

# WEST TEXAS A&M UNIVERSITY EMERGENCY OPERATIONS PLAN

## Auxiliary Personnel Annex

### Campus Emergency Response Team (CERT)



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# Campus Emergency Response Team (CERT) Overview

## Introduction

West Texas A&M University is committed to providing an educational climate that is conducive to the personal and professional development of each individual. With a university community of over 10,000 students and 800 employees, WTAMU realizes that crises, or campus emergencies, will occur and that these crises can have a significant effect on the university and surrounding community(s). Such campus emergencies require an effective and timely response.

This plan addresses each of the four phases of emergency planning and management. These are:

- 1) Mitigation - A long-term activity aimed at eliminating or reducing the probability of occurrence of a critical incident (i.e. identifying hazardous materials).
- 2) Preparedness - A readiness to respond to unmitigated events. It ensures effective response and minimizes damage (i.e. warning systems, planning and exercises).
- 3) Response - The first phase after onset of the critical incident (i.e. evacuation, rescue, and communication).
- 4) Recovery - Both short and long-term restoration of vital systems to normal operations (i.e. cleanup, resumption of functional operations).

## Purpose

- 1) To help WTAMU personnel prepare for campus emergencies through education, awareness, and sound mitigation practices;
- 2) To help WTAMU personnel be prepared for a campus emergency should it occur;
- 3) To help WTAMU personnel minimize the effects of a crisis by knowledgeable and thorough response; and
- 4) To ensure the continuity of services the university provides, both during and after a campus emergency.

## **Assumptions**

This Campus Emergency Response Manual is predicated on a realistic approach to problems likely to be encountered during a major emergency or disaster. Hence, the following are general guidelines:

- 1) A campus emergency may occur at any time of the day or night, weekend, or holiday, with little or no warning.
- 2) The succession of events in an emergency is not predictable; therefore, this manual should serve only as a guide and may require field modifications in order to meet the requirements of the situation.
- 3) A campus emergency may be declared if information indicates that such a condition is developing or is probable.
- 4) Disasters may affect the entire geographical area. City, county, state and federal services may not be available to assist for some period of time. The greater the severity of the campus emergency, the greater the chance that WTAMU will be forced to rely on its own resources.
- 5) This manual shall not be construed in a manner that limits the use of prudent judgment and common sense in matters not covered by the elements of this manual.

## **Scope**

These procedures apply to all personnel employed by and all property of West Texas A&M University.

## **Authority**

This plan is promulgated under the authority of The Texas A&M University System Chancellor and the West Texas A&M University President.

## **Priorities**

- 1) The primary focus of this plan is to protect and preserve human life. All other issues are secondary to this overriding and central focus.
- 2) Protection and preservation of WTAMU assets.
- 3) Providing support for those who are affected by a campus emergency.
- 4) The resumption of business operations.

## Goals

- 1) To coordinate the university's response to campus emergencies involving students, employees and visitors while paying special attention to the continuing safety and security needs of members of the university community;
- 2) To protect and preserve university assets while not exposing students, employees or other individuals to unacceptable levels of risk;
- 3) To ensure positive and thorough communication throughout the university and surrounding community in order to minimize failures in crisis intervention;
- 4) To offer emergency services, counseling, guidance and appropriate support to members of the university community, their families and university care givers;
- 5) To facilitate the resumption of essential university services in a timely and efficient manner and to communicate closure of the incident to all University faculty and staff, as well as the community at large;
- 6) To facilitate the resumption of normal university operations as soon as possible; and
- 7) To use critical incidents, when appropriate, as "teachable moments" which may enhance the quality of life for all those affected.

## Definition of a Campus Emergency

A campus emergency is a critical situation that requires immediate attention, decision making, and action. These situations are identified by the President, the CERT coordinator, the UPD Chief of Police, or a designated vice president. It does not include isolated incidents routinely handled by university personnel. The term "crisis" most frequently refers to the period that over burdens normal resources and requires the university's full attention for its duration.

## Examples of Campus Emergencies

- 1) Extensive criminal incidents
  - A) Hostage situations
  - B) Chemical/biological terrorist incidents/threats
  - C) Homicide
  - D) Kidnapping
  - E) Sniper/drive-by shooting
- 2) Transportation accidents involving students/employees

- 3) Civil disturbance/riot
  - A) On campus
  - B) Off campus
  
- 4) Fire/explosion
  
- 5) Natural disasters
  - A) Tornado
  - B) Flood
  - C) Fire
  - D) Severe snow storm
  - E) Other severe weather (large hail, damaging wind, etc.)
  
- 6) Utility outages
  - A) Electricity
  - B) Natural gas
  - C) Water
  - D) Sewer
  - E) Phone
  - F) Computer system
  
- 7) Hazardous material spills
  - A) On campus - labs and streets
  - B) Off campus - trucks and trains
  - C) Pantex incidents

WTAMU recognizes that the above list may not cover all situations that warrant CERT intervention. Therefore, the determination of whether or not a situation needs CERT attention will be decided by the President, the CERT coordinator, the Chief of Police, or a designated vice president.

## **Campus Emergency Response Team Membership**

The CERT coordinator (UPD Chief of Police) will direct the Campus Emergency Response Team (CERT). During times when the CERT coordinator is not available, he can designate an interim CERT coordinator. The CERT coordinator serves as the coordinator of operations during a campus emergency, and the CERT members serve in support roles. Members of the CERT will be requested to attend training throughout the year. During a training or actual campus emergency, the CERT coordinator or designee will designate the location for the command post that best suits the situation. During an actual emergency, the CERT coordinator and the President will determine which CERT members should be activated and convey that request to the University Police Department. UPD will be responsible for activating the requested CERT members. CERT membership will include the following persons or designees:

- 1) CERT Coordinator (Chief of Police)

- 2) University President
- 3) Vice President for Business and Finance
- 4) Provost/Vice President for Academic Affairs
- 5) Vice President for Student Engagement
- 6) Director of Police Operations
- 7) Environmental Safety Coordinator
- 8) Assistant VP for Risk Management
- 9) Director of Police Administration
- 10) Director of Communication Services
- 11) Director of Physical Facilities
- 12) Assistant VP for Student Engagement
- 13) As deemed appropriate, may include outside city/state/federal law enforcement, EMS and firefighter representatives.

The CERT coordinator will be available through the University Police Department. A designee shall be appointed to serve as an alternate CERT coordinator if needed. Names and contact numbers for the above listed members may be found on page 13.

## **Campus Emergency Response Team Members**

All department heads and identified critical staff will serve as campus emergency resource members.

## **Outline of Procedures**

Note: This outline is to provide general information only. In the event of an actual campus emergency, variations may occur depending on the nature of the campus emergency and the appropriate response.

- 1) The CERT coordinator is notified of a campus emergency involving university students, employees and/or property by UPD dispatch (#911). In the unusual event that the designated CERT coordinator is not available, the President shall be notified instead.
- 2) The CERT coordinator gathers necessary information on the campus emergency and determines the best location for the command post. UPD notifies the President and the necessary campus emergency response team members. Members will be activated only if needed. UPD will contact CERT members as indicated and notify them of the command post location. Recommendations for additional sites, either on campus or off, may be made by CERT members for media briefings, victims' assistance, and additional support staff as needed and approved by the CERT coordinator and the President. If the CERT coordinator is needed on site, the emergency mobile command center could be activated by UPD and staged at a safe and appropriate location.

- 3) The CERT coordinator will assist in appointing a designated recordkeeper at the command post to log all CERT activities, including phone notifications and communications. The CERT coordinator, along with the CERT members, will assist in assessing resource needs during the incident and determine the available resources. The victims' assistance coordinator (VAC) will assess the needs of the victims and report to the CERT coordinator for needed resources. The VAC will oversee victims' assistance programs, including deceased in the morgue, injured at hospitals, injured victims elsewhere, trauma victims, relocated victims/witnesses, and phone bank assistance for outside callers who need information. A toll-free community resource number can be established to allow community members to contact the university for updates and other information. The Director of Communications Services will work with the President and the CERT coordinator to develop a short and long-term media strategy as well as to determine locations for media gatherings and briefings. The President or his/her designee will notify appropriate TAMUS representative(s). Critical incident management badges may be issued to persons involved in the actual operations and media passes may be issued to the media.
- 4) As the situation is resolved, the CERT coordinator is responsible for notifying affected CERT members that the incident has come to a conclusion.
- 5) As the campus emergency is resolved and order returned to the community, the recovery phase becomes the responsibility of the President and designated Vice Presidents. The CERT coordinator will return to normal assigned activities and will become a resource for recovery. Restoration steps will be implemented to reestablish normal business operations.
- 6) The CERT will meet to de-brief and plan any appropriate follow-up programs or activities necessary. The CERT also evaluates the procedures followed and makes recommendations for revisions to the procedures.

## **Campus Emergency Response Team Member Responsibilities**

### **CERT Coordinator (Chief of Police)**

- A) Maintains campus police force in a state of constant readiness.
- B) Determines the type and magnitude of the campus emergency and establishes the appropriate incident command post.
- C) Initiates immediate contact with the President and begins assessment of the situation.
- D) Is responsible for the initial direction of the university emergency responses.
- E) Notifies and utilizes the University Police Department in order to maintain safety, security and order.
- F) Notifies and conducts liaison activities with appropriate outside organizations such as fire, police, hospitals, morgues, National Organization for Victim Assistance, etc.



- G) Ensures that the appropriate members of the CERT have been notified in the case of a campus emergency.
- H) Provides and equips an alternative site(s) for the incident command post.
- I) Establishes management program for volunteers.
- J) Establishes management program for victims/witnesses.
- K) Establishes triage area.
- L) Establishes mode of communication.
- M) Establishes morgue area.
- N) Establishes victim/witness area.
- O) Establishes area to reunite family/friends with victims.
- P) Establishes location for media with counsel from the president and communication services.
- Q) Mobilizes victim assistance, counseling, churches, Red Cross and other relief groups.
- R) Establishes Critical Incident Stress Debriefing (CISD) programs.

**University President**

- A) Makes emergency policy decisions.
- B) Determines the scope and general content of information to be released to the media.
- C) Addresses media representatives at appropriate time.
- D) Provides oversight to CERT operations.
- E) Serves as liaison to TAMUS.

**Vice President for Business and Finance**

- A) Authorizes emergency resources and expenditures.
- B) Authorizes implementation of the toll-free # phone bank.
- C) Provides oversight to CERT operations.
- D) Serves as liaison to staff.
- E) Identifies office/work space for staff.

**Provost/Vice President for Academic Affairs**

- A) Serves as liaison to faculty.
- B) Provides oversight to CERT operations.
- C) Identifies alternate office/class space for faculty.

**Vice President for Student Engagement**

- A) Liaison to students.
- B) Provides oversight to CERT operations.
- C) Identifies appropriate alternate housing for students.

**Director of Communications Services**

- A) Collaborates with university president and CERT coordinator to establish media update location.
- B) Establishes liaison with the news media for dissemination of information.

- C) Advises and collaborates with the President and CERT coordinator to determine general content of information to be released to the media.
- D) Prepares releases for the news media concerning the campus emergency.

**Director of Physical Facilities**

- A) Assists in assessing damage to university facilities.
- B) Serves as liaison to utility companies.
- C) Furnishes emergency power and lighting systems to the extent possible.
- D) Surveys habitable space and recommends to the university administration relocation space for essential services.
- E) Provides information concerning each building involved in a campus emergency.
- F) Provides equipment and personnel, including but not limited to, locksmiths, groundskeepers, carpenters, custodians, electricians and plumbers to perform shutdown procedures, hazardous area control, barricades, debris clearance, emergency repairs, etc.
- G) Provides vehicles, equipment and operators for movement of personnel and supplies and assigns vehicles for emergency use as required by the CERT coordinator.

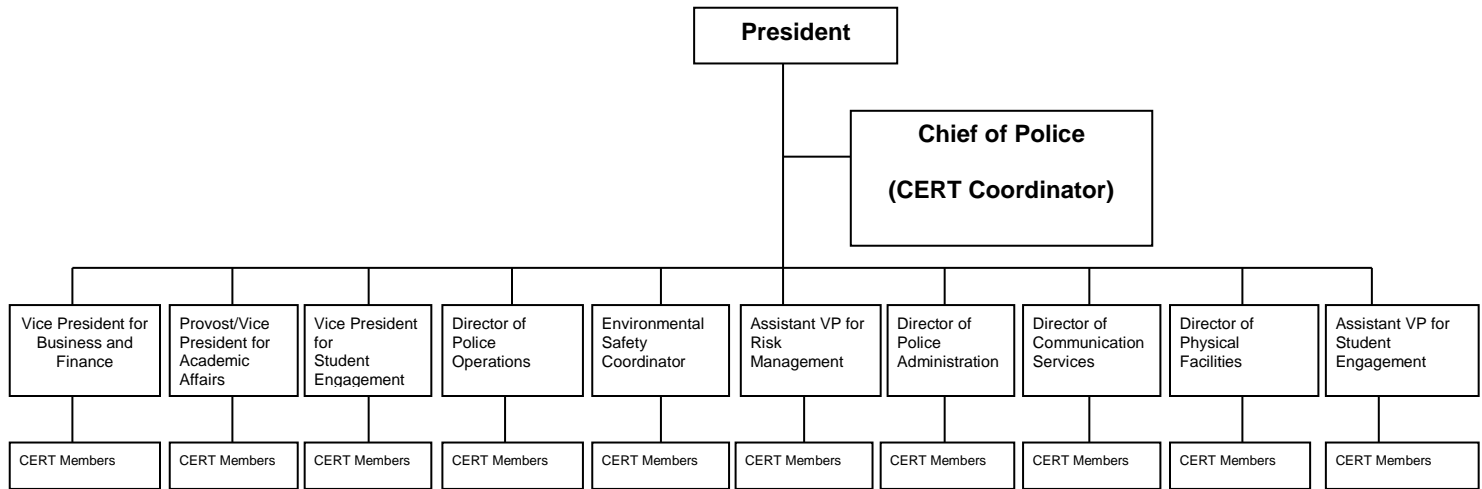
**Assistant VP for Student Engagement**

- A) Collaborates with the President and CERT coordinator to recommend appropriate locations for triage areas.
- B) Coordinates triage program with local EMS and Fire Department.
- C) Assists the CERT coordinator in making decisions and coordinating medical and counseling needs.

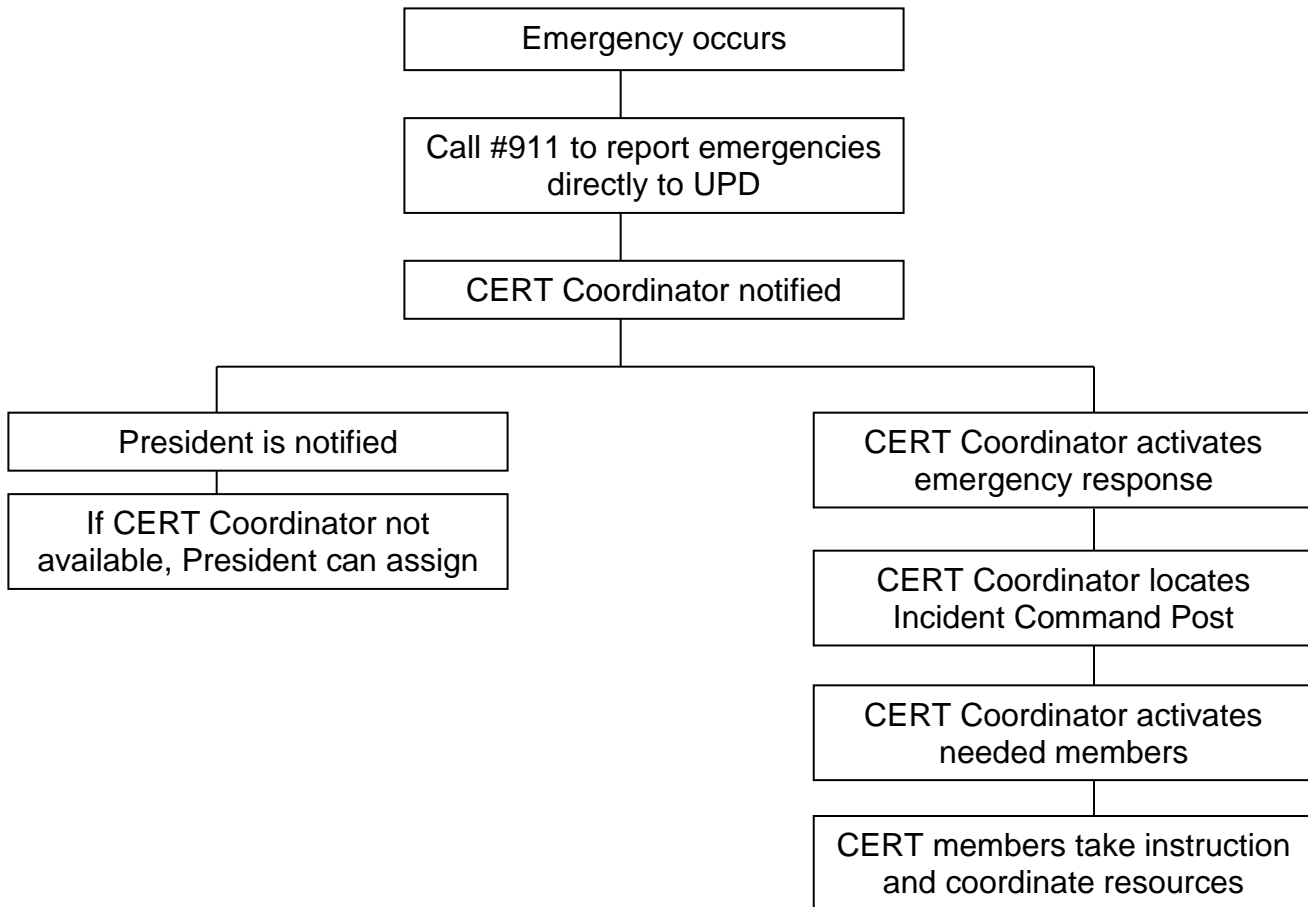
**Environmental Safety Coordinator**

- A) Assists with evacuations.
- B) Identifies hazardous conditions and reports to CERT coordinator.

# CERT Chain of Command



## CERT Response Procedures Diagram



## WTAMU Departments

Division/Department	Job Title	Extension (#806-651-XXXX)
Account & Fin Office	Director/Accounting	2078
Account & Fin Office	Controller	2080
Acct, Eco & Finance	Dept. Head/Professor	2519
Activities Center	Manager	2400
Admission Counseling	Dir of Admissions	2011
Alumni Relations	Dir of Alumni Relat	2311
ARAMARK	Director	2715
Art, Comm & Theatre	Dept Head/Professor	2811
Behavioral Science	Dept Head/Professor	2589
Bookstore	Bookstore Manager	2747
Budget/Pay/Reporting	Dir BPR & Asst to VP	2092
Career & Counseling	Dir Career Services	2345
Coll Ag,Nur, Nat Sc	Dean/Ag, Nur, Nat Sc	2585
Coll Educ & Soc Scie	Dean/Ed & Social Sci	2603
Coll Fine Arts/Human	Dean/SBH Coll FA&Hum	2777
Coll of Business	Dean TBP Coll of Bus	2530
Communication Serv	Dir/Comm Services	2120
Computer Info System	Dept Head/Professor	2443
Computer Services	Dir Computer Serv	2160
Ed on Demand	Dir/EOD	2037
Dean of Graduate Sch	Dean Grad Sch & Res	2731
Development Activity	Exec Dir of Develop	2070
Disabled Students	Coordinator	2335
Div of Agriculture	Dept Head/Professor	2550
Div of Education	Dept Head/Professor	2902
Div of Nursing	Dept Head/Asst Prof	2658
Dryland Agriculture	Dir,Inst Dryland Ag	2550
Eng & Mod Languages	Dept Head/Professor	2456
Enrollment Mgnt	Sr Dir of Enroll Mgt	2072
Grounds Maintenance	Prof Mgr/Grounds	2133
History & Pol Scienc	Dept Head/Professor	2430
I A Administration	Dir/Sports Informa	2687
I A Administration	Dir of Athletics	2068
International Students	Dir,Int Student Off	2074
Kids Kollege	Director	2974
Killgore Research Cn	Dir,Grants/Spec Pro	2983
Library Operation	Professional Libr	2218
Library Operation	Professional Libr	2229
Library Operation	Professional Libr	2204
Library Operation	Professional Libr	2210

Library Operation	University Librarian	2225
Library Operation	Professional Libr	2229
Library Operation	Professional Libr	2216
Library Operation	Professional Libr	2231
Life Services	Dir/Life Services	2344
Life Services	Dir of Wellness Ser	2335
Life,Earth & Env Sci	Dept Head/Professor	2570
Math/Phy Sci/ET	Dept Head/Professor	2542
Media Center	Media Professional	2407
Medical Services	Dir/Medical Services	2344
Mgmt, Mkt & Gen Bus	Dept Head/Assoc Prof	2497
Museum	Director/Museum	2244
Music & Dance	Dept Head/Professor	2863
Pan Sm Bus Dev Cntr	Dir Pan Sm B Dev Ctr	5151
Personnel Services	Dir of Personnel Ser	2116
Physical Plant	Dir/Phys Plant Oper	2133
Physical Plant	Exe Dir/Fac Plan/Con	2133
Planning & Analysis	Dir Plan/Anal & Prof	2276
Presidents Office	President	2100
Print Shop	Man/Univ Print Shop	2319
Purchasing	Dir/Purchase & Inven	2110
Registrars Office	Registrar	2030
Residential Living	Dir/Residential Liv	3000
Special Services	Dir of Stu Supp Serv	2352
Sports & Exercise Sc	Dept Head/Assoc Prof	2370
Student Center	Dir JBK Student Ctr	2394
Student Fin Aid	Dir/Stud Fin Aid	2055
Telecommunications	Director	2160
TX Rural System Init	Project Dir, TRSI	2271
University Police	Police Chief	2300
Upward Bound	Pro Dir CAMP/Up Bnd	2351
VP Academic Affairs	Provost & VP for AA	2044
VP Business/Finance	VP for Bus & Finance	2095
VP for Student E, E, S	Dir of Student Devel	2050
Recreational Sports	Dir Recreational Spt	2400
VP for Student E, E, S	VP for Student E, E, S	2050
Educational Serv	Dir of Educ Services	2341

## Contact Numbers for Outside Resources (#211 to Get Resource Help):

### Clothing

American Red Cross	376-6309
React Community Center	373-6653
Eveline Rivers Children's Clothing Room	355-3572
Faith City Mission	373-6402
Salvation Army	373-6631

### Clothing, Baby & Maternity

Amarillo Area Crisis Pregnancy Center	354-2288
Canyon Crisis Pregnancy Center	655-HOPE

### Counseling

Catholic Family Services	376-4571
Hope Counseling Services	358-7145
NWTHS - Pavilion	354-1810
Samaritan Pastoral Counseling Center	353-1668
Texas Panhandle Mental Health Authority	353-7235

### Law Enforcement

Amarillo Police Department	378-3038
Potter County Juvenile Probation	379-2201
Randall County Juvenile Probation	356-1150
Dprs/Child & Adult	358-6211
Federal Bureau Of Investigations (FBI)	376-6395
Alcohol, Tobacco, and Firearms (ATF)	469-227-4300
Texas Alcoholic Beverage Commission (TABC)	325-672-8111
Randall County Sheriff's Office	468-5800
Canyon Police Department	655-5005
Department Of Public Safety	468-1400

### Legal Services

Amarillo Bar Association	355-7426
Child Support Enforcement Agency	376-4471
Dispute Resolution Agency	372-3381
West Texas Legal Services	373-6808

### Victims Assistance

University Police Department	651-2300
National Organization for Victim Assistance	800-879-6682

## **Financial Assistance**

Circle Of Friends	359-Hope
NWTHS/Pickens Center	354-1012
Samaritan Outreach Ministries, Inc	353-1668

## **Food Pantries, Emergency Food**

React	373-6653
Bethesda Ministry Center	381-0361
Buchanan Street Community Center	374-1252
Canyon Cares	655-1032
Cornerstone Outreach Center	381-2131
Panhandle Community Services-Emergency Nutrition	372-2531
Samaritan Outreach Ministries	374-4132
San Jacinto Baptist Benevolence	358-7681
Southwest Church Of Christ	352-5647
West Amarillo Church Of Christ	383-3625

## **Homeless Services**

Another Chance House	372-3344
CFS-Homeless Case Management	376-4571
Downtown Women's Center	372-3625
Faith City Mission & Family Shelter, Inc.	373-6402
Martha's Home	372-4035
Morning Star/Mark Schupp Center	371-0373
Salvation Army	373-6631
South Plains Health Providers Organization	374-7341
Texas Panhandle Mental Health Authority	353-7235
Tyler Street Resource Center	373-2662

## **Hospital**

Baptist St. Anthony's	212-2000
BSA Canyon Clinic/Urgent Care	655-2104
Northwest Texas	351-5437
VA Hospitals (For Biochemical Response)	355-9703

## **Housing, Temporary Shelter, Families**

Downtown Women's Center	372-3625
Faith City Mission & Family Shelter, Inc.	373-6402
Martha's Home	372-4035
Salvation Army	373-6631
Canyon Independent School District	677-2600

## **Housing, Temporary Shelter, Medical**

Morning Star/Mark Schupp Center	371-0373
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Ronald McDonald House Of Amarillo	358-8177
<b>Housing, Temporary Shelter, Men</b>	
Another Chance House	372-3344
Faith City Mission & Family Shelter, Inc.	373-6402
Salvation Army	373-6631
<b>Housing, Temporary Shelter, Women</b>	
Downtown Women's Center	372-3625
Faith City Mission & Family Shelter, Inc.	373-6402
Martha's Home	372-4035
Salvation Army	373-6631
<b>Housing, Temporary Shelter, Under 18yrs</b>	
O'Brien House	376-7731
Panhandle Assessment Center	335-9138
<b>Housing, Transitional Housing</b>	
Buckner Children & Family Services/Faith	373-3422
Catholic Family Services, Inc.	376-4571
City Of Amarillo	378-9319
Downtown Women's Center	372-3625
<b>Military</b>	
National Guard	374-0941
Military Support Operations	(512) 465-5206
Pantex Operational Center	477-5000
<b>Poison Control</b>	1-800-222-1222
Poison Center	354-1630
<b>Texas Department Of Health</b>	351-7220
<b>Transportation</b>	
Amarillo City Transit/"Spec Trans"	378-3095
Panhandle Community Services/ Rural Transportation	372-2531
Canyon Independent School District Transportation	677-2670
<b>Miscellaneous</b>	
Family Support Services Crisis Line	1-800-749-9026
Family Support Services Office Line	342-2500

**Weather Lines – Road Conditions**

National Weather Service

335-1121

**West Texas A&M University**

Weather Closing Line

651-2010