



TEXAS A&M UNIVERSITY

Higher Education Center
at McAllen

EMERGENCY ACTION PLAN

Updated 7 Jan 2020

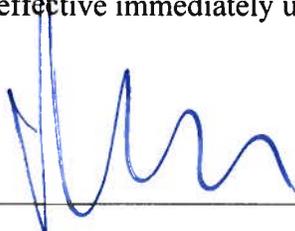
TAMU HIGHER EDUCATION CENTER AT McALLEN
EMERGENCY ACTION PLAN

APPROVAL AND IMPLEMENTATION

This Emergency Action Plan (EAP) was developed by the Texas A&M University Higher Education Center at McAllen (HECM) Senior Executive Administrators (SEA) and Emergency Management Team (EMT) to implement, and maintain a viable all hazards response capability and to establish a comprehensive approach to providing consistent effective and efficient coordination across a spectrum of activities. This plan shall apply to all Higher Education Center at McAllen personnel participating in mitigation, preparedness, response, and recovery efforts.

The Higher Education Center at McAllen Emergency Management Team shall be responsible for plan oversight and coordination with applicable stakeholders. This EAP is based on the "all-hazards" concept and plans for natural and intentional disasters and incidents. The plan is flexible in that part of the plan or the entire plan may be activated based on the specific emergency and decision by the SEA-Dr. Adolfo Santos, Asst. Provost and/or Rick Margo, Director, Higher Education Center at McAllen.

This EAP and its supporting contents are hereby approved, supersedes all previous editions, and is effective immediately upon the signing of all signature authorities noted below.

Approved:  Date: 2 Feb 2020

Rick Margo
Director
Texas A&M University Higher Education Center at McAllen

Approved:  Date: 2/7/2020

Dr. Adolfo Santos
Assistant Provost
Texas A&M University Higher Education Center at McAllen

Approved:  Date: 17 Feb 2020

Dr. Ann L. Kenimer
Associate Provost for Undergraduate Studies
Texas A&M University

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TAMU HIGHER EDUCATION CENTER AT McALLEN EMERGENCY ACTION PLAN

The Texas A&M University Higher Education Center at McAllen (HECM) is located in McAllen, TX, approximately 370 miles from the main Texas A&M University campus in College Station, Texas. Despite its geographic distance, the HECM is an extension of the main campus and relies on College Station for many of its support functions. As such, this Emergency Action Plan (EAP) has been implemented as a supplement to the Texas A&M University Emergency Operations Plan. This EAP outlines how the HECM will respond to various emergencies affecting its campus, as well as, how it will interface with local emergency responders and the TAMU College Station campus.

A. OFFICER

Rick Margo	Director	956.271.1341	rrmargo@tamu.edu
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B. SENIOR EXECUTIVE ADMINISTRATORS

Adolfo Santos	Asst. Provost	956.271.1342	adolfo.santos45@tamu.edu
Rick Margo	Director	956.271.1341	rrmargo@tamu.edu

Dr. Adolfo Santos, Asst. Provost, as the campus administrator, is the primary local authority for the HECM, along with Rick Margo, Director, Higher Education Center at McAllen. Together, they serve as the Senior Emergency Administrators for the campus and shall be responsible for establishing that an emergency exists and what action the Emergency Management Team should implement.

- Develop and maintain this plan.
- Preview and maintain information, additions, and changes to the plan at all times.
- Present plan annually for review.
- Be responsible for plan oversight, coordination with applicable stakeholders, and assist HECM Emergency Management Team in scheduling, training, and implementing annual drills.

C. EMERGENCY MANAGEMENT TEAM

The Higher Education Center at McAllen has identified key individuals to be members of the Emergency Management Team, to act in their specific roles and bear the responsibilities listed below.

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See Attachment 1 for a list of Emergency Management Team members and their contact information.

The Emergency Management Team:

- Has the authority to make overall decisions for the building and/or department.
- Have a thorough knowledge of the building's operational needs.
- Are able and willing to serve as a liaison to emergency responders and/or main campus administrators regarding, but not limited to, emergency needs, status reports, and communications.
- May distribute information to building occupants or gather information as needed for dissemination to students, employees and visitors of the HECM campus.
- May maintain financial or administrative records involved in the emergency and post-action recovery.
- Should have an understanding of other team member's roles and responsibilities to provide the team continuity and support if one or more members are unavailable during an emergency.

Roles of Emergency Management Team Members:

- Planning and Preparedness Actions
 - Create and establish annual training and exercise schedules to test functionality of the plan.
 - Establish building and departmental internal emergency notification lists.
 - Solicit the list of self-identified persons (students, employees, and/or guests) with functional needs using the facility at any given time (ADA requirement).
 - Go Kit
 - A "go kit" will be established and will include items such as a copy of the Emergency Action Plan, key contact lists, and any other files specific to the HECM EAP. "Go Kits" can be kept on memory sticks (flash drives) and will be encrypted or password protected if possible. A paper version of the "go kit" will be stored in the HECM Director's office.
- Response Actions
 - Report to the HECM security service and EMT command post.
 - Initiate building and departmental internal emergency notification lists when the emergency is verified by the SEA.
 - Deploy Floor Coordinators to evacuate or shelter-in-place as required.
 - Notify TAMU College Station campus of the nature of the emergency.

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SEA/EMT Command Post

The HECM has identified the following Command Post locations out of which the SEA/EMT will operate and make executive level decisions during an emergency.

- HECM Conference Room 300, 3rd floor; 956.271.1358
 - This will be the primary location for EMT members to meet during an emergency. This location should be used in all instances when the location can still safely be accessed during the emergency.
- HECM Security Service Office, Room 127, 956.271.1301
 - This will be the alternate location for EMT members to meet during an emergency. This location should be used in all instances where the primary location is unavailable, but the campus can still be safely accessed.
- Tres Lagos Community Center, 4350 Tres Lagos Blvd., McAllen, TX, 956.205.0605. This is an offsite alternative location to be used if needed.

D. INTERFACE WITH EMERGENCY RESPONDERS

The HECM relies on the City of McAllen Police Department for its law enforcement and the City of McAllen Fire Department for fire suppression and emergency medical services (EMS). In the event that an emergency at the HECM requires police, fire, or EMS assistance, the first available person should call 911 from a campus phone to notify emergency responders immediately.

Prior to the arrival of emergency responders, members of the EMT should take actions as appropriate per their training in response to the incident.

Upon arrival to the campus, emergency responders may choose to establish an Incident Command Post (ICP) per their policies/procedures. The HECM Director, Rick Margo, as the HECM Safety Officer, will serve as a liaison between the HECM and city emergency responders.

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E. INTERFACE WITH TAMU COLLEGE STATION CAMPUS

The HECM relies on the TAMU College Station campus for many support functions. A list of services and key contact information in the event of an emergency is found in Attachment 3 of the EAP.

The HECM's first priority during an emergency is to protect life safety and property. After emergency actions have been initiated per the EAP, notifications to the TAMU Office of the Provost should be made. Key administrators at the TAMU College Station campus receive emergency notifications from the HECM Alert System. However, additional information concerning the nature of the incident, number/type of injuries, status of the facility, etc. will be reported to the Office of the Provost and should include status updates, as appropriate, until the situation is resolved.

F. EMERGENCY NOTIFICATION AND WARNING

Timely warnings of emergency conditions are essential to preserve the safety and security of the campus and are critical to an effective response and recovery.

When the HECM SEA have made the decision to act on an emergency that affects the Higher Education Center at McAllen, and after local emergency responders have been notified, the HECM Director, or designee will immediately initiate an HECM Alert message if it meets the criteria for activation of the system. Decision criteria for issuing warnings can be found in Attachment 2 of the EAP.

Alternative methods for notification to the campus community may be implemented depending on the nature of the incident. For a list of all the warning mechanisms, see Attachment 2 of the EAP

Periodic updates should be provided to the campus community utilizing the most appropriate notification method, until the emergency has been resolved.

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G. EMERGENCY PUBLIC INFORMATION

The HECM Director and Asst. Provost (SEA) handle media relations as part of their normal responsibilities. During an emergency, the HECM Director and/or the Asst. Provost (SEA) will be responsible for interfacing with local and national media who may be interested in covering the incident.

Should the HECM Director and/or the Asst. Provost (SEA) become overwhelmed with media requests, the TAMU Division of Marketing & Communications can assist by implementing their Emergency Communications Plan.

H. EMERGENCY COMMUNICATIONS

Reliable and interoperable communications systems are essential to obtain the most complete information during emergencies and share information amongst the EMT as well as with the campus community and emergency response partners.

Communications Equipment

- Telephones, cellular or landline, are the primary means of communication for contacting key emergency responders, EMT members, and TAMU College Station administration and the HECM SEA have access to Government Emergency Telecommunications Service for priority calling during emergencies.
- Bullhorns are available in the offices of the Floor Coordinators and a number of other locations on each floor of the HECM building.

I. TRAINING AND EXERCISE

With the approval, assistance and cooperation of the HECM SEA, EMT members will outline and arrange training reflective of their responsibilities for students, faculty, and staff to participate in annually.

Annual exercises will be held so EMT members can practice their skills and evaluate the adequacy of the EAP. An After-Action Report (AAR) for each exercise shall be developed and submitted to the TAMU Office of Safety & Security. All exercises will be conducted in accordance with Texas A&M University System Policy for Emergency Management.

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J. POST-EMERGENCY AFTER ACTION REPORT

Following an activation of the EAP, members of the EMT and the HECM SEA shall conduct an after-action review. The review of emergency responses can yield valuable feedback to the emergency planning process and enable the HECM to improve future emergency responses. The scope of after-action reviews may range from small to large depending upon the complexity of the response.

An After-Action Report should be generated following the review that captures the nature of the incident, response descriptions, and outcomes – what worked well, areas for improvement – and recommendations for future planning. A copy of the report will be provided to the TAMU Office of Safety & Security. A copy of the report will be available through the HECM Director.

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PLAN CONTACT INFORMATION

NAME AND POSITION	PHONE NUMBER	ALTERNATE PHONE NUMBER
Rick Margo, Director, Safety Officer	956.271.1341	956.279.8268
E-MAIL: rrmargo@tamu.edu		
DEPARTMENT: Higher Education Center at McAllen		

**ATTACHMENT 1
HIGHER EDUCATION CENTER AT
MCALLEN EMERGENCY MEMBER
CONTACTS**

SENIOR EXECUTIVE ADMINISTRATORS

MEMBER	TITLE	OFFICE / CELL	OFFICE / LOCATION	EMAIL ADDRESS
Adolfo Santos	Assistant Provost	956.271.1342 / 956.540.8546	316.6	adolfo.santos45@tam.u.edu
Rick Margo	Director	956.271.1341 / 956.279.8368	316.13	rrmargo@tam.u.edu

EMERGENCY MANAGEMENT TEAM MEMBERS

Emergency Management Team members are Higher Education Center at McAllen faculty and staff with responsibilities during emergencies. The following is a list of those members and their contact information.

MEMBER	TITLE	OFFICE / CELL	OFFICE / LOCATION	EMAIL ADDRESS
Marimar Miguel	Program Coordinator	956.271.1305 / 956.212.5101	125.1	mmiguel@tam.u.edu
Cyndi Beltran	Executive Assistant	956.271.1349	316.7	cyndibeltran@tam.u.edu
Daniel Martinez	Lab Coordinator	956.271.1346	316.3	dmartin09@tam.u.edu
BB Gaytan	Senior Academic Advisor	956.271.1314	220.1	bbgaytan@tam.u.edu
Larry May	Faculty	956.271.1320	218.11	larry.may@tam.u.edu
JJ Garza	Senior IT Specialist	956.271.1345	316.2	jj.garza@tam.u.edu
Homer Vela	Lead Security Officer	956.271.1301	127	N/A

FLOOR COORDINATORS

Floor Coordinators are Higher Education Center at McAllen faculty and staff with responsibilities during emergencies. The following is a list of those members and their contact information.

MEMBER	TITLE	OFFICE / CELL	OFFICE / LOCATION	EMAIL ADDRESS
Lucia Lopez	Program Coordinator	956.271.1312	123.3	lucialopez@tam.u.edu
Christine Tijerina	Lead Custodian	956.272.9653	1 st Floor	christine.tijerina@industrialqualityservices.com
Xuan Wang	Faculty	956.271.1326	218.8	xuan.wang@tam.u.edu
Josette Gonzalez	Academic Advisor	956.271.1313	318.1	josettegonzalez@tam.u.edu
Hannah Littles	Security Officer	956.271.1301	2 nd Floor backup	N/A
Roy Ponce DeLeon	Security Officer	956.271.1301	3 rd Floor backup	N/A

ATTACHMENT 2 WARNING & NOTIFICATION

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ATTACHMENT 2: WARNING & NOTIFICATION

NOTIFICATION METHODS

The HECM utilizes HECM Alert emergency notification system for the simultaneous dissemination of warnings. Each notification method has limitations, and cannot be expected to reach the entire campus at the time the alert is issued. In order to mitigate this fact, multiple notification methods are utilized by the HECM Alert system to reach the broad campus community. For additional information and statistics of the HECM Alert System, visit <http://mcallen.tamu.edu>.

The HECM Alert notification methods are:

- Text Message
 - HECM students, faculty and staff who have a Texas A&M NetID and password can register one number to receive SMS text message alerts. By limiting this feature to campus members, emergency notifications can be delivered as quickly as possible. The delivery time of messages is less than 30 minutes. Each message is limited to approximately 130 characters, which limits the message content.
- Texas A&M Email
 - HECM Alerts will automatically be sent to all [Texas A&M University Email](#) accounts ending with "@tamu.edu." There are no restrictions on the length of the message. However, not everyone checks email on a regular basis and/or their TAMU account is not their primary email account.
- Twitter
 - Anyone can receive HECM Alert text messages and electronic alerts through Twitter by following TAMUCM_McAllen. However, the rate at which a message is delivered is beyond the control of HECM Alert System administrators.
- RSS
 - Anyone can receive HECM Alert emergency alerts on their computer by subscribing to Code Maroon McAllen's RSS feed. Anyone can receive the alerts through their email client, various news readers or their internet browser.

Additional warning mechanisms not controlled by HECM Alert include:

- Local Media
 - The local television and radio outlets are good sources to distribute warning messages to a broad audience. However, this mechanism is not limited to the campus community. Each media outlet must be contacted

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ATTACHMENT 2: WARNING & NOTIFICATION**

individually for message distribution. As such, the message delivery time is dependent on the cooperation of the local media, their availability and the availability of HECM personnel to relay the message to the local media.

- Building fire alarms
 - Building fire alarm systems provide timely warnings within each building. The HECM fire alarm system has built-in voice capabilities at the fire alarm consol.
- Bullhorns (megaphones)
 - Bullhorns are kept by members of the Emergency Management Team and Floor Coordinators who can utilize them during emergencies to make announcements/provide information to large groups of the campus community.

DECISION CRITERIA FOR ISSUING WARNINGS

Hazard Type

- What is the hazard? (Example: Building fire, tornado, hazardous materials incident)
- What is the impact to the HECM? (Minor, major, catastrophic)
- What is the potential for the situation to worsen?
- Is the situation under control?

Life Safety and Property Protection

- What is the potential for death?
- What is the potential for serious injury?
- What is the potential for minor injury?
- What is the potential for damage to property?
- What is the potential for disruption to normal course of business?

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Urgency

- How soon does the message need to go out? (Seconds, hours, days)
- Is there time for approval?

Audience

- Who needs to be warned? (Administration, faculty, staff, students, guests)
- How many people need to be warned? (Dozens, hundreds, thousands)

System(s) Capabilities

- What are the limitations of each system? (Limited audience, lengthy delivery time)
- How quickly can the messages be sent? (Immediately, minutes, hours)

ATTACHMENT 3 TAMU CONTACT LIST

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ATTACHMENT 3: TAMU CONTACT LIST**

TAMU CONTACT LIST

The following is a list of Texas A&M University departmental contacts and services provided which can support the HECM during an emergency.

DEPARTMENT	NAME	SUPPORT SERVICES PROVIDED
CIS – Code Maroon IT Team	Marlin Crouse Phone: 979-862-7415 Main Office Number: 979-847-4877 Email: mcrouse@tamu.edu	<ul style="list-style-type: none"> • Ad Hoc System Support • Ad Hoc Training
Safety & Security	Chris Meyer Phone: 979-845-1362 Email: c-m-meyer@tamu.edu Monica Martinez Phone: 979-821-1041 Email: mmartinez@tamu.edu Leslie Lutz Phone: 979-821-1040 Email: leslielutz@tamu.edu	<ul style="list-style-type: none"> • Emergency Planning Support •
Provost Office	Ann Kenimer Phone: 979.845.3211 Email: a-kenimer@tamu.edu Chad Wootton Phone: 979-845-4016 Email: c-wootton@tamu.edu	<ul style="list-style-type: none"> • Administrative Direction • Liaison to TAMU Main Campus Administration
Telecommunications	Chris Norton Phone: 979-458-5454 / 979-324-8632 Email: chris.norton@tamu.edu Sean Alexander Phone: 979-458-0238 Email: seanalexander@tamu.edu	<ul style="list-style-type: none"> • VOIP System Support • MATRIX (Card Access) System Support
Marketing & Communications	Kelly Brown Phone: 979-845-1264 Email: kelly.brown@tamu.edu	<ul style="list-style-type: none"> • Public Information / Media Relations Support

ATTACHMENT 4 EMERGENCY PROCEDURES

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ATTACHMENT 4: EMERGENCY PROCEDURES

EMERGENCY PROCEDURES

GENERAL

Emergency protocols have been established for responding to emergencies that could endanger lives of students, faculty, staff, and visitors of the HECM. The emergency procedures outlined in this document are meant as a guide to individuals during emergencies.

HECM Security can be reached on campus by dialing 956-271-1301 (1301 on HECM land line phone).

EVACUATION PROCEDURES

Floor Coordinators have been assigned by the HECM to aid in an evacuation. The floor coordinators will assist in directing evacuation of all areas of the building to specified evacuation sites as outlined in Attachment 1: HECM Contacts.

All employees will be familiar with the building exits in their work or classroom area. In the event of a fire or other emergency situations, employees will evacuate the building using the nearest exit and in an orderly manner. Elevators will not be used. Each department will meet in a pre-designated area far enough away from the building to ensure safety. No one is to remain in the building requiring evacuation whether it be an actual event or a drill. **The building shall not be reoccupied until an all-clear has been given by any Senior Executive Administrator and/or member of the Emergency Management Team.**

After exiting the building, move to a dedicated evacuation site. **DO NOT BLOCK EXITS.**

Pre-designated evacuation sites according to exits from building:

- SOUTHWEST – South Parking Lot
- NORTHEAST – North Parking Lot
- WEST – South Parking Lot
- EAST - Courtyard

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ATTACHMENT 4: EMERGENCY PROCEDURES

LOCKDOWN PROCEDURES

In the event of a hazardous situation that may result in serious injury or death, the following procedures will be followed:

- Call 911 and provide the nature of the incident, location, if medical assistance is needed, and a description of the person(s) involved. **DO NOT ASSUME A 911 CALL HAS ALREADY BEEN PLACED.** The more calls received by 911, the better.
Call the HECM security office at 956.271.1301 (1301 on HECM land line phone).
- If in a hallway, enter nearest classroom or office.
- Close and lock doors, and barricade door from inside. Stay away from all windows and doors. Turn off all lights and remain totally quiet. Lie flat on the floor, preferably under desks, if gunshots are heard.
- Silence cell phone, including the vibration function, but **do not turn off** cell phones.
- No one should leave a secured room until an all-clear message is given **by any Senior Executive Administrator and/or member of the Emergency Management Team and/or an officer with the McAllen Police Department and/or McAllen Fire Department.**

Note: If a person should leave the secured room before an all clear message is given, do not attempt to stop them.

SEVERE WEATHER

Severe weather includes violent thunderstorms, high winds, tornadoes, etc. In the event of severe weather:

- Evacuate all students and personnel to the ground floor.
- Remain in evacuation site until an all-clear has been given by any member **by any Senior Executive Administrator and/or member of the Emergency Management Team and/or an officer with the McAllen Police Department and/or McAllen Fire Department.**

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MEDICAL EMERGENCY / EMPLOYEE INJURY

In the event of a medical emergency:

- Call 911 immediately and state the nature of the emergency.
Call Higher Education Center at McAllen Security at 956.271.1301 (1301 on HECM land line phone).
- Stay on the line until emergency services arrive or the dispatcher ends the call.
- DO NOT attempt to move the victim.
- Try to make the victim as comfortable as possible both physically and emotionally by covering them and talking to them. If qualified, first aid should be rendered on a “Good Samaritan” basis only.
- Do not leave the victim alone.
- If CPR is necessary and you have been trained, start the process.
- First aid equipment is located at the security desk on the first floor.
- If qualified, CPR should be administered on a “Good Samaritan” basis only.

Note: If the injury involves an employee, notify Rick Margo, Director, HECM at 956.279.8268, rrmargo@tamu.edu

Available Health Care Providers:

Edinburg Regional Medical Center 1102 W. Trenton Rd. Edinburg, TX 78539 956-388-6000	Rio Grande Regional Hospital 5100 W. Expy 83 McAllen, TX 78501 956-928-7200
McAllen Medical Center 301 W. Expy 83 McAllen, TX 78503 956-632-4000	Doctors Hospital at Renaissance 5501 S. McColl Road Edinburg, TX 78539 956-362-8677
Poison Control 800-764-7661	

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BOMB THREAT

If you observe a suspicious object or potential bomb:

- DO NOT HANDLE THE OBJECT
- Clear the area
- Turn OFF cell phone
- Call the HECM Security at 956.271.1301 (1301 on HECM landline).
- Immediately notify the McAllen Police Department at 911. They will advise what additional steps to take. DO NOT CONDUCT AN ADDITIONAL SEARCH.

If evacuation is deemed necessary, follow the established evacuation procedures.

WEAPONS ON CAMPUS

If you see a weapon or suspect someone is carrying a weapon on campus:

- Use extreme caution and do not confront the suspect.
- Immediately report suspicion to any senior executive administrator.
- If the reporting person is unable or unwilling to proceed to the nearest administrative office, follow steps listed below:
 - Send a discrete message (electronically or written) to a senior executive administrator. Include the following information:
 - Your name and location (include room number)
 - The name and description of the suspect
 - Whether the suspect has threatened anyone
 - Any information regarding the weapons location/type

HECM senior executive administrators will take appropriate action after assessment of the report.

If conditions become threatening or if a weapon is used, immediately treat situation according to guidelines for active shooter/hostage.

ACTIVE SHOOTER / HOSTAGE SITUATION

In the event of an active shooter / hostage situation:

- Do not intervene or call attention to yourself.

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- **Call 911 and describe the incident in detail giving the following information to police:**
 - Exact location of the disturbance
 - Number of armed participants
 - Description of armed participants
 - Type or description of weapon(s) being used
 - Number of victims immediately affected
 - Demands and instructions hostage takers have given
 - Report known injuries or medical needs.
- Remain on the line with the police until they arrive or until the 911 dispatcher ends the call.
- Notify HECM Security at 956.271.1301 (1301 on HECM land line phone).
- Lockdown:
 - Enter the nearest unlocked classroom or office; lock the door, then barricade the door from the inside. Most HECM controlled offices and classrooms lock from the outside.
 - Turn off lights.
 - Cover windows.
 - Take cover under or behind heavy furniture. Lie flat on the floor. Be quiet.
 - Silence cell phones, including the vibration function, **but do not turn them off**.
- Exterior doors controlled by the TAMU keyless security system can be unlocked for emergency personnel entry. This can be done in-house by contacting Marimar Miguel at (956.212.5101) or Rick Margo at (956.279.8268). However, this process can only be followed if time allows for it.

LOCKDOWN PROCEDURES

In the event of a hazardous situation that may result in serious injury or death, the following procedures will be followed:

- Call 911 and provide the nature of the incident, location, if medical assistance is needed, and a description of the person(s) involved. Do not assume a 911 call has already been placed. The more calls received by 911 the better.
- Call HECM Security (956. 271.1301 (1301 on HECM land line phone).

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FIRE OR SMOKE (R.A.C.E)

- R RESCUE people from the immediate fire/smoke vicinity if possible.
A ALERT others by activating the fire alarm system.
C CONFINE fire/smoke by closing all doors. Check if fire exits are clear.
E EXTINGUISH – If you have been trained and can safely do so, retrieve the nearest fire extinguisher and attempt to extinguish the fire. Evacuate the building as soon as possible.

- If the fire alarm goes off, follow evacuation procedures.
- All persons on the inside of the building are required to evacuate.
- Do not use elevators during a fire.

A member of the faculty/staff will be made available to help those with disabilities to evacuate

UTILITIES SERVICE DISRUPTIONS

ELECTRICITY

In the event of an electrical outage, call Rick Margo at 956.279.8268.
After hours, call HECM security office at 956.271.1301 (1301 on HECM land line phone).

WATER

If water is flooding HECM, call Rick Margo at 956.279.8268.
After hours, call HECM security office at 956.271.1301 (1301 on HECM land line phone).

GAS

If the smell of gas is present, call Rick Margo at 956.279.8268 immediately or call HECM security office at 956.271.1301 (1301 on HECM land line phone). If a smell is detected, do not turn on/off any electrical appliances. If it is determined evacuation is necessary, proceed with your specific evacuation protocol.

COMPUTERS/PHONES

In the event of a computer or phone outage, contact JJ Garza, HECM IT Specialist at 956.271.1345 / jj.garza@tamu.edu, or contact the TAMU I.T. Help Desk at 979.845.8300 /helpdesk@tamu.edu.

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ELEVATOR

In the event an elevator stops while you are using it, push the button on the telephone in the elevator and it will automatically dial for help. If you are notified an elevator has stopped with someone inside, call Rick Margo at 956.279.8268 or HECM security at 956.271.1301 (1301 on HECM land line phone).

Confirm if anyone is injured or in need of medical assistance and, if required, follow medical emergency protocol. **DO NOT LEAVE THE TRAPPED INDIVIDUAL(S) ALONE.** Continue speaking with the individual(s), keeping them calm and reassuring them help is on the way.

PSYCHOLOGICAL CRISIS / SUICIDE ATTEMPT / DISRUPTIVE BEHAVIOR

A psychological crisis exists when an individual is disruptive or exhibits a clear and present danger to himself/herself, other individuals, or property. If there is evidence of, or reason to believe, that there is a physiological or substance-induced state, the situation should be treated as a medical emergency.

TAKE ALL THREATS SERIOUSLY

- Do not try to personally handle a situation you feel is or may become dangerous. Call 911, then HECM Security at 956.271.1301 (1301 on HECM land line phone).
 - if a person requires medical attention, has a weapon, or needs to be restrained.
 - If a student is involved, contact Marimar Miguel at 956.212.5101 / 956.271.1305 or in office 125.1.
- Secure the location and isolate the person from others.
- Stay with the person until help arrives.

HAZARDOUS MATERIALS / BODILY FLUIDS SPILLS

Between 8 a.m. and 5 p.m., notify HECM Security at 956.271.1301 (1301 on HECM land line phone). After hours, contact Rick Margo at 956.279.8268.

CHEMICALS

- Confine affected area by closing doors or blocking access to spill.
- If spill has a noticeable odor/vapor, evacuate affected area immediately.

TAMU HIGHER EDUCATION CENTER AT MCALLEN EMERGENCY
ACTION PLAN
ATTACHMENT 4: EMERGENCY PROCEDURES

BLOOD/BODILY FLUIDS

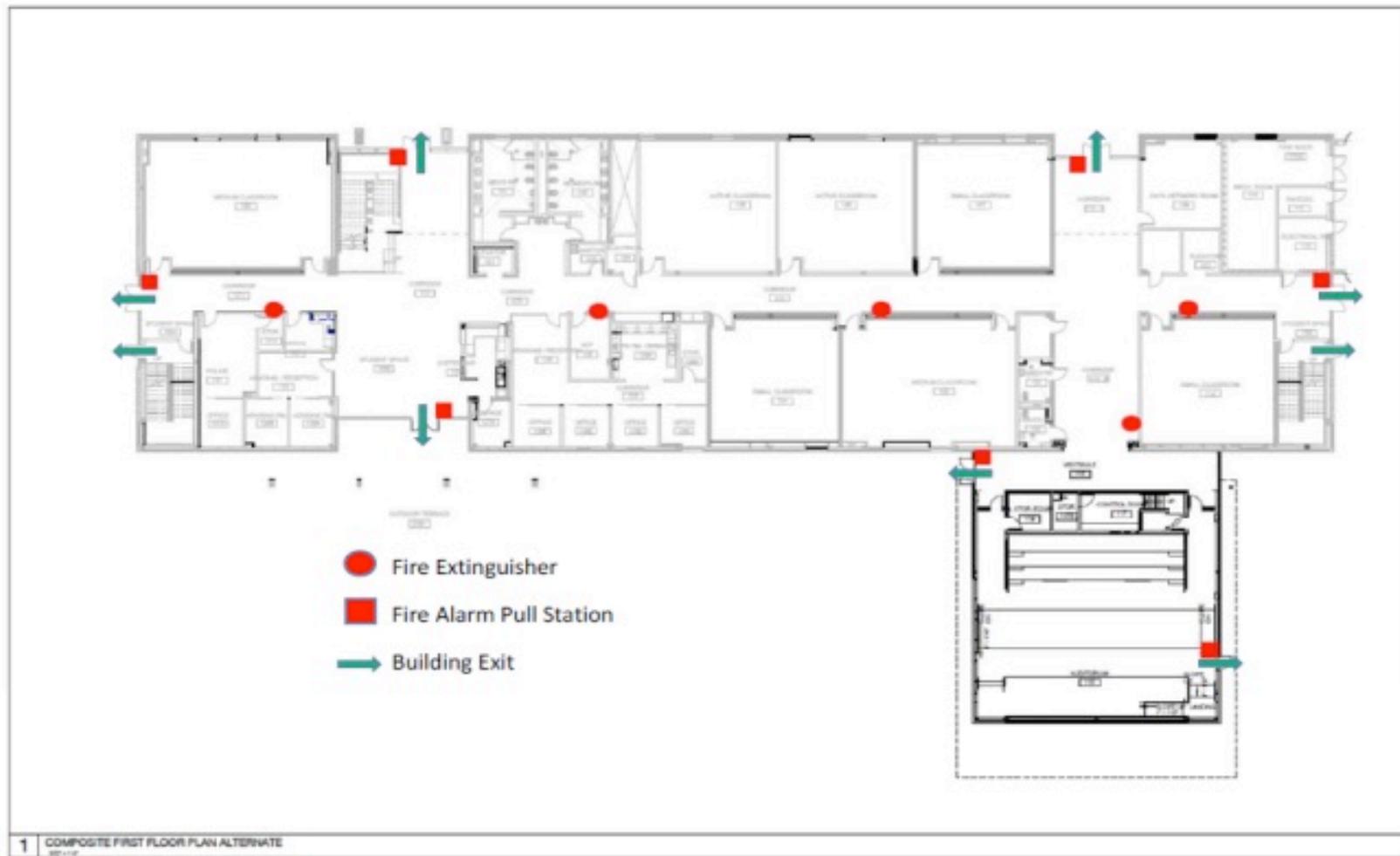
An outside service will be contacted to provide the necessary cleanup for blood/bodily fluids.

ESCAPE ROUTES AND FIRE EXTINGUISHER PLACEMENT

TAMU HIGHER EDUCATION CENTER AT MCALLEN EMERGENCY ACTION PLAN
ATTACHMENT 4: EMERGENCY PROCEDURES



TEXAS A&M UNIVERSITY
MCALLEN HIGHER EDUCATION CENTER



TAMU HIGHER EDUCATION CENTER AT MCALLEN EMERGENCY ACTION PLAN
ATTACHMENT 4: EMERGENCY PROCEDURES



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