EMERGENCY PREVENTION & RESPONSE MANUAL

THIS EMERGENCY PREVENTION & RESPONSE MANUAL IS HEREBY APPROVED, IS EFFECTIVE IMMEDIATELY, AND SUPERSEDES ALL PREVIOUS EDITIONS.

DR. PAUL MATNEY  
PRESIDENT, AMARILLO COLLEGE

August 3, 2010  
EFFECTIVE DATE

REVISION DATE: ________________

PRESIDENTIAL APPROVAL: _______
As a member of the Threat Response Team, I acknowledge that I must read and abide by the *Amarillo College Emergency Prevention & Response Manual*.

__________________________________________
Print Your Name

__________________________________________
Print Your Title

__________________________________________
Signature

__________________________________________
Date

**File:** Human Resources
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This Emergency Prevention & Response Manual (EPRM) has been designed to provide comprehensive emergency management procedures for Amarillo College employees and students to follow for the prevention, detection and management of campus emergencies. While the manual does not cover every conceivable situation, it does supply the basic administrative guidelines necessary to manage most common emergencies.

Amarillo College procedures are expected to be followed by all personnel whose responsibility and authority cover operational procedures found in this manual. Any exceptions to these emergency management procedures must be approved by the Threat Response Team (TRT) directing and/or coordinating the emergency operations.

All proposals for changes to these procedures must be submitted in writing to the TRT for review. All changes recommended by the TRT will be submitted in writing to the College President for adoption.

The basic emergency procedures outlined in this manual are designed to enhance the protection of lives and property through effective use of college resources.

The basic purpose of this plan is to prevent and detect emergencies before they manifest and to manage any that do. Every employee on AC campuses has the responsibility to assist in this process.

Amarillo College is responsible for providing the leadership and direction to prevent, mitigate, plan for, respond to and recover from dangers and/or problems from emergencies arising on campus.

Whenever an emergency affecting the campus reaches proportions that cannot be handled by routine measures, the President or designee may declare a state of emergency and the response contingency guidelines may be implemented.
AC has established the following emergency response priorities:

- Protect life and safety.
- Secure our critical infrastructure and facilities:
  - Buildings used by dependent populations;
  - Buildings critical to health and safety;
  - Facilities that sustain the emergency response;
  - Classrooms; and
  - Administrative buildings.
- Resume educational programs.

College response to a disaster or emergency will generally involve the following phases:

**Planning and Mitigation** – The process of evaluating exposures and developing or refining response plans that will ensure an orderly and effective response to an emergency, and for identifying and mitigating areas of vulnerability. After each emergency activation, an after-action review will be performed to determine if the response was effective or if the plan should be modified and improved.

**Response** – The reaction(s) to an incident or emergency in order to assess the level of containment and control activities that may be necessary. During this phase, generally only preliminary forecasts of the impact will be available, and College priorities will be to assure the public welfare, protect critical infrastructure, and provide support to emergency response organizations/operations.

**Resumption** – The process of planning for and/or implementing the resumption of critical business operations immediately following an interruption or disaster. During this phase, more in-depth forecasts of the impact will be available, and college-wide priorities for program resumption will be determined. All response activities indicated above will continue as necessary. The support requirements/needs of each campus will be addressed on a prioritized basis.

**Recovery/Restoration** – The process of planning for and/or implementing recovery of non-critical business processes and functions after critical business processes and functions have been resumed, and for implementing projects/operations that will allow the College to return to a normal service level.
ABBREVIATIONS

AC    Amarillo College
BIT   Behavioral Intervention Team
CLINK Community Link
CUB   College Union Building
EAP   Employee Assistance Program
EAS   Emergency Alert System
EC    East Campus
EOC   Emergency Operations Center
EPRM  Emergency Prevention and Response Manual
FMC   Facility Maintenance Center
HC    Hereford Campus
HSPD  Homeland Security Presidential Directive
ICP   Incident Command Post
ICS   Incident Command System
JIC   Joint Information Center
MCC   Moore County Campus
NIMS  National Incident Management System
NOAA  National Oceanic and Atmospheric Administration
NRP   National Response Plan
NWS   National Weather Service
PIO   Public Information Officer
PPE   Personal Protective Equipment
PSC   Polk Street Campus
SSC   Student Service Center
TRT   Threat Response Team
WC    West Campus
WSC   Washington Street Campus
Purpose

To prevent, detect and manage hostility and/or violence on the campuses of Amarillo College and to provide a safe, respectful environment for employees and students.

Scope

This applies to all employees and students of Amarillo College.

Definition

Campus violence is hostile, aggressive or violent behavior on campuses that results or could reasonably result in physical or emotional injury to a person (employee, student or the public) or physical damage to AC property.

The primary mission of Campus Violence Prevention at Amarillo College is to ensure the safety of employees, students and the public. All persons have the right to a safe environment, to be treated respectfully, to present their concerns to the College without fear of reprisal and to have their concerns taken seriously.

Student Responsibilities: Students have the responsibility to conduct themselves in a safe and non-threatening manner. Any possible threats to the safety or well being of AC employees, students or visitors should be reported promptly to the AC Police, a Threat Response Team member, or any AC employee.

Employee Responsibilities: Employees have the responsibility to conduct themselves in a safe and non-threatening manner. Any possible threats to the safety or well being of AC employees, students or visitors should be reported promptly to the AC Police or a Threat Response Team member. All AC employees are responsible to pass along any information brought to their attention.

Threat Response Team (TRT) Responsibilities: The TRT will receive, investigate and respond to reports of possible threats in a prompt, professional and proactive manner. When any information is received, the TRT will meet, conduct an investigation and determine the appropriate response to the situation. The TRT is empowered to take action it deems necessary to ensure the safety of the campus without approval of a higher authority.

The TRT consists of the President, Vice President of Academic Affairs, Chief Information Officer and Dean of Information Technology Services, Dean of Continuing Education, Dean of Assessment and Development, Dean of Communication and Marketing, Dean of Enrollment Management, Dean of Finance and Administrative Services, Director of AC Police, Emergency Manager, Director of Physical Plant, Director of Administrative Services/Human Resources, and others as needed and appointed by the President.

AC Police Responsibilities: The AC Police Department serves as the investigative arm of the TRT. Police officers are the primary responders for emergencies that manifest on any AC property in Amarillo.
Campus Emergency Preparedness

The key to surviving any disaster is preparedness and planning. Recommended actions include but are not limited to:

- Attend emergency training;

- Volunteer in an emergency;

- Follow instructions of emergency personnel and public safety officials during an emergency;

- Be familiar with the locations of the tornado safety areas in your usual work and study areas;

- Be familiar with the locations of the fire exits and evacuation plans in your usual work and study areas;

- Review the posted Tornado/Fire Safety Maps for each AC building you enter; and

- Be familiar with how to assist those persons who may need assistance during any emergency.
Routine procedures for emergency management include the following:

**Step 1:** Prevention

**Step 2:** Detection & Management

**Step 3:** Implementation

**Definitions of an Emergency**

The EPRM identifies four emergency levels as follows:

- **Level 0** – covers a short-term internal “routine” emergency involving only college facilities and employees. Limited outside agency involvement may be required.

- **Level 1** – includes an emergency with a predictable duration at a single site involving the college and a single outside agency such as the fire department.

- **Level 2** – involves an emergency with an unpredictable duration with a multi-agency response.

- **Level 3** – relates to a widespread emergency impacting a large segment of the college with long-term implications.
DECLARATION OF CAMPUS “STATE OF EMERGENCY”

The authority to declare a campus state of emergency rests with the College President or designee.

During the period of any campus major emergency, the AC Police shall immediately implement the appropriate procedures necessary to mitigate the emergency, safeguard persons and property, and maintain educational facilities. The Director of AC Police shall immediately consult with the President or designee regarding the emergency and the possible need for a declaration of a campus state of emergency.

When this declaration is made, only registered students, faculty and staff are authorized to be present on campus. Those who cannot present proper identification showing their legitimate business on campus may be asked to leave the campus. Unauthorized persons remaining on campus may be subject to arrest in accordance with the Texas State Penal Code. Only faculty, staff members and/or contractors who have assigned emergency duties or who have been issued a pass will be allowed in the disaster area.

In the event of earthquakes, aftershocks, fires, storms or major disasters occurring on or about the campus, or which involve college property, the TRT will determine necessary responders. AC Police, Physical Plant, and/or ITS personnel will assess the extent of any damage to college property. If an incident threatens the structural integrity or security of any AC building, property or data, AC Police, Physical Plant, and/or ITS personnel will be assigned to perform a damage assessment of college property.

Emergency or Disaster Declaration

When there is an imminent threat, severe damage, injury, or loss of life, the College President may, by Executive Order or Proclamation, declare a State of Disaster on AC property. The College President may subsequently issue Orders or Proclamations referencing that Declaration invoking Emergency Powers Granted to the Governor in the Texas Disaster Act on an appropriate Local Scale in order to cope with the disaster. These powers are limited to AC property and may include:

1.) Suspending procedural laws and rules to facilitate a timely response;

2.) Using all available resources of government and commandeering private property, subject to compensation, to cope with the disaster;

3.) Restricting the movement of people and occupancy of premises;

4.) Prohibiting the sale or transportation of certain substances; and

5.) Implementing price controls.

A local Disaster Declaration activates recovery and rehabilitation efforts. A local Disaster Declaration is required in order for the College to be eligible for State and Federal disaster recovery assistance.
<table>
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<th>Position</th>
<th>Contact Person</th>
<th>Phone Number</th>
<th>Office/Location</th>
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<tbody>
<tr>
<td>President</td>
<td>Dr. Paul Matney</td>
<td>Office: 371-5123</td>
<td>WSC – CUB Room 202</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Cell: 584-8229</td>
<td></td>
</tr>
<tr>
<td>Vice President of Academic Affairs</td>
<td>Dr. Russell Lowery-Hart</td>
<td>Office: 371-5226</td>
<td>WSC – Library Room 115</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Cell: 679-8036</td>
<td></td>
</tr>
<tr>
<td>Chief Information Officer &amp; Dean of ITS</td>
<td>Lee M. Colaw</td>
<td>Office: 371-5151</td>
<td>WSC – SSC Room 251</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Cell: 503-310-7929</td>
<td></td>
</tr>
<tr>
<td>Dean of Continuing Education</td>
<td>Kim Davis</td>
<td>Office: 371-2912</td>
<td>PSC – BIC Room 109G</td>
</tr>
<tr>
<td>Dean of Assessment and Development</td>
<td>Danita McAnally</td>
<td>Office: 467-3022</td>
<td>WCA Room 111C</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Cell: 236-7609</td>
<td></td>
</tr>
<tr>
<td>Dean of Communications &amp; Marketing</td>
<td>Ellen Green</td>
<td>Office: 371-5131</td>
<td>WSC – SSC Room 274</td>
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<tr>
<td></td>
<td></td>
<td>Cell: 236-2672</td>
<td></td>
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<tr>
<td>Dean of Enrollment Management</td>
<td>Robert Austin</td>
<td>Office: 371-5024</td>
<td>WSC – SSC Room 112</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Cell: 282-7659</td>
<td></td>
</tr>
<tr>
<td>Dean of Finance &amp; Administrative Services</td>
<td>Terry Berg</td>
<td>Office: 371-5008</td>
<td>WSC – SSC Room 228</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Cell: 679-0216</td>
<td></td>
</tr>
<tr>
<td>Director of AC Police</td>
<td>Vacant</td>
<td></td>
<td>WSC – Durrett Hall Room 111B</td>
</tr>
<tr>
<td>Dean of Technical Education</td>
<td>Lyndy Wilkinson</td>
<td>Office: 335-4352</td>
<td>ECAC Room 149</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Cell: 681-8349</td>
<td></td>
</tr>
<tr>
<td>Coordinator of Panhandle Regional Law Enforcement Academy</td>
<td>Hank Blanchard</td>
<td>Office: 356-3680</td>
<td>WC – Room 110A</td>
</tr>
<tr>
<td>Director of Administrative Services/</td>
<td>Lynn Thornton</td>
<td>Office: 371-5044</td>
<td>WSC – SSC Room 281</td>
</tr>
<tr>
<td>Human Resources</td>
<td></td>
<td>Cell: 584-7109</td>
<td></td>
</tr>
<tr>
<td>Director of Physical Plant</td>
<td>Bruce Cotgreave</td>
<td>Office: 345-5565</td>
<td>WSC – FMC Room 104</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Cell: 679-7424</td>
<td></td>
</tr>
<tr>
<td>Emergency Manager</td>
<td>Steve Chance</td>
<td>Office: 371-5161</td>
<td>WSC – Library Room 007A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Cell: 335-0117</td>
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**Added to TRT as needed:**

Executive Director  
Moore County Campus  
Renee Vincent  
Office: 934-7221  
Cell: 806-922-3723  
MCC Room 161A

Executive Director  
Hereford Campus  
Daniel Esquivel  
Office: 457-4401  
Cell: 806-584-0948  
Hereford Campus Room 102

- MCC, Hereford Campus, and Community Link must dial 9 and the complete number.
- If 911 is dialed from the MCC or Hereford Campus, you will reach the dispatcher for the local law enforcement agency that serves that location.

This page was revised November 19, 2012.
## ADDITIONAL RESPONSE NUMBERS - OFF CAMPUS

**Emergencies:** Dial 911

### Fire

<table>
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<tr>
<th>Contact</th>
<th>Phone Number</th>
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</thead>
<tbody>
<tr>
<td>Amarillo Fire Department</td>
<td>806-378-3038</td>
</tr>
<tr>
<td>Dumas Fire Department</td>
<td>806-935-6434</td>
</tr>
<tr>
<td>Hereford Fire Department</td>
<td>806-363-7114</td>
</tr>
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### Police

<table>
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<th>Contact</th>
<th>Phone Number</th>
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</thead>
<tbody>
<tr>
<td>AC Police (24-hour, non-emergency phone line)</td>
<td>806-371-5163</td>
</tr>
<tr>
<td>Amarillo Emergency Communications Center (City of Amarillo Dispatcher for Fire, Ambulance, and Animal Control)</td>
<td>806-378-3038</td>
</tr>
<tr>
<td>Potter County Sheriff’s Office</td>
<td>806-379-2900</td>
</tr>
<tr>
<td>Randall County Sheriff’s Office</td>
<td>806-468-5800</td>
</tr>
<tr>
<td>Randall County Sheriff’s Office (Dispatcher)</td>
<td>806-468-5751</td>
</tr>
<tr>
<td>Dumas Police Department</td>
<td>806-935-3998</td>
</tr>
<tr>
<td>Moore County Sheriff’s Office</td>
<td>806-935-4145</td>
</tr>
<tr>
<td>Hereford Police Department</td>
<td>806-363-7120</td>
</tr>
<tr>
<td>Deaf Smith County Sheriff’s Office</td>
<td>806-364-2311</td>
</tr>
<tr>
<td>Texas Department of Public Safety (Amarillo Office)</td>
<td>806-468-1300</td>
</tr>
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### Ambulance

<table>
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<tr>
<th>Contact</th>
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<tr>
<td>Amarillo Medical Service</td>
<td>806-358-7111</td>
</tr>
<tr>
<td>BSA EMS</td>
<td>806-655-7726</td>
</tr>
<tr>
<td>Hereford EMS</td>
<td>806-364-3106</td>
</tr>
<tr>
<td>Moore County Hospital District EMS</td>
<td>806-935-7171</td>
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### Other Services

<table>
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<th>Contact</th>
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<tbody>
<tr>
<td>Poison Control Center</td>
<td>800-222-1222</td>
</tr>
<tr>
<td>Amarillo /Potter/Randall Emergency Management</td>
<td>806-378-3004</td>
</tr>
<tr>
<td>Department of State Health Services</td>
<td>806-364-4579</td>
</tr>
<tr>
<td>Public Health Department – Region 1</td>
<td>806-655-7151</td>
</tr>
<tr>
<td>Bureau of Radiation Control</td>
<td>806-655-7151</td>
</tr>
</tbody>
</table>

Note: Dialing from a campus phone requires the caller to dial 9 (for outside line), followed by the number.
The Threat Response Team (TRT) will manage all communication before, during, and after an event.

The College Relations Department will distribute all information to the media and the public concerning any AC response to an emergency or disaster incident. The Dean of Communication and Marketing or designee will be the Public Information Officer (PIO) for AC. During an emergency or disaster operation, the College PIO or the President are the only persons authorized to speak on behalf of the College or release information to the media or public.
AC NOTIFICATION SYSTEM

AC Alert, phone, e-mail, MyAC and the AC website are the primary means for notification at Amarillo College. These systems will provide immediate transmission of information regarding an emergency to all affected areas of the College.

The TRT is the focal point of management and communications. The following are authorized to send (push) messages through the AC Alert System, or place emergency information on the AC website:

- Ellen Green: 371-5131 (office); 236-2672 (cell)
- Joe Wyatt: 371-5139 (office); 206-7993 (cell)
- David White: 371-5411 (office); 584-1998 (cell)
- Robert Austin: 371-5024 (office); 282-7659 (cell)
- Lee Colaw: 371-5151 (office); 503-310-7929 (cell)

Instructions for receiving AC Alert text messages are available on the AC website or from the ITS Department.

The AC Police Department is the focal point for operational emergency communications to the college, and to the administrators and members of the TRT. Each administrator, upon receiving official notification of a campus emergency, will disseminate this information throughout his/her department or office area.

The AC Police dispatcher on duty will notify the Director of AC Police and the TRT members of any campus emergency as necessary. In addition, the dispatcher will, as directed, initiate the notification system.

AC PHOTO IDENTIFICATION BADGES/CARDS

Every AC employee and student shall have in their possession, an AC photo identification badge/card while on AC property. The purpose for this is to maintain accountability and verify an individual’s identity.

Note: Threat Response Team’s Photo ID badges are RED and positioned vertically.

It is the responsibility of all supervisors to ensure their employees visibly wear their Photo ID badge at all times while on AC property.

During emergency operations external/independent contractors performing a service on AC property shall have an AC Contractor’s Identification Card conspicuously located on their person. These ID cards can be picked up at the AC Physical Plant.
Amarillo College has installed an Intercom system in the classrooms, public areas, and designated Areas of Rescue Assistance in the Science Laboratory Building, Jones Hall and Warren Hall. The Intercom System is being expanded and will include when finished all campus buildings with classrooms.

Areas of Rescue Assistance are generally thought of as stairwell landings above and below the normal street level entrances to and from buildings; but Areas of Rescue Assistance can be any location designated by Amarillo College to assist its constituents during an emergency situation. The IP Intercom system is used primary for technical and directory assistance, safety and security purposes. It uses the existing IP network. The IP Intercoms work as a half duplex intercom (one person can talk at a time, like a walkie-talkie). The operator on the other end can control who’s talking and the volume at both ends. Operators can broadcast messages to a single Area of Rescue Assistance, a group of designated areas, or all designated areas at the same time.

The operation of the IP Intercom system is simple and intuitive. To obtain AC Police or rescue assistance using the intercom system (where available):

- Locate the Intercom system in the classroom or designated rescue assistance area.

- The Intercom System is a black flat panel with four buttons located on its face. The buttons activate communications with the AC Police, Help Desk, AskAC, and one button reserved for future use. The picture shown is for illustration purposes only and does not reflect the current configuration.

- For Emergencies, Press and Release the Red “College Police” button,

- All requests for assistance to the AC Police are considered “911” calls.

- Once the “College Police Button” is depressed an AC Police Officer will be dispatched to the Classroom or Rescue Assistance Area.

- Wait for the AC Police to respond.

- If you are unable to speak the AC Police will respond.

- No need to press button again.

- All transmitting and receiving is done by AC Police.

- The MIC ON will light green and then you may begin speaking.
SAFETY AND SECURITY CONCERNS

To report information, suspicions or concerns, contact AC Police and/or any TRT member. Such reports may be handled anonymously. The appropriate college personnel will investigate, respond and contact you about the resolution of the problem if appropriate.

Procedures for Reporting a Crime

Notify AC Police immediately if you think a crime has occurred. In addition, you should report solicitors promptly. In order to assist the operator in processing your call quickly and efficiently, please be prepared to supply the following information:

- Your name;
- Your location;
- The telephone number from which you are calling;
- Nature of the emergency;
- Specific details about what you saw, heard or found;
- Accurate descriptions of race, gender, physical appearance, clothing, direction of travel;
- Anything that appears to be out of place or any suspicious activity; and
- In addition, you shall report solicitation immediately.

Helpful checklists for documenting details are provided on the following pages.
Describe the Suspect

Sex: _______ Race: _______________ Age: _________ Height: ___________ Weight: ___________

Hair: ___________ Hat/Cap: _______ Color of Eyes: _______________ Glasses: _______________

Complexion: _______________ Facial Hair: _______________________

Shirt: ________________ Coat: _______________ Pants and Shoes: _______________________

Tattoos, Amputations, Scars: _________________________________________________________

Distinguishable Gait or Limp: _______________ Speech Impediment/Accent: __________________

Weapon: ________________________________________________________________________

Additional Information: _____________________________________________________________
License Plate (State and Number): ____________________________________________________

Vehicle Color: _____________________________________________________________________

Body Style (2-Door, Convertible, Etc.): _______________________________________________

What Make/Model/Year? _____________________________________________________________

Identifying Dents or Scratches: ______________________________________________________

Additional Information: ______________________________________________________________
DISRUPTIVE BEHAVIOR

Immediately report all cases of criminal mischief, disorderly conduct or disruptive behavior to the AC Police and/or any member of the TRT.

Examples of disruptive behavior include:

- Throwing rocks at windows;
- Intentionally blocking chairs, tables, aisles, or doorways on AC property;
- Writing on walls and defacing College property;
- Verbal abuse of students or employees;
- Disturbing instructors or students.

ALARMING BEHAVIOR

Alarming behavior can be reported to AC Police, any member of the TRT, or the Behavioral Intervention Team (BIT). Immediately report all cases of alarming behavior to the AC Police, any member of the TRT or to the BIT.

Examples of alarming behavior include:

- Cyberbullying or cyberstalking;
- Disturbing information or statements discovered in term papers, class assignments or other writings;
- Disturbing information in items left in classrooms;
- Verbal statements of a disturbing nature made by students or employees.
BEHAVIORAL INTERVENTION TEAM REFERRAL

Purpose of Behavioral Intervention Teams:

Behavioral Intervention Teams (BIT) have been established to promote the safety and health of Amarillo College students and employees. The BIT addresses student and employee behaviors that are disruptive and may endanger the safety of the AC community. Students and employees who qualify for a BIT referral demonstrate one or more of the following behaviors.

Reasons for referral include but are not limited to:

• Self-injurious behavior, talk of suicide, or attempted suicide;
• Erratic behavior (including online activities) that disrupts the mission and/or normal proceedings of students, faculty, staff, or the neighboring community;
• Threats of violence, weapon on campus, potential for safety being compromised; and
• Hospital transport for alcohol and drug use/abuse.

Notification Responsibilities:

Any AC employee that becomes aware of a circumstance that requires BIT intervention must notify the appropriate individuals listed below. FOR ALL REPORTS OF WEAPONS, THREATS OF PHYSICAL HARM, AND EMERGENCIES NOTIFY AC POLICE AT 371-5911.

Referral for Students:

The Behavioral Intervention Team for students consists of Robert Austin, Dean of Enrollment Management, 371-5024, and April Sessler, Associate Dean of Enrollment Management, 371-5321.

Referral for Employees:

The Behavioral Intervention Team for employees consists of Lynn Thornton, Director of Administrative Services/HR, 371-5044, and Brenda Waren, Human Resources Manager, 371-5046.

Mission of BIT:

• Assist with providing the appropriate professional intervention;
• Balance the individual needs of the student and employee against those of the greater campus community;
• Provide a structured positive method for addressing student and employee behaviors that impact the college community and may involve mental health and/or safety issues;
• Manage each case individually, and with confidentiality;
• Initiate appropriate intervention without resorting to punitive measures, and
• Eliminate “fragmented care.”
• To report behavior of students, please use the Student Behavior Alert form found on the AC website at http://www.actx.edu/forms.
UNRULY PROTESTS AND DEMONSTRATIONS

Most campus demonstrations such as marches, meetings, picketing, and rallies will be peaceful and non-obstructive. A student demonstration should not be disrupted unless the demonstration is taking place on college property without the proper authorization or the students are violating the Student Code of Conduct. Such violations might include but are not limited to the following:

- Intentional or reckless interference with normal college activities and functions;
- Intentional interference with the freedom of expression of others;
- Actions, explicit or implied threats, or gestures which place a person in reasonable fear of unwelcome physical contact or harm; and
- Intentional or reckless behavior which may, or in fact does, deface or cause damage to college property or the property of others.
THREATENING INDIVIDUAL

A threatening individual is any person who you determine to be a threat to you or those around you. The individual may have a gun or knife or just makes you feel uncomfortable.

- Trust your instincts.
- Notify AC Police or any TRT member (or call 911 if off campus).
- Be prepared to provide a situation assessment.
- Be realistic about your ability to protect yourself.
- Stay calm and avoid conflict.
- If possible, seek protection in a classroom/office that locks and has phone access.
- Leave the building immediately if this does not put you at risk with the individual.

Remember: Only YOU can decide which course of action is appropriate in each case.

“Mr. Black”: Discreetly Seeking Assistance from AC Police

If you are threatened or fear for your immediate personal safety, call the AC Police. Ask the dispatcher or person answering the phone, in as calm a voice as possible, to “Have Mr. Black stop by (your location)”.

AC Police will respond to you as they would to a 911 call. Leave the line open, do not hang up. Lay the phone down so that the dispatcher can hear and make further assessments.
HOSTILE INTRUDER (ACTIVE SHOOTER/VIOLENCE)

AC Police are the first responders for Amarillo campuses and can usually respond immediately. City Police notify AC Police after receiving 911 calls on AC property.

Hostile Intruder Inside Buildings

When a hostile intruder is actively causing death or serious injury or the threat of imminent death or serious bodily injury to any person within a building, we recommend the following course of action:

- Faculty should, if possible, immediately lock students and themselves inside the classroom. Lock all doors that can gain entry into the classroom. Barricade the doors with desks, tables, and facilitate escape out the windows, if possible. Place volunteer ambush guards on each side of the doors.
- If communication is available, call AC Police.
- Do not sound the fire alarm. A fire alarm would signal occupants to evacuate the building and place them in potential harm as they attempt to escape.
- Lock the windows and close blinds or curtains.
- Stay away from the windows.
- Turn off all lights and audio equipment.
- Keep everyone together.
- Have volunteers hide and prepare to ambush shooter.
- Keep classrooms secure until police arrive and give you directions.
- If you are not in a classroom, try to get to a classroom or an office.
- Stay out of open areas and be as quiet as possible.
- If for some reason, you are caught in an open area, such as a hallway, you must decide what you are going to do. This is a very crucial time, and it can mean life or death.
- You may try to hide. If you do, make sure it is a space not easily discovered or you may be found as the hostile intruder moves through the building.
- If you think you can safely make it out of the building by running, do so. If you decide to run, do not run in a straight line. Attempt to keep objects between you and the hostile intruder such as desks, cabinets, fixtures, etc. Once outside, do not run in a straight line. Use trees, vehicles and other objects to block you from the view of intruders. When away from the immediate area of danger, summon help any way you can and warn others.
• If you are caught in an open area in a building, you may be forced to fight back. This is dangerous, but depending on your situation, this could be your only option.

• If the hostile intruder is causing death or serious physical injury to others and you are unable to hide, you may choose to play dead if other victims are around you.

• If you are caught by the intruder and are not going to fight back, obey all commands and do not look the intruder in the eyes.

• When the police arrive, obey all commands (the officers may not know who you are). This may involve being detained until your identity can be verified or being asked to keep your hands visible. This is done for safety reasons. Once circumstances are evaluated by the police, the police officers will give you further directions to follow.

**Hostile Intruder on Campus Grounds**

When a hostile person is actively causing death or serious physical injury or is threatening the imminent death or serious bodily injury to someone on AC property, we recommend the following:

**First Option:** Run away from the threat if you can.

- Do not run in a straight line.
- Use vehicles, bushes, trees and anything that could possibly block your view from the hostile intruder while you are running.
- If you can get away from the immediate area of danger, summon help and warn others. Immediately call AC Police and advise them of the threat to the campus.

**Second Option:** Hide.

- If you decide to hide, take into consideration the area in which you are hiding. Will you be found there? Is it a good spot to remain hidden?
- If the hostile intruder is causing death or serious physical injury to others and you are unable to run or hide, you may choose to play dead if other victims are around you.

**Third Option:** Fight Back.

- This is dangerous, but depending on your situation this could be your only option.
- If you are not going to fight back, do not look the intruder in the eyes. Obey commands if caught by the intruder.

This information cannot cover every possible situation that might occur. Stay vigilant in observing what is taking place around you and report any suspicious behavior to AC Police and/or a TRT member.
HOSTAGE SITUATIONS

What To Do If Taken Hostage

- Be patient. Time is on your side. Avoid drastic action if possible.
- The initial 45 minutes are the most dangerous. Follow instructions, be alert and stay alive.
- If the hostage taker is emotionally imbalanced, be conscious of your actions. Do not put yourself in a position that further jeopardizes your personal safety.
- Do not speak unless spoken to and then only when necessary. Do not talk down to the hostage taker who may be in an agitated state.
- Maintain eye contact with the hostage taker at all times if possible, but do not stare. Treat the hostage taker like royalty.
- Try to rest. Avoid speculating. Comply with instructions as best you can.
- Avoid arguments. Expect the unexpected.
- Be observant. You may be released or escape. The personal safety of others may depend on your memory.
- Be prepared to respond to the police on the phone.
- Be patient and wait. If the opportunity presents itself, attempt to establish rapport with the hostage taker.
- If medications, first aid, or restroom privileges are needed, say so.

Remember: Typically, hostage takers do not want to harm anyone.
PERSONAL SAFETY ON CAMPUS

- Be alert and walk purposefully. Confidence may deter attackers.
- Carry a personal alarm and be prepared to scream loudly.
- Run AWAY from the threat.
- Avoid barren or poorly lit places, especially at night.
- Walk with a friend, stay with a crowd, or call AC Police for an escort.
- Be wary of strangers, on foot or in cars, asking directions. It is better to be rude than to be in trouble.
- If someone follows you, go to a place where there are other people.
- Respect your intuition. Do not allow rationality to override your “sixth sense.” It could protect you from danger.
- Take a self-defense course.
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 last heard. Their purpose is to stop the shooting as quickly as possible.

The first responding officers may be dressed in regular patrol uniforms, or they may be wearing external bulletproof vests and other tactical equipment. The officers may be armed with rifles, shotguns, or handguns and might be using pepper spray or tear gas to control the situation. Regardless of how they appear, remain calm.

Do as the officers direct you to do, and do not be afraid of them. Put down any bags or packages you may be carrying, and keep your hands visible at all times. If you know where the shooter is, tell the officers.

The first officers to arrive will not stop to aid injured people. Rescue teams composed of other officers and emergency medical personnel will follow the first officers into secured areas to treat and remove injured persons once the area has been cleared.

Keep in mind that even once you have escaped to a safer location, the entire area is still a crime scene. Police will usually not let anyone leave until the situation is fully under control and all witnesses have been identified and questioned. Until you are released, remain at whatever assembly point authorities designate.

You should expect to be searched. Keep in mind the responding officers do not know who the shooter is and will search everyone until the shooter is identified or you are cleared as a suspect.

You may be instructed to keep your hands visible while leaving buildings and until searched. This is standard procedure and is for your protection and the protection of the responders.

Be prepared to identify yourself. A valid state driver’s license, state identification card, or AC photo identification badge/card will expedite your identification process. Do not go back to recover your identification unless instructed to do so.
MENTAL HEALTH EMERGENCY

A mental health emergency is any situation involving individuals in distress who are unable to appropriately manage themselves. Examples may include:

- Suicidal behavior;
- An individual threatening harm to themselves and/or others;
- A psychotic episode (sudden loss of contact with reality and/or bizarre behavior);
- An unusual or prolonged reaction to a traumatic event; or
- Any behavior that is unreasonably disturbing to the academic or work environment.

Procedures

- Never try to handle a situation that is potentially dangerous to you or others. Call AC Police.
- Clearly state that immediate assistance is needed. Report your name, where you are calling from, and the nature of the problem.
- Report all suicide attempts so proper procedures can be followed to ensure the safety of those involved.

AC Employee Assistance Program

The Employee Assistance Program (EAP) provides the following services for AC faculty and staff:
- Consultation;
- Assessment and referral counseling; and
- Arrangements for crisis intervention and debriefing services.

For CONFIDENTIAL information and referral to the EAP, contact Human Resources at 371-5044 or 371-5046.

If you believe you are experiencing or have observed a psychological, drug, or alcohol crisis, contact the AC Police or a TRT member.
AVOIDING VIOLENT SITUATIONS

- Alert AC Police and/or a TRT member.
- Know your escape route.
- Place a barrier between yourself and the aggressor.
- Use effective people/communication skills.
- Have a second person with you.
- Maintain eye contact and a positive posture.
- Do not touch or approach a person who may become violent.
- Keep the person talking as you maintain a controlled, calm demeanor.
- Show concern yet maintain a safe distance; avoid being alone with the person.
- Call or have someone contact AC Police.
SERIOUS INJURY/ACCIDENT

If any situation appears to be a medical emergency, contact AC Police to get help immediately.

Responding to Injuries to Employees, Students or Visitors

In the event of an accident involving injury or illness:

• If life threatening, seek emergency medical treatment by calling 911.

• Notify AC Police, and stay on the phone until instructed to hang up.

• Be prepared to give as much information as possible, such as location, nature of injury or illness, cause of injury or illness and any hazards that may be present.

• Employees must notify their immediate supervisor as quickly as possible of any on-the-job injury or illness. If it is not an emergency, the supervisor should be notified BEFORE the employee seeks medical treatment.

Reporting Injury

After the emergency, file an “Employer’s First Report of Injury or Illness” report. This form is available from your supervisor, Emergency Manager (371-5542), or the AC website under Human Resources/Forms.

Hazard Reporting: Slips, Trips and Falls

Spilled liquids and wet floors are a major cause of slips, trips and falls. If you spill something, clean it up immediately. If you discover a spill or wet floor and need assistance, contact Physical Plant (345-5560). Report all other trip and fall hazards (malfuctioning elevators, holes in the sidewalk, loose carpet, etc.) to Physical Plant immediately.
BOMB THREATS

A bomb threat should never be ignored. Immediately report all threats to AC Police or a TRT member.

Verbal Threats

If you receive a threatening call, do not hang up. Have someone else call the AC Police from another extension if possible. Attempt to engage the caller in a conversation and obtain as much information as possible. Be sure to take copious notes that might include the following details:

- What exactly is the threat?
- Is the voice familiar in any way?
- Male or female?
- Young or old?
- Calm? Angry?
- Speech Impediments? Accent?
- What sounds are familiar in the background?
- Record the caller’s words, if possible.
- When is the bomb going to explode?
- What does it look like? What kind is it?
- What will cause it to explode?
- Where is the bomb?
- Who placed the bomb?
- Why was the bomb placed?

Written Threats

Save all materials, including any envelope or container. Once the message is recognized as a bomb threat, further unnecessary handling should be avoided.

Every possible effort must be made to retain evidence, such as fingerprints, handwriting or typewriting paper, and postal marks, which are essential to tracing the threat and identifying the writer.

A helpful checklist for documenting details is provided on the following page.
BOMB THREAT CALL PROCEDURES

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

If a bomb threat is received by phone:
1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist (reverse side) immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of the call, do not hang up, but from a different phone, contact FPS immediately with information and await instructions.

If a bomb threat is received by handwritten note:
- Call ________________________________
- Handle note as minimally as possible.

If a bomb threat is received by e-mail:
- Call ________________________________
- Do not delete the message.

Signs of a suspicious package:
- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery

DO NOT:
- Use two-way radios or cellular phone; radio signals may contain the potential to detonate a bomb.
- Evacuate the building until police arrive and evaluate the threat.
- Activate the fire alarm.
- Touch or move a suspicious package.

WHO TO CONTACT (select one)
- Follow your local guidelines
- Federal Protective Service (FPS) Police 1-877-FPS-411 (1-877-437-7411)
- 911

BOMB THREAT CHECKLIST

Date: ____________________ Time: ____________________

Time Caller Hung Up: ____________________ Phone Number where Call Received: ____________________

Ask Caller:
- Where is the bomb located? (Building, Floor, Room, etc.)
- When will it go off?
- What does it look like?
- What kind of bomb is it?
- What will it exodone?
- Did you place the bomb? Yes No
- Why?
- What is your name?

Exact Words of Threat:

Information About Caller:
- Where is the caller located? (Background and level of noise)
- Estimated age:
- Is voice familiar? If so, who does it sound like?
- Other points:

Caller’s Voice
- Accent
- Angry
- Calm
- Clearing throat
- Coughing
- Cracking voice
- Crying
- Deep
- Deep breathing
- Disguised
- Distinct
- Excited
- Female
- Laughter
- Lisp
- Loud
- Male
- Nasal
- Normal
- Ragged
- Rapid
- Raspy
- Slow
- Slurred
- Soft
- Stutter

Background Sounds:
- Animal noises
- House noises
- Kitchen noises
- Street noises
- Booth
- PA system
- Conversation
- Music
- Motor
- Clear
- Static
- Office machinery
- Factory machinery
- Local
- Long distance

Threat Language:
- Incoherent
- Message read
- Taped
- Irrational
- Profane
- Well-spoken

Other Information:

Homeland Security
EXPLOSIONS

If an explosion occurs on or near campus, take the following action:

- Immediately take cover under tables, desks, and other objects that will protect you from falling glass or debris.
- After immediate effects of an explosion, notify AC Police.
- Activate building fire alarms.
- When the fire alarm sounds or when you are told by an AC official to evacuate, walk quickly to the nearest marked exit and advise others to do the same.
SUSPICIOUS PACKAGES

If you see something that appears to be explosive, or if a bomb is found, DO NOT move, bump, or touch the object or anything attached to it. Leave it for the professionals.

Identifying Suspicious Packages and Envelopes

Some characteristics of suspicious packages and envelopes include:

- **Inappropriate or unusual labeling**
  - Excessive postage
  - Handwritten or poorly typed addresses
  - Misspellings of common words
  - Strange return address or no return address
  - Incorrect titles or title without name
  - Not addressed to a specific person, to a title only
  - Marked with restrictions, such as “Personal”, “Confidential”, or “Do Not X-ray”
  - Marked with threatening language
  - Postmarked from a city or state that does not match return address

- **Appearance**
  - Powdery substance on the package or envelope
  - Oily stains, discolorations on wrapper
  - Strange odor
  - Lopsided or uneven envelopes
  - Excessive packaging material such as masking tape or string

- **Other Suspicious Signs**
  - Excessive weight
  - Ticking sound
  - Protruding wires or aluminum foil
  - Rigid or bulky

If a package or envelope appears suspicious, STOP, DO NOT HANDLE IT, and DO NOT OPEN IT!
Handling Suspicious Packages or Envelopes

- Do not shake or empty the contents of any suspicious package or envelope.
- Do not carry the package or envelope, show it to others, or allow others to examine it.
- Alert others in the area about the suspicious package or envelope. Leave the area, close any doors, and take action to prevent others from entering the area. If possible, shut off the ventilation system.
- Wash hands with soap and water to prevent spreading potentially infectious material to face and skin. Seek instructions for exposed or potentially exposed persons.
- If at AC, notify a supervisor, AC Police, or a TRT member. If at home, contact the local law enforcement agency.
- If possible, create a list of people who were in the room/area when this suspicious letter or package was recognized and a list of people who have also handled this package or letter. Give these lists to the local public health authorities, AC Police and/or law enforcement officials.
- Don’t open, smell or taste any packages or envelopes you find suspicious.
- Immediately call the AC Police or dial 911 from your home.
Building Evacuation (emergency situations)

The decision to evacuate during an emergency in which there is an immediate threat to the AC Community will be made by AC Police or a designated campus administrator based on the circumstances or when a fire alarm sounds.

Evacuation of college buildings and/or campuses NOT immediately impacted by an emergency incident will be determined by the College President or designee.

If a building evacuation occurs, every office suite, functional area, and classroom should have a specific predetermined area where AC employees and students should meet to check in with the supervisor/instructor once they have evacuated. AC Police or other emergency response personnel should be notified of suspected missing persons so a search can be conducted.

If evacuation is necessary:

- Walk to the nearest exit and advise others to do the same.
- Evacuate to a distance of at least 200 yards from the affected area.
- Keep streets, fire lanes, hydrant areas, and walkways clear for emergency vehicles and personnel.
- Do NOT return to an evacuated building unless told to do so by a college official.
- **DO NOT USE THE ELEVATORS IN CASE OF FIRE!**

Evacuation of Individuals with Disabilities

Individuals with disabilities will face a variety of challenges in evacuating, depending on the nature of the emergency. People with a mobility disability may need assistance leaving a building without a working elevator. Individuals who are blind or who have limited vision may no longer be able to independently use traditional orientation and navigation methods. An individual who is deaf may be trapped somewhere unable to communicate with anyone because the only communication device relies on sound.

**AC faculty and staff should ensure that all persons with disabilities or special needs are evacuated to designated shelter areas or assembly points first, along with other students and visitors.**

The following procedures are intended to assist disabled persons with an emergency evacuation from any AC building. The guidelines set forth in this section are in compliance with the American Disabilities Act.
AC procedures require all persons in a facility to evacuate that facility whenever the fire alarm system is activated or in case of any emergency that requires the building to be evacuated. Persons with disabilities may not be able to evacuate unassisted; therefore, they should inform another person that assistance may be necessary during an evacuation.

Remember that individuals with similar disabilities are unique. Listen to the individual; he/she is the expert regarding a disability.

Always ask individuals before attempting to move them if there are any special considerations or items that need to come with them.

There are persons with “hidden” disabilities that may need assistance, including but not limited to health or psychiatric disabilities (anxiety disorders, depression, personality disorders, dementia, etc.)

Some individuals may utilize service animals. When possible, keep animals with their owners.

Persons with disabilities that limit mobility may be defined as anyone who uses assistive devices such as canes, crutches or wheelchairs, or someone with slower mobility due to illness or injury. Also, persons with limited vision and hearing may need assistance to evacuate.

If you are unable to assist a person with disabilities in evacuating a building, call the AC Police and provide the specific location and description of the person needing assistance.
SEVERE WEATHER

Severe weather in the form of thunderstorms, damaging hail, high winds and tornadoes are a threat to the AC community. Ideally, sufficient warning time will allow precautionary measures to be implemented. The unpredictability of weather conditions, however, does not always provide for adequate warning.

National Weather Service

There are four types of severe weather announcements issued by the National Weather Service:

1) **Severe Thunderstorm Watch** - This is issued by the National Weather Service (NWS) when conditions are favorable for the development of severe thunderstorms in and close to the watch area. A severe thunderstorm by definition is a thunderstorm that produces 1 inch hail or larger in diameter and/or winds equal or exceeding 58 miles an hour. The size of the watch can vary depending on the weather situation. They are usually issued for a duration of 4 to 8 hours. They are normally issued well in advance of the actual occurrence of severe weather. During the watch, people should review severe thunderstorm safety rules and be prepared to move to a place of safety if threatening weather approaches.

2) **Severe Thunderstorm Warning** - A severe thunderstorm has been indicated by radar or a spotter reports a thunderstorm producing hail 1 inch or larger in diameter and/or wind gusts in excess of 58 miles an hour; therefore, people in the affected area should seek safe shelter immediately. Severe thunderstorms can produce tornadoes with little or no advance warning. Lightning frequency is not a criteria for issuing a severe thunderstorm warning. They are usually issued for a duration of one hour. They can be issued without a severe thunderstorm watch being already in effect.

3) **Tornado Watch** - This is issued by the NWS when conditions are favorable for the development of tornadoes in and close to the watch area. Their size can vary depending on the weather situation. They are usually issued for a duration of 4 to 8 hours. They normally are issued well in advance of the actual occurrence of severe weather. During the watch, people should review tornado safety rules and be prepared to move to a place of safety if threatening weather approaches.

During a tornado watch, all AC employees should be alert to weather conditions. Everyone on AC property should be prepared to move to a designated Tornado Shelter Area on short notice. Designated employees must prepare the Tornado Shelter areas for immediate use or opening.

4) **Tornado Warning** – means that a tornado has been sighted or indicated by NWS radar. They can be issued without a Tornado Watch being already in effect. They are usually issued for a duration of 30 minutes. The City of Amarillo (or Dumas for the Moore County Campus and Hereford for the Hereford Campus) will activate the outdoor warning system. AC will then send a message through AC Alert upon official tornado warning notification from the NWS. The outdoor warning system will sound the “alert” tone which is a distinctive single loud siren. When you hear the sirens, seek shelter in the nearest designated Tornado Safety Area or immediately seek cover in a sturdy building, and seek additional information from local media sources.
Note – The warning sirens are intended to warn persons outdoors to seek shelter. The tornado season for the Texas Panhandle is primarily March through August, but the possibility of tornados exists any time of year.

Immediate Action

It is your responsibility to know where the Tornado Safety Areas are in each AC building you enter before a tornado appears. Tornado Safety Maps for each AC building are posted near entrances, foyers, elevators, and stairwells. Please report any missing or damaged Tornado Safety Maps to the Emergency Manager.

It is NOT AC policy to dismiss class. Releasing students during a Tornado Warning is highly DISCOURAGED. It places each individual in danger of high winds, flying debris, hail, heavy rain, and increased traffic congestion creating a heightened potential for auto accidents. Realizing that AC personnel cannot stop students from leaving, at least advise them of the potential hazards to which they will be exposing themselves.

Preparing yourself in advance may eliminate hesitation when searching for shelter during an actual emergency. The most basic steps for Tornado Safety include:

- Read and understand the Tornado Safety Maps;
- Physically locate the Tornado Safety Areas in buildings;
- Become familiar with gaining access to the Tornado Safety Areas;
- Remain calm. Other employees, students, and visitors to Amarillo College will look to you for leadership during an emergency;
- Instructors will terminate their classroom instruction and direct and/or assist students to the designated shelter areas for their building;
- Do not go outside;
- Evacuate upper floors of all buildings;
- Stay away from windows;
- Do not go where highly flammable or combustible liquids or gases are stored or where equipment might fall and cause injury;
- Do not use elevators for evacuation purposes;
- Lie flat on the floor, and use tables, mattresses, or blankets for cover;
- AC personnel are to assist (within their physical capabilities) anyone needing assistance to the nearest Tornado Safety Area;
- Persons with mobility concerns should seek shelter in an area suggested above at the time of a Tornado WATCH; do NOT wait for a Tornado WARNING.
The “ALL CLEAR” Announcement indicates it is safe to leave a Tornado Shelter Area. This is announced by:

- Amarillo College sends an “ALL CLEAR” message through the AC ALERT system and/or e-mails advising the tornado warning has lapsed; or
- AC personnel advise the tornado warning has lapsed; or
- The local NWS office announces the threat of tornadic development has passed.

Exercise extreme caution when leaving Tornado Safety Areas. Tornados can leave a trail of downed power lines, broken glass, and sharp debris. Avoid standing or running water. Water can conduct electricity from long distances. Electrical currents in water may not be detectable until you make contact with the water. Then it may be too late.

NOAA All Hazards Radio

The National Oceanic and Atmospheric Administration (NOAA) provides continuous broadcasts of the latest weather information from the National Weather Service. Taped weather messages are repeated every two to three minutes and are revised on an hourly basis. When circumstances warrant, specially designed warning receivers (weather alert radios) can be activated. The weather alert radios sound an alarm indicating that an emergency exists, alerting the listener to turn the receiver up to an audible volume.

Each campus should be equipped with one of these radios. Personnel in departments where the weather alert radios are located are expected to convey the message received to all other people in the area or building.

Severe Weather Closing/Early Dismissal

If it becomes necessary to close the College or delay the normal work schedule, the College will notify local media and radio stations. Notification will also be indicated through voicemail on the AC main line at 371-5000 and posted on the College website.

The decision to close the College or to delay the normal work/instructional schedule will be made by the College President or designee.
UTILITY-RELATED EMERGENCY

Power Outage
For all utility emergencies during normal workdays, notify Physical Plant at 345-5560 or any TRT member. If after hours or on weekends, contact AC Police.

When mechanical ventilation is interrupted, chemical vapors may reach hazardous concentration levels. Laboratory personnel should secure experiments or activities that may present a danger when the electrical power is off or when it is restored unexpectedly.

Close sashes on fume hoods and clean up or put away chemicals. Notify the lab supervisor immediately. Do not perform procedures using hazardous materials until the power is restored.

Flooding or Water Break
If flooding occurs, stop using all electrical devices. Notify AC Police and evacuate the area or building.

Gas Leak
Cease all operations immediately and evacuate the area as soon as possible, notifying others as you leave.

Do not switch lights on or off. Do not take time to open windows or close doors. Call AC Police, and do NOT re-enter the building until cleared to do so by AC Police or the proper authorities.

People Trapped in Elevators
If YOU are trapped:
• Remain calm.
• Use the emergency phone in the elevator, or
• Push the alarm button, or
• Use a wireless phone to call AC Police, and
• Wait for help to arrive.

If you discover trapped people:
• Talk to them, and
• Try to keep them calm until a police officer or other help arrives.
• Contact the AC Police and advise them of the location and number of people trapped in the elevator.
NOTIFY AC POLICE IMMEDIATELY!

- Know locations of fire extinguishers, exits, and alarm systems and how to use them. Do not attempt to fight a fire unless trained to do so. Training and information are available through the Emergency Manager.

- If an emergency exists, activate the nearest red fire-alarm pull box.

- IMMEDIATELY evacuate all rooms and close doors. DO NOT LOCK DOORS!

- A fire alarm means an emergency exists. Walk quickly to the nearest exit and alert others to do the same.

- If possible, assist any person with a disability in exiting the building.

- DO NOT USE ELEVATORS!

- Smoke is the greatest danger in a fire, so stay near the floor where the air is less toxic.

- Once outside, move to a clear area at least 200 yards away from the affected building. Keep streets, fire lanes, hydrants and walkways clear.

- DO NOT RETURN TO AN EVACUATED BUILDING unless told to do so by a college official.

REMEMBER: If you become trapped in a building during a fire and a window is available, place an article of clothing (shirt, coat, etc.) outside the window to attract attention, stay near the floor where the air is less toxic. Shout at regular intervals to alert emergency crews of your location. DO NOT PANIC.
HAZARDOUS MATERIALS PROCEDURES

When a spill does occur, it is necessary to take prompt and appropriate action.

Major Spill Procedures
- Notify others in your area that a spill has occurred.
- Evacuate the room, floor, or building if deemed necessary.
- Do not hesitate to pull the fire alarm if evacuating the building.
- Call AC Police to report the spill.
- For flammable materials, turn off all ignition sources.
- Close doors to the area where the spill occurred.
- Limit access to the area.
- Stand in a safe area outside the building until help arrives.

When reporting a major spill, provide vital information.
- Personal injuries, if any
- Location of the spill (campus, building, and room number)
- Name of materials involved (speak/spell clearly and slowly)
- Amount of the material spilled
- Immediate actions taken and how spill occurred (if known or suspected)
- Who first noticed the spill and at what time
- Call-back number(s)

Minor Spill Procedures
- Report the spill to your supervisor.
- Notify others in the area that a spill has occurred, and prevent them from coming in contact with the spilled chemical(s).
- Based on training, wear proper personal protective equipment (PPE) such as goggles, gloves, etc. before cleanup.
- Try to prevent spilled chemicals from entering waterways by building a dike around the access points (sink, cup sinks, floor, and outside storm drains). Spread absorbent material on and around the spill to absorb the chemical(s).
- Sweep the absorbed spill from the outside toward the middle. Scoop the deposit into a leak-proof, labeled container.
- Wash the contaminated surface with soapy water.
- Arrange for disposal by contacting the Emergency Manager.
Spills or Leaks from Fluorescent Lights Fixtures

Caution!
Light fixtures manufactured prior to 1980 may have ballasts that contain polychlorinated biphenyls (PCBs).

• Isolate the leak or spill area to prevent people from coming in contact with the spilled material.
• Contact Physical Plant for cleanup.
National Terror Alert Levels

- Red  Severe:  Severe Risk of Terrorist Attacks
- Orange  High:  High Risk of Terrorist Attacks
- Yellow  Elevated:  Significant Risk of Terrorist Attacks
- Blue  Guarded:  General Risk of Terrorist Attacks
- Green  Low:  Low Risk of Terrorist Attacks

College Response to Terror Alert Levels

AC Police, in conjunction with federal, state and local law enforcement agencies, will notify the AC Campus community in the event of an emergency through a variety of mechanisms, including e-mail and the AC website. Information on the current Terror Threat Level can be found on the AC website at: www.actx.edu

Red – Severe Risk of Terrorist Attacks

- College facilities may be closed.
- Identification badges must be worn at all times for access.
- All packages carried onto AC property will be checked.
- Access to the AC campuses will be restricted.
- All visitors to the College will be asked to show proper identification and their names will be entered into a visitor log.

Orange – High Risk of Terrorist Attacks

- Incident Command Center will be activated and the TRT will meet to review and assess any specific risk to AC campuses.
- Public safety officials will monitor communications from a variety of law enforcement agencies.
- For the duration of the threat, the TRT will assess the threat to campus and will make necessary changes.

The College community will be notified of any change in the terror threat level through e-mail and on the AC website at: www.actx.edu
AC’s East Campus is located within the Pantex 10-Mile Emergency Planning Zone. Persons frequenting this area include, but are not limited to, AC employees, students, visitors and residents. These individuals may be required to take protective action if there is a problem at the Pantex Plant. Persons frequenting this area need to familiarize themselves with the proper emergency procedures in case an emergency should occur at the Pantex Plant.

Warning sirens, the Emergency Alert System (EAS), and NOAA All Hazards Radio are activated by local officials to inform you of many types of emergencies at the Pantex Plant that may affect you. If you are warned through one of these systems, turn on your radio and tune to one of the local stations that normally carry EAS emergency announcements to obtain official news and instructions. Follow any instructions given.

Local officials may advise those who live in specific Emergency Response Sectors to take protective actions, including shelter-in-place or evacuation.

If you are advised to SHELTER-IN-PLACE:
  • Go inside your home or workplace until you are advised by local officials that sheltering is no longer required.
  • Close windows and doors.
  • Shut off heating or cooling systems that draw in outside air.

If you are advised to EVACUATE:
  • Go directly to the Reception Center at the Tri-State Fairgrounds located at Grand Street and East 3rd Avenue in Amarillo.
  • There may be changes to the suggested evacuation routes due to weather conditions; these changes will be announced in EAS broadcast.
  • Attempt to car pool to minimize the chances of spreading contaminated materials from your vehicle.

Keep your radio on and tuned to a local station that normally broadcasts emergency announcements. Minimize telephone use during an emergency. Do not call 911 for information since this may tie up lines needed to respond to an emergency. Instead, listen to the EAS radio stations for information and instructions.

Note: The Business & Industry Center on the Polk Street Campus is the official Joint Information Center for the Pantex Plant. In an emergency, Pantex officials may invoke this emergency status. At that time, Polk Street Campus employees, students, and visitors will follow instructions given by Pantex officials, AC Police, and/or the Dean of Continuing Education.
Washington Street Campus
2201 S. Washington
Moore County Campus
1220 East 1st, Dumas
NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS)

NIMS is a comprehensive, national approach to incident management that is applicable to all jurisdictional levels and across functional disciplines. It is a multifaceted system that provides a national framework for preparing for, preventing, responding to, and recovering from domestic incidents. The system is suitable across a wide range of incidents and hazard scenarios, regardless of size or complexity. It provides a flexible framework for all phases of incident management, as well as requirements for processes, procedures, and systems designed to improve interoperability.

Amarillo College has adopted the National Incident Management System (NIMS) in accordance with the Homeland Security Presidential Directive (HSPD-5). Our adoption of NIMS will provide a consistent approach to the effective management of situations involving natural or man-made disasters, or terrorism. NIMS allows us to integrate our response activities using a set of standardized organizational structures designed to improve interoperability between all levels of government, the private sector, and nongovernmental organizations.

This plan, in accordance with the National Response Plan (NRP), is an integral part of the national effort to prevent, and reduce America's vulnerability to terrorism, major disasters, and other emergencies, minimize the damage and recover from attacks, major disasters, and other emergencies that occur. In the event of an incident of national significance, as defined in HSPD-5, we will integrate all operations with all levels of government, the private sector, and nongovernmental organizations through the use of NRP coordinating structures, processes, and protocols.

COMPONENTS

Command and Management. The incident management structures employed by NIMS can be used to manage emergency incidents or non-emergency events such as celebrations. The system works equally well for small incidents and large-scale emergency situations. The system has built-in flexibility to grow or shrink depending on current needs. It is a standardized system, so personnel from a variety of agencies and geographic locations can be rapidly incorporated into a common management structure.

Incident Management System. A system that can be used to manage emergency incidents or non-emergency events such as celebrations.

Operational Guidance. We will employ the six components of the NIMS in all operations, which will provide a standardized framework that facilitates our operations in all phases of emergency management.

Initial Response. Our emergency responders are likely to be the first on the scene of an emergency situation. They will normally take charge and remain in charge of the incident until it is resolved or others who have legal authority to do so assume responsibility. They will seek guidance and direction from the TRT and other local officials and seek technical assistance from state and federal agencies and industry where appropriate.

INCIDENT COMMAND SYSTEM (ICS)

We intend to employ ICS, an integral part of the NIMS, in managing emergencies. ICS is both a strategy and a set of organizational arrangements for directing and controlling field operations. It is designed to effectively integrate resources from different agencies into a temporary emergency organization at an incident site that can expand and contract with the magnitude of the incident and resources on hand.
The Incident Commander is responsible for carrying out the ICS function of command — managing the incident. The four other major management activities that form the basis of ICS are operations, planning, logistics, and finance/administration. For small-scale incidents, the Incident Commander and one or two individuals may perform all of these functions. For larger incidents, a number of individuals from different departments or agencies may be assigned to separate staff sections charged with those functions.

An Incident Commander using response resources from one or two departments or agencies can handle the majority of emergency situations. Departments or agencies participating in this type of incident response will normally obtain support through their own department or agency.

In emergency situations where other jurisdictions or the state or federal government are providing significant response resources or technical assistance, it is generally desirable to transition from the normal ICS structure to a Unified or Area Command structure. This arrangement helps to ensure that all participating agencies are involved in developing objectives and strategies to deal with the emergency.

**FEATURES OF ICS**
ICS has a number of features that work together to make it a real management system. Among the primary attributes of ICS are:

- **Common Terminology.** ICS requires the use of common terminology, such as the use of standard titles for facilities and positions within an organization, to ensure efficient and clear communications.

- **Organizational Resources.** All resources including personnel, facilities, major equipment, and supply items used to support incident management activities must be “typed” with respect to capability. This typing will minimize confusion and enhance interoperability.

- **Manageable Span of Control.** Span of control should ideally vary from three to seven. Anything less or more requires expansion or consolidation of the organization.

- **Organizational Facilities.** Common terminology is used to define incident facilities, the activities conducted at these facilities, and the organizational positions that can be found working there.

- **Use of Position Titles.** All ICS positions have distinct titles.

- **Reliance on an Incident Action Plan.** The incident action plan, which may be verbal or written, is intended to provide supervisory personnel a common understanding of the situation and direction for future action. The plan includes a statement of objectives, organizational description, assignments, and support material such as maps. Written plans are desirable when two or more jurisdictions are involved, when state and/or federal agencies are assisting local response personnel, or there has been significant turnover in the incident staff.

- **Integrated Communications.** Integrated communications includes interfacing disparate communications as effectively as possible, planning for the use of all available systems and frequencies, and requiring the use of clear text in communications.

- **Accountability.** ICS is based on an orderly chain of command, check-in for all responders, and only one supervisor for each responder.
The Incident Commander is generally responsible for field operations, including:

- Isolating the scene.
- Directing and controlling the on-scene response to the emergency situation and managing the emergency resources committed there.
- Warning the population in the area of the incident and providing emergency instructions to them.
- Determining and implementing protective measures (evacuation or in-place sheltering) for the population in the immediate area of the incident and for emergency responders at the scene.
- Implementing traffic control arrangements in and around the incident scene.
- Requesting additional resources from the EOC.

In some large-scale emergencies or disasters, emergency operations with different objectives may be conducted at geographically separated scenes. In such situations, more than one incident command operation may be established. If this situation occurs, a transition to an Area Command or a Unified Area Command is desirable, and the allocation of resources to specific field operations will be coordinated through the EOC.

The EOC is generally responsible for:

- Providing resource support for the incident command operations.
- Issuing community-wide warning.
- Issuing instructions and providing information to the general public.
- Organizing and implementing large-scale evacuation.
- Organizing and implementing shelter and mass arrangements for evacuees.
- Coordinating traffic control for large-scale evacuations.
- Requesting assistance from the State and other external sources.
- Media Relations.

ICS - EOC Interface. For major emergencies and disasters, the Emergency Operations Center (EOC) will be activated. When the EOC is activated, it is essential to establish a division of responsibilities between the incident command post and the EOC. A general division of responsibilities is outlined below. It is essential that a precise division of responsibilities be determined for specific emergency operations.

UNIFIED COMMAND

Unified Command is a variant of ICS used when there is more than one agency or jurisdiction with responsibility for the incident or when personnel and equipment from a number of different agencies or jurisdictions are responding to it. This might occur when the incident site crosses jurisdictional boundaries or when an emergency situation involves matters for which state and/or federal agencies have regulatory responsibility or legal requirements.

ICS Unified Command is intended to integrate the efforts of multiple agencies and jurisdictions. The major change from a normal ICS structure is at the top. In a Unified command, senior representatives of each agency or jurisdiction responding to the incident collectively agree on objectives, priorities, and an overall strategy or strategies to accomplish objectives; approve a coordinated Incident Action Plan; and designate an Operations Section Chief. The Operations Section Chief is responsible for managing available resources to achieve objectives. Agency and jurisdictional resources remain under the administrative control of their agencies or jurisdictions, but respond to mission assignments and direction provided by the Operations Section Chief based on the requirements of the Incident Action Plan.
AREA COMMAND

An Area Command is intended for situations where there are multiple incidents that are each being managed by an ICS organization or to oversee the management of large or multiple incidents to which several Incident Management Teams have been assigned. Area Command becomes Unified Area Command when incidents are multijurisdictional.

The organization of an Area Command is different from a Unified Command in that there is no operations section, since all operations are conducted on-scene, at the separate ICPs.

MULTIAGENCY COORDINATION SYSTEMS

Multiagency coordination systems may be required for incidents that require higher level resource management or information management. The components of multiagency coordination systems include facilities, equipment, EOCs, specific multiagency coordination entities, personnel, procedures, and communications; all of which are integrated into a common framework for coordinating and supporting incident management.

- Public Information. The NIMS system fully integrates the ICS Joint Information System (JIS) and the Joint Information Center (JIC). The JIC is a physical location where public information staff involved in incident management activities can collocate to perform critical emergency information, crisis communications, and public affairs functions. More information on JICs can be obtained in the DHS National Incident Management System Plan, dated March 2004.

- Preparedness. Preparedness activities include planning, training, and exercises as well as certification of response personnel, and equipment acquisition and certification. Activities would also include the creation of mutual aid agreements and Emergency Management Assistance Compacts. Any public information activities such as publication management would also be preparedness activities.

- Resource Management. All resources, such as equipment and personnel, must be identified and typed. Systems for describing, inventorying, requesting, and tracking resources must also be established.

- Communications and Information Management. Adherence to NIMS specified standards by all agencies ensures interoperability and compatibility in communications and information management.

- Supporting Technologies. This would include any technologies that enhance the capabilities essential to implementing the NIMS. For instance, voice and data communication systems, resource tracking systems, or data display systems.

- Ongoing Management and Maintenance. The NIMS Integration Center provides strategic direction and oversight in support of routine review and continual refinement of both the system and its components over the long term.

IMPLEMENTATION OF ICS

The first local emergency responder to arrive at the scene of an emergency situation will implement the incident command system and serve as the Incident Commander until relieved by a more senior or more qualified individual. The Incident Commander will establish an incident command post (ICP) and provide an assessment of the situation to local officials, identify response resources required, and direct the on-scene response from the ICP.
For some types of emergency situations, a specific incident scene may not exist in the initial response phase and the EOC may accomplish initial response actions, such as mobilizing personnel and equipment and issuing precautionary warning to the public. As the potential threat becomes clearer and a specific impact site or sites identified, an incident command post may be established, and direction and control of the response transitioned to the Incident Commander.

SOURCE AND USE OF RESOURCES

We will use our own resources, all of which meet the requirements for resource management in accordance with the NIMS, to respond to emergency situations, purchasing supplies and equipment if necessary, and request assistance if our resources are insufficient or inappropriate. §418.102 of the Government Code provides that the Amarillo-Potter-Randall County Office of Emergency Management should be the first channel through which a local government entity requests assistance when its resources are exceeded. If additional resources are required, we will:

- Summon those resources available to us pursuant to inter-local agreements.
- Summon emergency service resources that we have contracted for.
- Request assistance from volunteer groups active in disasters.
- Request assistance from industry or individuals who have resources needed to deal with the emergency situation.

When external agencies respond to an emergency situation within our jurisdiction, we expect them to conform to the guidance and direction provided by our Incident Commander, which will be in accordance with the NIMS.
STATE AND FEDERAL ASSISTANCE

If local resources are inadequate to deal with an emergency situation, we will request assistance from the State. State assistance furnished to local governments is intended to supplement local resources and not substitute for such resources, including mutual aid resources, equipment purchases or leases, or resources covered by emergency service contracts. As noted previously, AC must request assistance from the city and/or county in which it is located before requesting state assistance.

Requesting State Assistance for the AC campuses within:

The City of Amarillo: Amarillo College is a Local Government Entity as that term is defined in §418.004(10), and requests for state assistance shall be made through the Amarillo/Potter/Randall County EOC located at 808 S. Buchanan, Amarillo, TX 79105; 806-378-3004. If the Amarillo/Potter/Randall County EOC is unable to satisfy the request, it will be forwarded to the Disaster District Committee (DDC) Chairperson, who is located at the Department of Public Safety District Office in Region 5B, 4200 Canyon Dr., Amarillo, TX 79120, 806-468-1414. In essence, state emergency assistance to local governments begins at the DDC level, and the key person to validate a request, obtain, and provide that state assistance and support is the DDC Chairperson. A request for state assistance must be made by the chief official of Amarillo College (the President) and may be made by telephone, fax, or teletype. The DDC Chairperson has the authority to utilize all state resources within the district to respond to a request for assistance, with the exception of the National Guard. Use of National Guard resources requires approval of the Governor.

The City of Dumas: Amarillo College is a Local Government Entity as that term is defined in §418.004(10), and requests for state assistance shall be made through the Dumas-Moore County EOC located at 700 S. Bliss, Dumas, TX 79029; 806-934-9520. If the Dumas-Moore County EOC is unable to satisfy the request it will forwarded to the Disaster District Committee (DDC) Chairperson, who is located at the Department of Public Safety District Office in Region 5B, 4200 Canyon Dr., Amarillo, TX 79120, 806-468-1414. In essence, state emergency assistance to local governments begins at the DDC level and the key person to validate a request for, obtain, and provide that state assistance and support is the DDC Chairperson. A request for state assistance must be made by the chief official of Amarillo College (the President) and may be made by telephone, fax, or teletype. The DDC Chairperson has the authority to utilize all state resources within the district to respond to a request for assistance, with the exception of the National Guard. Use of National Guard resources requires approval of the Governor.

The City of Hereford: Amarillo College is a Local Government Entity as that term is defined in §418.004(10), and requests for state assistance shall be made through the Hereford EOC located at 215 N. Miles, Hereford, TX 79045; 806-363-7114, 806-363-7112 (emergency only). If the Hereford EOC is unable to satisfy the request it will forwarded to the Disaster District Committee (DDC) Chairperson, who is located at the Department of Public Safety District Office in Region 5B, 4200 Canyon Dr., Amarillo, TX 79120, 806-468-1414. In essence, state emergency assistance to local governments begins at the DDC level and the key person to validate a request for, obtain, and provide that state assistance and support is the DDC Chairperson. A request for state assistance must be made by the chief official of Amarillo College (the President) and may be made by telephone, fax, or teletype. The DDC Chairperson has the authority to utilize all state resources within the district to respond to a request for assistance, with the exception of the National Guard. Use of National Guard resources requires approval of the Governor.

The Disaster District staff will forward requests for assistance that cannot be satisfied by state resources within the District to the State Operations Center (SOC) in Austin for action.
## ICS Form 201

### INCIDENT BRIEFING

<table>
<thead>
<tr>
<th>1. Incident Name</th>
<th>2. Date Prepared</th>
<th>3. Time Prepared</th>
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<tr>
<th>4. Map Sketch</th>
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<tr>
<th>5. Prepared by (Name and Position)</th>
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ICS 201  
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6. Summary of Current Actions

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7. Current Organization

- Incident Commander (Area Commander)
  - PIO
  - Safety
  - Liaison

- Operations Section Chief
- Planning Section Chief
- Logistics Section Chief
- Finance/Administration Section Chief
## 8. Resources Summary

<table>
<thead>
<tr>
<th>Resources Ordered</th>
<th>Resource Identification</th>
<th>ETA</th>
<th>On Scene</th>
<th>Location/Assignment</th>
</tr>
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<tbody>
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<td>ICS 201</td>
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</table>
### ICS Form 202

#### INCIDENT OBJECTIVES

<table>
<thead>
<tr>
<th>1. INCIDENT NAME</th>
<th>2. DATE</th>
<th>3. TIME</th>
</tr>
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</table>

4. OPERATIONAL PERIOD (DATE/TIME)

5. GENERAL CONTROL OBJECTIVES FOR THE INCIDENT (INCLUDE ALTERNATIVES)

Provide Life Safety for First Responders

6. WEATHER FORECAST FOR OPERATIONAL PERIOD

7. GENERAL SAFETY MESSAGE

Watch for tripping hazards, sharp objects, downed electrical lines and debris. RE: be extra cautious in low light areas, watch your step.

8. Attachments (☑ if attached)

- Organization List (ICS 203)
- Assignment List (ICS 204)
- Communications Plan (ICS 205)
- Medical Plan (ICS 206)
- Incident Map
- Traffic Plan
- Weather Forecast

9. PREPARED BY (PLANNING SECTION CHIEF)  

10. APPROVED BY (INCIDENT COMMANDER)
AC Emergency Operation Center (EOC) Protocols

Name of person initiating EOC activation: ________________________________

Location of the EOC: ________________________________________________

Phone number in the ECC: __________________________________________

Name of person providing notice: ______________________________________
   Call back number: ________________________________________________

Date and time of notification: _________________________________________

Name of on-scene Incident Commander: ________________________________
   On-scene Incident Commanders’ phone number: _______________________

Location of Incident Command Post: _________________________________

Are there any current unmet needs?    Yes ________    No _________

**Incident Type**

What is the hazard? (fire, tornado, active shooter, assault, severe weather, HazMat incident)

Location of the incident: ___________________________________________

Jurisdictions on scene: _____________________________________________

Initial report of deaths: _____________________________________________

Initial report of injuries: ____________________________________________

Initial report of property damage: _________________________________

Is this an ongoing incident?    Yes ________    No _________

Can Threat Response Team be safely assembled: Yes ________  No _________

What is the impact or potential impact to the College? (minor, major, catastrophic)

What is the potential for the situation to worsen?

Is the incident under control?    Yes ________    No _________

Is the Media on scene?
   Are they reporting live? Yes ________    No _________
   Are they calling? Yes ________    No _________
Life Safety/Property Protection

What is the potential for death? (unlikely, possible, likely, probable, confirmed)

What is the potential for serious injury? (unlikely, possible, likely, probable, confirmed)

What is the potential for minor injury? (unlikely, possible, likely, probable, confirmed)

What is the potential for damage? (unlikely, possible, likely, probable, confirmed)

What is the potential for disruption to normal course of business? (unlikely, possible, likely, probable, confirmed)

Has everyone been accounted for? Yes________ No________

How many people are missing?__________________________

How many people are injured?__________________________

How many people are confirmed deceased?________________

Are Emergency Medical Services on scene? Yes________ No________

Are Emergency Medical Services enroute? Yes________ No________

Urgency

How soon does the message need to go out? (seconds, hours, days)__________________________

Is there time for approval? Yes________ No________

Audience

Who needs to be alerted? (TRT, administration, employees, students, visitors, community)

How many people need to be alerted? (dozens, hundreds, thousands)__________________________

Capabilities/Limitations

What are the limitations of the system? (limited audience, lengthy delivery time)

Which system should be used? (press conference, bulk text message, email, siren, telephone)

How quickly can the messages be sent? (immediately, minutes, hours)__________________________