the evening hours and on weekends, the LSC Student Supervisor will coordinate the evacuation process from the Command Post.

9. Lowman Student Center departments and offices are responsible for evacuation of the facility as follows:

<u>Area to be Evacuated</u>	<u>Regular Operating Hours</u>	<u>Evenings and Weekends</u>
3rd Floor West of Rm 320	Student Activities Staff	Operations Crew
3rd Floor Rm 320 and East	LSC Office Staff	Operations Crew
Suite 215	Dean of Students' Staff	Operations Crew
Bookstore	Bookstore Staff	Bookstore Staff
Main Lobby	Info Center Staff	Info Center Staff
Art Gallery	Info Center Staff	Info Center Staff
Cyber Confections	Cyber Confections Staff	Cyber Confections Staff
Catering Office	Catering Office Staff	Catering Office Staff
Theater	Kat Klub Staff	Operations Crew
Kat Klub	Kat Klub Staff	Kat Klub Staff
Paw Print Food Court	Paw Print Staff	Kat Klub Staff
Ballroom	Custodial Staff	Operations Crew

10. All department directors (or senior staff person on duty in each respective area) are also designated to be an Evacuation Manager.

a. Evacuation Managers are responsible for ensuring evacuation of their areas and reporting the results to the Command Post. While in route to the Command Post, all Evacuation Managers should diplomatically request students, faculty, staff and guests to leave the building, but are not required to force anyone to leave. Face to face reporting is preferable, but evacuation reports can be passed telephonically, over an LSC radio, or by any other expeditious means.

b. Upon reaching the Command Post, report any areas not completely evacuated and the law enforcement personnel will ensure complete evacuation of the building.

c. Each Evacuation Manager is responsible for assigning staff personnel to monitor exterior public entry doors to prevent unauthorized personnel from entering the building until proper clearance is given by the appropriate safety or fire personnel. The only personnel who are allowed to enter the building when the fire alarm is activated are fire, UPD officers, or Physical Plant fire alarm technicians. Door numbering diagrams are shown in Addendum D.

d. Evacuation Manager door assignments are as follows:

(1). Student Activities- Second floor doors S3, S4 and S5.

(2). Bookstore- Second floor doors S8 and S11.

(3). LSC Staff- Second floor doors S1 and S2.

(4). Kat Klub- First floor doors F1, F2, F3 and F4.

(5). Paw Print Food Court Staff- First floor doors F8, F9, F12 and F13.

(6). LSC Staff- Ground floor doors G1, G2, and G4.

e. On evenings and weekends the LSC Student Supervisor may request help from other staff personnel on duty or anyone else available to assist in total evacuation of the building. The supervisor may use volunteer sentries at each public entry door to prevent anyone from entering the building until the appropriate safety or fire personnel give proper clearance.

f. When the fire department gives clearance to enter the building, the Command Post will ensure all exterior door monitors are informed.

11. When the building is closed for business, the fire department assumes no one is in the building. In order to provide the fire fighters with accurate information it is necessary to keep track of everyone in the building. When the building is closed, any staff member issued an exterior door key may enter the building through exterior door S1. An After Hours Log will be posted at the Information Center. Staff entering the building will log

in and out by filling in the logbook. Fire fighters will have access to the logbook upon entering the building and be able to quickly determine if there is anyone in the building and their location.

### **Power Outage**

1. The LSC Assistant Director or LSC Student Supervisor will report the situation by calling the Physical Plant Emergency Work Request Desk at 4-1868. After 4:00 pm or on weekends, notify the University Police Department at 4-1000/1794 to report the power outage and have them call the Physical Plant on-call personnel to provide immediate assistance. When calling the University Police Department and requesting Physical Plant assistance, the supervisor will fill out an LSC Emergency Assistance Log form. The form can be found in the Forms Section of this document and at the Information Center.
2. If the power failure is expected to be extended in length (more than 30 minutes), the LSC Director or Assistant Director will decide if the building should be evacuated. If evacuation is determined to be the safest option, the LSC/Student Activities staff and custodians will assist all patrons in evacuating the building.
3. During a power outage, emergency lights are activated and remain on in the stairwells and in various locations throughout the building to allow patrons to move to the exits.
4. Flashlights are located in the LSC office, Student Activities office, Dean of Students' office, and at the Information Center.

### **Elevator Emergency**

1. The elevators are equipped with emergency call buttons that allow passengers to communicate with the University Police Department.
2. The LSC Assistant Director or Student Supervisor will contact Physical Plant work control at 4-1868 and report the elevator failure and ask for immediate assistance in freeing people trapped in the elevator.
3. If life safety is an issue, call for immediate assistance by dialing 4-1000/1794 or 911 and state the life safety issue and location.

### **Medical Emergency**

1. When a life threatening medical emergency occurs in your area, call 4-1000/1794 or 911 and indicate that you are reporting a medical emergency. Be sure and identify the location as Sam Houston State University, Lowman Student Center, 1802 Avenue I, and the location of the medical emergency in the building. Be as specific as possible when giving the location. Provide the floor and room number if possible.



- a. If for any reason you cannot stay on the phone, give the dispatcher the exact location where help is needed and attend to the injured/ill party.
  - b. If the injured/ill party needs immediate assistance and a co-worker or patron is available, instruct this person to make the emergency call while you attend to the needs of the victim.
2. For any life threatening medical emergency, notify the LSC Director or Assistant Director at 4-1759 or Student Supervisor at 4-4902 and provide a brief account of the situation.
3. Do not move the injured person. If possible, cover them with a coat or blanket to keep warm.
4. There are three Automatic Emergency Defibrillators located in the LSC. One of the AED's is kept at the Information Desk. The other two AED's are wall mounted in cabinets by the first floor lockers outside the Kat Klub and by the courtesy phone on the ground floor.
5. If the injured/ill individual is a staff member (student, state or professional employee) and it is not a life threatening injury, the immediate supervisor of the injured person must be contacted.
6. After the needs of the injured person have been addressed by professional personnel or a staff member, an Incident Report and Report of First Injury must be completed with the assistance of the Student Supervisor or LSC Assistant Director. The Incident Report can be found in the Forms Section and the Report of First Injury is Addendum A.

### **Natural Gas Leaks or Line Breaks**

1. When you smell the distinctive odor of natural gas (rotten eggs or sulfur type odor) evacuate the area immediately and contact the LSC Assistant Director at 4-1759/3120 or the Student Supervisor at 4-4902.
2. The LSC Assistant Director or Student Supervisor will assess the situation and take immediate action.
3. Do not turn lights or any electrical equipment on or off, including the fire alarm system, cell phones, and elevators or perform any other actions that might cause sparks or static electricity.
4. If this situation is identified as serious, the LSC Director, LSC Assistant Director or Student Supervisor will instruct the staff to evacuate the facility and follow the evacuation procedures on page 4. The handheld radios will be the primary means to pass the order to evacuate the building.

5. Contact the fire department and University Police Department to report the gas leak.

### **Flooding or Water Leaks**

1. If flooding occurs, exit the flooded area as quickly as possible and notify the LSC Assistant Director or Student Supervisor immediately. He/She will assess the situation and take action.
2. Evacuation procedures may be necessary for the entire LSC or an area of the facility may be closed until the situation can be controlled.
3. Avoid standing in the wet or flooded area due to the threat of electrocution. One of the greatest hazards to personnel will be electrical grounding of equipment.
4. The LSC Staff or Student Supervisor will call Physical Plant Emergency Work Control Desk at 4-1868 and notify them of the emergency. After 4:00 pm and on weekends, notify the University Police Department at 4-1000/1794, state the nature of the emergency, and have them call the Physical Plant duty personnel to provide immediate assistance.
5. Do not attempt to stop the water flow or fix a damaged pipe. This could result in more problems and damage, and increase the risk of personal injury.
6. The LSC Staff or Student Supervisor will coordinate clean up actions to prevent or minimize water damage to carpets, furniture or other equipment in the facility.

### **Mechanical Rooms**

1. If there are any concerns about the operations in a mechanical room, notify the LSC Assistant Director or Student Supervisor. He/She will check the rooms for awkward odors, sounds, damaged pipes or mechanisms, and or fluid leaks.
2. The Assistant Director or Student Supervisor will notify the Physical Plant Emergency Work Control Desk at 4-1868 and describe the situation and exact mechanical room number. After 4:00 pm and on weekends, notify the University Police Department at 4-1000/1794 and request immediate Physical Plant assistance.

### **Suspicious Package**

1. When a staff member or guest notices a suspicious, unaccompanied package in or near the facility, call the LSC Assistant Director or Student Supervisor.
2. The Assistant Director or Student Supervisor will review the package to see if there are typical characteristics that may call for professional response. These characteristics include:

- a. Powdery substance in the area.
  - b. An attached note.
  - c. Unusual weight, size or shape.
  - d. An unusual amount of tape on the package.
  - e. Unusual or uncharacteristic restrictive endorsement markings.
  - f. Strange odor or stains.
3. If any of the characteristics are present, the Assistant Director or Student Supervisor will notify University Police Department and request assistance.
  4. Until the police arrive on the scene, the immediate area around the suspicious package should be evacuated and remain clear.

### **Bomb Threats**

1. Bomb threats should be taken seriously. If you receive a bomb threat telephone call, remain calm and listen to the person. Take notes if possible during the call.
2. Follow the Bomb Threat Procedure and Record in the forms section.
3. Contact University Police Department immediately and inform them of the situation. The police will then instruct the LSC Director or Student Supervisor on appropriate procedures.
4. The LSC Director, with the assistance of the police, will determine if evacuation of the facility is appropriate. If evacuation is necessary, follow the procedure outlined in the Fire Alarm Sounds section of this document.
5. If you locate a bomb, or suspected bomb, notify the University Police Department dispatcher at 4-1000/1794 and relay as much information as possible.
  - a. Give the exact location of the suspected bomb.
  - b. Give as detailed a description of the bomb as possible.
6. Do not move the suspected bomb or any equipment near the bomb. Any movement could trigger the activation mechanism.

7. Notify the LSC Director, Assistant Director or Student Supervisor after calling the police.
8. The LSC Director, with assistance of the police, will determine if evacuation of the facility is appropriate.

### **LSC Lockdown**

1. A call from any University office or individual regarding a campus lockdown should be taken extremely seriously.
2. If you receive the call to lockdown the campus, immediately contact the LSC Director (4-3120), Assistant Director (4-3118), or Student Supervisor (4-4902) via phone or radio and inform them of the situation. These individuals will immediately notify all offices within the building as well as initiate the lockdown procedure.
3. The LSC staff including all available custodial staff will immediately implement a lockdown of the entire building.
4. The following are the LSC lockdown responsibilities:

Normal Working Hours (8:00 am – 5:00 pm)

- Ground Floor.....Custodians
- 1<sup>st</sup> Floor.....Kat Klub Staff
- 2<sup>nd</sup> Floor.....LSC Staff

After Normal Working Hours (After 5:00 pm)

- Ground Floor.....Custodians
- 1<sup>st</sup> Floor.....Kat Klub Staff
- 2<sup>nd</sup> Floor.....Student Supervisor/ Operations Crew

5. Once lockdown is initiated no individual will be allowed to enter the LSC without the permission of the LSC Director. All individuals still within the building who are not employed in the LSC will be instructed to stay indoors and relocate to a secure spot within the building.
6. The building will only be reopened and occupants may leave once clearance is given by the University Police Department.

**PLEASE SEE THE LSC OFFICE FOR ALL ATTACHMENTS or FORMS ASSOCIATED WITH THESE PROCEDURES**