



UNIVERSITY OF ST. AUGUSTINE

FOR HEALTH SCIENCES

EMERGENCY OPERATIONS PLAN

**San Marcos Campus
St. Augustine Campus
Austin Campus
Miami Campus**

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I. PURPOSE

The purpose of this plan is to aid the University of St. Augustine for Health Sciences (USAHS) in attaining a state of preparedness that will promote sound, orderly procedures for activation of the University's Emergency Management plan. The plan has been developed in accordance with community agencies and with the "Emergency Management Planning Criteria" local ordinances.

In the case of a disaster, we may be confronted with a large number of casualties, injuries or physical plant damage. The University's mission is to minimize all of these possibilities. Therefore, all USAHS personnel and resident students need to be familiar with the plan.

This handbook provides a set of protocols for dealing with campus emergencies of varying degrees. The priorities of the plan are:

- ensure the safety of students, faculty, staff and the public (patients, Wellness Center members, and visitors)
- mitigate damage to physical property
- maintain essential operations in case of an evacuation
- return to normal operations as quickly and safely as practical

In accordance with standards prescribed by the educational accreditation agencies, this plan, if not implemented during actual events, will be rehearsed at least once each year. If possible, such rehearsals will be held as part of a coordinated drill with other community Emergency Service Agencies participating. USAHS's performance during implementation of this plan will be evaluated, documented, and reported to the Safety Committee.

The Safety Committee shall be responsible for the overall periodic revision of the Plan based on findings from the disaster drills. Group leaders and supervisors shall be responsible for revising disaster procedures within their respective areas of responsibility in conjunction with the overall plan and shall be responsible for orienting and periodically reviewing with their employees this Emergency Management plan.

In the event of a disaster, the functions at the campus of USAHS will include:

- emergency notification to employees and students
- providing initial identification and counts of employees and students
- assigning employees to specific emergency tasks
- providing continued information to emergency personnel
- continued communication with all members of the USAHS community including employees, students and families

II. ADMINISTRATIVE INFORMATION

CAMPUS LOCATION AND BUILDING DESCRIPTION:

San Marcos Campus

700 Windy Point Drive

San Marcos, CA 92069

(800) 241-1027; (760) 591-3012; Fax (760) 591-3068; Security (858) 688-6005

- **Administration Building A**– two-story facility that includes staff, faculty and administrative offices
- **Academic Building B** – two-story classroom and lab facility which also includes the library
- **Academic Building C** – two-story classroom and lab facility which also includes the wellness center

St. Augustine Campus

1 University Blvd.

St. Augustine, FL 32086

(800) 241-1027; (904) 826-0084; Fax (904) 826-0085; Security (904) 509-8290

- **Administration Building** – one-story facility that includes staff, faculty and administrative offices
- **Academic Building** – three-story classroom and lab facility which also includes the wellness center and physical therapy/occupational therapy clinic

Austin Campus

5401 La Crosse Avenue

Austin, Texas 78739

(800) 241-1027; (512) 394-9766; Fax (512) 394-9764; Security (512) 906-6347

- **Administration Building A**– two-story facility that includes staff, faculty, and administrative offices, classroom, lab, and library
- **Academic Building B** – two-story classroom and lab facility

Miami Campus

11410 NW 20th Street

Miami, FL 33172

(800) 241-1027; Security (305) 773-2034

- **Main Campus – Suite 102** – first-floor suite that includes classrooms, labs, administrative offices, student lounge and library
- **Main Campus – Suites 222 and 224** – second-floor office suites that include administrative and faculty offices

- **Gold Coast Building** – Classrooms G and H – located in the Gold Coast building adjacent the Main Campus at 11250 NW 20th Street, includes a student commons, collaborative student study rooms, a student lounge and classroom.

III. AUTHORITY

A. EMERGENCY MANAGEMENT TEAM (EMT):

Based on the nature of the emergency, the University's Emergency Management Team (EMT) will be led by the VP of Business Administration, or in his/her absence, the President and Chief Academic Officer, who will act as Emergency Operations Executive (EOE) to coordinate implementation of the Emergency Plan. The EOE will act as the highest level of authority during an emergency.

The Emergency Management Team will be those who make decisions and act accordingly during the initial stages of the incident. This is essentially the first response team. Their responsibilities include:

- contacting 911
- sending out the appropriate Informacast message
- sending out the appropriate School Messenger notifications (evacuations, instructions for moving to a safe area, etc.)
- insuring that one member is stationed in each building (if safe) to insure procedures are being followed
- insuring the clinic and wellness center have received notifications

Following the emergency, the Crisis Management team may be activated.

B. CRISIS MANAGEMENT TEAM (CMT):

The Crisis Management Team (CMT), at the direction of the Emergency Management Team (EMT), will set priorities, delegate tasks, their role may include activating one or more of the following functions:

- Accounting for People Team – Responsible for the reporting of students, faculty, staff, visitors, patients/clients who may be on-campus at the time of an incident.
- Health Services Team – Health sciences and mental health professionals to help with physical and psychological issues related to an emergency or disaster situation.
- Next-of-kin Notification Team – Responsible for notification of next-of-kin in cases of serious injuries or death. Must be sensitive to cultural issues when dealing with families.
- Business Continuity and Finance Team – Coordinate meeting the immediate logistical and financial needs of students, faculty and staff for recovery.
- Claims and Benefits Team – Assist with policy explanations, exceptions, medical costs, funeral expenses, and help to expedite benefits. Provide assistance with completing insurance claim forms.

- Memorials and Outreach Team – Help with on-site service, University representatives at funerals, remote outreach and anniversary remembrances. This team will also seek resources and services for displaced employees and students.
- Technology and Communications Team – Responsible for hotline and web notifications and updates during emergency, evacuation and re-entry. Direct restoration of campus telephone system, data network system, computer and information systems.
- Re-entry Leaders – Responsible for establishing an effective ‘new normal’ for students, faculty and staff as they return to school and work, to help with needs and handle on-going work related adjustment issues.

See **Appendix C** for names and contact information for Emergency Management Team, Crisis Management Team, and Group Leaders.

D. EMERGENCY CONTROL CENTER (ECC):

The Emergency Control Center (ECC) will be located in a safe area, based on a decision by the EOE. All functions, decisions and meetings will be held in this area. Staffing boards, student lists, and a Master Casualty List will be updated in this area by an EMT team member.

Other duties will be performed in the following locations, as necessary:

- Communications with Families: Front Desk
- Notification of Outside Agencies: Front Desk

IV. ACTIVATION

A. CATEGORIES

Emergencies and disasters are categorized as follows:

- **Level 1** - A minor incident that is quickly resolved with internal resources or limited help. The Emergency Plan is not activated.
- **Level 2** - A major emergency that impacts sizable portions of the campus or community, and that may potentially affect life safety or mission-critical functions. The Emergency Plan may be activated and the Emergency Management Team mobilized, as needed.
- **Level 3** - A disaster that involves the entire campus and surrounding community. The Emergency Plan is activated, and the entire Emergency Management Team is mobilized.

B. ACTIVATION

In a Level I emergency, or an isolated event, common sense should prevail. **Faculty, staff or student should call 911 in the event of a medical, fire, or isolated emergency.**

In Level 2 or 3 emergencies, USAHS's Emergency Management Team (EMT) may authorize an Emergency Alert via the phone paging system (**Appendix B**) and **School Messenger**. The announcement will be repeated three times. The alert will also be sent via School Messenger, the University's emergency messenger system, to everyone's cellphone, home phone and email. Group leaders will report to the lobby of Building A in CA and Texas and the Administration Building in Florida (or Wellness Center), for a briefing on the disaster and the procedures to be implemented.

If an evacuation order is issued, everyone will exit the buildings in a quiet, orderly fashion. See IX. Evacuation.

Supervisors (Program Directors and Department Directors) are responsible for carrying out their usual departmental functions. Group leaders are responsible for those duties set forth in this Plan. Each supervisor, Group leader or designee will remain accessible by phone (personal cellphone, if required) to assure readily available communications with the department.

Each Group leader and supervisor is responsible for maintaining a copy of the University Emergency Plan, Group Emergency Plan, and a listing of current telephone numbers of departmental personnel.

Faculty members are responsible for maintaining rosters of their respective classes.

All personnel may be utilized to facilitate an orderly relocation/evacuation. Personnel may not necessarily be assigned to their regular duties; they may be asked to perform various jobs which will be considered vital to effective operation.

V. OPERATIONS

A. NOTIFICATION

Awareness of impending natural disaster threats may be received by television, radio, Sheriff's Office, Police Department, internet, cell phone, or other media. Each campus should have a designated staff member who monitors weather conditions and receives emergency alerts.

On-campus situations can erupt with no advance warning.

In the event of a natural disaster emergency or serious on-campus situation an alert will be issued via the overhead phone paging system, Informacast (via the telephones) and School Messenger.

All USAHS students are required each trimester to provide emergency contact information to the student services office. Students are not allowed to remain on the USAHS campus when an evacuation is ordered. In the case of a hurricane, tornado or fire evacuation, students should make transportation and lodging arrangements so that they will be safely outside the impacted area(s).

B. RE-ENTRY

The EMT has authority to re-occupy each facility when it can meet USAHS needs. The EMT will inspect the area with the assistance of the Building Inspector to ensure it is structurally sound prior to re-entry. If the facility sustains significant structural damage, it may not be reoccupied until approval is received from the EMT.

Upon EMT authorization for re-entry, the Re-Entry Team will coordinate all efforts to establish an effective 'new normal' for students, faculty and staff to return to campus. The Re-Entry Team will handle any on-going work or school-related adjustment issues.

C. SHELTERING

During emergencies, USAHS is NOT equipped and is unwilling and unprepared to accept patients evacuated from acute care facilities, scenes of emergency, health centers and physician's offices or to provide shelters for disaster victims.

VI. HAZARDS

A. REPORTING HAZARDS

Report all accidents, suspected fire hazards, injuries, exposures to hazardous substances, and near misses to your supervisor immediately.

All classrooms and labs have telephones. **Use common sense to call 911 in an emergency.**

B. FIRES

If a fire, explosion or hazardous spill is discovered, call 911 and sound the fire alarm, if applicable.

- Attempt to put out first stage fires (i.e., trashcan) if you feel you can do so safely. If you have any doubts about your ability to extinguish the fire, call 911 and leave the area.

If smoke or heat is evident in the corridor and it is not possible to exit, you should:

- Call 911 to report the fire and your location. Call a member of the EMT, if possible. A Hotline Team member or designee will use the emergency paging system to announce an immediate evacuation order in the affected area.
- Feel the door; if it is hot do not open it.

- If smoke enters the room from beneath the door, seal the area with a wet towel or other moist material, if available.
- DO NOT JUMP out of the building.

A building evacuation is mandatory whenever a fire alarm sounds (see IX. Evacuations).

C. BOMB THREAT

Fortunately, the vast majority of bomb threats are false alarms. Unfortunately, it is difficult to differentiate false alarms from genuine threats. As little publicity as possible should be given to the incident, since the objective of the caller is usually to disrupt normal business functions by causing the building to be evacuated.

Written Bomb Threats

If staff or faculty believes he/she has received a letter/parcel bomb, no one should be allowed to handle the letter or package. A member of the EMT should be notified.

Telephone Bomb Threats

- The person receiving the call should try to get as much information as possible from the caller and should **WRITE OUT THE MESSAGE EXACTLY AS RECEIVED FROM THE CALLER.**
- Listen carefully to help authorities later identify the caller, the caller's location, and the location of the explosive by comments, vocal characteristics and any background noise.
- Keep the caller on the phone as long as possible. Ask the caller to repeat the message.
- Obtain as much information as possible such as location of bomb, time of detonation, appearance of bomb, reasons for planting the bomb.
- Remind caller that the campus is occupied and that the bomb might cause deaths of innocent people.
- Call a member of the EMT and 911.

D. CAMPUS AND WORKPLACE VIOLENCE

Workplace violence has emerged as an important safety and health issue. It's most extreme form, homicide, is the second leading cause of fatal occupational injury and accounts for 11% of the fatal work injuries in the United States.

When violence or the threat of violence occurs:

- Try to stay calm. Speak slowly, softly, and clearly to reduce the momentum of the situation.
- Listen empathetically; try to pay attention to what the person is saying. Let the person know that help is available.
- Do not attempt to argue. Avoid defensive statements. This is not the time to place blame on the enraged person.

- Ask the belligerent person to leave the area and come back when they feel calmer.
- Ask questions to help regain control of the conversation. Describe the consequences of any violent behavior.
- Ask uninvolved parties to leave the area if this can be done safely.
- Avoid challenging body language such as placing hands on hips, moving toward the person, or staring directly at them. If seated, remain seated and face the individual.
- Do not physically touch an outraged person, or try to force them to leave.
- Move away from any object, such as scissors or heavy objects that could be used as a weapon.
- Calmly ask the person to place any weapons in a neutral location while you continue to talk to them.
- Never attempt to disarm or accept a weapon from the person in question. Weapon retrieval should only be done by a police officer.
- **Report all incidents of campus/workplace violence to a supervisor in writing.**

E. RESPONDING TO AN ACTIVE SHOOTER ON CAMPUS

An active shooter is a person who appears to be actively engaged in killing or attempting to kill people; in most cases, active shooters use firearm(s) and there is no pattern or method of their selection of victims. These situations are dynamic and evolve rapidly, demanding immediate deployment of law enforcement resources to stop the shooting and mitigate harm to innocent victims.

- **If an active shooter is outside your building:**
 - proceed to a room that can be locked, close and lock all doors and turn off all the lights. Note: Classrooms have locking doors from the inside or contain a locking steel bar located next to the door that can be wedged into the locking device to lock the door from the inside.
 - Get everyone down on the floor so that no one is visible from outside the room.
 - Call 911 to inform a dispatcher of what is happening and your location.
 - Remain in place until the police or University personnel you know gives you the “all clear”. Unfamiliar voices may be the shooter attempting to lure victims from their safe place.
 - Do not respond to any voice commands until you can verify with certainty that they are being issued by a police office or University personnel.
- **If an active shooter is in the same building with you:**
 - determine if the room you are in can be locked and if so, follow the same procedure described in the previous paragraph.
 - If your room cannot be locked, determine if there is a nearby location that can be reached safely and secured, or if you can safely exit the building.
 - Call 911 and inform a dispatcher of what is happening and your location.
 - If you decide to move from your current location:

- make sure you have an escape route and plan in mind
 - do not attempt to carry anything while fleeing
 - move quickly, keep your hands visible and follow the instructions of any police office you may encounter
 - do not attempt to remove injured people; leave wounded victims where they are and notify authorities of their location as soon as possible
 - do not try to drive off campus until advised it is safe to do so by police or campus administrators
- **If an active shooter enters your classroom, lab or office:**
 - try to remain calm
 - dial 911, if possible, and alert the police to the shooter's location; if you cannot speak, leave the line open so the dispatcher can listen to what's taking place
 - if there is no opportunity for escape or hiding, as a last resort, it might be possible to negotiate with the shooter
 - attempting to overpower the shooter with force should be considered a very last resort, after all other options have been exhausted
 - if the shooter leaves the area, proceed immediately to a safer place
 - do not touch anything that was in the vicinity of the shooter
- **What to expect from responding police officers:**
 - Police officers responding to an active shooter are trained to proceed immediately to the area in which shots were fired or heard; their purpose is to stop the shooting as quickly as possible.
 - First responding officers will normally be in teams of four; they may be dressed in regular patrol uniforms or they may be wearing external bulletproof vests, helmets and other tactical equipment.
 - They may be armed with rifles, handguns, pepper spray or tear gas to control the situation.
 - Remain calm and do as the officers tell you; do not be afraid of them.
 - Put down any bags you may be carrying; keep your hands visible at all times.
 - If you know the shooter's location, tell the officers.
 - First officers will not stop to aid injured people, rescue teams composed of other officers and emergency responders will follow the first officers into secured areas to treat and remove injured people.
 - Keep in mind that even once you have escaped to a safer location, the entire area is still a crime scene; police will not usually let anyone leave until the situation is fully under control and all witness have been identified and questioned.
 - Until you are released, remain at whatever assembly point authorities designate.

F. EMERGENCIES ON UNIVERSITY PROPERTY (OUTSIDE BUILDING)

The University has installed Emergency Phones on all of its campuses. In the event of an emergency, press **Need Help** on the Emergency Phone to notify the campus security guard or 911 with the nature of the emergency.

G. CIVIL DISTURBANCE

Although riots and civil disturbances are rare, there is still a need for a planned course of action in the event a disturbance erupts. Should a disturbance erupt, staff or faculty will immediately notify a member of the EMT who will activate the plan, if necessary.

The EMT will:

- Secure all building entrances
- Call 911

VII. MEDICAL EMERGENCY

Should a medical emergency situation develop which requires immediate intervention by trained personnel, the following procedure should be followed

- Call 911.
- Call a member of the EMT to report the nature of the emergency, location, name of the sick or injured person.
- Direct onlookers away from the area of the injured person. Clear area of any objects that might impede the rescue or interfere with emergency personnel.
- Remain with the victim. Do not move the victim unless there is immediate danger of further injury. Keep victim comfortable and warm.
- Designate someone to wait at the building entrance for medical personnel and direct them to the victim. If necessary, have an elevator waiting for the rescue team on the first floor.

Automatic emergency defibrillators (AED) are located in the following areas should CPR need to be initiated:

San Marcos Campus

- southwest corner of building A's main lobby near the elevator room
- southwest corner of building B's main lobby near the window
- 2nd floor of building C near the Wellness desk

St. Augustine Campus

- on bottom shelf in hallway between Administrative Wing and Faculty Wing
- in the Wellness Center in the Academic Building
- near the elevator on the second and third floors of the Academic Building

Austin Campus

- first floor of building A in hallway next to west faculty hallway entrance
- second floor building A in hallway next to men's restroom

Miami Campus

- First floor of Main Campus in Suite 102 located in the center of main hallway next to small conference room

Transport of Injured Persons

In the case of minor injuries, students and faculty who are injured while performing regular work-school participation activities will be transported to closest Hospital on the decision of a member of the EMT. This form of transportation may be by another student or with a USAHS faculty/staff member.

In the case of a major emergency or disaster, emergency responders will be responsible for transporting victims to the closest Hospital emergency room and, if possible, be accompanied by a USAHS staff member.

Medicine, food, water, and other necessities will not routinely accompany students, faculty or staff being transferred to a medical facility. For patients transported by an emergency unit, the care of the patient will be transferred to the paramedic in charge; however, support will be available, if requested.

VIII. SEVERE WEATHER EMERGENCY PROCEDURE

USAHS personnel actively monitor weather conditions. If a Watch or Warning is issued, the EMT will meet to assess current weather information and to recommend action, if necessary.

A. SEVERE THUNDERSTORMS

- Do not use the telephone except in an emergency.
- Stay away from windows and doors.
- Keep use of electrical devices to a minimum.

B. TORNADOES

A Tornado **Watch** indicates conditions are right for tornadoes in our area. It does not require taking shelter. A Tornado **Warning** means a tornado has been sighted or is on radar and may strike in our vicinity.

In the case of a tornado warning, a member of the EMT will utilize the Informacast system and dial 8105 or 8106 to warn all buildings that severe weather is imminent. A member of the EMT or Management should be disbursed to each building (if safe) to monitor the facilities and students/staff taking precautions.

If a warning is issued:

- Shut off electrical equipment and take shelter immediately.
- Do not go outside.
- Move away from doors and windows.

- Get close to the floor and under a table or desk for protection. The safest areas are the interior hallways and stairways, against the interior walls and near columns in the building interior.
- Stay out of the elevator.

C. HURRICANES

The hurricane season is **June 1 through November 30**. A Hurricane **Watch** means that a hurricane is a threat and it is necessary to listen to weather advisories, prepare for a hurricane and prepare to take action. A Hurricane **Warning** means that a hurricane with winds of at least 74 mph is expected to hit the area within 48 hours.

Threat assessment:

- During hurricane season, USAHS personnel actively monitor weather conditions. If a Hurricane Watch or Warning is issued, the EMT will meet to assess current weather information and to recommend to the president closure and, if necessary, evacuation of the university. See **IX. Evacuation**

D. FLOODING

A Flood **Watch** is issued in areas where flooding is anticipated within twenty-four hours and may not require evacuation. Listen to local alerts stations for updates. A Flood **Warning** means flooding is imminent. A Hotline Team member will announce emergency procedures, if necessary.

- **Flood preparation:** disconnect as much electrical equipment as is possible, making sure the current work is saved. Close all doors and windows, tape windows, secure any outdoor objects that might float or be blown away, and shut off plumbing lines.
- Upon return to a flooded area, be careful of downed power lines. Notify administration of any existing problems immediately. Do not drink the water until authorized to do so.

IX. EVACUATION

A building evacuation is mandatory whenever a fire alarm sounds. If you hear an alarm or an order to evacuate is issued, assist in the safe evacuation of your area then proceed to the nearest exit in a calm, orderly fashion.

- **Emergency exit information is prominently displayed throughout the campus.**
Become familiar with all emergency exits.
- Front desk personnel are responsible for students and guests in the administration building.
- Faculty are responsible for students in the academic building (specifically, classes they are teaching).
- Wellness Center personnel are responsible for USAHS employees and other members who are in the Center at the time of evacuation.
- Clinic employees are responsible for patients and students in the PT clinic.

- Once outside the building, report to designated areas on your campus.

CAMPUS CLOSURE AND EVACUATION

The EMT will officially close the campus when conditions warrant. It may not be necessary to evacuate during a minor Level 1 or some Level 2 incidents. Building occupants may simply be directed to remain on-site and shut down systems, or they may be asked to move to other sections of the floor or building.

COMMUNICATIONS

Official information related to closure and evacuation is conveyed through USAHS's emergency notification software – School Messenger. School Messenger sends messages to cellphone, home phone and email. Official information will also be available on the website www.usa.edu and the toll-free phone number **800-241-1027**. These sources provide complete and accurate information throughout a campus closure.

USAHS's emergency webpage will contain frequent updates. The University's toll-free number **800-241-1027** will be utilized to provide information as soon as USAHS employees are in place to answer calls. This information will be posted on the website as soon as it is available.

UNIVERSITY ADMINISTRATION CONTINGENCY CENTER

Should normal operations cease at any of the campuses, USAHS is prepared, upon the decision of the CEO, to continue essential administrative operations from another campus location until normal operations can be reestablished.

RECOVERY

Normal operations will resume on campus when the EMT deems that the safety of students, faculty, staff, patients and Wellness Center members can reasonably be assured. The schedule for reopening will be communicated via School Messenger, USAHS's web page, the University's toll-free phone number 800-241-1027.

ACADEMIC CONTINGENCY PLANS

Changes to the university calendar, if necessary, will be announced on the USAHS web page and will be sent to students, faculty, and staff at the email address on file in the student services office.

RESPONSIBILITIES OF FACULTY AND STAFF

Faculty and staff are to contact their program directors or supervisors within a reasonable time according to plans developed in their departments. Faculty and staff are responsible for updating HR with any changes to their cellphone and email contact information.

RESPONSIBILITIES OF STUDENTS

In addition to the forms of communication mentioned above, the university might choose to

update students by sending important information via School Messenger to the email account on file in the student services office. Students should regularly check their email accounts.

X. AFTER-HOURS EMERGENCIES

Normal business hours are 8am to 5pm, Monday-Friday, certain major holidays, and December 25 through January 1 excluded. If an emergency occurs during normal business hours, the procedures detailed in the previous sections are to be followed.

A security officer is on campus seven days per week from 5pm to 10pm except during the December 25 through January 1 campus closure. The security officers can be reached via the following phone number:

1 (833) 266-HELP

Option 1 for St. Augustine Campus

Option 2 for San Marcos Campus

Option 3 for Austin Campus

Option 4 for Miami Campus

If a Level 2 or 3 emergency such as a fire occurs after normal business hours, the fire department will notify the Emergency Contact person listed with that agency.

- The emergency contact will notify the EMT of the problem.
- A Hotline Team member or designee will notify the supervisors and the insurance representative by phone. The EMT or designee would assess the damage.
- Emergency notification will occur as outlined above.

XI. INFORMATION, TRAINING AND EXERCISE

All new employees will receive orientation to this Plan as part of New Employee Orientation conducted by the Human Resources Department. Current employees will receive an updated copy of the Plan, or an addendum, each time the Plan is updated.

- New employees will receive department-specific emergency plans from their respective supervisors.
- The Emergency Management Team shall conduct at least one disaster drill annually on each campus. Actual events may be counted as sufficient exercise.
- Each group and department's performance during implementation of the plan is evaluated, documented and reported to the Safety Committee. The Safety Committee is responsible for the initial approval and periodic revision of the Plan based on findings critiqued from the disaster drills.
- The Safety Committee will review any changes to the plan annually at the Faculty retreat and at a regularly scheduled Staff meeting.

Appendix A

EMERGENCY RESPONSE ACTIONS

ACCIDENT

Call 911 for help.

Notify Supervisor and a member of EMT
Administer first aid if you are trained to do so
Do not attempt to move a seriously injured person

FIRE

Call 911.

Activate nearest alarm

Notify Supervisor
Feel doors for heat
If cool, exit carefully
If hot, do not open the door. Stay where you are
If you see smoke, crouch near floor as you exit
If you see fire, confine it by closing doors and windows
Use extinguishers on small fires only if safe to do so
 Pull the pin in the handle
 Aim at the base of the fire
 Squeeze handle, sweep back and forth
Evacuate DOWNSTAIRS if above first floor
Go upstairs or to roof as last resort only
Never use an elevator during a fire evacuation
Go to the designated meeting area

POWER OUTAGE Assess the extent of the outage in your area

Report the outage to the local campus Facilities team

- St. Augustine x1245
- San Marcos x2603
- Austin x3108
- Miami x4110

Keep lab refrigerators or freezers closed throughout the outage.
Unplug personal computers, non-essential electrical equipment
Open windows for additional light and ventilation, if possible
If you are asked to evacuate, leave the building immediately
Release of personnel by the supervisor after an *extended outage* is determined

HAZMAT SPILL

MINOR release in the lab

Follow lab eyewash, rinse or shower procedures
Vacate persons in immediate area if necessary
Clean spill if you have suitable training
Wear protective equipment
Collect, containerize, and label waste
Notify member of EMT team

MAJOR release in the department

Call 911 and alert supervisor

Assist injured persons.
Isolate contaminated persons
Avoid contamination or chemical exposure
Close doors or control access to spill site
Communicate critical spill information to responders
Follow evacuation instructions precisely

Appendix B

WHEN YOU CALL 911 TO REPORT AN EMERGENCY:

Tell the Operator

1. The type of emergency
2. If there are victims
3. The location of the emergency
4. Your name, location, phone number

Stay on the phone until the Operator ends the call.

EMERGENCY NOTIFICATION USING CISCO PHONES

Academic Building:

Notifications can be made from any Cisco Phone.

To page:

Dial the Emergency Code listed next to or under the phone. Examples:

- 8100 (FL), 8200 (CA), 8300 (TX) Lockdown
- 8101 (FL), 8201 (CA), 8300 (TX) Bomb

Instructions for initiating the Emergency notification are located on the sheet located next to or under every phone on campus.

Emergency Notification System:

The emergency Notification System makes use of two applications. They are School Messenger and InformaCast.

InformaCast is integrated into our Cisco phone system and is capable of sending scrolling text messages to the LCD screen and push audio broadcasts to every phone on campus.

SchoolMessenger allows us to communicate with faculty, staff and students in the following ways:

1. Mobile phone text message
2. Automated audio message to all student, faculty and staff mobile phones
3. HTML E-mail to all students, faculty & staff

Plain Text E-mail to all students, faculty and staff

InformaCast has an add-in called DialCast which integrates with School Messenger. Dial cast allows users on campus to lift the handset and dial an emergency code which will initiate all of the communication methods mentioned above simultaneously. That allows us to reach everyone in a matter of seconds to minutes.

- Emergency Notification directions have been printed and placed underneath the desk phones or beside every classroom phone on each campus.

- Each campus has unique codes targeted for the geographic location. The messages for each campus provide the campus location when delivering the message.

All executive committee members, HR Managers and the Director of IT receive all messages generated from each campus.

Overhead Paging:

Overhead Paging is integrated into InformaCast on the Florida Campus and broadcasts the same audio message delivered to desk phones.

Code Red Phones – San Marcos Campus

There are ten code red locations throughout the campus:

- outside main entrance of building A
- southeast corner of parking lot by building A
- southwest corner of parking lot by building A
- northwest corner of building A in parking lot between buildings A and B
- northwest corner of building B between buildings B and C
- outside main entrance of building B
- northwest corner of building C by the dumpster
- northwest corner of the parking lot
- northeast corner of the parking lot
- outside main entrance of building C

Press the “Emergency” button and a call will automatically be placed. The call will go directly to a 911 operator.

Code Blue Phones – St. Augustine Campus

There are eight code blue locations throughout the campus:

- west and south parking areas of the administration building
- south facing wall of the academic building next to the clinic
- north wall of the academic building
- east and west sides of the academic building
- north and south locations in student parking.

Press the “Need Help” button and a call will automatically be placed. If the emergency request is made after 5:00pm or on weekends when security officers are available, the call will go directly to the security officer on duty. If after 10pm, the call will be forwarded to 911.

Code Blue Phones – Austin Campus

There are six code blue location throughout the campus:

- northeast corner of parking lot
- east parking lot near southeast corner of building A
- north parking lot near walkway leading to La Crosse Ave.
- south parking lot near walkway between building A & B
- northwest corner of parking lot
- southwest corner of parking lot

Appendix C

Emergency Management Team (EMT):

- Vivian Sanchez: (C) 760-566-5968
- Wanda Nitsch: (C) 904-540-6865
- Susan Saxton: (C) 561-465-6510
- Terri Rakosky: (C) 443-838-6873
- Jeremy Wells: (C) 904-315-5837
- Kim Reffner: (H) 904-829-6673; (C) 904-669-2497
- Matt Moline IT Director (C) 323-356-3501
- Terri Norero, HR Manager/FL (O) 904-826-0084 x1211
- Kristina Afonso, HR Manager/CA (C) 760-755-0323
- Joy King, HR Manager/TX (O) 512-394-9766 x3110
- Aaron Wilson, Facilities Supervisor – CA (O) 760-591-3012 x2603
- Luis James, Facilities Supervisor – TX (C) 512-565-3529
- Stan Burgoyne, Facilities Supervisor – FL (C) 904-466-2892
- Program Directors: FL DPT – Jackie Crossen-Sills [904-770-3556 \(ext.1256\)](tel:904-770-3556)
 - FL MOT – Anne Hull (C) 240-426-6100
 - FL Flex DPT – Debra Gray (C) 904-861-4547
 - FL Flex MOT – Anne Hull (C) 240-426-6100
 - CA MOT – Erin Schwier (O) 760-591-3012 x2446
 - CA DPT – Cherie Peters (C) 619-992-6961
 - TX DPT – Tony Domenech (C) 432-349-6909
 - TX MOT – Rebecca Estes (C) 251-281-8786
 - TX Flex DPT – Tom Werner (C) 775-745-5695
 - TX MOA – Tony Lozano (C) 786-863-0715

Crisis Management Team (CMT) for all campus locations:

- *Director of Facilities and Campus Operations*
- *Director of IT*
- *Facilities Supervisor*
- *All Program Directors*
- *Local Human Resources Manager*
- *Local IT Manager*
- *Other designated USA leadership, staff and/or faculty*