The RELLIS Academic Complex
Emergency Action Plan
Buildings 6000 and 6001

The RELLIS Academic Alliance
The Texas A&M University System
<table>
<thead>
<tr>
<th>Revision</th>
<th>Description of Change</th>
<th>Entered By</th>
<th>Date</th>
</tr>
</thead>
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<tr>
<td>20211201</td>
<td>First Issue</td>
<td>J. K. Nelson</td>
<td>1 Dec 2021</td>
</tr>
<tr>
<td>20211203</td>
<td>Updated active shooter for consistency with RELLIS 12-2021 EOP</td>
<td>J. K. Nelson</td>
<td>3 Dec 2021</td>
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<tr>
<td>20211215</td>
<td>Area of Refuge name, First-Aid and Stop the Bleed kit locations</td>
<td>J. K. Nelson</td>
<td>22 Dec 2021</td>
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Emergencies of varying size, scope, and location have the ability to affect any or all facilities within The Texas A&M University System. To effectively manage such incidents, planning, regular testing, critique, and updating of an emergency operation plan are critical to ensure the safety of our campus community. To achieve this effort, The RELLIS Campus and the RELLIS Academic Alliance have developed plans that address mitigation and prevention efforts, preparedness, response, and recovery efforts.

The Emergency Action Plan (EAP) for the RELLIS Academic Complex was prepared to develop, implement, and maintain a viable all hazards response and to establish a comprehensive approach to providing consistent, effective, and efficient coordination across a spectrum of activities. This plan shall apply to all university personnel participating in mitigation, preparedness, response, and recovery efforts. This plan addresses emergency response activities at the Academic Complex on the Texas A&M University System RELLIS Campus.

One critical implementation component of the EAP is ensuring that all campus buildings have developed a written and regularly exercise a Building Emergency Action Plan (BEAP) as required by TAMUS Policy 34-07-01.

Additional emergency planning information may be found at the following:

- RELLIS Environmental Health and Safety (EHS)
  https://RELLISEHSD@rellis.tamus.edu
- TAMU Emergency Preparedness Website
  https://www.tamu.edu/emergency
- University Police Department (UPD)
  https://upd.tamu.edu

Two forms that may be needed, which included in this document and on-line at rellis.tamus.edu/academicalliance/campus-life/safety-and-rights/, are:

- **Emergency Excavation Special Needs Notification**
  This form is used inform the building proctors and emergency responders about special evacuation needs an individual may have.
- **Telephone Bomb Threat checklist**
  This form is to be completed in the event that you receive a telephone bomb threat. It should be given to emergency responders as quickly as possible after the caller hangs up.
Emergency Situations and Common Threats

There are many emergency situations that may arise on or around our campus community. The following is a list of the most common categories of threats, both natural and man-made that have the potential to impact our day-to-day operations. In addition to the threats listed below, hyperlinks to more detailed information are available on the TAMU Emergency Preparedness website. Guidelines for reporting emergencies and safety concerns are contained in this EAP.

**Severe Weather**

Severe weather is defined as any aspect of the weather which can pose a threat to life and property. These threats include severe thunderstorms, lightning, tornadoes, hail, and severe winter weather.

**Medical Emergencies**

A medical emergency is an injury or illness that is acute and poses an immediate threat to a person’s life or long-term health. Medical emergencies include, but are not limited to, airborne and food-borne illnesses, poisonings, injuries requiring first aid, and radiological or biological exposures. Procedures for reporting medical emergencies are contained in Appendix G.

**Fires and Hazardous Materials**

A fire, gas leak, chemical spill, or other similar type hazardous materials incident can occur whether an individual is inside or outside a building. Depending on location and type each incident may require different response procedures.

**Active Shooter**

An active shooter situation is one or more people who actively engage in killing or causing life-threatening injuries to multiple people in a confined and populated area. Active shooter situations are dynamic, evolve quickly, and often end before law enforcement arrives at the scene.

**Personal Safety**

While the Texas A&M System has done much to make our campus safe, safety ultimately becomes a personal responsibility. How safe you are depends upon your preparation and how much attention you pay to your surroundings. Aspects of personal safety include active shooter situations, bomb threats (both specific and campus-wide), concerning behaviors, suspicious letter or packages, and others.
The RELLIS Academic Complex encompasses two buildings, ACB1 and ACB2, (buildings 6000 and 6001) respectively. ACB1 is a 3-story structure containing approximately 66,000 gross square feet located at 1425 Bryan Road. ACB2 is a 3-story structure containing approximately 44,000 gross square feet located at 1429 Bryan Road.

The Complex is equipped with the following fire and life safety features:

- An Automatic Fire Detection & Notification System
- An Automatic Fire Sprinkler System
- A Fire Standpipe System (For fire department use)
- Portable Fire Extinguishers
- Automatic External Defibrillators
- Stop The Bleed Kits
- First-Aid Kits

Occupants should be familiar with these features, procedures for activating the fire alarm system, and the location and proper use of portable fire extinguishers as appropriate. The use of portable fire extinguishers may be considered by trained occupants.

*Specific Building Hazards*

With the exception of natural gas in the laboratories, there are no building specific hazards to avoid in the case of an evacuation, shelter-in-place or a lock-down.

*Elevator Usage*

The use of elevators during emergency situation varies based on the type, extent, and location of the threat. As an example, elevators should not be used by building occupants during a fire situation or other similar hazardous material situation. Certain smoke and heat detectors are programmed to recall and lock out elevators to prevent entrapment and injury during the fire situation. Use of elevators during other emergencies such as relocation to lower levels within the facility for severe weather threats may be acceptable.

*Shelter-in-Place*

When an emergency condition does not warrant or allow evacuation, the safest method to protect individuals may be sheltering inside a campus building and await further instructions. Shelter-in-place in an enclosed area away from windows at the lowest level of the building possible.
Following are the locations of life-saving equipment in the Academic Complex:

**Academic Complex Building 1: ACB1**

- **AED** is located on Level 2 near the restrooms
- **Stop the Bleed Kit** is located near the elevator on Level 1
- **First-Aid Kits** are located in the following areas:
  - Work area near Room 117
  - Near the restrooms on Level 2
  - Physical Therapy Laboratory, Room 219
  - Nursing Laboratory, Room 221 near the “nursing station”
  - Nursing Laboratory, Room 224 near the “nursing station”
  - Nursing Laboratory, Room 227 near the “nursing station”
  - Hi-Fidelity Nursing Laboratory, Room 229 near the “nursing station”
  - Biology Preparation, Room 315B
  - EMT Laboratory, Room 341
  - Break areas on Level 3
- **Emergency Fire Alarm Pulls** are located at the exit doors
- **Fire Extinguishers** are located along the central corridor on each level

**Academic Complex Building 2: ACB2**

- **AED** is located on Level 1 at the Welcome Center
- **Stop the Bleed Kit** is located on Level 1 near the main entrance
- **First-Aid Kits** are available in the following areas:
  - At the Welcome Center
  - Thermo Fluid Systems Laboratory, Room 106
  - Materials Laboratory, Room 107
  - Mechatronics and Robotics Laboratory, Room 215
  - Capstone Design and Prototyping Laboratory, Room 216
  - Computer Engineering and Network Laboratory, Room 217
  - SCADA Laboratory, Room 218
  - Electronics and Circuits Laboratory, Room 313
  - Break room on Level 2
  - Outside the break room on Level 3
- **Emergency Fire Alarm Pulls** are located at the exit doors
- **Fire Extinguishers** are located along the central corridor on each level
This BEAP is intended to communicate the policies and procedures for all occupants of the Academic Complex to follow during emergency situations. Employees shall be familiar with this document and the role each member plays in an emergency situation. Transitional occupants not permanently housed in building such as course instructors or those having temporary office hours should be briefed on the plan and expectations during plan activation.

Plan Implementation

Emergencies in the Academic Complex such as fire, explosion, spills, chemical releases and all other emergencies may require employees to evacuate the building or to shelter in place. Planning and preparation are effective ways to ensure that building occupants recognize the evacuation alarm and know how to respond. Exercising the BEAP provides training that will be valuable to all occupants in an emergency situation.

Any fire alarm activation or other emergency involving the building and its occupants will automatically implement this BEAP.

Drills

To ensure that building occupants are prepared for an emergency evacuation, drills shall be conducted on a regular basis. Each drill shall be timed and evaluated for orderliness and effectiveness. An evacuation evaluation report is to be completed by the building proctor or designee upon the conclusion of each drill or actual event and submitted to EHS.

Evacuation drills shall be conducted at least twice each year at unexpected times. These evacuation drills will be scheduled by the Building Proctor and EHS (845-2132) at least one week prior to the drill. It is important that only a minimum number of building occupants are notified of the upcoming drill to maximize the effectiveness of each drill. Based on specific code recommendations, requirements, or facility specific hazards, additional drills may be necessary.

Evacuation drills shall involve ALL occupants, and everyone should leave the building when the fire alarm sounds. During the drills, emphasis shall be placed upon orderly evacuation of the building rather than the speed of the evacuation. A person may be exempt from an evacuation drill if it will cause undue hardship (e.g., interrupt operations, an experiment, or procedure that cannot be halted); however, exemptions are
strongly discouraged. Any identified critical process operations or shutdown procedures that are able to be exercised is encouraged.

**Accountability**

The proctor shall identify an accountability system to help ensure that building occupants are safe and accounted for. Recognizing the transient nature of our campus community, total accountability may not be achievable, but efforts to account for normal occupants is encouraged.

**Review and Critique**

Following any drill or actual event, time should be taken by the building proctor or BEAP committee to review, critique, and validate the plan and update or make note of changes to incorporate during the next scheduled review. Additionally, this plan should be reviewed regularly (at least annually) with all employees, with all new employee on-boarding, and as duties are assigned or change.

**Stop the Bleed Training**

Training regarding use of Stop the Bleed kits should be made available to all faculty and staff at least once annually. Normally the training would be conducted toward the beginning of the fall semester. The training should be scheduled at a time so that the most number of faculty and staff can participate.
Following are the occupancy guidelines for the RELLIS Academic Complex. All users of the Complex should familiarize themselves with these guidelines and practice them at all times. Further, when having outside visitors, brief the visitors on safety actions as appropriate.

**General Occupant Guidelines**

All occupants should be aware of potential hazards which pose threats and mitigate hazards under their control which pose such threats. Additionally, EHS will conduct annual inspections to identify and initiate corrective action for discrepancies identified during these inspections.

- All personnel shall be trained in safe evacuation procedures.
- Refresher training is required when the employee’s responsibilities or designated actions under the plan change and whenever the plan itself is changed.
- Inform visitors of pertinent information about evacuation procedures

**Occupant Evacuation Procedures**

During an evacuation, whether during a drill or during an emergency, the following procedures should be followed:

- Close but DO NOT LOCK doors as you leave
- Items requiring security may be placed in a locking file cabinet/desk drawer on the way out
- If possible, turn off any equipment which may create additional hazards
- Know the locations of primary and alternate exits
- During an emergency, walk to the nearest exit and evacuate the building
- Stairwells are the primary means for evacuation
- Do not use the elevators during a fire related emergency! Elevators are to be used only when authorized by Fire or Police Department Personnel
- Go to your assigned area of assembly outside the building and wait
- Do not leave the area unless you are told to do so
- Persons needing special assistance (not able to exit directly from the building) are to proceed to and remain in an indicated Area of Refuge at the elevator lobby.
- Inform evacuating occupants to notify the building proctor or designee of your location
- Fire Department personnel will evacuate occupants
needing special assistance from the building
- Employees should not re-enter the building until advised by the Fire Department, UPD, or RELLIS EHS

**Emergency Reporting Procedures**

If the need for an evacuation is discovered:
- Locate and activate the nearest fire alarm pull station (pull stations should be located near building exits) to initiate a building evacuation
- Call 911 from any phone to report the emergency and provide any information such as:
  - Your Name, the emergency location (Building, Floor and Room Number)
  - Size and Type of Emergency (Fire, smell of smoke, injured person, etc.)
  - Any additional information requested by the emergency operator
- Stay on the phone until told to disconnect by the emergency operator
- If you are not in immediate danger, also notify the Building Proctor
Following are the evacuation procedures for the RELLIS Academic Complex:

**General Evacuation Guidelines**

Upon sounding of an alarm, all occupants of the affected building are expected to evacuate. During the evacuation, only stairs are to be used. DO NOT use an elevator.

**Academic Complex Building 1**

The occupants of Academic Complex Building 1 should exit the building using either the stairwell located at the east side of the building or the exterior stairs on the west side of the building as shown on the evacuation signs located at each elevator lobby. Upon exiting the building, occupants muster in the southwest corner of Parking Lot 1000. They should remain at that location until given further instructions.

**Academic Complex Building 2**

The occupants of Academic Complex Building 2 should exit the building using either the stairwell located at the south side of the building or the exterior stairs on the north side of the building as shown on the evacuation signs located at each elevator lobby. Upon exiting the building, occupants muster in the southwest corner of Parking Lot 1000. They should remain at that location until given further instructions.
Evacuation of Individuals with Special Needs

Persons with special needs or medical conditions may not be able to evacuate without special assistance. Prior to an emergency, employees may inform their building proctor of any special needs that may be necessary during an emergency situation using the Emergency Evacuation Special Needs Notification. The building proctor will communicate the special needs with the floor proctor and emergency personnel as appropriate.

The building proctor should ensure that individuals with special needs are provided with assistance during an emergency situation. Never attempt to use an elevator unless instructed to do so by emergency personnel.

Individuals needing special assistance are to muster at the indicated Emergency Evacuation Station in the elevator lobby on the respective floor.

*The Buddy System*

Individuals with special needs may consider the “Buddy System” and inform a colleague of any special assistance that may be required in the event of an emergency or emergency evacuation (i.e., hearing the alarm, guidance during the alarm, etc.). This is completely up to the individual whether and to what extent they wish to inform others.

When there has been notification of an emergency situation, the “Buddy” will make sure of the location of the person, then go outside and inform emergency personnel that a person needs assistance in evacuating the building. Emergency personnel will then enter the building and evacuate that person.

In lieu of the “Buddy System” individuals may relocate into an enclosed stairwell and away from the area of imminent danger and “shelter-in-place.” If danger is imminent, remain in a room with an exterior window and a telephone. Dial 911 (if this hasn’t been done) from any phone. The operator will give emergency personnel the location of the person who needs evacuation assistance. If the phone lines fail, the individual can signal from the window by waving a cloth or other visible object.
## Critical Operation Procedures and Shutdown

<table>
<thead>
<tr>
<th>Work Area</th>
<th>Laboratory Instructor</th>
<th>Laboratory Instructor</th>
<th>Laboratory Instructor</th>
<th>Laboratory Instructor or Student</th>
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<tr>
<th>Responsible Person</th>
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<td>Laboratory Instructor and Student</td>
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<tr>
<th>Shutdown Procedure</th>
<th>Turn off the power</th>
<th>Turn off the power</th>
<th>Stop the test and turn off the power</th>
<th>Turn off all bench-top gas</th>
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</thead>
<tbody>
<tr>
<td>Wind Tunnel and/or Flume</td>
<td>Furnace</td>
<td>Universal Testing Machine or the Impact Tester</td>
<td>Biology Laboratories and Preparation Room</td>
<td></td>
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<tr>
<td>Critical Operation</td>
<td>Wind Tunnel and/or Flume</td>
<td>Furnace</td>
<td>Universal Testing Machine or the Impact Tester</td>
<td>Biology Laboratories and Preparation Room</td>
</tr>
</tbody>
</table>
For Routine Campus Safety Questions and Concerns, please contact your supervising faculty member or administrative staff. For further assistance call 979-317-1008 or email us at RELISEHSD@rellis.tamus.edu.

**Incident Reporting Procedures**
- For After-Hours Concerns, contact the Communications Center at 979-845-4311.
- For emergencies, call 911.
- Report the emergency or incident at: https://live.origamirisk.com/Origami/IncidentEntry/

**Report a Safety Hazard**
To report a safety hazard or concern, please go to https://live.origamirisk.com/Origami/IncidentEntry/Welcome

Alternately contact RELLIS Environmental Health and Safety at: RELISEHSD@rellis.tamus.edu or call 979-317-1008.

When reporting an emergency or safety concern, you will need to provide the following information:
- Location of concern (building and room number, parking lot/street location, etc.)
- Short description of the concern

Safety concerns can also be reported in the Origami Portal. Follow the instructions here to report a new incident, but select “Safety Concern” at the bottom of the page when asked what applies to the incident.

**Report an Incident or Injury**
Faculty or employee injuries are reported in the Origami portal when an incident occurs on RELLIS property.

Student or visitor (non-employee) injuries are reported in the Origami portal when an incident occurs on RELLIS property.

**Report an Environmental Concern**
To report any environmental issues on campus, contact RELLIS EHS at 979-317-1008 or the Communications Center at 979-845-4311.

The types of environmental concerns that you may encounter include a strange ponding of water, a discolored area of grass around a transformer, oil/gasoline flowing directly into a waterway on campus, foaming at a waterway on campus, or an obvious fish kill. When you come across these type of issues,
RELLIS Environmental Health and Safety (EHS) should be notified.

Once you report a problem, someone from the Environmental Compliance group will talk with you about the details of your complaint. Please be prepared to tell us details about:

- The nature of the problem
- The location of the problem
- When the problem occurred (date and time)
- Who or what may be the source of the problem
- Any information or evidence you may have—particularly eyewitness information, documents, or photographs.

RELLIS EHS will investigate the cause, and remediate the situation if there is an issue that needs to be resolved.

If the situation is an immediate threat to public health or the environment, RELLIS EHS will respond immediately. Other complaints may take longer, but RELLIS EHS takes every complaint seriously and investigates all concerns within our jurisdiction.

After receiving a complaint and any information or evidence, the usual steps taken are:

- Environmental Compliance will review the given information. They will call to discuss your complaint and any information or evidence you have if there are questions.
- In most cases, an on-site investigation will be done to see if any environmental regulations have been violated.
- If the investigation reveals a violation, we will take appropriate action to notify the proper authorities of the incident and what we are doing to remediate the incident.
- If the investigation reveals no violation but needs attention, we will initiate actions to resolving the situation and making improvements to prevent the incident from happening again.

**QR Code for Reporting**

The QR code that can be used to access the reporting form is shown at the left.
Plan management, exercise, and regular updates are crucial to ensure an effective implementation during emergency situations. In such, the building proctor and designated employees play critical roles. Building proctors, floor proctors, and other identified positions within the plan should know and be comfortable with their responsibilities. Training on these roles is available through EHS.

For the RELLIS Academic Complex, the primary emergency contacts are:

- James K. Nelson, Jr.
  Director of the RELLIS Academic Alliance
  Office: ACB1-106D
  Telephone: 979.317.3401
  Mobile: 903.343.1607
- Crystal G. Berryhill
  Executive Assistant
  Office: ACB1-106E
  Telephone: 979.317.3403
  Mobile: 979.599.8581

The secondary emergency contacts are:

- Nancy Shankle
  Provost of the RELLIS Academic Alliance
  Office: ACB1-117P
  Telephone: 979.317.3452
  Mobile: 325.320.6342
- Leigh Chips
  Executive Administrative Assistant
  Office: ACB1-117Q
  Telephone: 979.317.3468
  Mobile: 979.224.8858
ACB1-Floor Evacuation Routes

ACB1-Level 1

ACB1-Level 2

ACB1-Level 3
ACB2 Floor Evacuation Routes

**ACB2-Level 1**

**ACB2-Level 2**

**ACB2-Level 3**
Emergency Evacuation Special Needs Notification

This form is for employees of the RELLIS Academic Complex to provide information about special assistance that may be needed in case of an emergency evacuation while at work. The information provided will be kept confidential and will NOT be placed in any personnel files. The Building Proctor or designee will retain the completed forms, and may communicate special needs to the appropriate Floor Proctors, safety/emergency personnel, or other individuals who may need the information necessary to fulfill their responsibilities under our BEAP.

Please be aware that self-identification is voluntary and employees are not required to provide this information.

Employee Name: ______________________

Work Location: ______________________

Office Number: _________

Please describe the type of assistance you think will be needed in case of an emergency evacuation:

________________________________________________________________________

________________________________________________________________________

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________________________________________________________________________

State law requires that you be informed that you are entitled to: (1) request to be informed about the information collected about yourself on this form (with a few exceptions as provided by law); (2) Receive and review that information; and (3) have the information corrected at no charge.
Emergency Evacuation Drill Report

Building:  ☐ Academic Complex Building 1 (Building 6000)  ☐ Academic Complex Building 2 (Building 6001)

Evacuation Started: _________  Ended: _________  Total Time: _________

Type of Drill:  ☐ Obstructed  ☐ Unobstructed

Approximate Number of Participants: _________

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
<th>NA</th>
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<tbody>
<tr>
<td>Did occupants immediately begin to evacuate</td>
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<tr>
<td>Did building staff check restrooms and confined spaces</td>
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<tr>
<td>Was building staff aware of persons needing special assistance</td>
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<tr>
<td>Were doors closed to contain smoke and fire</td>
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<td>Did everyone evacuate the building</td>
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<td>Did everyone remain outside the building and await instruction</td>
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<td>Were the building staff knowledgeable about assigned duties</td>
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<td>Was the drill conducted in an orderly manner</td>
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Drill Rating:  ☐ Excellent  ☐ Good  ☐ Poor

Comments:

__________________________________________________________________

__________________________________________________________________

__________________________________________________________________

Observed By:  _________________________________

Building Proctor:  _________________________________

Date of the Drill:  ________________
Telephone Bomb Threat Checklist

Person Taking the Call: ___________________ Call Received on Phone: ___________________

- Remain calm and keep the caller on the line for as long as possible
- Listen carefully and do not interrupt. Be courteous and show interest.
- Try to keep the caller talking to learn as much as possible
- Copy the phone number exactly as displayed on your phone including any letters
- Call 911 when the call is completed and fill out this form.

Date: ___________ Time Received: _________ Time Hung-Up: _________

Nature of the Threat: ___________________________________________________________

Key information to ask caller if not stated:

- Location of the bomb or threat: ________________________________________________
- Day and time the bomb will go off: ____________________________________________
- What does the bomb look like: _________________________________________________
- What kind of bomb is it: _______________________________________________________
- What will cause the bomb to go off: _____________________________________________
- Description of the bomb or threatening person: _________________________________
- Why: _____________________________________________________________________
- Name of the caller: ___________________________________________________________________

Exact words of the threat:

_________________________________________________________________________

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## Responsibilities Matrix

<table>
<thead>
<tr>
<th>Role</th>
<th>Coordinate the development and review of the BEAP</th>
<th>Act as the primary contact for emergency response</th>
<th>Activate building fire alarm system as deemed appropriate</th>
<th>Call 911</th>
<th>Coordinate floor evacuation and initiate accountability</th>
<th>Assist occupants with relocation, notify building proctor and first responders of the location of the buddy</th>
<th>Evacuate the building and go to the predetermined designated meeting site for accountability</th>
<th>Meet with the building proctor and relay information about the emergency situation</th>
<th>Meet with person initiating the evacuation and convey specific information to the first responders</th>
<th>Go to critical operation or task area and initiate possible shutdown operations; wait for direction on evacuation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Building Proctor</td>
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Response to an Active Shooter Situation

How you respond to an active shooter will be dictated by the specific circumstances of the encounter. If you find yourself in an active shooter situation, try to remain as calm as possible and use these suggested actions to help you plan a strategy for survival. Should you ever find yourself in the middle of an active shooter incident, your survival may depend on whether or not you have a plan. The plan doesn’t have to be complicated. There are three things you could do that make a difference: Run. Hide. Fight.

When safe to do so, call 911 and provide the following information:

- Report the location ________________________________
- Number of Persons involved ________________________________
- Number and Types of Weapons ________________________________ (if known?)
- What led to the incident ________________________________ (if known?)

Run. When an active shooter is in your vicinity:

- If there is an escape path, attempt to evacuate.
- Evacuate whether others agree to or not.
- Leave your belongings behind.
- Help others escape, if possible.
- Prevent others from entering the area.
- Call 911 when you are safe.

Hide. If an evacuation is not possible, find a place to hide and:

- Lock and/or blockade the door.
- Silence your cell phone.
- Hide behind large objects.
- Remain very quiet.

Your hiding place should:

- Be out of the shooter’s view.
- Provide protection if shots are fired in your direction.
- Not trap or restrict your options for movement.

Fight. As a last resort, and only if your life is in danger:

- Attempt to incapacitate the shooter.
- Act with physical aggression.
- Improvise weapons.
- Commit to your actions.

Arriving law enforcement’s first priority is to engage and stop the shooter as soon as possible. Officers will form teams and immediately proceed to engage the shooter, moving towards the sound of gunfire.

When law enforcement arrives:

- Remain calm and follow instructions.
- Keep your hands visible at all times.
- Avoid pointing or yelling.
- Know that help for the injured in on its way.
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