Sam Houston State University

WARNING ANNEX

ANNEX A – WARNING, OCT 2018
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ANNEX A – WARNING, OCT 2018
I. SITUATION AND ASSUMPTIONS

A. Situation. In an emergency, the SHSU Crisis Communication Team (CCT) will immediately notify the campus about the situation. The primary means of notification is the KatSafe system that includes text, social media, email, phone, desktop, and voice messaging.

B. Assumption. Emergency responses will include a preparatory period or a no notice response. Emergencies can include active attacks, inclement weather, power loss, fire, and other situations that put lives and property at risk.

II. CONCEPT OF OPERATIONS

A. Procedures for reporting an emergency.

1. To sufficiently prepare for an emergency situation on campus, SHSU Crisis Communication Team (CCT) tests the emergency procedures including informing the campus community and other individuals, such as parents and guardians, in the event of an emergency.

2. At the core of the CCT is the Executive Director of Public Safety Services, VP for IT, University PIO, and the Director of Emergency Management. See Annex B for Communication protocols.

B. Tests of the KatSafe notification system.

1. At the beginning of each semester, the CCT completes an emergency notification drill that tests text messaging, voice and desktop alerts, social media platforms, and email notifications (https://youtu.be/ehJV8nPO2EM).

2. The CCT conducts unannounced and documented tests of these notification systems. The siren platform is tested monthly to practice with various members of the CCT and to ensure the functionality of the equipment.

3. The assessment of the drill includes redundant means of initiating an alert, functionality of each siren tower, and number of those successfully notified via text, email, and voice alerts, and notification to the community.

C. Information Available to the Community and Families.

1. To keep the campus community informed to include parents and guardians, the University provides key community leaders, parents, and concerned family members the opportunity to become members of the KatSafe notification system. Community leaders from Walker County, the City of Huntsville Police and Fire Departments, Hospital, and Administration are enrolled in the notification system.

2. Each University faculty and staff member, and student, has the opportunity to enroll up to ten other individuals such as parents or guardians to receive emergency
notifications. New students also receive this information during summer orientations. The Emergency Management Coordinator presents this information at each orientation session. In addition to the KatSafe notification system, new students and parents receive instructions to access the University’s KatSafe phone app that includes steps to take in the event of an emergency situation.

D. Publicizing Emergency Procedures and Instructions.

1. The University’s emergency procedures and instructions are publicized online at the KatSafe website including a phone and tablet application (http://www.shsu.edu/katsafe/).

2. The website and phone/tablet application is accessible to all faculty, staff, students, family members, guardians, and visitors to the campus. The KatSafe Emergency Preparedness site includes procedures for Evacuation, Active Shooter, Hurricane, Bomb Threat, and special event checklists and the latest road access maps for those approaching campus (first responders) and those leaving campus (evacuees).

3. Specific evacuation maps are prominently located in each building. The graphic below highlights the information available on the KatSafe website and phone/tablet application that includes text and video instructions.

E. Emergency Preparation

1. The University’s KatSafe website and phone/tablet application include evacuation procedures due to unforeseen circumstances such as fire, active shooter, or other
hazardous events. These procedures are for both response and evacuation in emergency or dangerous situations.

2. The KatSafe website includes an All-Hazards Awareness training video that addresses preparing for unforeseen circumstances using fire and active shooter as examples ([http://www.shsu.edu/katsafe/event-preparation/hazards-awareness-training](http://www.shsu.edu/katsafe/event-preparation/hazards-awareness-training)). The graphic below is an example of how these procedures appear in tablet form.

![Building Evacuation/Closure](image)

F. Special Event Emergency Preparation.

1. For special events on campus, the KatSafe site includes a detailed checklist that addresses evacuation instructions ([http://www.shsu.edu/katsafe/event-preparation/special-event-checklist](http://www.shsu.edu/katsafe/event-preparation/special-event-checklist)).

2. In addition to addressing evacuation considerations, the checklist includes a notification checklist and prepared emergency announcements that can be tailored for specific events (example below).

```
Evacuation
Modify as needed to address specific emergency
Repeat announcement as needed

Ladies and gentlemen, may I have your attention please. The Sam Houston State University Police Department requires you to evacuate the event site immediately due to a [provide specific event, whether it is civil unrest, bomb threat, HAZMAT, etc]. At this time, we ask that you remain calm and immediately proceed to [give exact location(s) as provided by UPD]. At this time, do not enter the [indicate area(s) or other prohibited vicinities]. Any and ALL directions and instructions of public safety officials must be followed.
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3. For large scale events such as football games and commencement ceremonies, the University begins each large scale event with an instructional video reminding all to identify the location of the exits, how they will receive additional information, consideration of those with functional needs, and reunification reminders.

4. Bowers Stadium and Johnson Coliseum hosts some of the University’s largest events. This link is to an example safety video specific for a Coliseum venue ([https://youtu.be/WR4xg8yGcs](https://youtu.be/WR4xg8yGcs)). Depending the assessment of each event
considering estimated number of attendees, hazards analysis, and venue, a video may not be played due to low risk.

G. Evacuation Procedures due to an Active Shooter Situation

1. The University provides evacuation instructions in the event of an active shooter on campus and follows the “Run-Hide-Fight” Department of Homeland Security methodology.

2. The material to include a video provides the procedures to follow when deciding to evacuate, or running from the shooter (http://www.shsu.edu/katsafe/active-shooter.html).

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RUN:
- Run even when others do not agree
- Leave your personal belongings behind
- Help others escape if possible
- Warn others from entering the area
- When you are safe, call 911

they may not have received any warnings about the threat when you are safe!
H. Warning Procedures due to Severe Weather

1. The University has a KatSafe site that specifically addresses severe weather such as hurricanes (http://www.shsu.edu/katsafe/hurricane.html). This site has references to key preparedness information, preparedness kits, and weather threat briefings. Annex S addresses other forms of severe weather preparation.

2. The site also has lessons learned and a “120-hour out” checklist for the staff in preparation for hurricane landfall.

I. Personal Safety Training Videos.

1. The University produced a personal safety video based on community trends, actual crimes committed on campus, and preparation for other emergencies.

2. The videos available on KatSafe include crime prevention, hurricane preparedness, all-hazard preparation, evacuation, and additional videos providing information about our policies and procedures.
J. Exercises and Warnings.

1. The University conducts functional exercises to assess the warning notification, evacuation, and recovery capabilities of the University. Major exercises include the President and executive leadership, and staff representation from across the campus.

2. Community involvement includes Walker County emergency management personnel, City of Huntsville Fire Department, and City Administration. The exercises emphasize the emergency notification, evacuation, and sheltering needs of displaced students.

K. Follow-Through Activities.

1. Based on tests, drills, and exercise feedback, the University takes steps to improve emergency and evacuation procedures. Examples of these steps include the immediate KatSafe acknowledgement that a situation has occurred to minimize the
volume of calls, improving the number of faculty, staff, and students capable of receiving emergency text messages through sustained marketing and opt-in default input selection, to repairs of emergency notification equipment.

2. The example below is how a malfunction is identified and actioned for repair.

<table>
<thead>
<tr>
<th>Executive Summary:</th>
</tr>
</thead>
<tbody>
<tr>
<td>On Monday 06/05/17 and Tuesday 06/06/17, SHSU performed the monthly test of the outdoor emergency siren alert system.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Test Summary:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• On 06/05, the test included personnel at each speaker location, to verify proper operation.</td>
</tr>
<tr>
<td>• The test consisted of a 10 second alert tone followed by delivery of a prerecorded “This is a test...” message that auto repeated three times. The test was administered at 10:55 a.m.</td>
</tr>
<tr>
<td>• The test was activated by UPD on 06/05 and by David Yebra on 06/06.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Test Results:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Zone 18 did not sound. Cherwell ticket 205787 was created. Per Networking, tower 18 was turned off and the fuse was removed due to Facilities and work they were conducting. Networking replaced the fuse, and the phone became functional. However, the light and the broadcast system are not working at this time. The Electric Shop at</td>
</tr>
</tbody>
</table>

L. After Action Reviews.

1. The University conducts After Action Reviews as part of their follow-through activities based on actual and simulated emergency and evacuation situations. These situations included the evacuation of an academic building due to smoke in an elevator shaft, and a situation where the campus lost complete power and subsequently closed.

2. The lessons learned are put in to action via our KatSafe System. The lessons learned are also available in the emergency plans shared drive.

M. Emergency Preparedness Tips

1. Prior to the academic year, the University will publish the KatSafe Top 10 Emergency Preparedness Tips based on after action review topics, lessons learned, and the analysis of campus and community trends. The intent is to publish the preparedness tips emphasized by the leadership of the University.

2. The “KatSafe Top 10” remind faculty, staff, and students about preparedness and complement the spirit of starting a new semester. The KatSafe notification test at the beginning of semester should reference all recipients to the KatSafe Top 10.
KatSafe Top 10 Emergency Preparedness Tips

- **Check** the [SHSU KatSafe Emergency Website](#) for situation updates and essential emergency preparedness information and videos.
- **Rehearse** multiple building evacuation routes from your location.
- **Report** suspicious activity to our UPD at 294-1800. Activity includes face to face and online activity.
- **Maintain** situational awareness at all times by identifying exits, strange activity, emergency situations, or conflict.
- **Familiarize** yourself with the active shooter “Run-Hide-Fight” methodology by watching our [KatSafe Active Shooter Video](#).
- **Anticipate** inclement weather for your travel to work and for special events you are planning or attending.
- **Confirm** that you are capable of receiving KatSafe text messages by going to your MySam [KatSafe Communication Instructions](#) to ensure you have “txt & voice” selected. If not, “add” your cell phone again to select the “txt & voice” option.
- **GO to** your respective app store and download “[SHSU Guidebook](#)” to access the KatSafe guidebook for your phone/tablet.
- **Maintain** a personal and department readiness kit for emergency situations. See the “[Ready Houston Preparedness Kit](#)” checklist on our [KatSafe Hurricane Preparedness website](#).
- **Communicate** with co-workers, family, and friends about concerns. Contact UPD to report your concerns.

**THE LINKS UNDERLINED ARE ACTIVE AND REFER YOU TO SPECIFIC AREAS ON OUR KATSafe WEBSITE**

N. Publicizing Emergency Preparedness Information

1. Directions on how to evacuate or respond to differing emergencies is available to everyone on campus. Visitors also have access to the KatSafe application referenced earlier.

2. Each desktop computer is pre-loaded with a KatSafe icon that can be used to access the KatSafe webpage and all emergency preparation step and plans. This icon can only be removed by an IT administrator.
III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES.

A. Director of Emergency Management

1. Send immediate KatSafe notification in coordination with the CCT.

2. Notify the emergency planning team of any additional planning actions required.

3. Determine meeting location and composition based on emergency.

4. Update KatSafe website and phone app with emergency preparedness information.

B. Marketing and Communication.

1. Provide input to the KatSafe message.

2. Inform the Visitor’s Center of the situation and provide talking points to the call center.

3. Monitor social media for trends and information needs.

4. Coordinate media responses and interviews.

5. Update the KatSafe website with information and instructions as necessary.

C. Information Technology

1. Assist the Director of Emergency Management with tests of the KatSafe system.

2. Provide trained personnel to serve as alternates to initiate a KatSafe notification.

3. Coordinate repair of system deficiencies noted.

4. Document results of system tests and post to the shared drive.

IV. PLAN DEVELOPMENT AND MAINTENANCE

A. Exercises and after action reviews provide opportunities to update plans. The plan will be reviewed once per academic semester.

B. The emergency planning group provides input based on lessons learned and changes to our capabilities (systems, personnel, equipment).