



# Critical Incident Management System

A Member of The Texas State University System

January 2008

# Sam Houston State University Critical Incident Management System

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# **Frequently Asked Questions**

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## **Frequently Asked Questions about SHSU's CIMS**

**Question:** What is CIMS?

**Answer:** The Critical Incident Management System (CIMS) established for Sam Houston State University is the management system used for incidents which occur that are external to the university. These natural or manmade incidents could include but are not be limited to hurricanes, tornadoes, earthquakes, terrorist acts, power outages, fires, mass medical situations, or other critical situations. The CIMS establishes protocols and procedures for the university in order to respond in an organized and systematic manner to the incident. The university will work in tandem with the Governor's Division of Emergency Management in addressing the response needed for the incident. The plan was created as a direct response from Hurricanes Rita and Katrina in 2005 appearance on the Texas/Louisiana coast causing SHSU to become a shelter site as part of the State of Texas new sheltering plan as outlined by the Governors Division of Emergency Management.

**Question:** How does it affect me?

**Answer:** When the system gets initially activated, there is minimal affect on the institution. The further into the incident, such as a hurricane, rooms and buildings may be confiscated as outlined by the plan for the purpose of responding to the needs of the incident. It is important to note that all offices and buildings are owned by the university (and thus the State of Texas) so every piece of equipment and space may be used if needed. If personal property exist in individual offices, it is important to make sure that it is removed before the incident response plan is put in motion. Beyond space and equipment issues, the President of the university will make the decision as to whether or not the incident requires academic classes to be dismissed and/or reconvened.

**Question:** Who is in charge and responsible for the plan?

**Answer:** The University President is the CEO of the institution. He/she is the final authority on all decisions not delegated to one of his/her subordinates. In the case of the CIMS, the President has authorized the creation of an Incident Commander who is the front line person responsible for managing the details of the incident. The Incident Commander reports directly to the President. As established by the NIMS (National Incident Management System) model, there are several different sections that fulfill the requirements needed to respond to the incident at Sam Houston State University. These include Safety, Security & Intelligence, Communications, Public Information, Student Welfare, Operations, Finance & Administration, and Logistics. Each position is filled by various individuals who are experienced in the operations of the university on a year round basis. Each position is evaluated on an annual basis to ensure that the organizational structure is up to date and current.

**Question:** What buildings on campus have been designated as either shelters or support buildings for the evacuation incident?

**Answer:** There are five distinct areas that have been identified as CIMS support facilities.

The first is more a reminder than anything else. The university is in the business of providing higher education to the general population. As such, there are between 2500 and 3500 students who live on campus. For all practical purposes, they are the university's number one priority during a crisis of this nature. All the Resident Halls thus become Shelter #1.

The second areas designated are three evacuation shelters on campus used to house people. They are the Johnson Coliseum, the Health & Kinesiology Center, and a combined shelter of AB III/ Bowers Field House. Each of these facilities has shower facilities which could be critical to the sheltering operation.

The third area, in addition to the people evacuation shelters, the University Hotel and the College of Criminal Justice Building has been designated as the facility where critical incident support personnel's families will be housed during the incident.

The fourth area will only be activated if and when a Pandemic situation occurs. When activated, the Lowman Student Center will be used to distribute large quantities of medical supplies and serum if needed.

The last area has to do with pets and animals. The university, in collaboration with the local emergency response organization, will utilize the indoor rodeo arena to accommodate small animals and the Gibbs Ranch facility, located on I-75 North beyond Kate Barr Ross Park on the west side of the highway, will be used to accommodate the large animal population.

**Question:** When is the decision made to activate the plan?

**Answer:** The plan is activated when either the President gives authorization to do so or an emergency situation occurs which mandates the plan automatically goes into effect.

**Question:** How will I be notified if the CIMS plan gets activated?

**Answer:** Should the CIMS plan ever be activated, the notification process will include the distribution of information through a variety of sources ranging from the university email and telephone systems to the emergency notification process, and finally through the chain of command in the institution's organizational structure.

**Question:** Who do I call if I have any questions about SHSU's CIMS plan?

**Answer:** Any question related to the CIMS plan may be directed at either Keith Jenkins at 4-1871 or David Webb at 4-3177.

# **History and Purpose**



# Sam Houston State University Critical Incident Management System

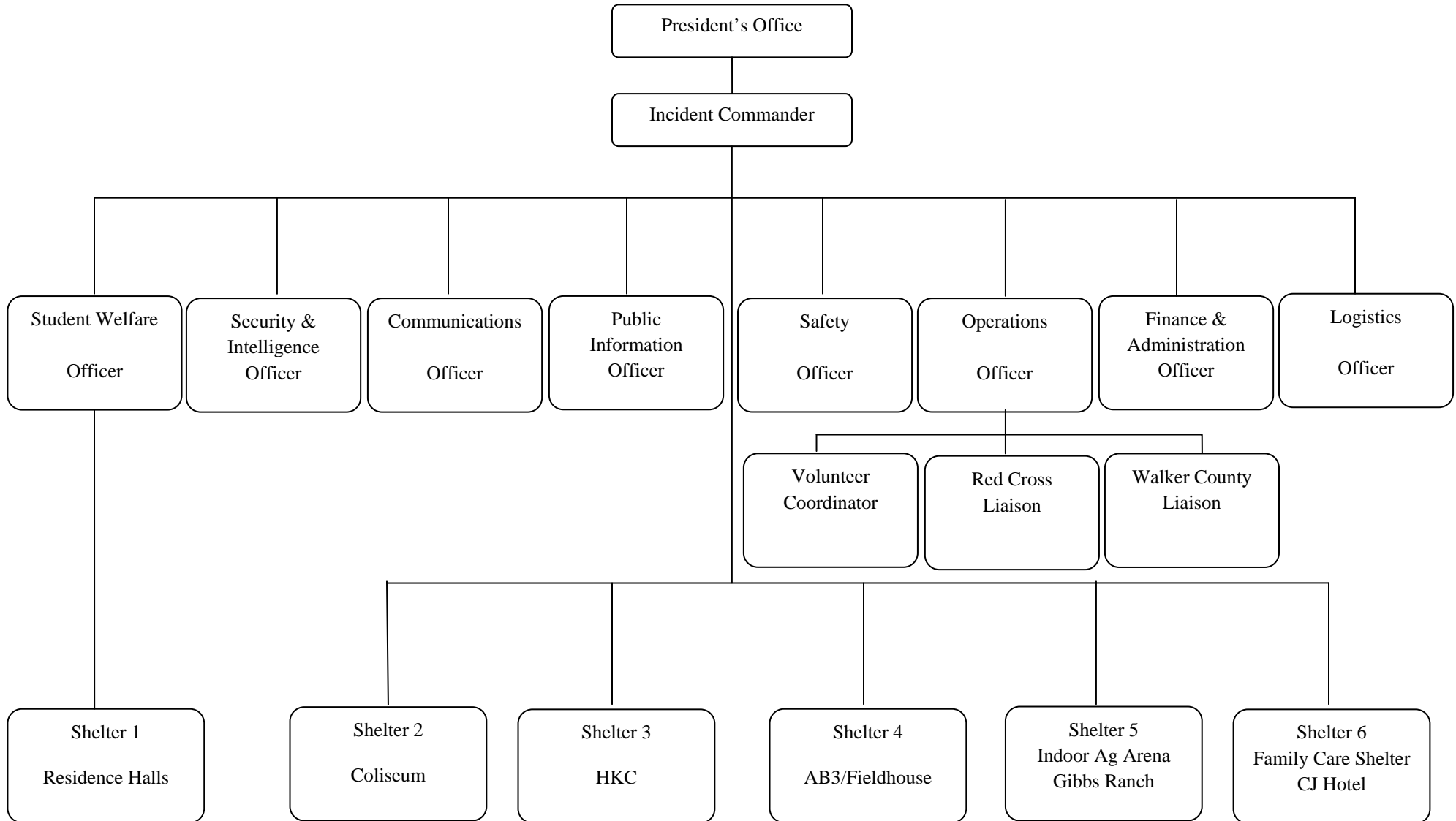
**History:** In response to Hurricanes Katrina and Rita in the fall of 2005, Sam Houston State University took proactive action in creating an institutional response plan that would better manage the process and operations needed to address the emergency situation by the university should a major critical incident ever occur again. In addition to the university's response to the hurricanes and other major incidents, the State of Texas Governor's Division of Emergency Management committed Huntsville as a major evacuation hub for the Houston/Galveston area which potentially has a major impact on the response by the university not only for evacuees, but also the students that reside at the university. Using the National Incident Management System model as the framework, the university created a Critical Incident Management System plan that would focus on how to manage major societal incidents that would require the university to open its doors and resources to address the needs of the incident.

With the history of CIMS understood, the university has identified university personnel to serve in the various CIMS roles as outlined in this document. The Incident Commander for CIMS is responsible for annually updating the CIMS plans along with ensuring that all contacts are current. The President of the university will receive an annual update on the CIMS plan from the Incident Commander.

**Purpose:** The purpose of the Critical Incident Management System is to provide the university with an organized and systematic plan that will be used to manage any major societal incident that will necessitate the university and its resources to be used for sheltering evacuees or incident needs. The university will work in tandem with the local Walker County Emergency Response Services as outlined by the Governor's Emergency Management plan to address any incident requiring the activation of this plan.

# **CIMS Organizational Chart**

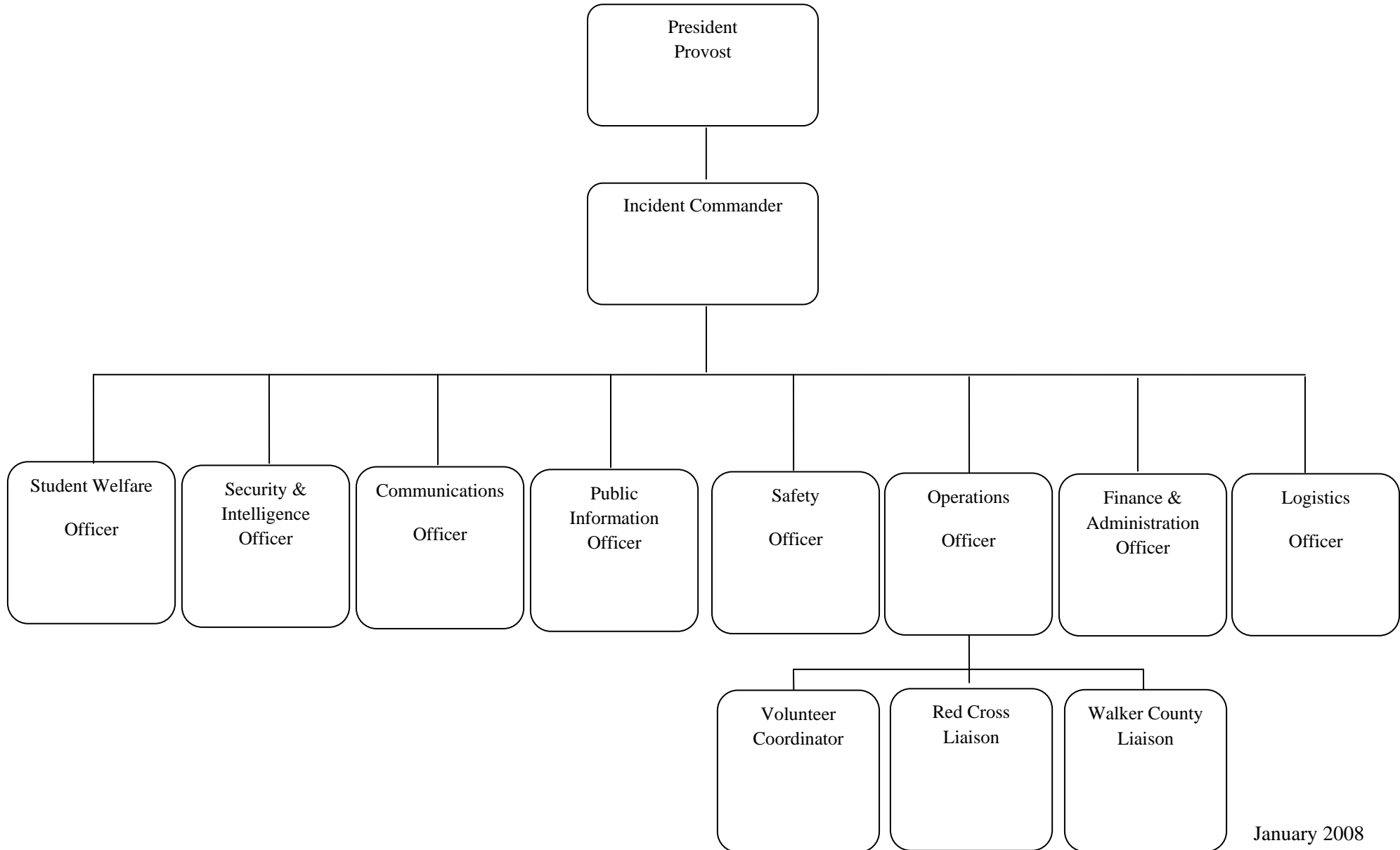
# Sam Houston State University Critical Incident Management System Structure



# **Incident Command Post Information**

# **Incident Command Organizational Structure (ICS)**

# Sam Houston State University Incident Command Post Officers



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# **ICS Position Descriptions**

## **Student Welfare Officer**

- Coordinates all support services for on campus SHSU students to include but not limited to the following.
  - Meals
  - Medical (physical and psychological)
  - Lodging
  - Security
  - Communication
  - Transportation
- May coordinate support services as needed for off campus SHSU students.
- Coordinates and ensures that SHSU students are informed of all decisions made by the university as it relates to them in academic classes, school closure, and other related incident information.
- Prepares and maintains an incident management log of student welfare actions associated with the incident.



## **Security and Intelligence Officer**

- Responsible for all security issues and resources of the institution as it relates to the incident.
- Advises incident commander of all tactical or classified information that would assist the commander in carrying out his/her responsibilities.
- Responsible for coordinating all law enforcement communication with outside agencies as it relates to the incident.
- Responsible for developing and managing all information related to the institutions security plans and operations as directed by the incident commander.
- Deploys all security personnel as needed.
- Collects and transmits the required records and logs to the Incident Commander the end of each operational period.
- Prepares and maintains an incident management log for all security and intelligence actions associated with the incident.

## **Communications Officer**

- Coordinates all communication needs and support for the command center, the institution, and any appropriate external connection with agencies beyond the university.
- Identifies and procures personnel and equipment needed to support the universities effort during the incident.
- Prepares and maintains an incident management log of all communication tasks associated with the incident.

## **Public Information Officer**

- Interfaces with the public and media.
- Interfaces with other agencies with incident-related information.
- Develops accurate and complete information on the incident's cause, size, current situation, and resources committed.
- Performs key public information-monitoring role.
- Needs approval of Incident Commander on the release of all incident-related information.
- Drafts Press Releases.
- Communicates with Media at least once every hour or as needed.
- Provides Escort Service to Media and VIP's (as needed).
- Collects and transmits information summaries and unit logs to the Incident Commander at the end of each operational period.
- Prepares and maintains an incident management log of public information actions associated with the incident.

## **Safety Officer**

- Monitors health and safety of emergency responder personnel to include all staging areas.
- Advises Incident Commander on all matters relating to operational safety and provides assessment of hazardous equipment and situations.
- Possesses authority to stop and/or prevent unsafe acts during incident operations.
- Investigates accidents that occur within the incident area to include interviewing personnel, visiting the scene of the accident, photographing the scene, collecting evidence, collecting reports, and recommending corrective actions.
- Collects and transmits required records and logs to the Incident Commander or his/her designee at the end of each operational period.
- Prepares and maintains an incident management log for all safety officers' actions associated with the incident.

## **Operations Officer**

- Coordinates psychological and special needs services as needed.
- Prepares and coordinates the medical plan (needs) of the incident.
- Coordinates incident support volunteers.
- Reports special incidents/accidents.
- Coordinates institutional support plan for university employees and volunteer personnel.
- Determines, prepares, and advises incident commander of operational needs.
- Establishes tactical objectives for each operational period.
- Serves as the Command Center point of contact for the Red Cross and Walker County Emergency Services.
- Prepares and maintains an incident management log with associated timelines of operational task for the incident.

## **Finance and Administrative Officer**

- Manages all compensation, claims, procurement, and cost management issues related to the incident.
- Manages all financial aspects of the incident.
- Provides financial and cost analysis as requested.
- Ensures that all personnel time records are transmitted to appropriate agencies.
- Ensures that all equipment and/or personnel requiring payment are identified.
- Makes recommendations for cost savings and maintains cumulative incident cost records.
- Determines the need for injury and claims specialists if needed.
- Prepares and signs contracts and land use agreements if necessary.
- Drafts Memoranda of Understanding.
- Establishes contacts with supply vendors.
- Finalizes all agreements and contracts.
- Ensures that all obligation documents initiated at the incident are properly prepared and completed.
- Prepares and maintains an incident management log of administrative tasks related to the incident.

## **Logistics Officer**

- Responsible for all support requirements needed to facilitate effective/efficient incident management operations.
- Coordinates supplies – food and water, hygiene, bedding, ice etc.
- Coordinates fuel, laundry, custodial, grounds and transportation.
- Orders resources from off-incident locations as needed. Receives request for resources to be ordered outside of the incident.
- Identifies needed or surplus personnel.
- Maintains inventory of support and transportation vehicles.
- Requisitions maintenance and repair supplies.
- Maintains incident roads.
- Ensures that the command center is fully operational.
- Prepares and maintains an incident management log of logistical tasks of the incident.

## **Incident Volunteer Coordinator**

- Coordinates volunteer's activity with all designated shelters and incident needs.
- Maintains appropriate personal information on all volunteers.
- Maintains all paperwork and volunteer activity.
- Responsible for establishing visible identification of all volunteers.



## **American Red Cross Liaison**

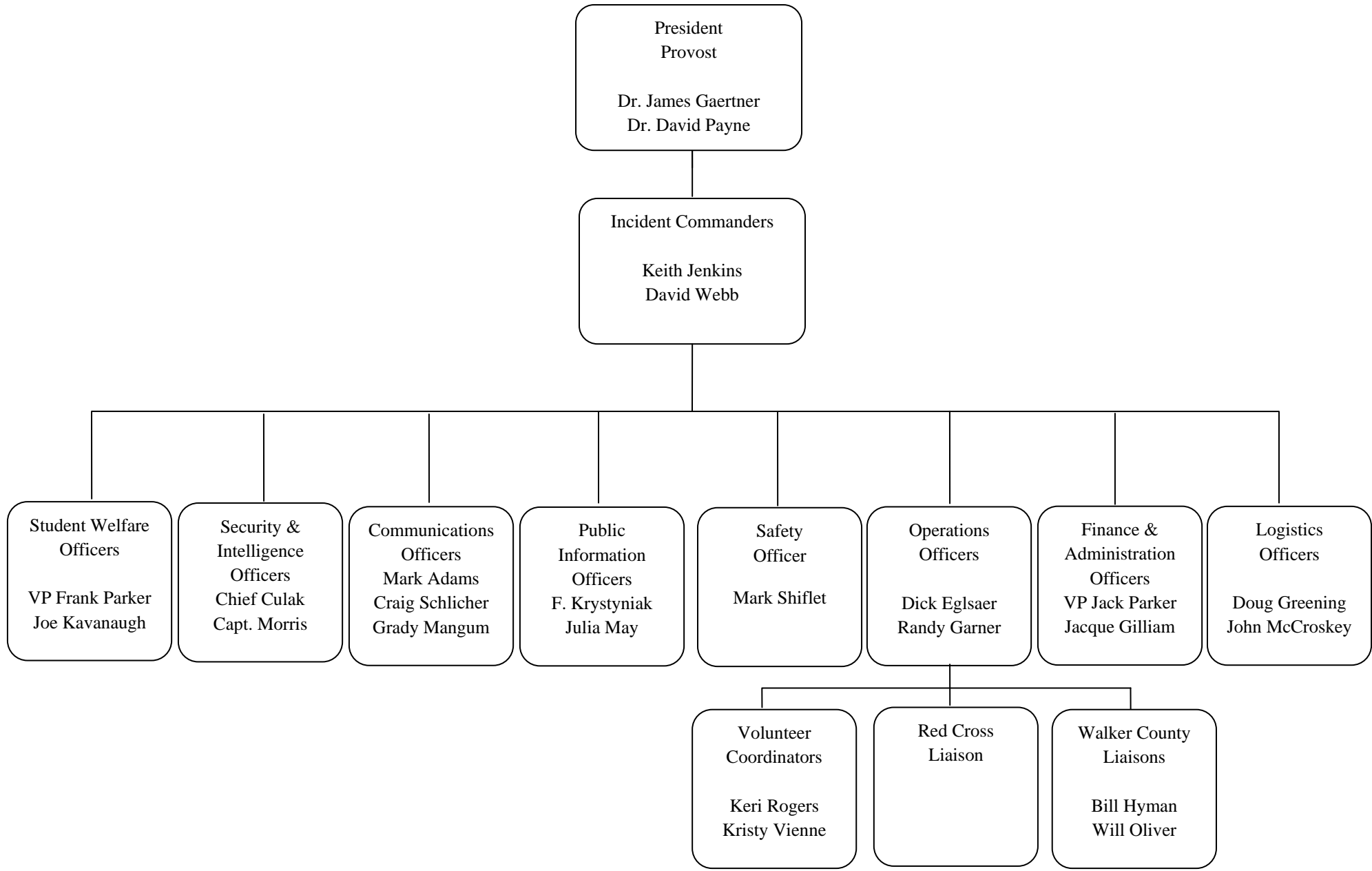
- Functions as the SHSU point of contact with the American Red Cross and its local branch.
- Develops and maintains all Red Cross training list for SHSU personnel.
- Maintains all records associated with the Red Cross's involvement in the incident.
- Provides the Operations Officer with any pertinent Red Cross information who submits it to the Incident Commander.
- Maintains a log on all Liaison tasks.

## **Walker County Emergency Services Liaison**

- Functions as the SHSU point of contact in the County EEOC with other governmental, non-governmental and private entities.
- Maintains relationship with representatives from assisting or cooperating agencies and organizations.
- Determines and identifies any assisting and cooperation agencies assigned representatives.
- Receives requests for contacts between incident personnel and agency personnel.
- Establishes contact with the appropriate personnel and keeps records of agencies currently involved in the incident.
- Identifies current or potential interagency problems associated with the incident such as a lack of logistic support, inadequate communications, and personnel problems.
- Maintains a log an all Liaison office tasks.
- Collects and transmits the required records and logs to the Incident Commander at the end of each operational period.
- Prepares and maintains an incident management log of liaison officer actions as related to the incident.

# **Current ICS Position Assignment Chart**

# Sam Houston State University Incident Command Post Officers

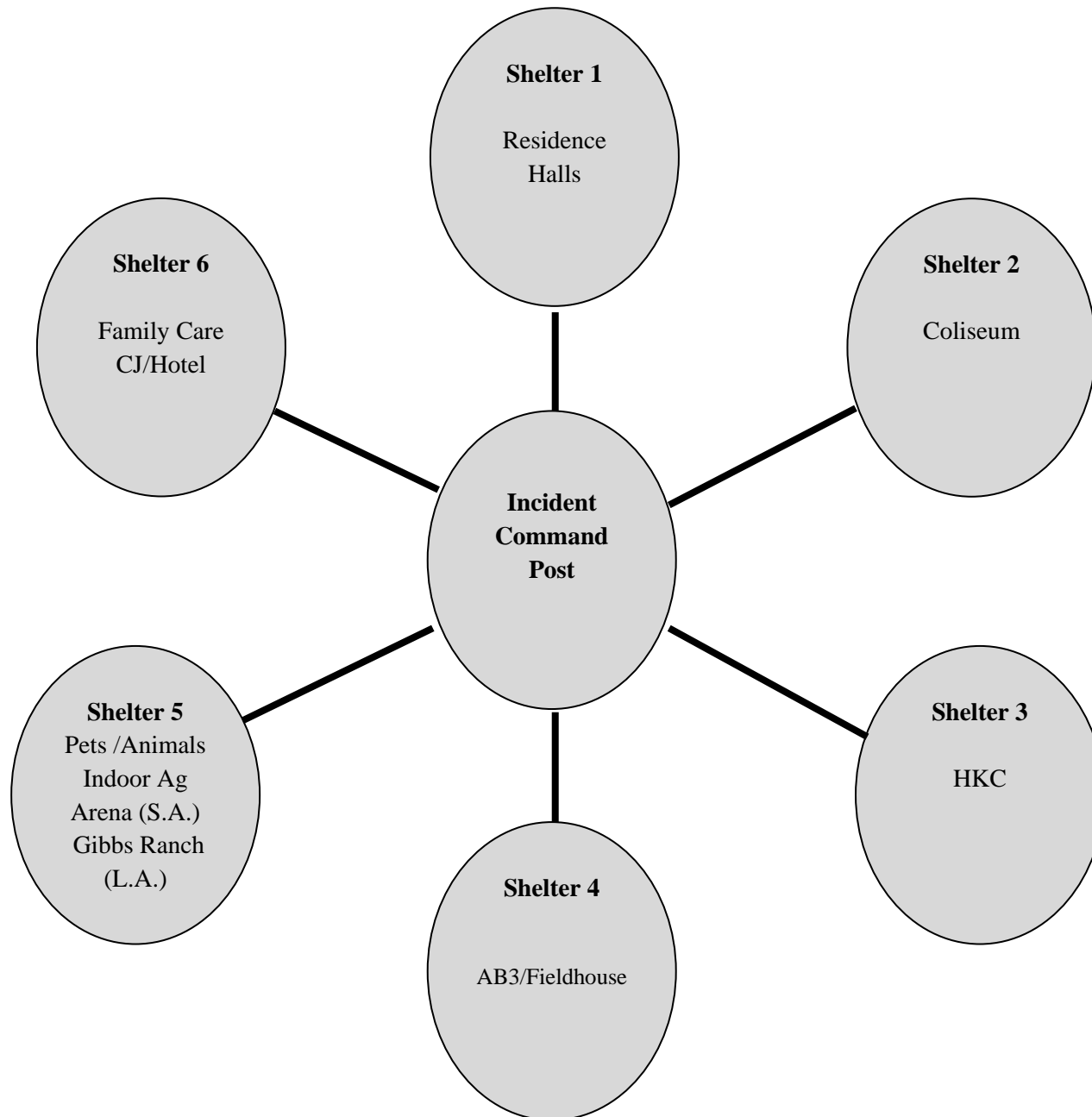


## **Shelter Information**

# **SHSU Shelter Model**

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# Sam Houston State University Shelter Model



# **Shelter Coordinator's Position Description**



## **Emergency Shelter Coordinator**

- Coordinates all activity as related to the designated shelter assigned.
- Responsible for enlisting volunteer shelter team members.
- Responsible for designating specific roles of team members.
- Responsible for appointing chairs for the shelter sub-committees which includes registration, communication, transportation, supplies (including both consumable and non-consumable), volunteers, and morale.
- The shelter's sub-committee chairs will work with the Incident Volunteer's Coordinator if necessary to ensure that the shelter has the volunteers needed to operate the shelter in a safe and efficient manner. Shelter volunteer chairs will keep all appropriate written records on volunteers as needed.
- Responsible for coordinating annual meetings during the month of April each year for the shelter team in order to stay current with all new information and to maintain a current list of shelter team members.
- Responsible for maintaining all records relative to the shelter prior to, during, and after the incident has occurred.
- Responsible for developing and providing a needs list (if any) for the shelter to the university's incident commander before April 1 of each calendar year.
- Responsible for being Red Cross trained as a shelter coordinator.

# **Current SHSU Shelter Position Assignments**

## Emergency Shelter Coordinators

<b>Shelter:</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
<b>Coordinators:</b>	JoEllen Tipton Dana Grant Ron Pettitt	Ed Chatal Daniel Martinez	Rosanne Keathley Scott Vaculik	Jamie Hebert Dana Nicolay Bobby Williams Greg Hinze	Dennis Stepp Leigh Mulligan Angie Burns	Doug Dretke Ann Broussard Kristy Kreier A.K. Kahn
<b>Team Members:</b>	Registration Communications Transportation Laundry Supplies Volunteers Morale	Registration Communications Transportation Laundry Supplies Volunteers Morale	Registration Communications Transportation Laundry Supplies Volunteers Morale	Registration Communications Transportation Laundry Supplies Volunteers Morale	Registration Communications Transportation Laundry Supplies Volunteers Morale	Registration Communications Transportation Laundry Supplies Volunteers Morale

Note A: Medical staff and supplies will be provided at each shelter by Red Cross.

Note B: Security staff will be provided at each shelter.

Note C: Custodial staff will be provided at each shelter by SHSU if available.

## **Additional Shelter Information**

## Key Shelter Functions

Shelter Coordination	Provide administrative support and supervision for all functions in the shelter. Ensure that the occupant's needs are being met and the institutional resources are protected.
Registration	Ensure that all shelter occupants are registered upon arrival. Maintain system for checking occupants in and out when they leave for any period of time. Manage the system of record keeping for shelter registrations.
Feeding	Supervise the food distribution in the shelter. Ensure that the needed supplies for the food service are available. Keep accurate records of food and supplies received and expended.
Sleeping Arrangements	Set up sleeping areas. Ensure that residents have assigned areas for sleeping. If applicable, coordinate placement of cots and blankets in area.
Health Services	Under the direction of Disaster Health Services (DHS) consultant at chapter disaster operations, ensures shelter personnel's health and safety, disease prevention, and provides first aid, as needed, and maintains records of health services provided.
Communication	Identifying a team member responsible for ensuring that communication is intact throughout the crisis both internal to the shelter and external to the shelter.
Volunteer Coordination	Identifying a team member responsible for coordinating all volunteer efforts from work shifts to assignment areas.
Logistical Coordination	Identifying a team member responsible for coordinating the logistical efforts of the shelter including but not limited to supplies, transportation, and laundry.
Morale	Providing, as much as possible, morale boosting activities for the shelter.

## Shelter Resident Information

Welcome	We hope that your stay here will be as pleasant as possible under the circumstances. Please take, a few minutes to read this sheet, as it contains important information that you will need about living in this shelter.
Registration	Please sign in at the registration area if you have not already done so. Registration is required so we have the records necessary to help you. All registration information is kept confidential. <u>Please leave a forwarding address when relocating out of the shelter.</u>
Smoking	You are <u>not</u> allowed to smoke, use matches, or lighters, etc. inside the shelter.
Personal Belongings	We <u>cannot assume</u> responsibility for your belongings. We recommend that valuables be locked in your car, out of sight, if possible. If that is impossible, keep valuable items with you.
Pets	We understand that your pets are very important to you. Unfortunately, Public Health codes forbid pets at our shelter. It is your responsibility to make provisions for your pet(s) before entering the shelter.
Children	Parents are responsible for keeping track of and controlling the actions of their children. Please don't leave them unattended.
Medical Problems or Injuries	Notify our staff of any medications that you are taking. If you have a medical condition, please contact the Health Services worker.
Alcohol, Drugs, and Weapons	You are not allowed to possess or use alcohol or illegal drugs in any part of this shelter. No weapons are allowed in the shelter, except those of designated police or security staff.
Volunteering to Help	Shelter residents are encouraged to help in the shelter. There are many jobs that do not require special training. Please see the shelter workers if you would be willing to help.
Telephones	Shelter residents are asked to use the public pay phones.
Problems and Complaints	Please direct all comments about shelter operation to the shelter manager on duty.

Housekeeping

This shelter is your temporary home. Please help us keep it clean. Pick up after yourself and help us with cleanup when possible. Food is not allowed except in appropriate locations.

Quiet Hours

Quiet hours are enforced in the sleeping area(s) between the posted hours (11:00 PM and 7:00 AM). However, sleeping areas should be kept as quiet as possible at all times of the day. Some shelter residents may work night shifts or may not feel well and want to sleep during the day.

News Media

News media representatives often visit shelters during disaster operations. They are allowed to enter the shelter and to request interviews or photographs. They will ask your permission first, and it is your right to refuse. Please report any problems with the media to the shelter manager.

Special Needs

If you know of any special needs that exist, please contact the staff.

**Please volunteer to help make this a better shelter.**

**Job Descriptions**

**for**

**Shelter Functions**



## (PREPARED AS CHECKLISTS)

### SHELTER MANAGER, CHECKLIST

#### INITIAL, IMMEDIATE ACTIONS

- Brief and organize staff. Assign staff to do the following:
- Put up appropriate Identification (outside and inside) if applicable.
- Prepare for arrival of local media.
- Set up Registration Area.
- Work with Feeding to start preparing coffee, punch etc.
- Sleeping Area.
- Call contact at the Command Center for update information. Discuss the following:
  - Grocery store where *Disaster Relief* Account will, be opened.
  - Phone numbers to use in aiding shelter operations
  - Police and security coverage.
  - Arrangements for pet care if needed.
  - Weather conditions around shelter facility.
  - Coordinate recruitment of additional personnel. Encourage involvement of shelter occupants.
- Establish a shelter log reporting system.

## ONGOING ACTIONS

- Maintain regular communications with the shelter coordinator at headquarters. Provide Daily Report information to headquarters, discuss problems, supply needs, and plan for immediate future.
- Hold meetings with shelter occupants and with shelter workers. Communicate pertinent information in order to keep everyone adequately informed.
- In absence of chapter PR staff, greet and deal with media. Ensure family agrees to media involvement.
- As needed, oversee “shift assignments” for shelter workers.
- Consult with headquarters regarding plan for closing the shelter.
- Monitor the facility, including feeding and sleeping areas, rest rooms, exterior and registration area and ensure that occupants' needs and health standards are being met.
- Discuss plans to close shelter with contact at headquarters and with shelter occupants.
- Discuss the following points prior to announcing closing.
- Individual family relocation.
- Immediate needs of each family and any Red Cross assistance.
- Borrowed, misplaced or broken equipment.
- Cleaning of facility.
- Remove IDs.
- Submit all paperwork, including Shelter Registration Forms and names, of shelter workers, Purchase Log, etc. to Incident Commander.

## REGISTRATION CHECKLIST

The registration supervisor and workers are responsible for ensuring that persons entering AND leaving the shelter go through the registration process.

Complete, legible, and accurate information about the residents of the shelter is needed.

INITIAL, IMMEDIATE

Specifically, the registrars should;

ACTIONS

- Place the registration table near the entrance; welcome those entering, and answer any questions they may have.
- Use enough tables to ensure that everyone entering is registered within a reasonable period of time.
- Post Appropriate identification signs at the registration area.
- To support effective registration efforts and provide a secure environment, use only one entrance to the building, if possible. Position shelter staff at other entrances to direct shelter residents to appropriate areas. However, fire exits should, never be blocked.
- Use the *Shelter Registration Form* (Form 5972) to record information about families entering the shelter unless another form has been created.
- If Form 5972 is not available, use index cards or pads of lined paper.
- Use one form, one card, or one sheet of paper for each family.
- Note any of the following and refer to the Health Services worker:
  - \* Ill or injured person.
  - \* Anyone special medications or diets.
  - \* Any who claim to have medical training

It's recommended to have the Health Services worker at the registration table to help screen arrivals who need medical attention.

- Remind shelter occupants, even as they first arrive and "sign in" that upon final departure, they are expected to "sign out" permanently at the registration desk.

#### ONGOING ACTIONS

- Place signs at each exit to remind those-leaving the shelter to go to the registration desk when permanently leaving the shelter.
- Escort official visitors, including the media, to the shelter manager.
- Maintain a shelter census and, as requested, report this information to the shelter manager.

#### CLOSING

- Ensure that shelter registration forms are forwarded to the appropriate location, as instructed by the shelter manager.

#### FEEDING CHECKLIST:

- Supervise on-site food distribution for shelter residents and workers. Advise Logistics supervisor or Shelter Manager of food and supplies that are needed. Prepare and monitor the food distribution staff work schedule. Keep accurate records of food and supplies received and expended. If requested, record the house of personnel.

#### INITIAL, IMMEDIATE ACTIONS

- Discuss the following with your shelter manager:
  - Meal Schedules
  - Menus
  - Procedures for obtaining food and supplies.
  - Establish a beverage and snack canteen service as soon as possible.
- Determine when the first meal will be needed

- Quickly inventory facility's food and supplies, i.e., paper towels, plastic and paper utensils, coffee, etc. as appropriate. Keep list in order for Red Cross to restock upon closure of shelter.
- Plan menus around many considerations: availability of food, convenience of procurement, age, culture, health condition of shelter occupants, cost, etc.
- Arrange to have tables and chairs set up to accommodate the maximum number of persons expected to be served.
- Constantly evaluate staffing needs in order for meal distribution to function in a timely, efficient manner. If more food helpers are needed, talk with the Shelter Manager.

#### CONTINUING ACTIONS

- Establish a work schedule and, as necessary, assign shifts
- Ensure that your staff are assigned to and briefed on their specific duties.
- Keep your menus simple.
- Ensure that there is enough food for everyone, that food is not wasted, and that families are not taking more food that they actually need.
- Ensure that all food is eaten in the appropriate area and is not taken out into other areas of the facility.
- Be open to comments from the shelter occupants.
- Preferably, serve food in accordance with the weather conditions: If it's hot, serve cold or chilled food, etc.

- Keep records of all food and supplies obtained; keep receipts of all expenses incurred. Record any breakage of the facilities equipment.
- Ensure that food areas are kept clean and sanitary.
- Keep the shelter manager informed as to the status of your food distribution, report problems or needs, etc.
- Determine when the last meal will be served.

## **SLEEPING MANAGEMENT CHECKLIST**

Sleeping management includes setting up sleeping areas in dormitory style, assigning sleeping areas, and coordination with the Logistics staff or Shelter Managers for cots, blankets, comfort kits--if appropriate and if available. Specific tasks are listed below:

### **INITIAL, IMMEDIATE**

- When designating space within the dormitory/sleeping area, consider allocating separate space for families with small children, for the elderly, or for others with special situations
- Consider any unique specifics due to the particular incident, i.e., in hurricanes, consider that shelter residents may be placed into confined areas of less than 10 square feet per person until the storm is over.
- Ensure that planning includes access to and movement within the building for persons with disabilities.
- Discuss with the Logistics worker or the Shelter Manager the procurement of cots and blankets

### **ONGOING ACTIONS**

- Give consideration to any personal items shelter occupants may bring into the shelter with them. Communicate to them that those items are their responsibility.
- Monitor the area to safeguard the area from firearms, alcohol, non-prescription drugs, tobacco, etc.
- Ensure that the appropriate Identification is posted all around the Dormitory/Sleeping area.
- Post signs informing residents of times for lights out and quiet hours.
- Plan on some very dim lighting to be on during sleeping times.

- Coordinate activities with fire and security teams to ensure that patrols circulate throughout the shelter during the quiet hours.
- Control all equipment, using standard inventory techniques. In some situations, it might be necessary for families to sign on their "*Shelter Registration Form*" that they have been issued (number of) blankets and cots.
- Communicate that the shelter occupants are expected to volunteer to help keep the shelter clean.
- Close the dormitory only after all equipment is properly disposed of, and the area is cleaned and returned to pre-disaster condition.

## CLOSING



## HEALTH SERVICES CHECKLIST

When Mass Care facilities are established, Disaster Health Services is responsible for providing quality health services and for seeing that applicable public health standards are met. Workers in health facility who are responsible for Health Services are encouraged to take "*DISASTER HEALTH SERVICES OVERVIEW* (though the chapter's regular course schedule.) A *Disaster Shelter Nurses Orientation* for the shelter nurses will be scheduled annually.)

IMMEDIATE, INITIAL

Contact the Operations Officer in the Command Center

ACTIONS

Quickly assess and determine the health needs of all shelter occupants and arrange to meet those needs.

ONGOING

Observe number of infants, elderly, or physically handicapped individuals in shelter and anticipate need to arrange special care for them.

Discuss medical coverage by physician with Operations Officer if needed.

Determine need for special diets; discuss with Operations Officer and Shelter Manager if needed.

Assess the number and type of injuries and the age of the population affected & plan preventive interventions.

Note individuals with communicable disease; discuss with Operations Officer.

Be knowledgeable of individuals with pre-existing health problems. Prevent problems from worsening.

Discuss shelter facility inspection with Shelter Manager.

Monitor individuals on special medications; access security of their medications.

## CLOSING

Transfer medical records as instructed by DHSS and/or Shelter Manager

Oversee handling of supplies & equipment, i.e., DHS kit.

*Note:* Disaster Health Services is also responsible for obtaining necessary waivers from public health officials when compliance with official regulations is not realistic under the circumstances. The waivers are obtained by working with the shelter manager or with your Disaster Health Services Supervisor at Disaster Relief Headquarters.

When a nursing home or a hospital evacuates to a Red Cross assisted shelter, it is provided with separate space to accommodate its people, supplies, and equipment. The responsibility for the care of the clients rests with the institution. However, the Red Cross can assist by supplementing the institution's staff, who then are under the supervision and control of the institution's clients and workers, and by helping to procure needed supplies and equipment.

The Red Cross does not assume responsibility for the total care of clients of other institutions. The staff of those institutions must continue to be present and provide the usual care that they give to their clients.

When the shelter population has many medical cases or many people with special problems requiring more than the usual care than DDS personnel can offer, the shelter management and DDS should contact local public health authorities and inform them that public health intervention is needed, or request that they establish a temporary infirmary.

The Red Cross cannot operate a facility during a disaster that would require licensure during non-disaster times.

It is important to keep in mind that THE HEALTH OF THE COMMUNITY IS THE RESPONSIBILITY OF THE LOCAL PUBLIC HEALTH AUTHORITY, not the Red Cross.

**SHELTER NURSES: STAFF SUPPORT WILL BE AVAILABLE AND PROVIDED THROUGH-OUT THE SHELTER OPERATION IF AVAILABLE.**

# **Communication Information**

## **Incident Communication System**

Communication is the number one item that any incident needs to have in place in order to handle a crisis successfully. SHSU has developed an extensive communication system that would be informative and practical should an incident of significant importance take place. There are several components which make up the incident response communication system and each will be discussed in this section.

There are seven tools used in the communication system designated for an incident having a large scale impact. They include administrative walkie talkies, university wide walkie talkies, satellite telephones, university hard line telephones, university email system, university mass notification system, and personal cell phones.

Walkie Talkies are perhaps the most universal pieces of communication devices that are used in incident situations. SHSU is nearly complete in creating a university wide practice of purchasing 16 channel walkie talkies that are used year around by various university units in their day to day operations. In purchasing 16 channels walkie talkies, a consistent communication plan can be established for use when and if an incident ever occurs while at the same time provides independent use year around by the many university units which need communication capability for their day to day operations.

In any incident situation, channel 9 will serve as the primary emergency management channel. Channel 10 will serve as the secondary emergency management channel. These channels are not to be used to carry on lengthy conversations but rather to relay information. Other channels can be used to carry on further conversations. The following page notes the channel assignments:

## University Walkie Talkies

<u>Channel</u>	<u>Purpose</u>	<u>Department</u>
1	Shared	
2	NGL/Restricted	REG
3	Shared	RS
4	Shared	
5	Shared	
6	Shared	
7	Physical Plant Primary	PP
8	Computer Services Primary	CS
9	Emergency Management Primary	ATL/LSC
10	Emergency Management Secondary	
11	CJC Primary	CJC/RL
12	Shared Channel R3	
13	Shared Channel S6	
14	Shared Channel S6	
15	Shared Channel S4	
16	UPD Restricted	UPD

## Administrative Walkie Talkies

There are 10 Walkie Talkies identified as administrative walkie talkies. These are assigned to the:

President

Provost

VP Finance & Operations

VP Student Services

Director of Public Information

Chief of the University Police

Incident Commander

Safety Officer

Director of Physical Plant

Physical Plant Work Station Coordinator

The administrative walkie talkies are housed in the offices of the assigned individuals. Each office is responsible for making sure that the walkie talkie is plugged in and operational with a backup battery in hand. The university's walkie talkie coordinator will test the walkie talkies annually to ensure that they are in good working order. This is scheduled to be done around May 1 of each calendar year.

### **University Wide Walkie Talkies**

There are many university units which utilize walkie talkies for daily operations. These include but are limited to Residence Life, Recreational Sports, Computer Services, Athletics, the Registrar, the Visitors Center, Enrollment Management, Physical Plant, etc... The majority of these units are in compliance with having 16 channel walkie talkies in their possession for daily use. The walkie talkie coordinator has synched all new walkie talkies so that in the event of an emergency, any and all university walkie talkies may be used if needed. All units are responsible for maintaining their walkie talkies in operational condition with annual testing if needed around May 1 of each calendar year. The walkie talkie coordinator maintains a list of all walkie talkies purchased on campus and provides the list to the incident commander if and when a situation arises that requires walkie talkies for communication purposes for an emergency incident.

### **University Satellite Telephones**

In response to the communication shortfalls during the Hurricanes Rita and Katrina incidents, SHSU has procured 5 Satellite Telephones. The five satellite telephones are assigned to the President, the Provost, the Associate VP for Informational Services, and two for the Incident Command Post. Telephone numbers for the Satellite Phones are kept by the Incident Commander.

## **University's Mass Notification System**

As part of SHSU's development of its emergency response plan, the institution has developed a relationship with a third party vendor (Connect-ED) to provide the SHSU community with a mass notification system. The system will be in place for the fall 2008 semester and SHSU community members will be able to voluntarily participate in providing telephone numbers (up to 6) that will notify individual participants of emergency situations on or off campus that will impact the daily operations of the university. The coordination of this system will be done through the University Police Department.

## **University Telephone and Email System**

SHSU's Computer and Informational Services Division maintain a high level of quality in its hard line and computer system. In the event of an emergency that necessitates the need for wide spread university information, both the university's telephone and email system will be used to notify the SHSU community. The coordination of this effort will be done through SHSU's Computer and Informational Division.

## **Personal Cell Phones**

As part of the development of the communication process for a wide spread emergency, personal cell phones may be used to further the information sharing efforts. A list of all personal cell phone numbers for critical person's in the CIMS organizational structure will be kept by the President, Provost, and the Incident Commander. It will be the responsibility of the Incident Commander to provide the President and Provost an annual update (by May 1) of all personal cell phones for individuals holding critical positions in the CIMS organizational structure.

# **Emergency Power Information**



## **Sam Houston State University**

Summary: The current emergency backup power capability of the University for a Power Outage Crisis is as follows.

1. The Coliseum uses a Diesel 40 kw generator for minimal lighting purposes.
2. The Health & Kinesiology Center uses a 39 kw Natural Gas generator for minimal lighting purposes.
3. The Criminal Justice center uses a 60 kw Diesel generator however that generator does not power up the hotel or the Command Center in LEMIT. (Plans are being made to include a Natural Gas generator in the new Academic Building 5 providing a backup power location for a permanent Command Center)
4. The Library uses a 30 kw Natural Gas generator for minimal lighting purposes.
5. The Smith-Hutson building has a 20 kw Natural Gas generator for minimal lighting purposes.
6. AB1 uses two generators, a 50 kw Natural Gas and 250 kw Diesel for limited university operational computer and telephone needs.
7. The University Police building use a 30 kw Natural Gas generator for all functional purposes.
8. The telephone office uses a 55 kw Diesel generator.
9. The shelter using AB3 uses portable generators supplied by Physical Plant to provide sheltering needs during an evacuation situation.

There is no backup power in any of the Residence Halls, Food preparation areas, or Physical Plant. The next page highlights the generators currently operational and those that exist but are not in operational condition.

## Generator Status Chart

(Excludes portable generators)

Criminal Justice Center	Kohler 60	60 KW	1991	Diesel	Operational
Evans	Generac	40 KW	1987	Diesel	Out of Service
Library	Kohler 30	30 KW	1991	Natural Gas	Operational
Health & Kinesiology	Kohler 40	39 KW	1985	Natural Gas	Operational
Smith Hutson	Kohler 20	20 KW	1991	Natural Gas	Operational
Teacher Education Center	Kohler 30	33 KW	1991	Diesel	Out of Service
Telephone Office	Kohler 50	55 KW	1991	Diesel	Operational
University Police Dept.	Kohler 30	30 KW	1992	Natural Gas	Operational
University Theatre/Fine Arts	Kohler 30	30 KW	1980	Diesel	Out of Service
Johnson Coliseum	Kohler 40	40 KW	2001	Diesel	Operational
Computer Services	Kohler 50	50 KW	2002	Natural Gas	Operational

- Note: All of the inoperable generators have been replaced with emergency lighting wall packs to evacuate the buildings.
- Note: All of the generators are designed for emergency lighting – no building loads. The circuits were designed to do just that and no more.

# **Walker County Emergency Services Information**

January 2008

## **Walker County Emergency Management Services**

As part of that Texas Governor's Emergency Response Plan, Sam Houston State University will work in collaboration with the Walker County Emergency Management Services Division in responding to any critical local, state, or national emergency crisis that necessitates the emergency response plan be activated.

The Walker County Sheriffs office will serve as the primary command station for the county if and when the emergency response plan ever gets activated. The contacts for the Walker County Emergency Management Services are: Butch Davis and Charles Sturrock.

The telephone number at the Sheriffs office is 936-435-2400.



# WALKER COUNTY TEXAS



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## Emergency Management Services

**Emergency Management Operations for Walker County is placed under the direction and control of the Sheriff of Walker County, specifically the Chief Deputy of the county.**

**Emergency Management is tasked with administering a program of Comprehensive Emergency Management, designed to reduce the vulnerability of the citizens and communities of Walker County to damage, to injury, and to loss of life and property by providing a system for the MITIGATION of, PREPAREDNESS for, RESPONSE to and RECOVERY from natural or man-made disasters.**

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# WALKER COUNTY TEXAS



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## News and Events

Walker County has received funding from FEMA and ORCA (Office of Rural & Community Affairs) and partnered with the City of Huntsville to build a storm shelter located on Highway 75 North, next to the Prison Museum. Click on the link below to follow progress.

[Storm Shelter](#)

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# **American Red Cross Information**

## **Sam Houston State University (SHSU) and the American Red Cross (ARC) Disaster Relief Collaboration Effort**

SHSU and the ARC will work in close collaboration during any applicable societal crisis or incident which necessitates the use of evacuation shelters.

SHSU will provide three evacuation shelters along with ARC trained shelter coordinators and volunteers. The ARC will provide resources and personnel as they are available to assist in the sheltering operations. This will include but not be limited to medical supplies and personnel, bedding, etc... In addition, the ARC will provide Purchase Authorization Cards to the shelters to assist the shelter in procuring supplies during a time of crisis.

In specific, SHSU will work directly with the Montgomery County Red Cross Office as the extension office for the greater Houston area Red Cross organization. The Montgomery County Red Cross office is located in Conroe, Texas. The Conroe Red Cross office telephone number is 936-756-1212. The contact person for this office is Bob Cargo with his telephone number being 936-661-0028.





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Greater Houston Area Red Cross 2700 Southwest Freeway Houston, TX 77098 (713) 526-8300 (866) 526-8300

### Montgomery County

The Montgomery County office, also known as the Northern Branch Office Conroe / Huntsville, provides Red Cross services to Montgomery, San Jacinto, Walker, Trinity and Houston Counties.

The specialty in this branch office is its attention to water safety, particularly safe boating and kayaking. It is also very active with Scouting programs, providing first aid, CPR and youth related Emergency Response with Lifeguarding. In addition to Scouting programs, the Northern Branch Office has a very active program for teens.

Other Red Cross services provided through this branch office include:

- Disaster Education
- Disaster Relief Services
- Services to Veterans & active Military
- Health & Safety Education

#### Address

723-A West Davis Hwy 105  
P. O. Box 1048  
Conroe, Texas 77301  
**MAP**  
(936) 756-2212  
(936) 756-2283 (800) 787-8077 toll free  
Email: [information@ghac.org](mailto:information@ghac.org)

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#### SPOTLIGHT LINKS

- ▶ Other Lifeguard Training



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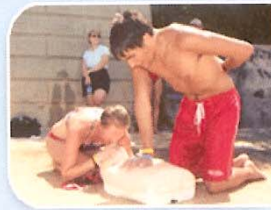
**Houston Red Cross provides a variety of services.**  
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▶ [Severe Weather](#)  
▶ [Preparedness Tips](#)

[More on getting prepared](#)



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**Houston Red Cross offers health, safety and preparedness courses.**  
▶ [First Aid/CPR/AED](#)  
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**Become a trained Red Cross Volunteer to help your community and enrich your life.**  
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[Class Catalogue ▶](#)

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**Red Cross NEWS**

**Houston's Presidential Sculptor Welcomes Red Cross Donors**

Houston, Texas – Presidential Sculptor and Artist David Adickes has graciously agreed to create a memorable evening for major Red

**Upcoming Event:** [BUC'N BBQ'N BOOT SCOOT'N BENEFIT](#)  
April 12, 2008 [Pasadena Convention Center](#)

- SPOTLIGHT LINKS**
- [Preparedness on the Square](#)
  - [Harris County Aquatic Program Spring 2008](#)
  - [Pandemic Flu Information & Presentation](#)
  - [Wounded Soldiers & Family](#)



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Preparedness Tips

Preparing for Disasters (PDF)

Be prepared. It could happen to you! It's 2:00 a.m. and a flash flood forces you to evacuate your home-fast. There's no time to gather food from the kitchen, fill bottles with water, grab a first-aid kit from the closet and snatch a flashlight and a portable radio from the bedroom. You need to have these items packed and ready in one place before disaster strikes.

Food and Water in an Emergency (PDF)

If a hurricane, tropical storm, tornado or other large-scale disaster strikes our community, you might not have access to food, water and electricity for days, or even weeks. By taking some time now to store emergency food and water supplies, you can provide for your entire family.

Emergency Preparedness Kit-- The Basics

There are six basics you should stock for your home: water, food, first aid supplies, clothing and bedding, tools and emergency supplies, and special items. Keep the items that you would most likely need during an evacuation in an Emergency Preparedness Kit or Disaster Supplies Kit, an easy-to carry container that contains the basics.

Water Supplies

Having an ample supply of clean water is a top priority in an emergency. A normally active person needs to drink at least two quarts of water each day. Hot environments can double that amount. Children, nursing mothers and ill people will need even more. You will also need water for food preparation and hygiene. Store a total of at least one gallon per person, per day. You should store at least a two-week supply of water for each member of your family. If supplies run low, never ration water. Drink the amount you need today, and try to find more for tomorrow. You can minimize the amount of water your body needs by reducing activity and staying cool.

Food Supplies

Choose foods that are easy to carry, nutritious and ready-to-eat. When food supplies are low reduce activity. Healthy people can survive on half their usual food intake for an extended period and without any food for many days. Food, unlike water, may be rationed safely, except for children and pregnant women. If your water supply is limited, try to avoid foods that are high in fat and protein, and don't stock salty foods, since they will make you thirsty. Try to eat salt-free crackers, whole grain cereals and canned foods with high liquid content. Make sure your kit includes a Manual can opener to open non-perishable canned foods. If the Electricity Goes Off . . .

- FIRST, use perishable food and foods from the refrigerator.

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SPOTLIGHT LINKS

- Tour du Rouge
Harris County Aquatic Program Spring 2008
Pandemic Flu Information & Presentation
Wounded Soldiers & Family

- THEN, use the foods from the freezer. To minimize the number of times you open the freezer door, post a list of freezer contents on it. In a well-filled, well-insulated freezer, foods will usually still have ice crystals in their centers (meaning foods are safe to eat) for at least three days.
- FINALLY, begin to use non-perishable foods and staples.

**First Aid Kit-----Medical supplies and first aid kit and manual**  
Assemble a first aid kit for your home and one for each car.

- (20) adhesive bandages, various sizes.
- (1) 5" x 9" sterile dressing.
- (1) conforming roller gauze bandage.
- (2) triangular bandages.
- (2) 3 x 3 sterile gauze pads.
- (2) 4 x 4 sterile gauze pads.
- (1) roll 3" cohesive bandage.
- (2) germicidal hand wipes or waterless alcohol-based hand sanitizer.
- (6) antiseptic wipes.
- (2) pair large medical grade non-latex gloves.
- Adhesive tape, 2" width.
- Anti-bacterial ointment.
- Cold pack.
- Scissors (small, personal).
- Tweezers.
- CPR breathing barrier, such as a face shield.

**Non-Prescription Drugs**

- Aspirin or nonaspirin pain reliever
- Anti-diarrhea medication
- Antacid (for stomach upset)
- Syrup of Ipecac (use to induce vomiting if advised by the Poison Control Center)
- Laxative
- Activated charcoal (use if advised by the Poison Control Center)

**Tools and Supplies**

- Mess kits, or paper cups, plates, and plastic utensils
- Emergency preparedness manual
- Portable battery-operated radio and extra batteries
- Flashlight and extra batteries
- Cash or traveler's checks, change
- Non-electric can opener, utility knife
- Fire extinguisher: small canister ABC type
- Shovel and other useful tools
- Tube tent
- Pliers
- Tape
- Compass
- Matches in a waterproof container
- Aluminum foil
- Plastic storage containers
- Fire extinguisher
- Signal flare
- Paper, pencil

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[Newsletter](#)

[Lifeguard/Aquatic Trainings](#)

[Red Cross Safety Training Downtown!](#)

[Katy Area CPR MASS Training March 1, 2009](#)

[Brazoria County Motorcycle Run Fundraiser](#)

- Needles, thread
- Medicine dropper
- Shut-off wrench, to turn off household gas and water
- Whistle
- Plastic sheeting
- Map of the area (for locating shelters)
- Household liquid bleach to treat drinking water

#### **Sanitation-----Hygiene Supplies**

- Toilet paper, towelettes\*
- Soap, liquid detergent\*
- Feminine supplies\*
- Personal hygiene items\*
- Plastic garbage bags, ties (for personal sanitation uses)
- Plastic bucket with tight lid
- Disinfectant
- Household chlorine bleach

#### **Clothing and Bedding**

Include at least one complete change of clothing and footwear per person.

- Sturdy shoes or work boots
- Rain gear
- Blankets or sleeping bags
- Hat and gloves
- Thermal underwear
- Sunglasses
- Extra clothing

#### **Special Items**

- Remember family members with special requirements, such as infants and elderly or disabled persons

#### **For Baby**

- Formula
- Diapers
- Bottles
- Powdered milk
- Medications

#### **For Adults**

- Heart and high blood pressure medication
- Insulin
- Prescription drugs
- Denture needs
- Contact lenses and supplies
- Extra eye glasses

#### **Entertainment**


### **Important Family Documents**

- Keep these records in a waterproof, portable container:
  - Will, insurance policies, contracts deeds, stocks and bonds
  - Passports, social security cards, immunization records
  - Bank account numbers
  - Credit card account numbers and companies
- Inventory of valuable household goods, important telephone numbers
- Family records (birth, marriage, death certificates)
- Store your kit in a convenient place known to all family members. Keep a smaller version of the supplies kit in the trunk of your car.
- Keep items in airtight plastic bags. Change your stored water supply every six months so it stays fresh. Replace your stored food every six months. Re-think your kit and family needs at least once a year. Replace batteries, update clothes, etc.
- Ask your physician or pharmacist about storing prescription medications.

**[Disaster Safety Section](#)** -- For information on keeping safe during specific types of disasters.

**[Be Prepared Section](#)** -- For general disaster preparedness information.

**[Pandemic Flu Public Information Series](#)** -- General Preparedness/Prevention Information.

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# **Inter-Agency Agreements**

**PROTECTIEXAS**  
Texas Department of Health

Eduardo J. Sanchez, M.D., M.P.H.  
Commissioner of Health

I. Celine Hanson, M.D., Regional Director  
Public Health Region 6/5S

Public Health Region 6/5S  
5425 Polk Avenue, Suite J  
Houston, Texas 77023-1497  
<http://www.tdh.state.tx.us>  
(713) 767-3107

Ben Delgado  
Chief Operating Officer

Nick Curry, M.D., M.P.H.  
Executive Deputy Commissioner

June 28, 2004

Dr. James Gaertner, President  
Sam Houston State University  
P.O. Box 2327  
Huntsville, TX 77340

Dear Dr. Gaertner:

Please find enclosed, for your records, a copy of the memorandum of agreement between the Sam Houston State University and the Texas Department of Health, Public Health Region 6/5 South. As of June 16, 2004, this document is now fully executed.

Thank you for your understanding and support in our ongoing planning efforts.

Please contact me at (713) 767-3150 with any questions you may have.

Sincerely,



David W. Olinger  
Strategic National Stockpile Coordinator  
TDH, Public Health Region 6/5S

**RECEIVED**  
JUN 30 2004  
OFFICE OF THE PRESIDENT

**RECEIVED**  
JUN 30 2004  
VP For Finance And Operations



## **Inter-local Agreement**

**Between**

**The Sam Houston State University and**

**The State of Texas, Texas Department of Health, Public Health Region 6/5 South**

This Inter-local Agreement ("Agreement") is entered into between the Sam Houston State University ("University"), and the State of Texas, Texas Department of Health, Public Health Region 6/5 South ("Department"). The Department is a Local Health Department under Chapter 121 of the Health and Safety Code. The Inter-local Cooperation Act, Government Code Chapter 791, governs this Agreement.

### **I. Purpose**

Under a grant from the Texas Department of Health, the Department is required to plan and prepare for a public health emergency, which may result from natural or man-made causes. During such an emergency, it may be necessary to immunize or treat all or large numbers of people in the area served by the University and Department. Prior public health experience with mass immunizations has shown that schools are well suited to this activity because: 1) their location is known to large numbers of individuals within the community; 2) They have large assembly areas; 3) They have other necessary facilities such as refrigeration and restrooms.

The Department has concluded that the University possesses facilities that are qualified to serve if mass immunization or treatment is necessary, specifically the Bernard G. Johnson Coliseum, the Health and Kinesiology Center, and the AB-4 Building. The University desires to be as helpful as possible in the event of a public health emergency, and agrees to make its facilities available for purposes of mass immunization or treatment, under the terms set out below. The University and the Department have concluded that this

contemplated use of the facilities is a “governmental function” as defined in the Inter-local Agreement Act.

## **II. Public Health Emergency**

This agreement will go into effect only if:

- 1) The Commissioner of Health or the local health authority declare that large scale immunization or treatment is necessary as a control measure for an outbreak of communicable disease; and
- 2) Classes at the facility are either not scheduled, or are canceled.

## **III. Obligations of the Department**

- 1) The Department will supply or arrange for all equipment, vaccine, medicine and personnel necessary to administer the vaccine or medication.
- 2) The Department will supply or arrange for all equipment and personnel necessary for staffing, security, crowd control and other tasks, except as described in section IV below.
- 3) The Department will be responsible for disposal of medical waste and disinfection at the facility following its use for the emergency. The health authority will provide written assurance of its safety for use as a school facility following its use.
- 4) The Department will be responsible for any damage to property belonging to the University as a result of its use during the public health emergency, and to the extent they can be determined, costs for utilities described in section IV below. This compensation is mutually agreed to be “an amount that fairly compensates the performing party” as stated in the Inter-local Cooperation Act. The amounts to be paid to the University will be paid from current revenues available to the Department.

- 5) The Department is responsible for the acts and negligence of its employees or volunteers, under state and federal law.
- 6) The Department is not responsible for the acts and negligence of the University's employees, volunteers, under state and federal law.

**Obligations of the University**


- 1) The University is responsible for allowing the use of the facility and all utilities (gas, electric, water, and telecommunications) normally associated with its use as a school facility.
- 2) The University is responsible for providing use of all rooms, fixtures, and equipment existing at the facility that the Department regards as necessary for on site use during the period of the emergency.
- 3) The University will provide at least one person on-site during the period of emergency use with access to the rooms, fixtures and equipment described above.

**Term**

This agreement becomes effective when approved by the governing body of the University and Department. Either party may cancel this agreement by giving thirty days notice to the other party; otherwise it remains in effect for five years and may be renewed by mutual agreement.

  
Greta Emyre  
Deputy Regional Director  
TDH, PHR 6/5S

6/16/04  
Date

  
Dr. James Gaertner  
President  
Sam Houston State University

6/1/04  
Date

# **State of Texas**

# **Texas Emergency Portal**



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**Evacuating to Safety**

[Preparing to Evacuate](#)

[Evacuation Maps](#)

[Along the Way](#)

[Fuel](#)

[Key Telephone Numbers](#)

[Where to Go](#)

[Shelters](#)

[Re-Entry](#)

**Preparing to Evacuate**

- Find out if your home is in an evacuation zone by viewing evacuation zone maps or by calling 2-1-1 and speaking with an operator.
- If you live along the coast, keep your gas tank full and have a family plan.
- Ensure your vehicle is ready for the trip and you have packed your [emergency kit](#).
- Know your evacuation routes and take a map with you.
- Your mayor or county judge will make the call for your jurisdiction to evacuate.
- Local officials will stagger the evacuation to keep traffic moving. Wait your turn to leave.
- Secure your home before leaving. Take your pets with you.

**Current Situation**

[Updates](#)

[Preparing for a Storm](#)

[Getting Assistance for Special Needs](#)

[Evacuating to Safety](#)

[Accessing Government Resources](#)

[Dealing with Other Emergencies](#)

**Other Resources**

[Donating](#)

[Avoiding Scams & Frauds](#)



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# Evacuation Maps

- Texas Department of Transportation has published the following printable tri-fold evacuation guides. Choose and download the one for your area.
  - [IH 45 - Houston to Dallas](#) (2 pages / 138 KB / PDF)
  - [IH 10 - Houston to San Antonio](#) (2 pages / 128 KB / PDF)
  - [US 290 - Houston to Austin, Bryan, College Station, Waco](#) (2 pages / 112 KB / PDF)
  - [US 59 - Houston to Nacogdoches](#) (2 pages / 100 KB / PDF)
  - [IH 37 - Corpus Christi to San Antonio](#) (2 pages / 117 KB / PDF)
- [Hurricane Evacuation Maps](#) are available from the Texas Division of Emergency Management
- Texas Department of Transportation has published Maps of Major Hurricane Evacuation Routes that cover the following Texas coastal areas:

## All Coastal Areas



[Evacuation Map](#)  
(7,512 KB / JPG)  
[PDF Evacuation Map](#)  
(3,550 KB / PDF)

## Beaumont



[Evacuation Map](#)  
(5,227 KB / JPG)  
[PDF Evacuation Map](#)  
(4,830 KB / PDF)

## Corpus Christi



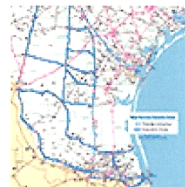
[Evacuation Map](#)  
(3,416 KB / JPG)  
[PDF Evacuation Map](#)  
(2,330 KB / PDF)

## Houston



[Evacuation Map](#)  
(5,511 KB / .JPG)

## Pharr



[Evacuation Map](#)  
(2818 KB / .JPG)

## Yoakum



[Evacuation Map](#)  
(4,154 KB / .JPG)

## Along the Way

- To view road conditions on Texas highways, visit TxDOT's [Road Conditions web site](#).
- Tune in: Listen to local radio or television for evacuation information.
- Take only one vehicle to help lessen congestion and fuel demand.
- Don't trailer boats or campers. If you need to get them away from the coast, leave earlier.
- Don't carry extra fuel. It's dangerous.
- Carry an [emergency kit](#) in your car.
- Motorists should turn off their ignition when stopped for a long time in traffic.

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## Fuel

- During hurricane season, coastal residents should never operate their vehicles with less than half a tank of fuel.
- Motorists should fill their tanks before evacuating.
- TxDOT has worked with the private sector (Texas Oil and Gas Association and the Texas Petroleum Marketers and Convenience Store Association) to assure maximum-possible fuel availability during an evacuation.
- Should fuel supplies become low, evacuees should look for TxDOT signs indicating key fuel locations.
- TxDOT courtesy vehicles will be patrolling major evacuation routes.

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## Key Telephone Numbers

- The number to call for road conditions on state highways is 1-800-452-9292.
- If you have an emergency, call 9-1-1.

- For information on evacuation routes, shelters and special needs transportation, call 2-1-1.



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## Re-Entry

- Return only after the all-clear is given for your area.
- Do not venture onto roads until you have been advised that they are passable and safe.
- TxDOT will post staggered re-entry maps on [TexasOnline.com](http://TexasOnline.com)

Remember that you can check out traffic websites anytime at the following links:

- [Amarillo](#)
- [Dallas](#)
- [Fort Worth](#)
- [El Paso](#)
- [Houston](#)

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# **Houston Area Evacuation Routes**

### Important 1

Your needs and those of your family should be the primary factors considered when determining the timing of your evacuation. If you must evacuate, do not delay your departure in anticipation of the opening of the contraflow lanes. Should the contraflow be activated, citizens will be advised through local radio and television stations. All citizens should prepare a plan well in advance of the evacuation.

#### The following steps are recommended:

- ✓ Assemble your disaster supplies kit with items such as flashlights, cell phones, extra batteries, battery chargers, portable radio, first aid kit, emergency water and food, medical supplies and equipment, non-electric can opener, highway map, important documents, such as insurance and medical information, etc.
- ✓ Secure your home against disaster to help reduce damages. Cover windows with shielding materials. Secure or put up any loose objects from around your home.
- ✓ If you cannot take your pets with you, make provisions for them.
- ✓ Know your area's evacuation plan/routes before you leave home ([www.texasonline.com](http://www.texasonline.com)).
- ✓ Fill your vehicle with gas as early as possible. Take only the vehicle necessary to transport you and your family to safety. Extra vehicles create congestion.
- ✓ Bring extra cash in case banks are closed and ATMs are not working.
- ✓ Notify family and friends (especially those out the area) of your plan and your destination.
- ✓ Develop an emergency plan in case family members are separated. Instruct all evacuating family members of the name and contact information of your designated out-of-area friend or family.
- ✓ Ensure children know how and when to call 9-1-1.
- ✓ Evacuate, traveling safely to your destination.
- ✓ Expect travel times to destinations to be significantly longer than normal.

After the storm, listen to local officials for the all-clear signal before returning home. Check for information at [www.texasonline.com](http://www.texasonline.com).

Do not try to drive through standing water. Just a few inches can float a vehicle.

### Fender-Bender?

State law requires motorists to move fender-bender accidents out of the travel lanes to the shoulder of the road. To keep all travel lanes and shoulders clear, however, disabled vehicles on the shoulder will be relocated to the next exit ramp where further assistance may be available.

More information on hurricane preparedness and evacuation safety is available from the following:

Evacuation routes, shelter, and special needs:  
Call 2-1-1

Emergency Alert Station:  
Houston: KTRH 740 AM  
Dallas: WBAP 820 AM

State of Texas:  
[www.texasonline.com](http://www.texasonline.com)

Texas Department of Transportation:  
[www.dot.state.tx.us](http://www.dot.state.tx.us)  
Highway Road Conditions: 1-800-452-9292

Texas Department of Public Safety:  
[www.txdps.state.tx.us](http://www.txdps.state.tx.us)

Governor's Division of Emergency Management:  
[www.txdps.state.tx.us/dem](http://www.txdps.state.tx.us/dem)

American Red Cross:  
[www.redcross.org](http://www.redcross.org)  
1-866-GET-INFO (438-4636)  
(This number will function only after landfall.)

Rev. 8/15/06

HOUSTON TO DALLAS

TEXAS



2006  
Hurricane Evacuation  
Contraflow Route

Motorist Advisory

Evacuation Plans May or May Not  
Include Activating Contraflow Lanes



# HOUSTON TO DALLAS TEXAS



## Hurricane Evacuation Route's Potential Contraflow Plan

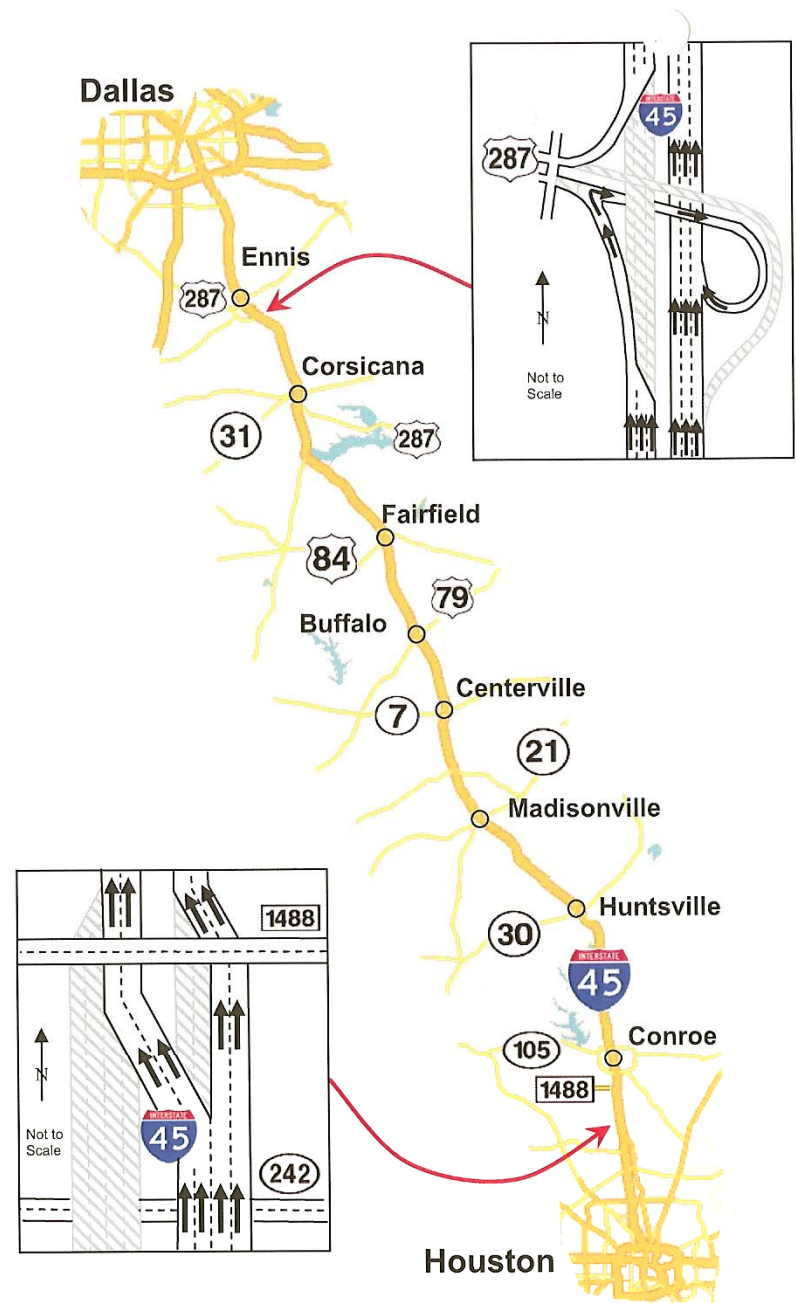
**WHO.....**This plan will affect motorists evacuating from the Houston area.

**WHY.....**To help move citizens safely and efficiently out of harm's way during large-scale evacuations.

**WHAT...**If this plan is activated, I-45 southbound lanes will be reversed to carry two lanes of northbound traffic. Traffic in the contraflow lanes will be able to exit I-45 at selected locations.

**WHEN...**The reversal will be considered only when the Houston area is threatened by a major hurricane and mandatory evacuations are issued. A decision to reverse I-45 will be made by the Texas Department of Public Safety based on the strength of the storm and projected landfall.

**WHERE...**The contraflow operations will begin north of SH 242. Some northbound traffic will cross over to the contraflow side to travel northbound. Contraflow and other I-45 motorists will have access to fuel stations at multiple locations along I-45. The contraflow lanes will end at US 287 near Ennis, TX, 40 miles south of Dallas, TX.



## Important

Your needs and those of your family should be the primary factors considered when determining the timing of your evacuation. If you must evacuate, do not delay your departure in anticipation of the opening of the contraflow lanes. Should the contraflow be activated, citizens will be advised through local radio and television stations. All citizens should prepare a plan well in advance of the evacuation.

### The following steps are recommended:

- ✓ Assemble your disaster supplies kit with items such as flashlights, cell phones, extra batteries, battery chargers, portable radio, first aid kit, emergency water and food, medical supplies and equipment, non-electric can opener, highway map, important documents, such as insurance and medical information, etc.
- ✓ Secure your home against disaster to help reduce damages. Cover windows with shielding materials. Secure or put up any loose objects from around your home.
- ✓ If you cannot take your pets with you, make provisions for them.
- ✓ Know your area's evacuation plan/routes before you leave home ([www.texasonline.com](http://www.texasonline.com)).
- ✓ Fill your vehicle with gas as early as possible. Take only the vehicle necessary to transport you and your family to safety. Extra vehicles create congestion.
- ✓ Bring extra cash in case banks are closed and ATMs are not working.
- ✓ Notify family and friends (especially those out the area) of your plan and your destination.
- ✓ Develop an emergency plan in case family members are separated. Instruct all evacuating family members of the name and contact information of your designated out-of-area friend or family.
- ✓ Ensure children know how and when to call 9-1-1.
- ✓ Evacuate, traveling safely to your destination.
- ✓ Expect travel times to destinations to be significantly longer than normal.

After the storm, listen to local officials for the all-clear signal before returning home. Check for information at [www.texasonline.com](http://www.texasonline.com).

Do not try to drive through standing water. Just a few inches can float a vehicle.

## Fender-Bender?

State law requires motorists to move fender-bender accidents out of the travel lanes to the shoulder of the road. To keep all travel lanes and shoulders clear, however, disabled vehicles on the shoulder will be relocated to the next exit ramp where further assistance may be available.

More information on hurricane preparedness and evacuation safety is available from the following:

Evacuation routes, shelter, and special needs:  
Call 2-1-1

Emergency Alert Station:  
Houston: KTRH 740 AM  
San Antonio: WOAI 1200 AM

State of Texas:  
[www.texasonline.com](http://www.texasonline.com)

Texas Department of Transportation:  
[www.dot.state.tx.us](http://www.dot.state.tx.us)  
Highway Road Conditions: 1-800-452-9292

Texas Department of Public Safety:  
[www.txdps.state.tx.us](http://www.txdps.state.tx.us)

Governor's Division of Emergency Management:  
[www.txdps.state.tx.us/dem](http://www.txdps.state.tx.us/dem)

American Red Cross:  
[www.redcross.org](http://www.redcross.org)  
1-866-GET-INFO (438-4636)  
(This number will function only after landfall.)

HOUSTON TO SAN ANTONIO

TEXAS



## 2006 Hurricane Evacuation Contraflow Route

**Motorist Advisory**

**Evacuation Plans May or May Not  
Include Activating Contraflow Lanes**



Rev. 8/15/06

# HOUSTON TO SAN ANTONIO

## TEXAS



# Hurricane Evacuation Route's Potential Contraflow Plan

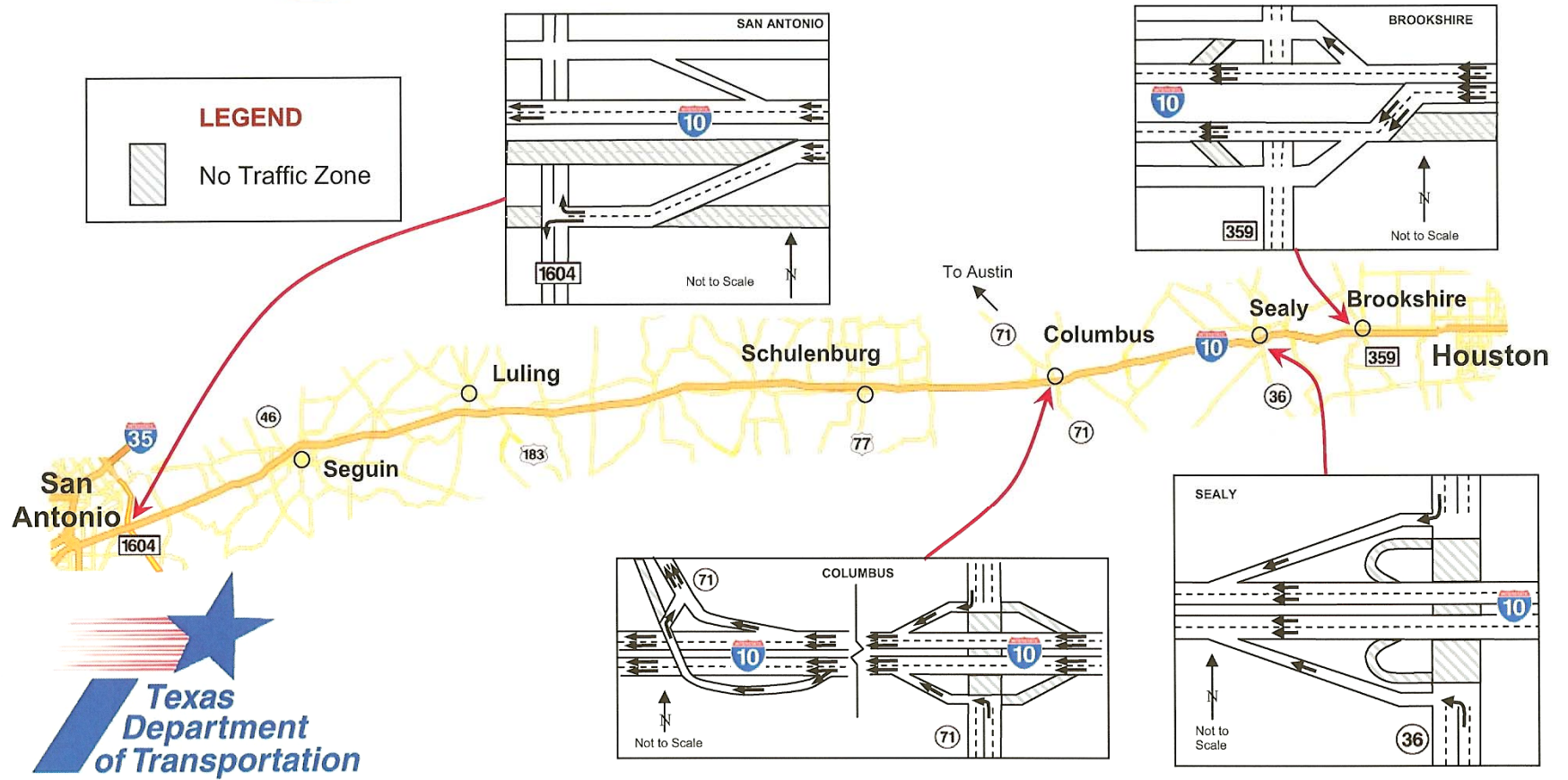
**WHO.....**This plan will affect motorists evacuating from Houston.

**WHY.....**To help move citizens safely and efficiently out of harm's way during large-scale evacuations.

**WHAT...**If this plan is activated, I-10 eastbound lanes will be reversed to carry two lanes of westbound traffic. Traffic in the contraflow lanes will be able to exit I-10 at selected locations.

**WHEN...**The reversal will be considered only when the Houston area is threatened by a major hurricane and mandatory evacuations are issued. A decision to reverse I-10 will be made by the Texas Department of Public Safety based on the strength of the storm and projected landfall.

**WHERE...**The contraflow operations will begin east of FM 359 in Brookshire, TX. Traffic in two westbound lanes will cross over to the contraflow side to travel westbound. The contraflow lanes will end at Loop 1604 in San Antonio, TX.



## Important

Your needs and those of your family should be the primary factors considered when determining the timing of your evacuation. If you must evacuate, do not delay your departure in anticipation of the opening of the contraflow lanes. Should the contraflow be activated, citizens will be advised through local radio and television stations. All citizens should prepare a plan well in advance of the evacuation.

### The following steps are recommended:

- ✓ Assemble your disaster supplies kit with items such as flashlights, cell phones, extra batteries, battery chargers, portable radio, first aid kit, emergency water and food, medical supplies and equipment, non-electric can opener, highway map, important documents, such as insurance and medical information, etc.
- ✓ Secure your home against disaster to help reduce damages. Cover windows with shielding materials. Secure or put up any loose objects from around your home.
- ✓ If you cannot take your pets with you, make provisions for them.
- ✓ Know your area's evacuation plan/routes before you leave home ([www.texasonline.com](http://www.texasonline.com)).
- ✓ Fill your vehicle with gas as early as possible. Take only the vehicle necessary to transport you and your family to safety. Extra vehicles create congestion.
- ✓ Bring extra cash in case banks are closed and ATMs are not working.
- ✓ Notify family and friends (especially those out the area) of your plan and your destination.
- ✓ Develop an emergency plan in case family members are separated. Instruct all evacuating family members of the name and contact information of your designated out-of-area friend or family.
- ✓ Ensure children know how and when to call 9-1-1.
- ✓ Evacuate, traveling safely to your destination.
- ✓ Expect travel times to destinations to be significantly longer than normal.

After the storm, listen to local officials for the all-clear signal before returning home. Check for information at [www.texasonline.com](http://www.texasonline.com).

Do not try to drive through standing water. Just a few inches can float a vehicle.

## Fender-Bender?

State law requires motorists to move fender-bender accidents out of the travel lanes to the shoulder of the road. To keep all travel lanes and shoulders clear, however, disabled vehicles on the shoulder will be relocated to the next exit ramp where further assistance may be available.

More information on hurricane preparedness and evacuation safety is available from the following:

Evacuation routes, shelter, and special needs:  
Call 2-1-1

Emergency Alert Station:  
Houston: KTRH 740 AM

State of Texas:  
[www.texasonline.com](http://www.texasonline.com)

Texas Department of Transportation:  
[www.dot.state.tx.us](http://www.dot.state.tx.us)  
Highway Road Conditions: 1-800-452-9292

Texas Department of Public Safety:  
[www.txdps.state.tx.us](http://www.txdps.state.tx.us)

Governor's Division of Emergency Management:  
[www.txdps.state.tx.us/dem](http://www.txdps.state.tx.us/dem)

American Red Cross:  
[www.redcross.org](http://www.redcross.org)  
1-866-GET-INFO (438-4636)  
(This number will function only after landfall.)

HOUSTON TO AUSTIN, EL PASO,  
COLLEGE STATION, WACO

TEXAS



2006  
Hurricane Evacuation  
Contraflow Route

Motorist Advisory

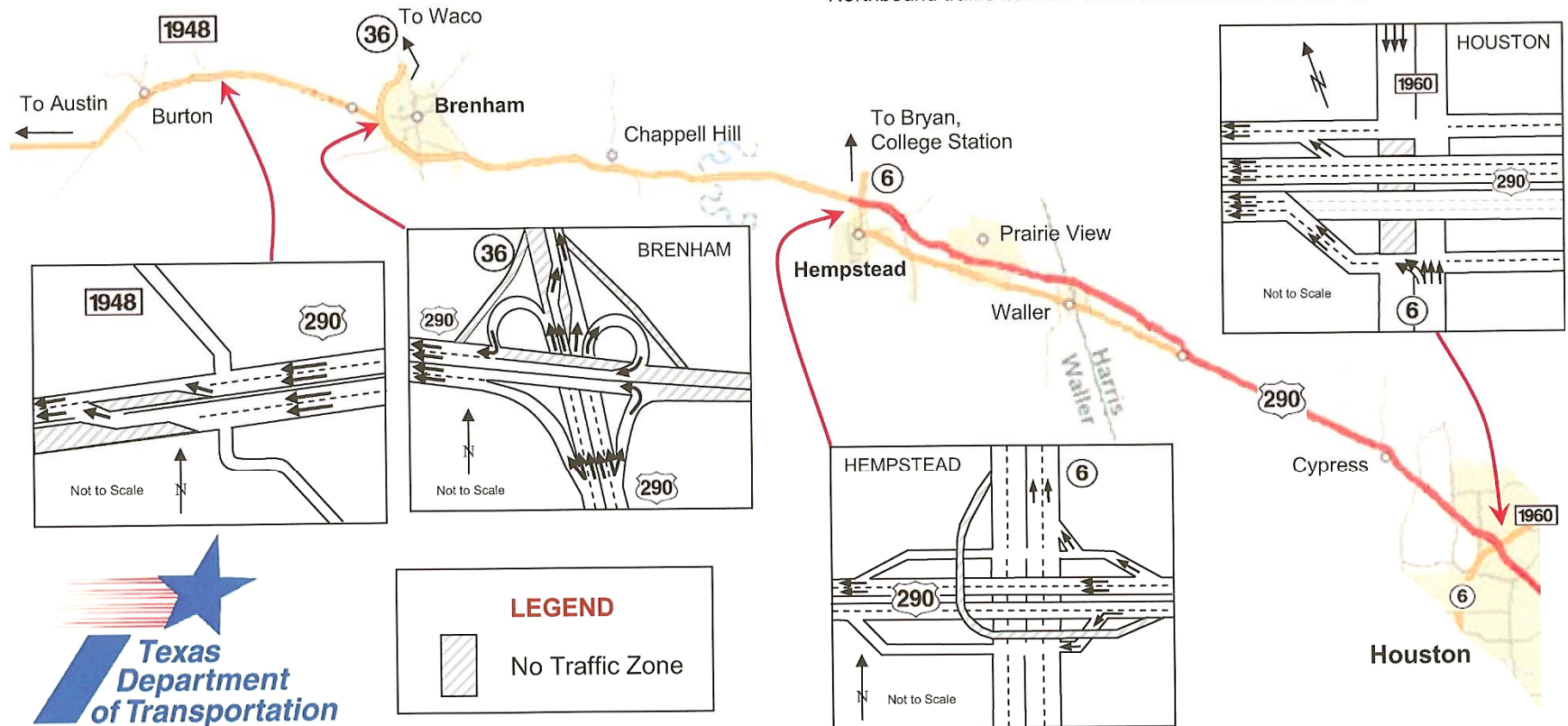
Evacuation Plans May or May Not  
Include Activating Contraflow Lanes



Rev. 8/15/06

# HOUSTON TO AUSTIN, BRYAN, COLLEGE STATION, WACO

TEXAS



## Hurricane Evacuation Route's Potential Contraflow Plan

**WHO.....**This plan will affect motorists evacuating from the Houston area.

**WHY.....**To help move citizens safely and efficiently out of harm's way during large-scale evacuations.

**WHAT...**If this plan is activated, US 290 eastbound lanes will be reversed to carry two lanes of westbound traffic. Traffic in the contraflow lanes will be able to exit US 290 at selected locations.

**WHEN...**The reversal will be considered only when the Houston area is threatened by a major hurricane and mandatory evacuations are issued. A decision to reverse US 290 will be made by the Texas Department of Public Safety based on the strength of the storm and projected landfall.

**WHERE..**The contraflow operations will begin west of FM 1960. Northbound traffic from SH 6 can turn west into US 290 contraflow lanes.



### Important

Your needs and those of your family should be the primary factors considered when determining the timing of your evacuation. If you must evacuate, do not delay your departure in anticipation of the opening of the contraflow lanes. Should the contraflow be activated, citizens will be advised through local radio and television stations. All citizens should prepare a plan well in advance of the evacuation.

#### The following steps are recommended:

- ✓ Assemble your disaster supplies kit with items such as flashlights, cell phones, extra batteries, battery chargers, portable radio, first aid kit, emergency water and food, medical supplies and equipment, non-electric can opener, highway map, important documents, such as insurance and medical information, etc.
- ✓ Secure your home against disaster to help reduce damages. Cover windows with shielding materials. Secure or put up any loose objects from around your home.
- ✓ If you cannot take your pets with you, make provisions for them.
- ✓ Know your area's evacuation plan/routes before you leave home ([www.texasonline.com](http://www.texasonline.com)).
- ✓ Fill your vehicle with gas as early as possible. Take only the vehicle necessary to transport you and your family to safety. Extra vehicles create congestion.
- ✓ Bring extra cash in case banks are closed and ATMs are not working.
- ✓ Notify family and friends (especially those out the area) of your plan and your destination.
- ✓ Develop an emergency plan in case family members are separated. Instruct all evacuating family members of the name and contact information of your designated out-of-area friend or family.
- ✓ Ensure children know how and when to call 9-1-1.
- ✓ Evacuate, traveling safely to your destination.
- ✓ Expect travel times to destinations to be significantly longer than normal.

After the storm, listen to local officials for the all-clear signal before returning home. Check for information at [www.texasonline.com](http://www.texasonline.com).

Do not try to drive through standing water. Just a few inches can float a vehicle.

### Fender-Bender?

State law requires motorists to move fender-bender accidents out of the travel lanes to the shoulder of the road. To keep all travel lanes and shoulders clear, however, disabled vehicles on the shoulder will be relocated to the next exit ramp where further assistance may be available.

More information on hurricane preparedness and evacuation safety is available from the following:

Evacuation routes, shelter, and special needs:  
Call 2-1-1

Emergency Alert Station:  
Houston: KTRH 740 AM

State of Texas:  
[www.texasonline.com](http://www.texasonline.com)

Texas Department of Transportation:  
[www.dot.state.tx.us](http://www.dot.state.tx.us)  
Highway Road Conditions: 1-800-452-9292

Texas Department of Public Safety:  
[www.txdps.state.tx.us](http://www.txdps.state.tx.us)

Governor's Division of Emergency Management:  
[www.txdps.state.tx.us/dem](http://www.txdps.state.tx.us/dem)

American Red Cross:  
[www.redcross.org](http://www.redcross.org)  
1-866-GET-INFO (438-4636)  
(This number will function only after landfall.)

Rev. 8/15/06

HOUSTON TO NACOGDOCHES

TEXAS



2006  
**Hurricane Evacuation  
Contraflow Route**

**Motorist Advisory**

**Evacuation Plans May or May Not  
Include Activating Contraflow Lanes**



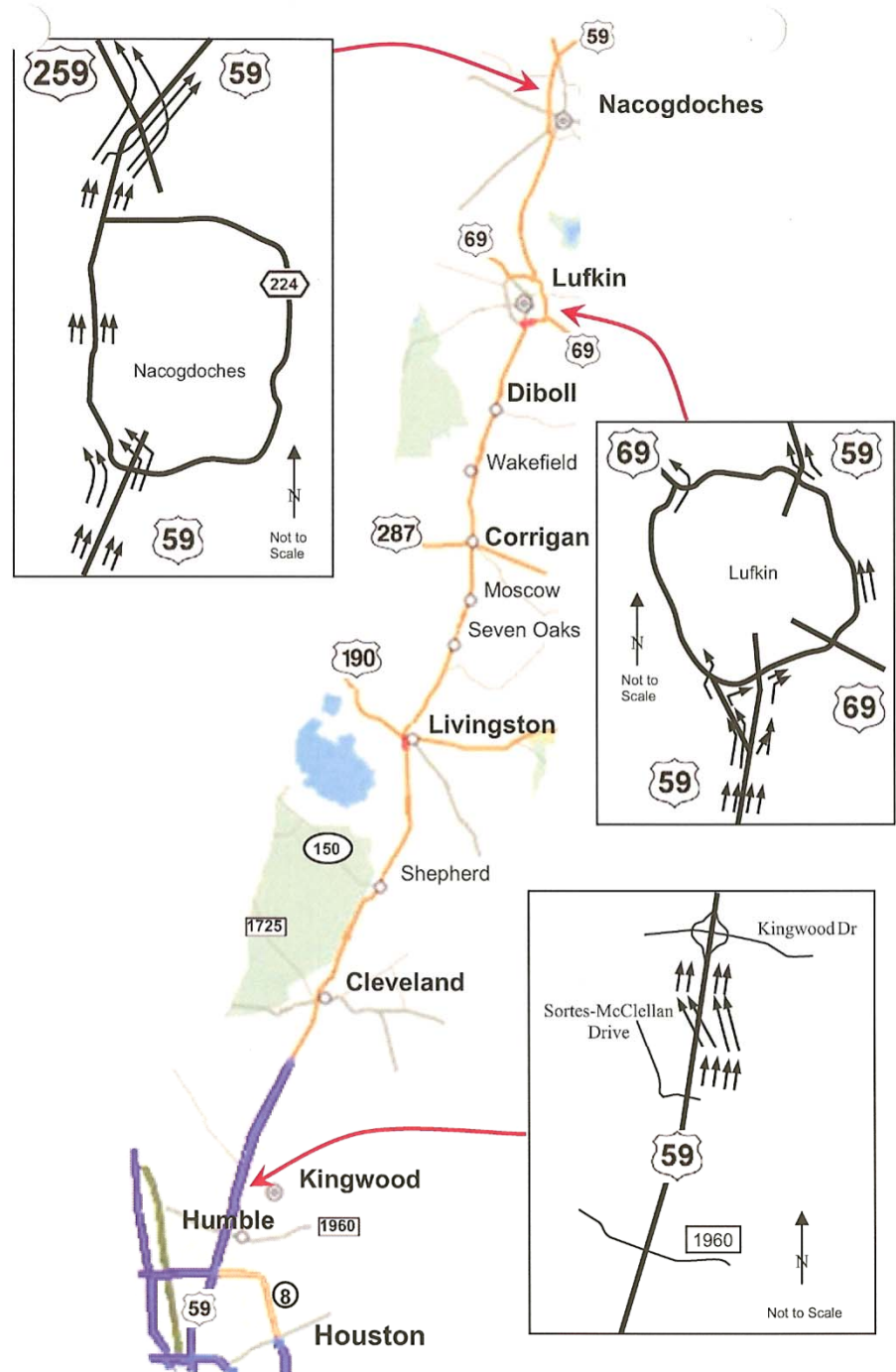
# HOUSTON TO NACOGDOCHES

TEXAS



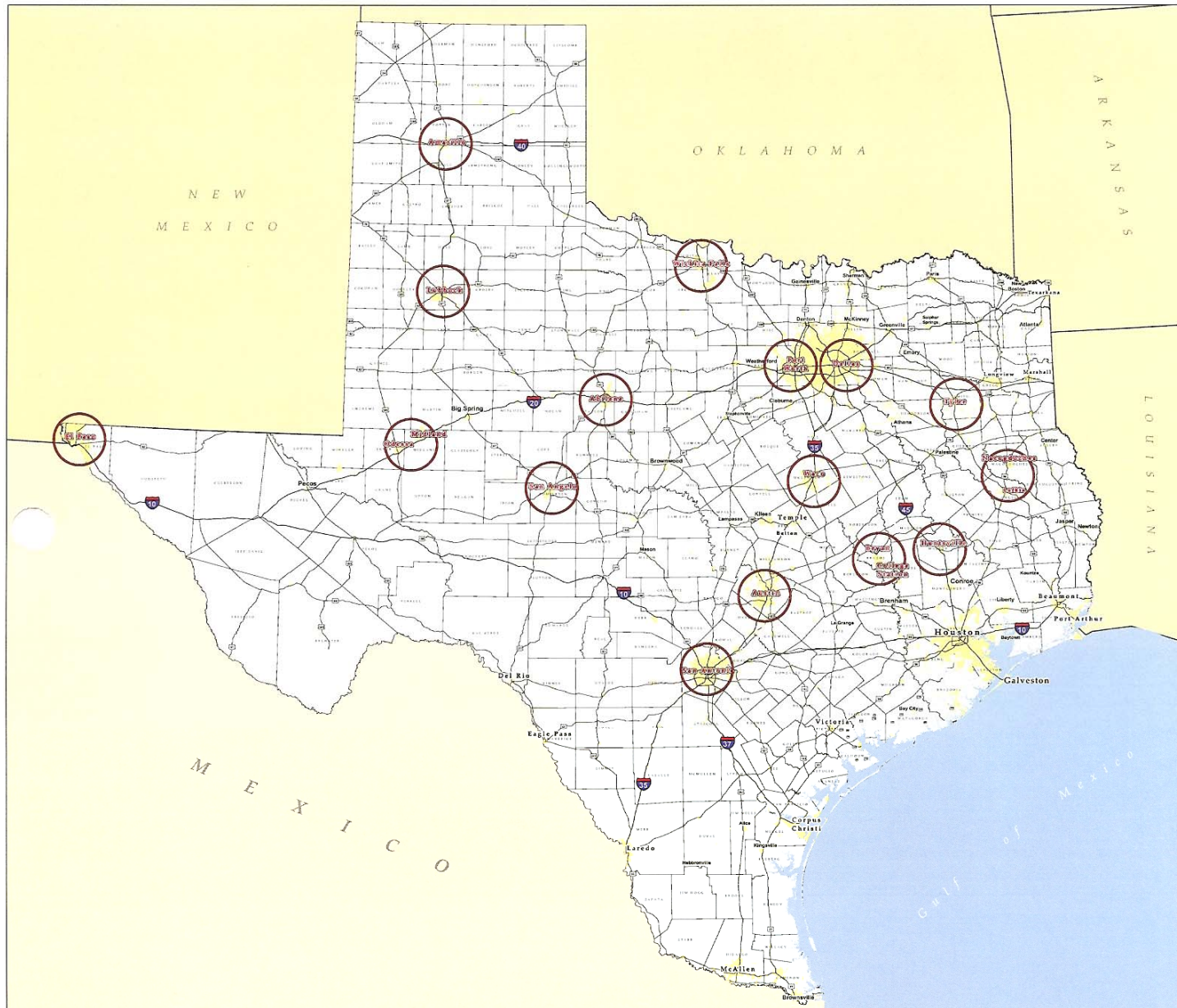
## Hurricane Evacuation Route's Potential Contraflow Plan

**WHO.....**This plan will affect motorists evacuating from the Houston area.  
**WHY.....**To help move citizens safely and efficiently out of harm's way during large-scale evacuations.  
**WHAT...**If this plan is activated, US 59 southbound lanes will be reversed to carry two lanes of northbound traffic. Traffic in the contraflow lanes will be able to exit US 59.  
**WHEN...**The reversal will be considered only when the Houston area is threatened by a major hurricane and mandatory evacuations are issued. A decision to reverse US 59 will be made by the Texas Department of Public Safety based on the strength of the storm and projected landfall.  
**WHERE..**The contraflow operations will begin south of Kingwood Drive and continue to Nacogdoches, TX.

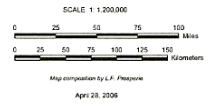


# **State Hurricane Shelter Hubs**

# State Hurricane Evacuation Shelter Hubs (2006)



○ Discussion and Shelter Hubs



# **Special Needs Assistance**



## TEXAS EMERGENCY PORTAL



### Online Services

[Business](#)

[Living](#)

[Learning](#)

[Visiting](#)

[Working](#)

[Government](#)

[Emergency Preparedness](#)

### Site Search

GO

[State Agency Search](#)  
[Texas eGrants Search](#)  
[Survey](#)

## Getting Assistance for Special Needs

[Call 2-1-1 If You Need a Ride](#)

[Tips for Texans with Disabilities or Special Healthcare Needs](#)

## Call 2-1-1 If You Need a Ride

If you are a Texan who lives in an evacuation zone and you require special assistance to evacuate during a storm – including the elderly, people with disabilities, or those who simply will need a ride – call 2-1-1 to register for a ride. Information can be provided in almost any language including Spanish. Assistance also available for emergencies, food, housing and shelter, education, legal, childcare, physical and mental health, financial assistance, and transportation.

Operators have been specially trained to take your basic, confidential information so that you can get to safety when a storm threatens the coast. Register well in advance of a storm by calling 2-1-1 (in Texas), or 1-888-312-4567 TODAY.

After a storm [Register for Disaster Assistance](#) with the [Federal Emergency Management Agency](#). Register for aid to help FEMA direct the necessary resources to you and your area.  
1-800-621-FEMA (3362)  
TTY 1-800-462-7585 for the speech and hearing impaired

[Back To Top](#)

## Tips for Texans with Disabilities or Special

### Current Situation

[Updates](#)

[Preparing for a Storm](#)

[Getting Assistance for Special Needs](#)

[Evacuating to Safety](#)

[Accessing Government Resources](#)

[Dealing with Other Emergencies](#)

### Other Resources

[Donating](#)

[Avoiding Scams & Frauds](#)



## Healthcare Needs

Create a support network by making a list of family, friends, co-workers, personal attendants, service providers and others who can be part of your emergency plan. Choose at least three people in each location where you spend time, such as home, school and your workplace.

Work with your support network to create a personal emergency plan not only for hurricanes but for all hazards that can impact your community, from a neighborhood fire to a major disaster of any kind. You should have a different plan for places you spend time regularly: home, work or school. Remember to include strategies you already use to deal with power outages, or transportation delays or breakdowns.

Learn about emergency exits in your school or office building and be sure you have at least two ways to get out of your home in an emergency. Discuss emergency exits and plans with officials in your school or workplace.

If local officials call for a hurricane evacuation, consider whether you want to shelter with friends and family, and how that would work for you. Also consider how a shelter designated for the public would meet your needs.

Make sure you and members of your support network have a list of contact information for everyone in the network, along with names of your doctors and other service care providers.

Make sure you have alternate ways to communicate if phones are not working (such as an assigned meeting place, use of pagers, e-mail or other technology that does not depend on phone lines). In case telephones and cell towers are not operational, you may want to make a list of contact information on paper that you normally store in electronic devices.

For individuals who use relay services, there are several options: dialing 7-1-1 (nationwide - landline), captioned telephone (CapTel), Internet-enabled relay service (Internet Relay and Video Relay Service - Internet). Individuals who have wireless notebooks, pagers or PDA can call Internet Relay Services.

Ask yourself what resources you rely on regularly and determine how a hurricane, electric power outages, lack of air conditioning or refrigeration might affect your access and ability to use them. This checklist can help.

Do you use communication devices?

- Do you depend on accessible transportation to get to school, work, medical, appointments or to other places in your community?
- Do you receive medical treatments (e.g. dialysis) or self-administer treatments such as glucose testing and insulin shots on a regular basis?
- Do your medications need refrigeration?
- Do you need assistance with personal care?
- Do you rely on equipment depending electricity or other special medical equipment?
- Do you use mobility or daily living aids such as a walker, cane, wheelchair, scooter, bath safety or other bathroom products, dressing aids, drinking straws, etc.?
- If you have a service animal, do you know the plans in your city and state regarding service animals? Do you know what you will need to bring with your service animal— such as food and feeding bowls, identification tags, veterinary contact information, and proof of vaccinations.

In addition to a basic emergency kit, you may need the following items in your emergency kit:

Medical equipment and assistive devices (glasses, hearing aid, catheters, augmentative communication devices, cane, wheelchair, scooter, walker, dressing aids, oxygen, tubing, feeding supplies, drinking straws, etc.) Label each with your name and contact information. Be sure to have extra batteries and chargers

- List of model numbers or serial numbers of medical devices and equipment
- Medical alert tags or bracelets and written description of your disability-related or health care conditions
- Medications and copies of all prescriptions, including a list of the prescription name, dosage, frequency, doctor and pharmacist. Also consider if medications need to be refrigerated and if so, bring a cooler with an ice pack or other coolant system
- Special hygiene supplies such as absorbent pads
- Phone numbers and names of your physicians or other health care providers
- Supplies for a service animal including food, identification tags, proof of up-to-date vaccinations and veterinarian contact



# **Tornado, Earthquake, Chemical/Hazardous Emergency Tips**

## TORNADO SAFETY TIPS



More tornadoes strike Texas than any other state. They can occur at any time of year, including winter, but are most frequent from mid-March through May. They are also common during hurricanes. To prepare for these violent storms, there are several precautions you can take:

- Seek shelter in an interior room on the lowest floor of your home, such as a bathroom, closet or room without windows. Cover yourself with a mattress or cushions.
- In an office building, go to an interior room or hallway on the lowest floor.
- If you are in a mobile home, get out and take shelter in a nearby building. If there are none, lie flat in a ditch or ravine.
- Never stay inside a car. Get out and lie flat in a ditch or a ravine. If a building is nearby, take shelter inside. Do not try to outrun a tornado in your car.

- At school, follow plans and go to a designated shelter area, usually interior hallways on the lowest floor. Avoid auditoriums, gyms and areas with wide, free-span roofs.
- In a shopping center, move towards the interior away from exterior glass walls.
- In a shopping center, move towards the interior away from exterior glass walls.
- If you are in open country, take cover in a low spot away from trees.
- Learn the difference between a Tornado Watch and a Tornado Warning. A Tornado Watch means watch the sky. A Tornado Warning means a tornado is on the ground and you must seek shelter immediately.

# EMERGENCY ACTIONS FOR EARTHQUAKES

## When You Feel an Earthquake:

- **DROP, COVER, AND HOLD ON!** Move quickly and only a few steps to a safer place – under a sturdy piece of furniture, such as a desk or stout table. Research has shown that most injuries in U.S. earthquakes occur when people inside buildings attempt to move to a different location inside the building or try to leave.
- If you are in bed, hold on and stay there, protecting your head with a pillow.
- Stay away from windows.
- Stay indoors until the shaking stops and you're sure it's safe to exit. In a high-rise building, you can expect that fire alarms and sprinklers will activate during a quake.
- If you are outdoors, find a clear spot away from building, trees, and power lines. Drop to the ground.
- If you are in a car, slow down and drive to a clear place (as described above). Stay in the car until the shaking stops.

## After the Shaking Stops:

- Check yourself for injuries. Check others for injuries and give first aid for serious injuries.
- Look for and extinguish small fires and eliminate any obvious fire hazards. Turn off your electricity if you have obvious damage to wiring and fixtures. If you smell gas or think your gas pipes are leaking, turn off the gas. (Remember, only a professional should turn it back on.)
- Protect yourself from further danger by putting on long pants, a long-sleeved shirt, sturdy shoes, and work gloves.
- Listen to the radio or television for emergency information and instructions.
- Expect aftershocks. Each time you feel one, **DROP, COVER, AND HOLD ON!**
- Inspect your home for damage. If it appears your home could collapse, then get everyone out as soon as possible.
- Use the telephone only to report life-threatening emergencies. Telephone service may be disrupted by the earthquake.



**American Red Cross**



HOME NEWS STORE PRESS GOVERNANCE JOBS PUBLICATIONS MUSEUM

- Blackouts
- Chemical Emergencies
- Drought
- Earthquakes
- Fires
- Floods
- Heat Waves
- Hurricanes
- Mudslides
- Terrorism
- Thunderstorms
- Tornadoes
- Tsunami
- Volcanoes
- Wildfires
- Winter Storms

Register for [redcross.org](http://redcross.org)

- HELP NOW
- Donate
- Give Blood
- Advocate
- Volunteer

Home English > Services > Get Prepared > Chemical Emergencies

## Chemical Emergencies

[\[PDF File\]](#)



### Chemicals Are an Important Part of Life

Chemicals are a natural and important part of our environment. Even though we often don't think about it, we use chemicals every day. Chemicals help keep our food fresh and our bodies clean. They help our plants grow and fuel our cars. And chemicals make it possible for us to live longer, healthier lives.

Under certain conditions, chemicals can be poisonous or have a harmful effect on your health. Some chemicals which are safe, and even helpful in small amounts, can be harmful in larger quantities or under certain conditions.

Chemical accidents do happen . . . at home and in the community, and the American Red Cross wants you to be prepared.

### How You May Be Exposed to a Chemical

You may be exposed to a chemical in three ways:

1. Breathing the chemical
2. Swallowing contaminated food, water, or medication
3. Touching the chemical, or coming into contact with clothing or things that have touched the chemical.

Remember, you may be exposed to chemicals even though you may not be able to see or smell anything unusual.

 **Get Trained**

**Find Your Local  
Red Cross**

Enter Zip Code Here:

**FIND**

**Or Browse Through  
A List of Chapters!**

**WEBSITES**

**OUR SUPPORTERS**

▶ **Circle of  
Humanitarians**

▶ **Look Who's  
Helping**

▶ **Annual Disaster  
Giving Program**

**Chemical Accidents Can Be Prevented**

Many people think of chemicals as only those substances used in manufacturing processes. But chemicals are found everywhere--in our kitchens, medicine cabinets, basements, and garages. In fact, most chemical accidents occur in our own homes. And they can be prevented.

**Children and Poisoning**

The most common home chemical emergencies involve small children eating medicines. Experts in the field of chemical manufacturing suggest taking hazardous materials out of sight could eliminate up to 75 percent of all poisoning of small children.

Keep all medicines, cosmetics, cleaning products, and other household chemicals out of sight and out of reach of children. If your child should eat or drink a non-food substance, find any containers immediately and take them to the phone. Call the **Poison Control Center** (1-800-222-1222) or **Emergency Medical Services (EMS)**, or 9-1-1, if you have it in your area, or call the operator giving this information.

Follow their instructions carefully. Often the first aid advice found on containers may not be appropriate. So, do not give anything by mouth until you have been advised by medical professionals.

**Home Product Precautions**

Other home accidents can result from trying to improve the way a product works by adding one substance to another, not following directions for use of a product, or by improper storage or disposal of a chemical.

The first precaution you can take is to avoid mixing common household chemical products. Some combinations of these products, such as ammonia and bleach, can create toxic gases.

A second important precaution is to always read the directions before using a new product. Some products should not be used in a small confined space to avoid inhaling dangerous vapors. Other products should not be used without gloves and eye protection to help prevent the chemical from touching your body. Read and follow the directions.

Another effective way to protect yourself and your family is to store chemical products properly. Non-food products should be stored tightly closed in their original containers so you can always identify the contents of each container and how to properly use the product.

Never smoke while using household chemicals. Don't use hair spray, cleaning solutions, paint products, or pesticides near the open flame of an appliance, pilot light, lighted candle, fireplace, wood burning stove, etc. Although you may not be able to see or smell them, vapor particles in the

air could catch fire or explode.

If you should spill a chemical, clean it up immediately with some rags, being careful to protect your eyes and skin. Allow the fumes in the rags to evaporate outdoors in a safe place, then dispose of them by wrapping them in a newspaper and then placing them in a sealed plastic bag. Dispose of these materials with your trash. If you don't already have one, buy a fire extinguisher that is labeled for A, B, and C class fires and keep it handy.

Buy only as much of a chemical as you think you will use. If you have product left over, try to give it to someone who will use it. Take care to dispose of it properly. Improper disposal can result in harm to yourself or members of your family, accidentally contaminate our local water supply, or harm other people.

It is also important to dispose of products properly to preserve our environment and protect wildlife. Plus, some products can be recycled and further protect our environment.

Many household chemicals can be taken to your local household hazardous waste collection facility. Many facilities accept pesticides, fertilizers, household cleaners, oil-based paints, drain and pool cleaners, antifreeze, and brake fluid. If you have questions about how to dispose of a chemical, call the facility or the environmental or recycling agency to learn the proper method of disposal.

### **Disaster Plan**

Making a [disaster plan](#) will help each family member to stay calm in an emergency. But most important, planning ahead can save the lives of the people you love. The plan should include what task each family member is responsible for during an emergency, where supplies are kept, how family members will let one another know where they are going if they are evacuated, and where everyone will meet when the disaster is over. A brochure describing how to make a Family Disaster Plan is available from your local Red Cross chapter.

### **Family Disaster Supplies Kit**

A Family Disaster Plan should include a [Family Disaster Supplies Kit](#).

Let each member of the family help put it together. The kit should include:

- A first aid kit
- A battery-operated radio, flashlight, and extra batteries
- Bath size towels
- Plastic garbage bags
- Wide tape
- A county map
- Bottled water (at least 3 gallons of water per person)

- Non-perishable snack food
- List of family medications, eyeglasses, hearing aids

Ask one person to be responsible for replacing water every three months and food every six months. Batteries should also be replaced on a regular basis.

Tape the call letters and frequency numbers of your emergency alert radio stations (EAS) on the radio and make sure everyone knows how to work the radio and put in fresh batteries. Also tape the channel number of the television emergency broadcast stations on your TV.

Every member of the family should know where the Family Disaster Supplies Kit is located--it should be stored within easy reach.

If you are a parent, don't assume that you will always be with your children in an emergency. Make sure they know how to protect themselves if you are not available to help.

At the beginning of the school year, take time to study the school or day care center emergency protective action plan, and discuss it with your children and their babysitters.

### **Major Chemical Emergencies**

A major chemical emergency is an accident that releases a hazardous amount of a chemical into the environment. Accidents can happen underground, on railroad tracks or highways, and at manufacturing plants. These accidents sometimes result in a fire or explosion, but many times you cannot see or smell anything unusual.

### **How You May Be Notified of a Major Chemical Emergency**

In the event of a major chemical emergency, you will be notified by the authorities. To get your attention, a siren could sound, you may be called by telephone, or emergency personnel may drive by and give instructions over a loudspeaker. Officials could even come to your door.

Listen carefully to radio or television emergency alert stations (EAS), and strictly follow instructions. Your life could depend on it.

#### *You Will Be Told*

- The type of health hazard
- The area affected
- How to protect yourself
- Evacuation routes (if necessary)
- Shelter locations
- Type and location of medical facilities



- And the phone numbers to call if you need extra help.

Do not call the telephone company, and do not call EMS, 9-1-1, or the operator for information. Dial these numbers only for a possible life-threatening emergency.

### **Shelter in Place**

One of the basic instructions you may be given in a chemical emergency is to "shelter in place". This is a precaution aimed to keep you and your family safe while remaining in your home. If you are told to shelter in place, take your children and pets indoors immediately.

While gathering your family, you can provide a minimal amount of protection to your breathing by covering your mouth and nose with a damp cloth.

- Close all windows in your home.
- Turn off all fans, heating and air conditioning systems
- Close the fireplace damper
- Go to an above-ground room (not the basement) with the fewest windows and doors
- Take your [Family Disaster Supplies Kit](#) with you
- Wet some towels and jam them in the crack under the doors
- Tape around doors, windows, exhaust fans or vents. Use the plastic garbage bags to cover windows, outlets, and heat registers
- If you are told there is danger of explosion, close the window shades, blinds, or curtains. To avoid injury, stay away from the windows
- Stay in the room and listen to your radio until you are told all is safe or you are told to evacuate

### **Evacuation**

Authorities may decide to evacuate an area for your protection. Again, it is important to stay calm, listen carefully and follow all instructions

If you are told to evacuate, listen to your radio to make sure the evacuation order applies to you and to understand if you are to evacuate immediately or if you have time to pack some essentials. Do not use your telephone.

*If you are told to evacuate immediately:*

- Take your [Disaster Supplies Kit](#) and medications
- Close and lock your windows
- Shut off all vents
- Lock the door
- Move quickly and calmly

If the authorities tell you to evacuate because of a possible chemical emergency, take your [Family Disaster Supplies Kit](#)

- A change of clothing for each member of the family
- Medication, eyeglasses, hearing aids or dentures, or things like canes and walkers
- Personal items such as toothbrushes, deodorant, etc.
- Items for your baby such as diapers, formula, or baby food
- Books, puzzles or cards and games for entertainment
- Do not assume that a shelter will have everything you need. In most cases, the shelters will provide only emergency items such as meals, cots, and blankets
- You don't need to turn off your refrigerator or freezer, but you should turn off all other appliances and lights before locking your home as you leave.
- Check on neighbors to make sure they have been notified, and offer help to those with disabilities or other special needs. If you need a ride, ask a neighbor. If no neighbor is available to help you, listen to the emergency broadcast station for further instructions.
- Take only one car to the evacuation site
- Close your car windows and air vents and turn off the heater or air conditioner.
- Don't take shortcuts because a shortcut may put you in the path of danger. For your safety, follow the exact route you are told to take.

#### **Emergency Procedures for School Children**

In an emergency, your children may be sheltered in place or evacuated from school. If protective actions are being taken at your children's school, do not go to the school. School personnel are trained to handle emergencies.

Do not call your child's school. You could tie up a phone line that is needed for emergency communications.

For further information, listen to local emergency radio and TV stations to learn when and where you can pick up your children.

#### **Chemical Poisoning**

There are several symptoms of chemical poisoning whether by swallowing, touching, or breathing:

- Difficulty breathing
- Changes in skin color
- Headache or blurred vision
- Dizziness
- Irritated eyes, skin, throat
- Unusual behavior
- Clumsiness or lack of coordination
- Stomach cramps or diarrhea

If you think you have been exposed to a toxic chemical, call the **Poison Control Center** (1-800-222-1222), EMS or 9-1-1, or the operator, whichever applies to your area.

If you see or smell something that you think may be dangerous, or find someone who has been overcome with toxic vapors, your first job is to make sure that you don't become a victim. If you remain in a dangerous area and become injured or unconscious, you cannot help yourself or any victims.

Because chemical poisoning can be a life-threatening emergency:

1. Send someone to call EMS, immediately.
2. Tell the operator the location of the emergency and the phone number from where you are calling.
3. Describe what has happened, how many people are involved, and what is being done to help.
4. Stay on the phone until the operator tells you to hang up.

If you are trained in CPR or first aid, and feel confident that you are not in danger, check the person for life-threatening injuries. Administer appropriate treatment, and then deal with the chemical injuries.

If you have not recently taken a course in CPR or first aid, contact your local Red Cross for course information and schedules.

### **First Aid Treatment for Chemical Burns**

A chemical burn can be minor or life threatening, but proper treatment can reduce the chance of infection and the damage caused by contact with the chemical.

Remove any affected clothing or jewelry from the injury. Use lots of cool running water to flush the chemical from the skin until emergency help arrives. The running water will dilute the chemical fast enough to prevent the injury from getting worse.

Use the same treatment for eye burns and remove any contact lenses. Be careful to flush the eye from the nose outward.

If no large amount of clean water is available, gently brush the chemical off the skin and away from the victim and you.

If the chemical is on the face, neck, or shoulders, ask the victim to close his or her eyes before brushing off the chemical.

Cover the wound very loosely with a dry, sterile or clean cloth so that the cloth will not stick to the

wound. Do not put any medication on the wound. Seek medical attention immediately.

If you believe you have been contaminated with a chemical, call the [Poison Control Center](#) (1-800-222-1222), EMS, 9-1-1 or the operator immediately. If medical help is not immediately available, remove your clothing starting from the top and working your way down to your socks. Take care not to touch your contaminated clothing to your bare skin. Place your clothing in a plastic bag so it cannot contaminate other people or things. Take a thorough shower to wash any chemical away. Re-dress in clean clothing and go for medical help at your first opportunity

### **Who Helps in a Chemical Emergency**

There are many organizations that help the community in an emergency, such as police, fire, and sheriff departments, the American Red Cross, and government agencies. All these groups coordinate their activities through the local office of emergency management. In many areas there are local Hazardous Materials, or Haz-Mat Teams, who are trained to respond to chemical accidents. In the event of a chemical emergency, it is very important that you follow the instructions of these highly trained professionals. They know best how to protect you and your family

### **Important Points To Remember**

- Chemicals are everywhere. They are an important part of life.
- The most common chemical accidents occur in our own homes and can be prevented.
- The best ways to avoid chemical accidents are to read and follow the directions for use, storage, and disposal of the product.
- Don't mix products, especially household cleaning products.
- Develop a [Family Disaster Plan](#) and pack a [Family Disaster Supplies Kit](#).
- In the event of an emergency, follow the instructions of the authorities carefully. Listen to your emergency broadcast stations on radio and TV.
- Use your phone only in life-threatening emergencies, and then call the [Poison Control Center](#) (1-800-222-1222), EMS, 9-1-1 or the operator immediately.
- If you are told to "shelter in place", go inside, close all windows and vents and turn off all fans, heating or cooling systems. Take family members and pets to a safe room, seal windows and doors, and listen to emergency broadcast stations for instructions.
- If you are told to evacuate immediately, take your [Family Disaster Supplies Kit](#). Pack only the bare essentials, such as medications, and leave your home quickly. Follow the traffic route authorities recommend. Don't take short cuts on the way to the shelter.
- If you find someone who appears to have been injured from chemical exposure, make sure you are not in danger before administering first aid.
- And lastly, remember, the best way to protect yourself and your family is to be prepared.

The American Red Cross is an organization managed by volunteers from your community. Although it receives no money from the government, it is chartered by the U.S. Congress to provide disaster relief. All help given to people during a chemical, house fire, storm, or other emergency is free of charge and supported through charitable contributions and the United Way.

Emergency help may include shelter, meals, replacement of essential medication, and personal hygiene supplies. The Red Cross may also help reunite families by staying in touch with all evacuation sites.

The strength of the Red Cross is its core of volunteers who work in all levels of the organization. If you would like more information about becoming a Red Cross volunteer, either in Disaster Services, Health and Safety, Blood Services, or community programs, call your local Red Cross chapter.

**Important telephone numbers emergency medical service: 9-1-1**

If an accident involving hazardous materials occurs, you will be notified by the authorities as to what steps to take. You may hear a siren, be called by telephone, or emergency personnel may drive by and give instructions over a loudspeaker. Officials could even come to your door. If you hear a warning signal, you should go indoors and listen to a local Emergency Alert System (EAS) station for emergency instructions from county or state officials. Ask your local office of emergency management or Red Cross chapter which stations carry official messages in your community.

**Your Local Red Cross Chapter Can Provide Additional Materials in English and Spanish:**

- "Your Family Disaster Plan" (ARC 4466)
- "Your Family Disaster Supplies Kit" (ARC 4463)
- "Home Chemical Safety and Emergency Procedures" Video (ARC 5045V)

**Materials for Children:**

- "Disaster Preparedness Coloring Book" (ARC 2200, English, or ARC 2200S, Spanish) for children ages 3-10.
- "Adventures of the Disaster Dudes" (ARC 5024) video and Presenter's Guide for use by an adult with children in grades 4-6.

## **CIMS Team Call List**

<b>Name</b>	<b>Emergency Management Role</b>	<b>Work Phone</b>	<b>Work Address</b>	<b>E-Mail Address</b>
Dr. James Gaertner	President	X41012	AD 303 / Box 2026	<a href="mailto:gaertner@shsu.edu">gaertner@shsu.edu</a>
Dr. David Payne	Provost	X41001	ADM 302 / Box 2087	<a href="mailto:david.payne@shsu.edu">david.payne@shsu.edu</a>
Keith Jenkins	Incident Commander	X41871	LSC 311/ HKC 104 / 2389	<a href="mailto:kjenkins@shsu.edu">kjenkins@shsu.edu</a>
David Webb	Incident Commander	X43177	LEMIT RM. 314/Box 2417	<a href="mailto:davidwebb@shsu.edu">davidwebb@shsu.edu</a>
VP Frank Parker	Student Welfare Officer	X41786	LSC 303 / Box 2237	<a href="mailto:fparker@shsu.edu">fparker@shsu.edu</a>
Joe Kavanaugh	Student Welfare Officer	X41236	SHB 236F / Box 2056	<a href="mailto:kavanaugh@shsu.edu">kavanaugh@shsu.edu</a>
Chief Culak	Safety & Intelligenece Officer	X41793	UPSB 119 / Box 2329	<a href="mailto:dculak@shsu.edu">dculak@shsu.edu</a>
Captain Morris	Safety & Intelligence Officer	X41753	UPSB 102 / Box 2329	<a href="mailto:upd_khm@shsu.edu">upd_khm@shsu.edu</a>
Mark Adams	Communication Officer	X41158	AB1 129 / Box 2449	<a href="mailto:marka@shsu.edu">marka@shsu.edu</a>
Craig Schlicher	Communication Officer	X44942	AB1 216D / Box 2449	<a href="mailto:craig@shsu.edu">craig@shsu.edu</a>
Grady Mangum	Communication Officer	X43974	PPTR 170B / Box 2449	<a href="mailto:magnum@shsu.edu">magnum@shsu.edu</a>
Frank Krystyniak	Public Information Officer	X41833	AD 115B / Box 2105	<a href="mailto:frankk@shsu.edu">frankk@shsu.edu</a>
Julia May	Public Information Officer	X41837	AD 115C / Box 2105	<a href="mailto:jmay@shsu.edu">jmay@shsu.edu</a>
Mark Shiflet	Safety Officer	X41921	PPTR 132 / Box 2327	<a href="mailto:safety@shsu.edu">safety@shsu.edu</a>
Dick Eglsaer	Operations Officer	X41006	AD 302A / Box 2087	<a href="mailto:eglsaer@shsu.edu">eglsaer@shsu.edu</a>
Randy Garner	Operations Officer	X44646	CJC C219 / Box 2296	<a href="mailto:rgarner@shsu.edu">rgarner@shsu.edu</a>
VP Jack Parker	Finance & Administration Officer	X41016	AD 308D / Box 2027	<a href="mailto:parker@shsu.edu">parker@shsu.edu</a>
Jacque Gillam	Finance & Administration Officer	X41085	AD 208 / Box 2027	<a href="mailto:acc_office@shsu.edu">acc_office@shsu.edu</a>
Doug Greening	Logistics Officer	X41910	PPTR B104 / Box 2357	<a href="mailto:ppl_djg@shsu.edu">ppl_djg@shsu.edu</a>
John McCroskey	Logistics Officer	X44970	PPTR 115 / Box 2357	<a href="mailto:ppl_jfm@shsu.edu">ppl_jfm@shsu.edu</a>
Keri Rogers	Volunteer Coordinator	X43422	LDB 200J / Box 2209	<a href="mailto:krogers@shsu.edu">krogers@shsu.edu</a>
Kristy Vienne	Volunteer Coordinator	X42274	LSC 330A / Box 2538	<a href="mailto:kristyvienne@shsu.edu">kristyvienne@shsu.edu</a>
Bill Hyman	Walker County Liaison Officer	X41212	HKC 208 / Box 2176	<a href="mailto:bhyman@shsu.edu">bhyman@shsu.edu</a>
Will Oliver	Walker County Liaison Officer	X44173	CJC C121 / Box 2296	<a href="mailto:woliver@shsu.edu">woliver@shsu.edu</a>
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Dana Grant	Resident Hall Shelter Coordinator	X41816	RLB 208 / Box 2416	<a href="mailto:danagrants@shsu.edu">danagrants@shsu.edu</a>
Ron Pettitt	Resident Hall Shelter Coordinator	X41924	PPTR 157C / Box 2416	<a href="mailto:rsp001@shsu.edu">rsp001@shsu.edu</a>
Ed Chatal	Evacuee Shelter #1 Coliseum	X44889	HKC 162C / Box 2387	<a href="mailto:rca_elc@shsu.edu">rca_elc@shsu.edu</a>
Daniel Martinez	Evacuee Shelter #1 Coliseum	X41966	COL 235 / Box 2387	<a href="mailto:dwm004@shsu.edu">dwm004@shsu.edu</a>
Rosanne Keathley	Evacuee Shelter #2 HKC	X41171	HKC 216 / Box 2176	<a href="mailto:hpe_rsk@shsu.edu">hpe_rsk@shsu.edu</a>
Scott Vaculik	Evacuee Shelter #2 HKC	X44367	HCK 162C / Box 2387	<a href="mailto:ssv001@shsu.edu">ssv001@shsu.edu</a>
Jamie Hebert	Evacuee Shelter #3 AB3/Fld House	X41458	LDB 200S / Box 2209	<a href="mailto:hebert@shsu.edu">hebert@shsu.edu</a>
Dana Nicolay	Evacuee Shelter #3 AB3/Fld House	X41117	AB3 241 / Box 2209	<a href="mailto:nicolay@shsu.edu">nicolay@shsu.edu</a>

Bobby Williams	Evacuee Shelter #3 AB3/Fld House	X44205	RMFH 308 / Box 2268	<a href="mailto:bwilliams@shsu.edu">bwilliams@shsu.edu</a>
Greg Hinze	Evacuee Shelter #3 AB3/Fld House	X41725	RMFH 309 / Box 2268	<a href="mailto:ghinze@shsu.edu">ghinze@shsu.edu</a>
Dennis Stepp	Indoor Ag Arena/Gibbs Ranch	X53213	RNCH 135 / Box 2088	<a href="mailto:agr_dos@shsu.edu">agr_dos@shsu.edu</a>
Leah Mulligan	Small Animal Pet Shelter-Indoor Arena	X41761	LSC 328E / Box 2507	<a href="mailto:leahw@shsu.edu">leahw@shsu.edu</a>
Angie Burns	Small Animal Pet Shelter-Indoor Arena	X43466	LSC 328G / Box 2507	<a href="mailto:angieb@shsu.edu">angieb@shsu.edu</a>
Doug Dretke	SHSU Volunteer Family Shelter CJ Hotel	X41675	CJC A169 / Box 2296	<a href="mailto:djdretke@shsu.edu">djdretke@shsu.edu</a>
Ann Broussard	SHSU Volunteer Family Shelter CJ Hotel	X41693	CJC A251 / Box 2296	<a href="mailto:icc_cab@shsu.edu">icc_cab@shsu.edu</a>
Kristi Kreier	Hotel & Concourse Food Service	X43579	CJC A250 / Box 2296	<a href="mailto:kkreier@shsu.edu">kkreier@shsu.edu</a>
A.K. Kahn	Hotel Manager	X41296	HOTL 115B / Box 2388	<a href="mailto:aakhan@shsu.edu">aakhan@shsu.edu</a>