



# TEXAS A&M UNIVERSITY SAN ANTONIO

## EMERGENCY ACTION PLAN

**EMERGENCY (210) 784-1911**

**JagE Alert:** <http://www.tamusa.edu/upd/emergencynotifications/index.html>

This plan is intended for use by the Texas A&M University-San Antonio faculty, staff, students, guests & visitors. This serves as a quick reference guide during emergencies to prepare employees to evacuate and/or respond during an emergency. All employees should become familiar with its contents and be prepared to follow these procedures and the building evacuation plan for his/her respective area.

*Keep this guide in a readily accessible location, preferably near a phone.*

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## EMERGENCY CONTACT NUMBERS

Name	Phone Number
<b>ALL EMERGENCIES ON CAMPUS</b>	<b>210-784-1911</b>
A&M-SA Police Department	210-784-1900 (non-emergency)
A&M-SA Weather Line	210-784-4322 (non-emergency)
San Antonio Police Department	210-207-7273 (non-emergency)
San Antonio Fire Department Station #2	210-206-2202 (non-emergency)
Bexar County Sheriff Office	210-335-6000 (non-emergency)
A&M-SA Risk and Safety	210-784-2028 (non-emergency)
A&M-Student Affairs	210-784-1350 (non-emergency)
A&M-SA Student Business Office	210-784-2035 (non-emergency)
A&M-SA Welcome Center	210-784-1300 (non-emergency)
A&M-SA Library	210-784-1500 (non-emergency)
A&M-SA ITS Help Desk	210-784-4357 (non-emergency)

## Medical Emergencies

1. Immediately notify 911 or the A&M-SA Police Department at (210) 784-1911.
2. Do not move a seriously injured person unless he or she is in a life-threatening situation.
3. Render first aid or CPR only if you have been trained.
4. Do not leave the injured person except to summon help.
5. When reporting the medical emergency, provide the following information:
  - Type of emergency
  - Location of the victim
  - Condition of the victim
  - Any dangerous conditions
6. Comfort the victim until emergency medical services or UPD arrives.
7. Have someone stand outside the building to flag down the ambulance when it reaches the vicinity.

## Fire or Explosion

F

- Fire is detected (explosion, visible smoke, visible flames, or the smell of smoke).
- Find and activate the nearest fire alarm pull device.

A

- Alarm must be activated to alert all building occupants.
- Assist with individuals who need help in evacuating the building.

C

- Contact the A&M-SA Police who will notify the fire department (give the location of the fire).
- Contain the fire by closing doors in the fire area if possible to reduce oxygen and slow the spread of fire.
- DO NOT LOCK THE DOORS!

E

- Extinguish the fire by placing yourself between the fire and an exit when using an extinguisher to prevent being trapped and only if it is small enough to be controlled and you have been trained to operate the extinguisher.
- EVACUATE if the fire cannot be extinguished.
- ELEVATORS SHOULD NEVER BE USED.
- EXIT the building in an orderly manner by using nearest escape route.

### Fire

1. Pull the nearest fire alarm and using the nearest evacuation route, evacuate to the preplanned designated location.
2. Dial (210) 784-1911 or 911 and give your name and location of the fire.

### *When a fire alarm sounds, occupants should:*

1. Proceed immediately to an exit according to the posted evacuation plan and move a safe distance away from the building. If the primary exit is blocked, choose the best alternate route.
2. Do not use an elevator.
3. Identify any individual who might need medical attention or assistance.
4. C-CERT (Campus Community Emergency Response Team) or assigned University personnel will sweep the area for all faculty, staff and students.

### *If there is smoke in the area, remain close to the floor.*

1. Before passing through any door, feel the metal doorknob. If it is hot, do not open the door. Before opening a door, brace yourself against it slightly; if heat or heavy smoke are present, close the door and stay in the room.

2. If you cannot leave the room:
  - Open the windows.
  - Seal the cracks around doors with clothing or other material, soaked with water if possible.
  - Hang an object (bed sheet, jacket, shirt, etc.) out the window to gain attention.
  - Shout for help.
  - If possible, call (210) 784-1911 or 911 and report that you are trapped.
  - If all exits are found to be blocked, go to a room as far as possible from the fire, close the door, and then follow the above procedures.
3. As with any emergency, the best advice is to be prepared by familiarizing yourself with evacuation route plans.

### **Explosion**

1. Immediately evacuate the building using your preplanned route if possible.
2. Call 911 or the University Police Department at (210) 784-1911.
3. Inform UPD of the situation with as much information as is available. If it is safe to do so, stay on the phone with the police dispatcher.

## **Evacuation of the Mobility Impaired**

### **Assisting Blind/Visually Impaired**

1. Clearly announce the type of emergency.
2. Offer your arm for guidance.
3. Tell the person where you are going, and alert him/her to obstacles along the way.

### **Assisting the Deaf/Hearing Impaired**

1. Turn lights on and off to gain the person's attention.
2. Indicate directions with gestures or written note.

### **Non-Ambulatory Individuals**

Non-ambulatory individuals are those people with disabilities who require the use of wheelchairs. This may include those with injuries rendering individuals immobile.

1. Call A&M-SA PD at (210) 784-1911 or 911 if someone is immobile and needs additional assistance evacuating.
2. Do not use elevators to move people with disabilities.
3. Evac-Chairs are located throughout the buildings but are for use by Fire Department personnel only.
4. Seek C-CERT volunteers to assist students/personnel with physical disabilities/injuries to the nearest enclosed stairway as these are designated areas for rescue assistance (one individual should remain with the person(s) if it can be done without unreasonable personal risk). Areas of rescue are two (2) hour fire resistive designated areas.
5. If the hazard becomes life-threatening (i.e., fire is getting close or the smoke becomes a choking hazard) leave the impaired/injured individual in the stairwell and evacuate the building.
6. Notify fire department/emergency personnel of the location so that the evacuation can be completed.

# Workplace Violence

## Reporting Threats or Violent Behavior

All members of the campus community have the responsibility to report threatening or violent behavior, whether that behavior is exhibited by faculty, staff, students, or visitors.

If there is an immediate threat of violence, call **210-784-1911** right away. If you don't have a phone, go to the nearest blue light emergency phones on campus.

**If the threat of violence is not immediate**, please notify one of the following:

- ☐ A&M-SA Police Department 210-784-1900 (24 hours a day)
- ☐ A supervisor
- ☐ An advisor
- ☐ Human Resources if Faculty or Staff
- ☐ Public CARE Report: [https://tamusa-advocate.symplicity.com/care\\_report](https://tamusa-advocate.symplicity.com/care_report) to report a student

**You should be alert to behaviors or attitudes that may be indicators of disruptive, threatening, or even violent behaviors. The following could be indications:**

- ☐ Recent changes in behavior, appearance, or demeanor
- ☐ Work or personal crisis
- ☐ Withdrawal from normal activities of contacts
- ☐ Challenges to authority
- ☐ Substance abuse
- ☐ Threats of references to violence or self-harm, history or either
- ☐ Possession or fascination with weapons

**A pattern of attitudes can also be a warning sign. If you observe any of these behaviors or attitudes you should tell your supervisor or university police. These can include the following:**

- ☐ Feelings of superiority or self-righteousness
- ☐ Sense of being wronged, humiliated, degraded, or a desire for revenge
- ☐ Lack of choices or options short of violence

**Call A&M-SA Police immediately at 210-784-1911 if the person:**

- ☐ Makes threats of imminent physical violence
- ☐ Has a weapon
- ☐ Acts in a manner that causes fear for safety

**If someone becomes violent:**

- ☐ Remain calm. To the extent that you can, try to continue to communicate with the individual calmly and confidently.
- ☐ Call the A&M-SA Police Department at 210-784-1911. If you cannot call, instruct another employee to call. Report your name and location and information on "who, what, where and when."

- ☐ Be polite, show them respect, and be ready to listen. Letting them vent may relieve some pressure, and it will buy you the time to consider your next move.
- ☐ Direct the adversaries to leave the scene of the confrontation. If possible, ask another supervisor to stay with them.
- ☐ Do not physically attempt to get the person to leave. Do not touch the person.
- ☐ If violent behavior is occurring, escape, hide if not already seen, or find cover if injury is likely.
- ☐ Make every possible effort to get others out of the immediate area.
- ☐ Never attempt to disarm or accept a weapon from the person in question.
- ☐ If a weapon is involved, calmly ask the person to put it in a neutral location while you continue to talk with him or her. Don't argue, threaten, or block the person's exit.

## Suspicious Person

### How to Report Suspicious Activity

It is extremely important that the campus community works closely with the police to report and address suspicious or criminal behavior. It is encouraged to report suspicious or criminal activity to the A&M-SA Police Department.

### What is suspicious behavior?

Community members are encouraged to report suspicious behavior. Sometimes, a person may not know what constitutes suspicious behavior. A general rule of thumb is that anyone who acts abnormally or anything that is placed in a location that is not usual should be considered suspicious. Examples of suspicious behavior include:

- ☐ Unusual noises, including screaming, sounds of fighting, glass breaking, or illegal activity
- ☐ Anything out of the ordinary
- ☐ People running or leaving quickly - as if he or she were being watched or chased
- ☐ People hauling property - lab equipment, laptops, books, bikes - at an unusual time or location
- ☐ People pulling on multiple doorknobs or trying to open offices or labs
- ☐ People pulling on car door handles or looking into multiple vehicles
- ☐ People forcibly entering a locked vehicle or door
- ☐ Car or person repeatedly circling an area
- ☐ People breaking into a vehicle
- ☐ People exhibiting unusual mental or physical symptoms - person may be injured or under the influence of drugs
- ☐ People who photograph, videotape, sketch or ask detailed questions about the infrastructure of the university
- ☐ A person who doesn't belong, gaining, or trying to gain access to a restricted area
- ☐ People who follow immediately behind others into card-access areas or buildings while the door is open;
- ☐ People who change their behavior when they notice that they have been detected;
- ☐ People dressed inappropriately for the weather or occasion, i.e., coat on when the temperature is warm; or
- ☐ People abandoning parcels or other items in unusual locations (i.e. in the lobby or in the elevator).

## How Do I Report Suspicious Behavior or Situations?

*Call A&M-SA Police Department:*

*Non-Emergency                      210-784-1900*

*Emergency                          210-784-1911*

If you suspect that the suspicious behavior that you detected is actually a crime-in-progress, please call the police emergency number. Information that the police dispatcher needs include:

- What is the person's last known location and direction of travel?
- What made the person's actions suspicious?
- Where and when did it happen
- Did the person say anything? If so, what?
- Did the person appear intoxicated?
- Were any weapons displayed or was there threat of a weapon?
- Person's physical description such as; race, sex, age, height, weight, complexion, hair, glasses, tattoos...

If the suspicious person is in a vehicle, please provide the vehicle make, model, color, and license plate number if you can.

## Active Shooter

If there is a report of gun shots or if you hear gun shots remember AVOID – DENY – DEFEND! WHAT YOU DO MATTERS:

- **AVOID** starts with your state of mind.
  - Pay attention to your surroundings.
  - Have an exit plan.
  - Move away from the source of the threat as quickly as possible.
  - The more distance and barriers between you and the threat, the better.
- **DENY** when getting away is difficult or maybe even impossible.
  - Keep distance between you and the source.
  - Create barriers to prevent or slow down the threat from getting to you.
  - Turn the lights off.
  - Remain out of sight and quiet by hiding behind large objects and silencing your phone.
- **DEFEND** because you have the right to protect yourself!
  - If you cannot AVOID or DENY be prepared to defend yourself!
  - Be aggressive and committed to your actions!
  - **DO NOT FIGHT FAIRLY – THIS IS ABOUT SURVIVAL!**
- CALL 911 or A&M-SA Police at 210-784-1911 when you are in a safe area. Inform the operator there is an active shooter situation and provide any facts you can.
- When Law Enforcement arrives, SHOW YOUR HANDS AND FOLLOW COMMANDS.

## Threats (Bomb, Physical, Terrorist)

### Bomb Threat

All students and staff members will evacuate the building(s) using the pre-planned evacuation route. No individuals will be allowed to remain in the building except authorized personnel.

If you receive a bomb threat, follow the following procedures:

1. Bomb threats may be received by telephone, e-mail or letter. If you receive a bomb threat, remain calm and obtain as much information as possible:
  - Exact location of the bomb: \_\_\_\_\_
  - When it is going to explode: \_\_\_\_\_
  - What type of bomb it is: \_\_\_\_\_
  - Why was it placed: \_\_\_\_\_
  - Who the caller is: \_\_\_\_\_
2. Immediately call 911 or the A&M-SA Police Department at (210) 784-1911 on a land line, as a cell phone might cause the bomb to detonate. Provide the police with any information that you have received, specifically the location and the time the bomb is supposed to explode.
3. If the threat was made in writing, do not handle the letter or note any more than necessary.
4. Do not touch or move any unfamiliar objects, and wait for police to arrive on the scene.
5. The senior TAMU-SA Official or A&M-SA PD on site will determine if an evacuation is warranted. If the building is evacuated, account for all building occupants at the designated meeting area.
6. The President or his/her designee will make all decisions regarding cancellation of classes & reoccupation of buildings.

## Shelter In Place

In some instances, it is safer to shelter “in place” than to evacuate a building, e.g., smoke or fire is immediately outside your room; live electrical wires that bars access to the exit, individuals with mobility disabilities are on upper or lower floors or an active shooter.

1. If the hazard is fire or smoke – If trapped in room:
  - Place wet cloth material around or under the door to prevent smoke from entering the room.
  - Close as many doors as possible between you and the fire.
  - Be prepared to signal someone outside, but DO NOT BREAK GLASS until absolutely necessary (outside smoke may be drawn into the room).
2. If the hazard causes elevators to become inoperative:
  - If safe to do so, go to the nearest stairwell and tell someone who is evacuating to notify the emergency personnel of your location and that you are unable to evacuate.
  - Call 911 on campus phones or 210-784-1911 on your cell phone and tell them your name, location, and that you are unable to evacuate, and why you are unable to evacuate the building. Follow the directions of the operator.



3. If there is an active shooter and getting away is difficult or impossible you need to DENY entry:
  - Keep distance between you and the source
  - Create barriers to prevent or slow down the threat from getting to you
  - Turn off the lights
  - If you think it is safe to call A&M-SA PD, call 210-784-1911 on your cell phone and tell dispatch your location, if you are injured and any information on the shooter you might have.
  - Remain out of sight and quiet by hiding behind large objects and silencing your phone

## Severe Weather

### Flood

1. If flooding occurs, evacuate areas subject to flooding and get to higher ground.
2. Avoid areas already flooded, especially if the water is flowing fast. Do not attempt to cross flowing streams. **TURN AROUND DON'T DROWN.**
3. Road may be washed out under flood waters. Never drive through flooded roadways.
4. Be especially cautious at night when it is harder to recognize flood dangers.

### Weather Closing Information

Information regarding weather closings at TAMU-SA is available via a variety of resources:

1. JagE Alert(web/email)
2. Weather Line, (Closing Status): (210)784-4322
3. The TAMU-SA website: [www.tamusa.edu](http://www.tamusa.edu), refer to the notice prominently posted on the home page.
4. Local media: news of University closings are broadcasted via radio and television stations throughout the region.

### Tornado/Severe Thunderstorms

A tornado or severe thunderstorm watch means severe weather is possibly approaching. Continue normal activities but continue to monitor the situation.

### *Warning*

If the approaching severe weather is deemed to pose an immediate threat to the area, the watch may be elevated to a severe thunderstorm or tornado warning. The following steps should be taken:

1. Notify the building occupants of the severe weather warning.
2. If it is a thunderstorm warning, you should stay indoors and away from windows until the storm passes.
3. Report injuries to (210) 784-1911 or 911. When calling, provide the following information:
  - Building name, number, and/or location
  - Type of emergency
  - Condition of the victim
  - Any dangerous conditions
4. If there is a tornado warning, seek shelter in a safe area.
5. If you are in a vehicle, get out and seek shelter in a sturdy building. If a building is not available, a depression such as a ditch or ravine offers some protection.
6. Take shelter in interior hallways and small interior rooms, on the lower floors.

7. After danger has passed, immediately report any injuries to (210) 784-1911 or 911.
8. Immediately leave a badly damaged building and do not attempt to return to the building until directed to do so.
9. Do not attempt to turn utilities or equipment on or off.

## **Suspicious Mail or Packages**

The following characteristics may identify suspicious parcels:

1. Unexpected or from someone unfamiliar to you.
2. Addressed to someone no longer with your organization or otherwise outdated (e.g., improper title).
3. No return address or the address cannot be verified as legitimate.
4. Has any powdery substance on the outside.
5. Unusual weight given its size, or lopsided.
6. Marked with restrictive endorsements, such as “Personal” or “Confidential.”
7. Protruding wires, strange odors or stains.
8. Has unusual amount of tape.
9. Has excessive postage on the parcel.
10. A city or state in the postmark that doesn’t match the return address.

### **If you receive a suspicious parcel in the mail:**

1. Do not open the parcel.
2. Isolate the piece of mail.
3. Call A&M-SA PD at (210) 784-1911 or 911 for additional instructions.
4. Do not pass the letter/parcel to others.
5. Deny access to the letter to everyone except emergency responders.
6. Move to an area that minimizes exposure to others and to the parcel.
7. If possible, wash your hands and face with soap and water.

### **If you open a parcel that appears to be contaminated:**

1. Do not move the parcel.
2. Call A&M-SA Police Department at (210) 784-1911 or 911.
3. Turn off any fans, window air conditioners and/or small area heaters.
4. Isolate the area and evacuate the adjoining areas.
5. Everyone who is evacuated should report to the building’s preplanned assembly area.
6. Do not pass the letter/parcel to others.
7. Deny access to the letter to everyone except emergency responders.
8. The individual who opened the parcel and anyone else who has come into contact with the parcel should remain isolated in an area adjacent to the original location, and wait for additional instructions from responding emergency personnel.

## **Hazardous Materials**

### **General Instructions:**

1. Placards are posted outside all rooms containing hazardous materials or equipment.
2. Notify A&M-SA Police Department at (210) 784-1911 or call 911 if there is a hazardous material spill.
3. Do not touch, taste or smell the material.
4. Isolate the area.

5. Notify people in the neighboring offices and classrooms.
6. Hazardous material spills can result in fire, explosion, release of toxic fumes, and contamination of water. In the event of a spill of possibly hazardous materials, leave the area via the preplanned evacuation route.

### **Chemical Spills**

Detailed safety procedures are in place in all campus laboratories where dangerous materials are used and stored. If you encounter a chemical spill and there are not any trained individuals in the area:

- Turn off space heaters and extinguish open flames in the area if it is safe to do so.
- If there are vapors or noxious fumes, evacuate the affected area or building and do not re- enter the area until authorized emergency personnel give the “all clear signal.”

## **Utility Failure**

### **Utility Failure**

1. In case of utility failure (electricity, water, gas) call A&M-SA Police Department at (210) 784-1911.
2. If trapped in an elevator, use internal call box or call A&M-SA PD with the following information:
  - Building name, floor number, room # (if applicable)
  - Nature of problem and person to contact or telephone extension
3. Remain in place until notified. Individuals in corridors and exit stairs should evacuate while emergency lights are on.
4. Emergency lighting is temporary and is not provided to continue building operations.

### **Electrical Outage**

1. Evacuate the building if the fire alarm sounds or upon notification by authorized emergency personnel.
2. In laboratory buildings, fume hoods do not operate during a power outage. Do not use laboratories until the ventilation is properly restored.

### **Gas Leak/Unusual Odors**

1. Cease all operations immediately.
2. Do not use cell phones or other electronic equipment.
3. Do not switch lights on or off.
4. Evacuate as soon as possible.

### **Flooding/Plumbing Failure**

1. Cease using all electrical equipment.
2. Avoid contact with the water.
3. Evacuate the building if necessary.

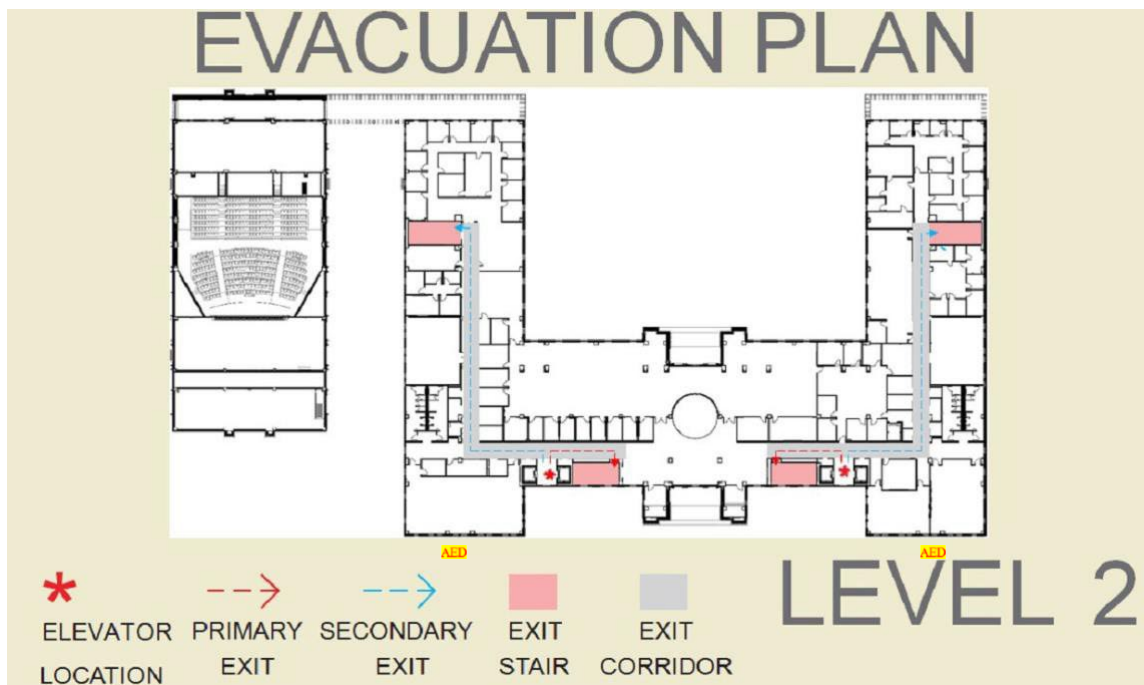
## EMERGENCY EVACUATION ROUTES & ASSEMBLY LOCATIONS

- Do not delay your evacuation. Take your phone but leave all personal items.
- Evacuate using the stairs ONLY and get as far away from the building as you can.
- Look to be sure everyone around you heard or saw the alarm and are leaving the building. Warn others as you are evacuating.
- Individuals with disabilities should seek shelter in a protected (enclosed) stairwell. Evacuating persons should inform first responders of locations of persons with disabilities so that they may assist them. DO NOT Re-enter the building unless instructed to do so by responders.
- Exit the building and proceed to a general assembly area.
- Keep roadways and walkways clear for emergency personnel.
- Do not return to the area of the emergency until notified by officials it is safe to do so.

EXIT signs are posted directing building occupants to doors for building egress.

Evacuation plans are posted near the elevators of each building, showing location of exit stairs and building exits.

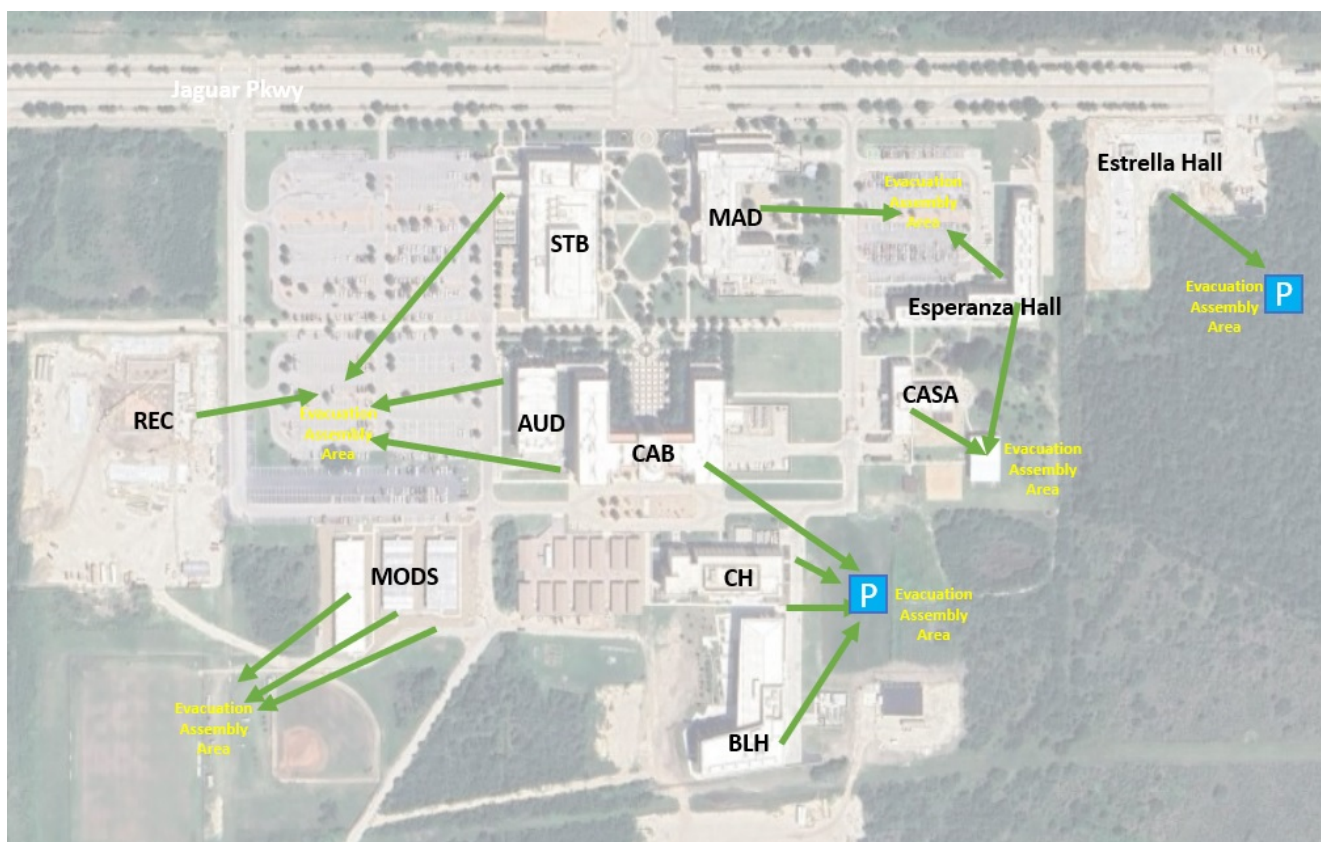
An example of a posted building evacuation plan is shown below.



Enclosed stairwell landing areas for each floor above ground level are designated areas of rescue for assisting the mobility impaired. First responders should be notified when evacuation assistance of mobility impaired is needed. Notification may be made to first responders on scene, calling A&M-SA PD Emergency Number 210-784-1911, or through alert activation on the SafeZone campus safety app.

# EMERGENCY EVACUATION ROUTES & ASSEMBLY LOCATIONS

Designated Evacuation Assembly Areas



## Parking Lots

Lot 1A  
Lot 1B  
Lot 2B  
Lot 4

## Other Locations

Pavilion  
Athletics Fields