



# TEXAS TECH UNIVERSITY

## MATHEMATICS BUILDING

### Emergency Action Plan

August 2017

The purpose of this plan is to assist in moving employees and/or visitors to the Texas Tech University (TTU) Mathematics Building to safe locations in the case of an emergency. This plan also serves to provide information for employees, students, visitors and first responder personnel to facilitate a rapid and efficient response to various types of emergency situations which may arise in or around and adjoining facilities. The Mathematics Building also maintains a facility at Reese Technology Center. Some examples of serious hazards which might create an emergency include, but are not limited to:

- Fire
- Bomb Threat
- Flood
- Tornado
- Suspicious Package
- Active Shooter/Armed Subject

#### I. General Facility Information

##### **Mathematics Building:**

The Mathematics Building houses the Vietnam Center and Archive. The building is located in the central academic campus. It is bordered on the east by Memorial Circle; on the north by the National Wind Institute and Materials Research; on the northwest by Experimental Sciences and on the southwest by the Science Building and on the R-8 parking lot directly south. The street address is 1108 Memorial Circle.

Areas within the building include:

- Administrative offices on the second floor
- Faculty offices on the first and second floors
- Graduate and instructor offices in the basement, first, second and third floors
- Classrooms in the basement and first floor
- Computer labs and research labs in the basement and on the first floor
- TexPREP offices in the basement
- Vietnam Center and Archive in the basement

The Mathematics Building is classified as an “education and general use” building.

There is a fire alarm system in the building.

The Texas Tech Police Department (TTPD) has primary responsibility for response to public safety issues in and around these buildings.

Fire, hazardous material response, and emergency search and rescue services are provided by the City of Lubbock Fire Department.

Utilities for the building are managed and maintained through Texas Tech University Building Maintenance and Utilities, a division of the Texas Tech University Physical Plant.

Power for the building is provided by Lubbock Power and Light.

The building population is made up of faculty, staff, students, and visitors. The building population is generally highest during the hours of 8:00 a.m. to 5:00 p.m. Monday through Friday.

## II. PERSONNEL DUTIES AND RESPONSIBILITIES

### **Building Emergency Manager:**

The Building Emergency Manager (BEM) is responsible for implementing the Emergency Action Plan. The BEM will designate backups for the role. The BEM is expected to normally be available upon short notice during what are considered to be “normal” work hours (typically, 8:00 a.m. to 5:00 p.m. Monday through Friday with the exception of holidays). If the BEM anticipates that he/she will be unavailable during these hours, he/she should notify the backup BEM.

Misty Rangel (806.834.6531 or misty.rangel@ttu.edu) is to serve as the **Building Emergency Manager (BEM)** for the Mathematics Building. Backup is Michael Kacal (806/834.8915 or Michael.kacal@ttu.edu).

In the event that none of the designated **BEM's** are available the **TTPD (9-1-1 or 806-742-3931)** will coordinate the emergency action response. Outside “normal” business hours the people identified below will assume the role of BEM and EAC for their respective areas:

- TTU Custodial
- TTU Building Maintenance

### **Building Emergency Manager (BEM) Responsibilities:**

- Develop an Emergency Action Plan for his/her building(s)
- Assign personnel to perform various evacuation/sheltering functions
- Maintain an up-to-date copy of the Emergency Action Plan (reviewed annually)
- Train building occupants on the Emergency Action Plan
- Conduct periodic evacuation/sheltering drills
- Revise the Emergency Action Plan as necessary
- Coordinate the assignment and training of Emergency Action Coordinators

### **Emergency Action Coordinator (EAC) Responsibilities:**

- Complete IS700 training – National Incident Management System (NIMS), an Introduction
- Recommend CPR and AED training and maintain a current certificate. Recruiting an individual from your area to fulfill this responsibility is an option.
- Monitor a NOAA and Emergency Alert System radio.
- Maintain a roster of individuals in your area which includes contact information to be used in the event of an emergency or crisis only.
  - Custodial Services Radio Dispatcher (806-742-9777)
  - Building Maintenance, Construction and Utilities (806-742-3328)

- During an emergency or crisis account for all individuals in your area. Report the status to the Building Emergency Manager.
- Make certain you know the location of the nearest fire alarm pull station(s). If you see smoke, do not hesitate to pull the alarm.
- When the fire alarm sounds, quickly instruct persons in your area that this could be a dangerous situation and insist that they all calmly exit the building using the stairwells. Make certain that you are familiar with the emergency egress paths.
- Upon activation of the building alarm, designated staff members are responsible for ensuring that occupants with special evacuation needs are aware of the alarm condition and respond to their designated area of rescue. As the EAC you are responsible for assigning personnel to perform this function. If you have any employees, visitors or students in your area who might not be able to evacuate quickly, plans must be made in advance. Unless imminent life-threatening conditions exist in the immediate area occupied by a non-ambulatory or disabled person, relocation of the individual should be limited to an area of rescue on the same floor, in close proximity to an evacuation stairwell. Transporting of non-ambulatory or disabled individuals up or down stairwells should be avoided until the fire department (or other appropriately equipped first responder) has arrived. You need to notify the firemen (or other first responders) immediately of the person's location.
- Before you evacuate the building, if it does not put you in jeopardy, quickly walk through your area to check to see that everyone has left.

### **Faculty/Staff Responsibilities Outside Normal Business Hours:**

Outside of what is considered “normal business” hours, the professional staff present will assume the roles BEM/EAC and should be familiar with the Emergency Action Plan. They are responsible for:

- Notifying responders of individuals who require evacuation assistance.
- Pointing out their building evacuation routes and emergency procedures to staff, students and visitors.

## **III. EMERGENCY PROCEDURES**

### **Evacuation:**

In the event of an emergency that requires evacuation of the building (such as a fire, significant toxic gas release, explosion, etc.), first:

- Rescue:** Try to rescue any personnel in immediate danger if it does not put you in imminent danger.
- Alarm:** Activate the building fire alarm (by pulling a fire alarm pull station) and/or call **9-1-1**. All of the fire alarm pull stations are labeled. If you talk with a 911 operator, state your name, address, and nature of the problem. Speak slowly and clearly. Wait for the dispatcher to hang up before you hang up.
- Confine:** Close all doors, windows, and other openings that would aid in the spread of fire or toxic fumes.
- Evacuate:** Evacuate the building.

When evacuating the building, leave by the nearest staircase. **DO NOT** use the elevators unless under police or fire department supervision. Floor plans are posted at various areas around the building for route of quickest egress.

### **Designated Outdoor Safe Meet Area (DOSMA)**

Assemble at your Designated Outdoor Safe Meet Area (DOSMA) for a head count conducted by your EAC. The DOSMA areas are indicated on **Attachment B**. The EAC should quickly identify any individuals whom they suspect might still be in the building and immediately alert the BEM who will notify the Incident Commander. DOSMAs are located at least 200 feet away from the building out of traffic of first response vehicles.

### **Persons With Disabilities**

If an occupant with a disability is unable to exit the building unassisted, the EAC must notify the emergency response personnel of the person's location. Transporting of disabled individuals up or down stairwells should be avoided until emergency response personnel have arrived. Unless imminent life-threatening conditions exist in the immediate area occupied by a non-ambulatory or disabled person, relocation of the individual should be limited to an area of refuge on the same floor, in close proximity to an evacuation stairwell.

### **Fire**

In the event that a fire is detected or suspected, all occupants of the building should immediately evacuate. Even if one strongly believes the alarm might be false, Texas Tech and the fire department assume that every event is real and possibly fatal. If the fire alarm has not sounded, the nearest fire alarm pull station should be activated.

### **Lubbock Fire and Rescue Department (LFRD) Response**

The LFRD will normally stage the responding fire apparatus in the parking lot adjoining the building. The BEM and EACs shall ensure that all of their personnel are safely outside the parameters of the emergency response operational areas. In most cases this will be the DOSMAs.

The LFRD response will include an "Incident Commander" and an "incident command" vehicle (usually an SUV type vehicle). The vehicle can be identified by the markings of "Command" on the sides of the vehicle and by a small green light atop the vehicle. The Incident Commander can normally be located in or near the "incident command" vehicle.

**The Incident Commander is in charge of all aspects of the incident response.** The designated BEM will work in coordination with the Incident Commander and should be readily available to assist the Incident Commander at all times, if needed.

### **Bomb Threat**

All bomb threats should be taken seriously and staff members should be familiar with the recommended procedures for handling and processing a bomb threat that is called into their office:

- Remain calm
- Keep caller on the phone
- Write down the time of the call
- Obtain as much information as possible
- Complete a Bomb Threat Checklist (See Attachment D)
- Do your best to obtain at least:
  - Device Location
  - Type of Device
  - Detonation Time
- Notify Authorities Immediately (TTUPD)

Attachment D contains the **Bomb Threat Questionnaire (BTQ)**. Copies of the **BTQ** should be readily available at all primary telephone answering points.

In the event that a bomb threat has been received **and** the Texas Tech Police (or other public safety official) has contacted the BEM and notified them that evacuation of the building is necessary, the BEM will either;

- Direct that the fire alarm be activated
- or
- Request activation of the **TechAlert** emergency notification system.
- or
- Otherwise notify the EACs to initiate an evacuation of the building.

Once an evacuation order has been issued, all occupants of the building must evacuate immediately. Unless directed otherwise you should evacuate and report to your DOSMA. At their discretion, public safety emergency responders may request that you move further away from the building than you normally would for a fire evacuation.

### **Flood**

The most likely cause of accidental flooding in the building would be from ruptured water pipes. In the event that flooding is detected, complete or partial activation of the building should be accomplished by following the evacuation instructions of the BEM and the EAC's.

### **Suspicious Package**

Law enforcement might ask for assistance in determining if there are any "unusual or suspicious packages" in the building.

- The BEM will request that EACs conduct a sweep of their area.
- The BEM will request activation of the TechAlert emergency notification system for the building and send an email to EAC distribution list... The message that would be sent forth in this instance will read "Conduct suspicious package sweep."
- While wearing their vests, EACs should go to each office in their area of responsibility and ask the occupants if they have noticed any unusual packages and/or packages that appear out of place or uncommon. Advise them this is a precautionary measure and that they should not leave their office unless instructed to do so.
- EACs should also check any common areas within/near their area of responsibility including halls, stairwells, and restrooms. Seek help for opposite gender restrooms.
- If the response from occupants regarding the presence of unusual packages is NO, proceed to the next office if applicable.
- Upon completing the sweep, report to the BEM.
  - If nothing was found and no further action is advised, each EAC must report back to their area(s) and advise them that nothing was found.
- If the response from occupants regarding the presence of unusual packages is YES, ask the occupant to point out the package. DO NOT TOUCH or DISTURB THE PACKAGE. Get a good description of the package by identifying the following:
  - Exact location
  - Size
  - Color
  - External markings or labels
  - How long the package has been there
- Immediately send someone to call or meet with the BEM and report your discovery. Stay close enough to the package to keep others away yet at a distance where you feel comfortable and safe. DO NOT USE YOUR CELL PHONE. Wait for instructions from the BEM, Incident Commander, or law enforcement.
- If directed to do so by the Incident Commander, the BEM will instruct the EACs to evacuate the building using the TechAlert emergency notification system. Other messages may be authorized campus wide by appropriate university administrative officials.

### **Sheltering**

Some emergency incidents may require occupants to remain within the building in designated areas.

### **Tornado**

If a tornado warning is officially issued for Lubbock County, the BEM and EACs will immediately instruct all building occupants to take shelter.

#### Tornado Warnings:

The need to shelter in the event of a tornado storm threatening TTU may be received via one or more of the following means:

- Texas Tech outdoor tornado warning sirens. The sirens closest to the Mathematics Building are atop the Student Recreation Center or the Chemistry Building. If

practical, the TTPD will augment the outdoor tornado sirens through the use of the “HI-LO” siren tone and the public address systems on TTPD vehicles.

- The **TechAlert** emergency notification system
- NOAA weather radio (The ***Specific Area Message Encoder (SAME)*** for Lubbock County is **048303**).
- Emergency Alert System (EAS) Radio
- Local media outlets (TV, Radio)
- Co-occupants of the building

### **Safe Sheltering**

The designated tornado safe sheltering areas are indicated by shading on the building floor plans **Attachment A**. Individuals in open areas or buildings with no safe areas should seek appropriate shelter.

### **Active Shooter/Armed Subject:**

If you witness any armed individual on campus at any time or if an individual is acting in a hostile or belligerent manner, immediately contact Texas Tech Police at **9-1-1**.

If the armed subject is outside the building:

- Turn off all the lights and close and lock all windows and doors.
- If you can do so safely, get all occupants on the floor and out of the line of fire.
- Move to a core area of the building if safe to do so and remain there until an “all clear” instruction is given by an authorized voice.
- If you do not trust the voice that is giving the instruction, you should not change your status.
- Unknown or unfamiliar voices that cannot be verified as being that of a trusted official may be misleading and designed to give false assurances.

If the armed subject is inside the building:

- If it is possible to flee the area safely and avoid danger, do so.
- Contact Texas Tech Police at **9-1-1** with your location if possible.
- If flight is impossible, lock all doors and secure yourself in your space.
- Get down on the floor or under a desk and remain silent.
- If you have students or visitors in your office/area get them on the floor and out of the line of fire.
- Wait for the “all clear” instruction from the Texas Tech Police.

If the armed subject comes into your office or classroom:

- There is no one procedure that we can recommend in this situation.
- Attempt to get the word out to other staff if possible and call the Texas Tech Police at **9-1-1** if that seems practical.
- Use common sense. If hiding or fleeing is impossible, attempt to negotiate with the individual(s).
- Attempting to overpower the armed subject with force is a last resort that should only be initiated in the most extreme circumstances and only when you feel you have no other option.
- Remember, there may be more than one active armed subject.
- Wait for the “all clear” instruction from the Texas Tech Police.
- Be careful not to make any changes in the scene of the incident since law enforcement authorities will be conducting an investigation of the area later.
- In case you must flee, **do not go to your DOSMA**. Get as far away from the shooting scene as practical and contact authorities.

Additional strategies that may prove to be helpful in negotiations with an active shooter/armed subject are contained in Attachment E Safety Protocol: Disruptive Individuals”.

## **Sheltering In Place**

In any emergency, our local authorities may or may not immediately be able to provide information on what is happening and what you should do. In these instances you must use available information to assess the situation. If you see large amounts of debris in the air, or if local authorities say the air is badly contaminated, you may want to "shelter-in-place." "Shelter-in-place" means selecting an interior room or rooms within the building, or ones with no or few windows, and taking refuge there until given formal instruction that it is safe to leave.

Petroleum, biological, or radiological contaminants may be released into the environment in such quantity and/or proximity to the building that may dictate that it is safer to remain in the building rather than to evacuate. Such releases may be either accidental or intentional.

If you should need to shelter in place, write down the names of everyone in the room, call your BEM and report who is in the room with you, and their affiliation with TTU (faculty, staff, student, or visitor,). Unless there is an imminent threat, ask employees and visitors in your room to call their emergency contact (e.g. designated family member) to let them know where they are and that they are safe.

You should watch TV, listen to the radio, or check the Internet often for information or official instructions as it becomes available. If you are specifically told to evacuate or seek medical treatment, do so immediately.

Continue to listen to the radio, watch television, or use the Internet for further instructions until you are told all is safe or to evacuate.

## **Social Distancing, Self-Shielding and "Snow Days"**

Should the threat of a pandemic and/or other infectious disease threaten TTU, we may institute emergency actions procedures for "social distancing", "self-shielding", or implementation of "snow days". The need for social distancing will normally be known well in advance and will allow some time to prepare. Your area administrators and your EAC's will provide you with specific instructions during times when social distancing is required.

Simple definitions of these terms are:

- **Social Distancing:** Refers to measures such as enforcement of the three (3) foot personal space rule or the postponement of special events or classes to decrease the frequency of contact among people in order to mitigate the spread of communicable diseases.
- **Self-Shielding:** Self-imposed exclusion from infected persons or those perceived to be infected.
- **Snow Days:** A form of temporary closure where everyone is asked to stay at home.

## **Point of Dispensing (POD)**

A Point of Dispensing (POD) is a site where vaccines, antibiotics or other medication intended to prevent or mitigate disease may be given quickly to a large number of people in the event of a public health emergency. Natural disasters, influenza pandemics or bioterrorism attack may activate a POD opening. TTU POD activities are coordinated by the TTUEMC.

## **Medical Emergencies**

Emergency Medical Services as a general rule are provided by University Medical Center Emergency Medical Services (EMS). EMS should be summoned by dialing 9-1-1.

Key Information for the caller to provide to 911:

- Name of Building
- Address of Building
- Room Number
- Best door to enter, with good directions to the door
- What is wrong, at least in general terms
- Callback Phone Number
- Advise if escort will be waiting (try to provide at least two)

All Emergency Action Coordinators should be trained and certified in CPR and AED.

### **Automated External Defibrillators (AEDs)**

Texas Tech has an AED action plan which carries the designation of *HeartFirst*. There is no AED in this building.

## **IV. ATTACHMENTS**

**ATTACHMENT A** - *Evacuation routes and safe sheltering locations*

**ATTACHMENT B** - Aerial view of DOSMAs.

**ATTACHMENT C** - Acronyms and Additional Resources

**ATTACHMENT D** - Bomb Threat Questionnaire

**ATTACHMENT E** - Disruptive Individuals on Campus – Response Protocol

**ATTACHMENT F** -BEM and EAC Checklists



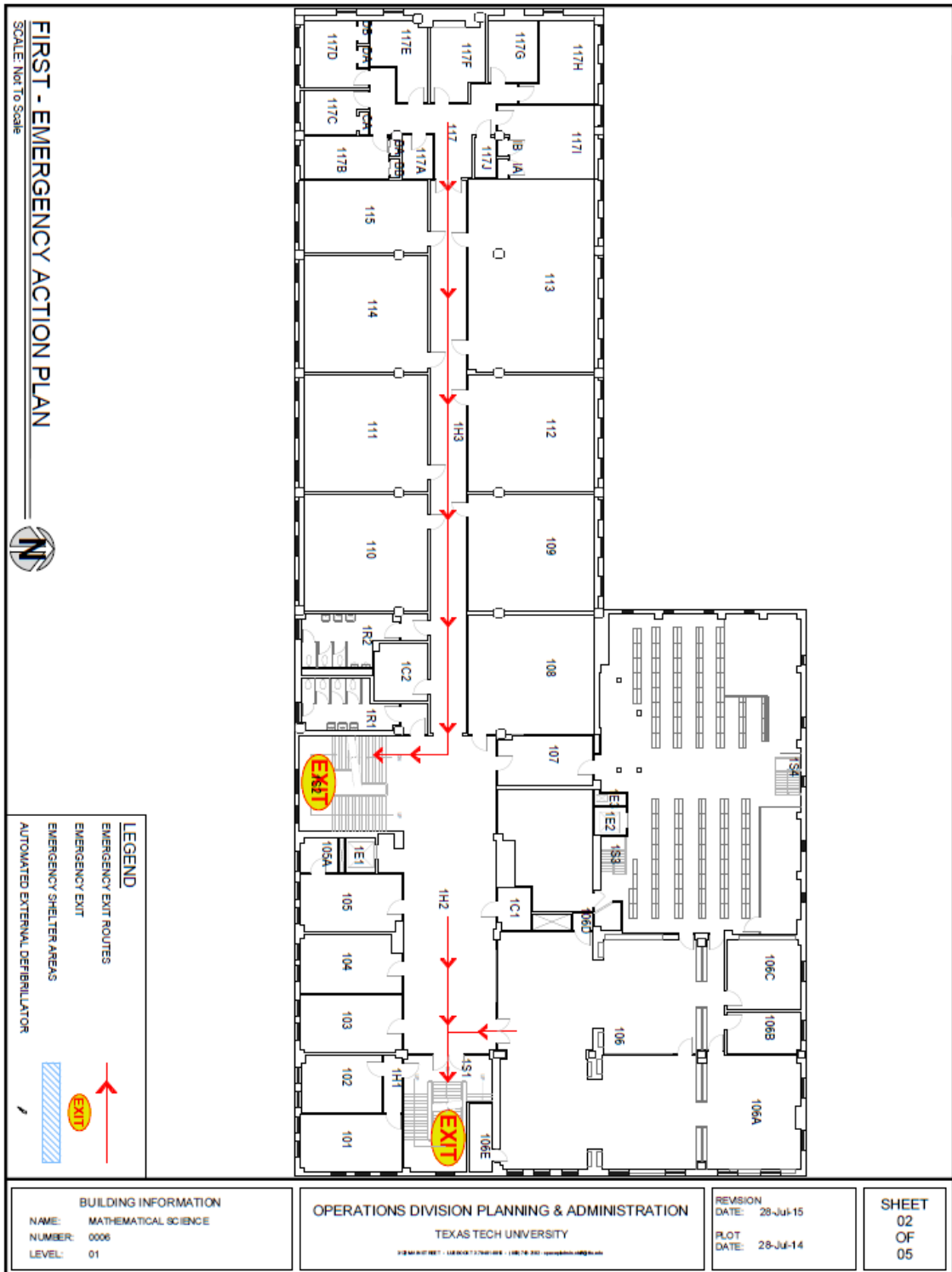
# ATTACHMENT A

## Figure 1 Basement



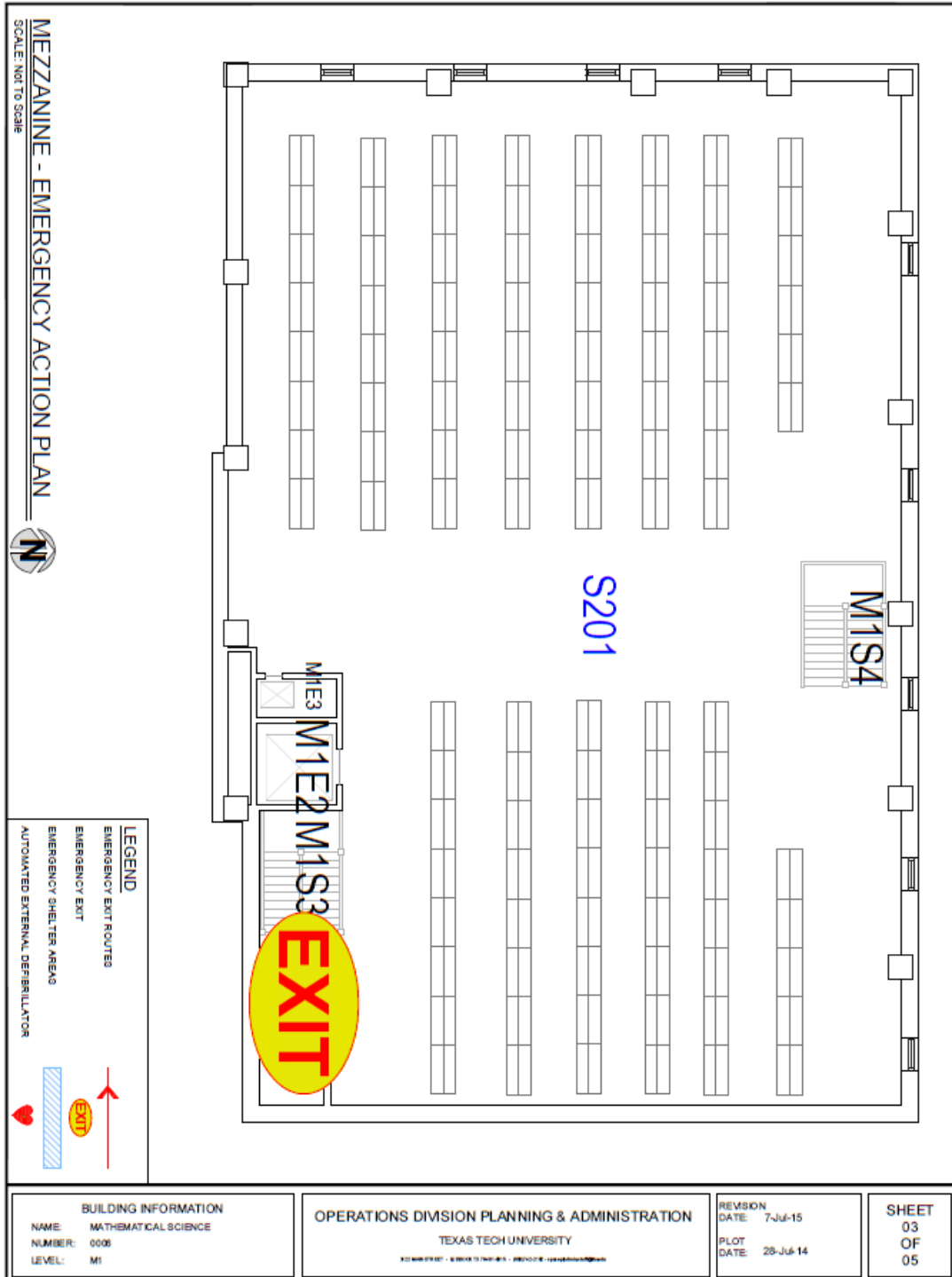
# ATTACHMENT A

## Figure 2 First Floor



# ATTACHMENT A

## Figure 3 Mezzanine



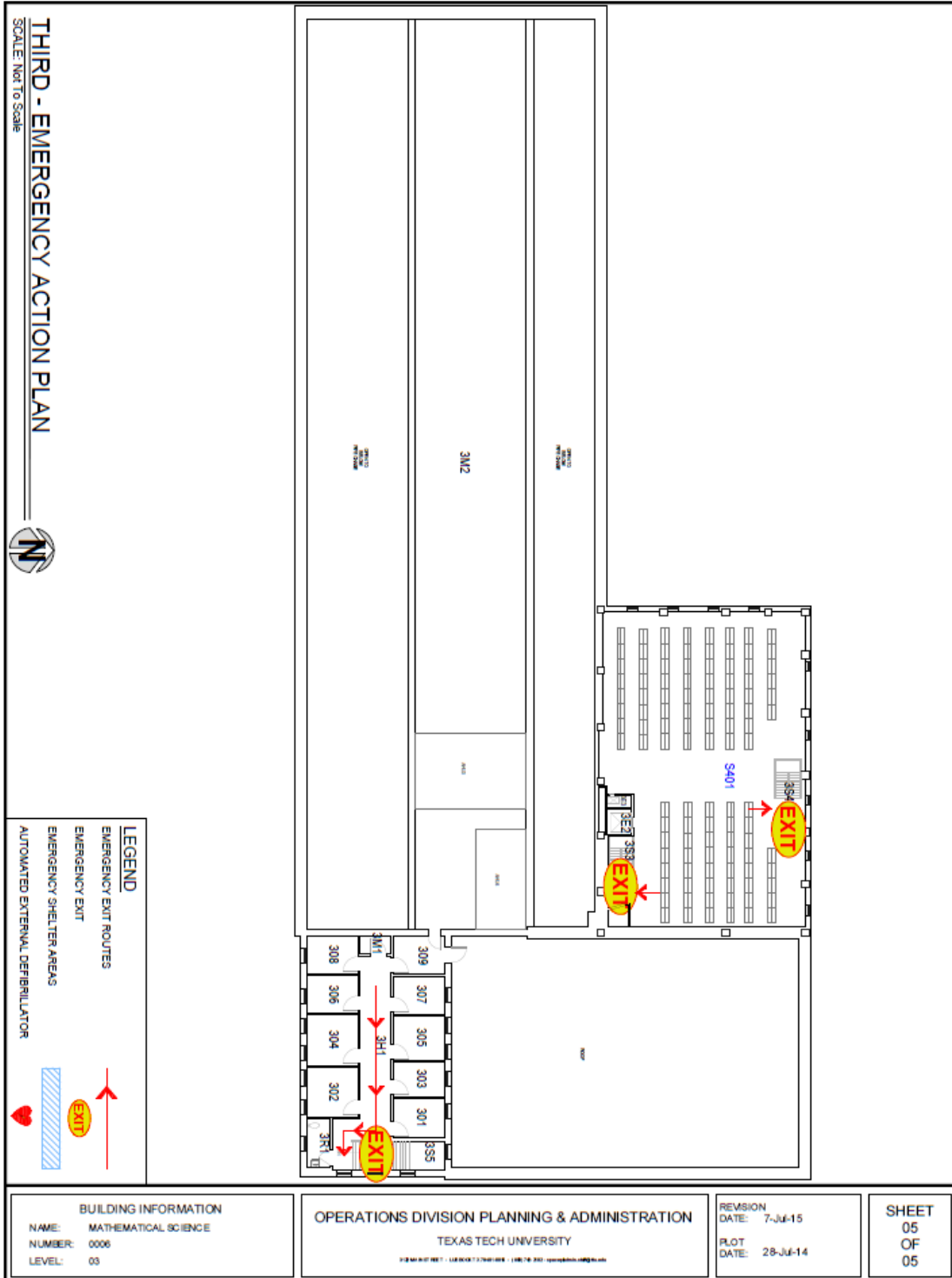
# ATTACHMENT A

## Figure 3 Second Floor



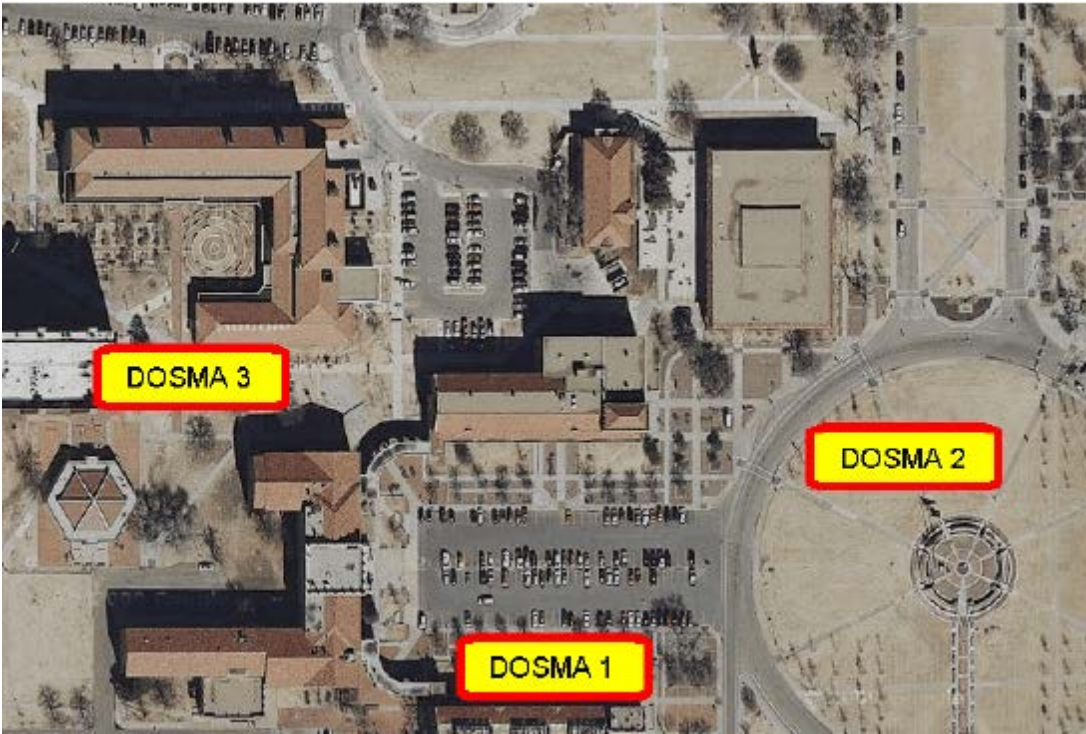
# ATTACHMENT A

## Figure 4 Third Floor



# ATTACHMENT B

## Aerial View of DOSMAs Mathematics Building



# Attachment C

## Acronyms and Additional Resources

<b>AED(s)</b>	Automated External Defibrillator(s) <a href="http://www.texastech.edu/System/riskmang/heartfirst.html">http://www.texastech.edu/System/riskmang/heartfirst.html</a> <a href="http://www.texastech.edu/System/riskmang/PolicyProcedures.pdf">http://www.texastech.edu/System/riskmang/PolicyProcedures.pdf</a>
<b>BEM</b>	Building Emergency Manager – <i>one for entire building</i>
<b>BTQ</b>	Bomb Threat Questionnaire Form: <a href="http://www.dhs.state.or.us/admin/hr/safety/docs/questionnaire.pdf">http://www.dhs.state.or.us/admin/hr/safety/docs/questionnaire.pdf</a>
<b>CPR</b>	Cardiopulmonary resuscitation
<b>DOSMA(s)</b>	Designated Outdoor Safe Meeting Area(s)
<b>EAC</b>	Emergency Action Coordinator – one for each area within building
<b>EAP</b>	Emergency Action Plan
<b>EAS</b>	Emergency Alert System Additional information at <a href="http://www.fcc.gov/cgb/consumerfacts/eas.html">http://www.fcc.gov/cgb/consumerfacts/eas.html</a>
<b>EMS</b>	Emergency Medical Services
<b>LFRD</b>	Lubbock Fire and Rescue Department
<b>NOAA</b>	National Oceanic and Atmospheric Petroleum Business Additional information at <a href="http://www.noaa.gov/">http://www.noaa.gov/</a>
<b>TechAlert</b>	Texas Tech Emergency Mass Messaging System <a href="https://appserv.itts.ttu.edu/EmergencyAlert/">https://appserv.itts.ttu.edu/EmergencyAlert/</a>
<b>S.A.M.E.</b>	Specific Area Message Encoder. Used in programming weather radio. S.A.M.E. code for the Lubbock area is 048303. Additional Info: <a href="http://www.weather.gov/nwr/CntyCov/nwrTX.htm">http://www.weather.gov/nwr/CntyCov/nwrTX.htm</a>
<b>TTPD</b>	Texas Tech Police Department - <a href="http://www.depts.ttu.edu/ttpd/">http://www.depts.ttu.edu/ttpd/</a>
<b>TTU</b>	Texas Tech University - <a href="http://www.ttu.edu/">http://www.ttu.edu/</a>
<b>TTUEMC</b>	Texas Tech University Emergency Management Coordinator
<b>TTUEMP</b>	Texas Tech University Emergency Management Plan (TTUEMP) <a href="http://www.depts.ttu.edu/communications/emergency/downloads/ttu-emergency-plan.pdf">http://www.depts.ttu.edu/communications/emergency/downloads/ttu-emergency-plan.pdf</a>
<b>TTUEOC</b>	Texas Tech University Emergency Operations Center
<b>TTU POD</b>	Texas Tech University Point of Dispensing
<b>TTUS</b>	Texas Tech University System – <a href="http://www.texastech.edu/">http://www.texastech.edu/</a>

- **Texas Tech University's Emergency Preparedness Communications Center**  
<http://www.depts.ttu.edu/communications/emergency/>
- **Fire Safety Program - Texas Tech University Operating Policy and Procedure**  
<http://www.depts.ttu.edu/opmanual/OP60.12.pdf>
- **Severe Weather Warning and Alert Systems - Texas Tech University Operating Policy and Procedure:**  
<http://www.depts.ttu.edu/opmanual/OP76.12.pdf>
- **Suspending Classes and Closing Offices in Severe Weather or Energy Curtailment Emergency Situations - Texas Tech University Operating Policy and Procedure**  
<http://www.depts.ttu.edu/opmanual/OP10.03.pdf>
- **Bomb Threat Procedures - Texas Tech University Operating Policy and Procedure**  
<http://www.depts.ttu.edu/opmanual/OP76.06.pdf>
- **Blood borne Pathogen Protection Program - Texas Tech University Operating Policy and Procedure:**  
<http://www.depts.ttu.edu/opmanual/OP60.24.pdf>
- **Communicable and Transmittable Disease Control in the Employee Workforce - Texas Tech University Operating Policy and Procedure**  
<http://www.depts.ttu.edu/opmanual/OP70.24.html>
- **Violence and Workplace Threats - Texas Tech University Operating Policy and Procedure**  
<http://www.depts.ttu.edu/opmanual/OP76.10.pdf>
- **Employee Training and Procedures for Handling Armed Robbery Incidents - Texas Tech University Operating Policy and Procedure**  
<http://www.depts.ttu.edu/opmanual/OP76.08.pdf>
- **Interior Signs on Buildings and Facilities - Texas Tech University Operating Policy and Procedure**  
<http://www.depts.ttu.edu/opmanual/OP61.20.pdf>
- **Leaves of Absence - Texas Tech University Operating Policy and Procedure:**  
<http://www.depts.ttu.edu/opmanual/OP70.01.pdf>
- **Campus Mail Services - Texas Tech University Operating Policy and Procedure**  
<http://www.depts.ttu.edu/opmanual/OP67.01.pdf>
- **Texas Division of Emergency Management**  
<http://www.txdps.state.tx.us/dem/pages/index.htm>



## Attachment D

### Telephone Bomb Threat Questionnaire

Line call received on: \_\_\_\_\_ Date call received: \_\_\_\_\_

Time received: \_\_\_\_\_ Time terminated: \_\_\_\_\_

Exact words of caller: \_\_\_\_\_

*Ask the caller the following questions:*

What time is the bomb set to explode? \_\_\_\_\_

Where is it located? \_\_\_\_\_

What kind of bomb is it? \_\_\_\_\_

What does the bomb look like? \_\_\_\_\_

What will cause it to explode? \_\_\_\_\_

Did you personally place the bomb? \_\_\_\_\_ Why did you place it? \_\_\_\_\_

What is your name? \_\_\_\_\_

What is your address? \_\_\_\_\_

Description of voice (*circle all that apply*): Male/Female      Calm/Nervous  
Young/Old      High/Low      Raspy      Accent (describe)

Unique speech characteristics, e.g. impediments (stammer, etc.), repetition, fast or drawn out:

Unusual words or phrases: \_\_\_\_\_

Did you recognize the voice? \_\_\_\_\_ Who do you think it was? \_\_\_\_\_

Background noise (*circle*): Music      Traffic      Bells      Whistles      Horns  
Boats      Aircraft      Machinery      Other (*describe*): \_\_\_\_\_

Did the caller have knowledge of the facility? \_\_\_\_\_ Explain: \_\_\_\_\_

# Attachment E

## Disruptive Individuals on Campus – Response Protocol

### 1. Who is a disruptive individual?

- An individual who makes threats of physical harm to you, others, or themselves.
- An individual who has a weapon. Refer in active shooting/armed subject protocol.
- An individual who behaves in a bizarre manner or exhibits unstable behavior patterns.
- The individual who appears to be intoxicated or under the influence of a controlled substance

### 2. What action should I take?

- Contact TTPD at 743-2000 or 9-911
- Give your name and campus location with a brief explanation of the situation.
- Take note of the individual's age, personal appearance, clothing, vehicle or any other information that would help identify the individual.

### 3. Express your authority with non-verbal cues:

- Sit or stand erect
- Square your shoulders
- Smile and make eye contact
- Speak clearly and distinctly
- Maintain a constant voice volume—not too loud

### 4. Cues to avoid:

- Do not touch your face
- Observe the individual's personal space—do not stand too close
- Do not touch the person
- Do not slouch, glare or sigh at the individual

### 5. Anger management tactics:

- Get their attention: Use their name, ask them to sit down
- Acknowledge their feelings: Paraphrase what they say so they will know you are listening
- Get them moving: offer a chair, move them to a private area if possible
- Offer assistance: Use the word “we” to include them in the solution process
- Tell them exactly what you can do for them and when
- Offer an alternative if appropriate
- Advise co-workers of the potential problem if possible
- Call for aid immediately if you sense the situation is getting out of hand

## Attachment F

### Building Emergency Manager (BEM) Checklist

- Emergency Action Plan (EAP) will be reviewed every 12 months.
- EAP is available to BEM, EACs, back-ups and building occupants.
- In coordination with the TTUEMC, conduct at least one drill during a 12-month period and submit AAR (After Action Report).
- Coordinate annual training on the EAP to building occupants.
- BEM and EACs are aware of persons with special needs who are routinely in the building and know evacuation procedures for persons with disabilities.
- Building occupants know evacuation routes and DOSMAs (Designated Outdoor Safe Meeting Area).
- Evacuation signs are prominently displayed.
- Building occupants know alert procedures (TechAlert) and are aware of shelter-in-place locations.
- Building occupants know the locations for fire pull alarms, blue phones and other safety devices.
- Contact information in the EAP is updated when there are staff changes and new contact sheets are on file with the TTUEMC in order to maintain current TechAlert subgroups for emergency information.

## Emergency Action Coordinator (EAC) Checklist

- Be familiar with the Emergency Action Plan (EAP).
- Know your function during an emergency.
- Attend annual training on the EAP.
- Participate in the annual drill and after action review (wear identifying orange vest).
- Be aware of persons with special needs who are routinely in the building and know evacuation procedures for persons with disabilities.
- Walk over primary evacuation routes at least once to familiarize yourself with routes and DOSMAs (Designated Outdoor Safe Meeting Area).
- Know where hazardous conditions or situation may exist in your area. Know alert procedures (TechAlert) and be aware of safe shelter locations.
- Know how the alarm systems respond and the locations for safety devices such as fire pull alarms, AEDs or blue phones.
- In an evacuation, begin at the farthest reach of your area and assure that occupants ahead of you have evacuated. Direct occupants to exits and tell them where to reassemble. Conduct a quick search that doors are closed and no one is left behind.
- Account for all special needs occupants.
- Conduct a headcount at the DOSMA or safe shelter area to account for occupants and report to BEM.