



ANNEX O

HUMAN SERVICES

(SUPPORT FOR INDIVIDUALS AFFECTED BY  
CAMPUS INCIDENTS)

## ANNEX O – HUMAN SERVICES

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This annex outlines additional operational concepts and procedures specific to Texas A&M University as otherwise not stated in Annex O - Human Services of the Brazos County Interjurisdictional Emergency Management Plan.

### GENERAL

Emergency situations often necessitate that support be offered to victims. For the purpose of this annex, “victims” may include any member of the campus community including emergency responders. As such, Texas A&M University is committed to providing such services to assist victims in the recovery process.

### CONCEPTION OF OPERATIONS

Dependent on the type of emergency and the population affected (students, faculty, staff, or guests), a variety of departments may be called upon to provide human services support. These departments will coordinate with local human services organizations and help organize volunteer disaster assistance organizations to ensure basic human services are provided in the aftermath of an emergency. Human services will be provided through the coordinated efforts of university and local human services professionals, human service agencies, local volunteer groups, the American Red Cross (ARC), The Salvation Army (TSA), and other non-governmental organizations. This annex focuses on those services provided by campus departments. For more information about coordination with external groups and organizations, see Annex O - Human Services of the Brazos County Interjurisdictional Emergency Management Plan.

#### Student Services Support

The Critical Incident Response Team (CIRT) responds to critical incidents involving students. This team consists of university administrators and staff trained to meet the immediate needs of members of the university community when responding to critical incidents involving students. The CIRT can be activated by contacting the University Police Department. Upon the serious injury or death of a student, the primary responding first responder will work with University Police to notify the team. CIRT procedures for handling such student crises are documented in the CIRT Manual maintained by Student Assistance Services in the Offices of the Dean of Student Life.

Counseling and Psychological Services (CAPS) provides various services including personal counseling, outreach programs, psychiatric services, consultation, and crisis intervention. Additional support is provided by CAPS through the CAPS HelpLine. The HelpLine has extensive information about a wide variety of topics and can provide referral information on services and programs at CAPS.

Student Assistance Services (SAS) provides students with appropriate guidance, resources, and support to address a variety of personal and academic matters. SAS provides support for concerning behavior follow-up, student welfare checks, student absence notification, student death, veteran services, , and assistance in coordinating family needs during an emergency.

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President for Human Resources & Organizational Effectiveness or designee. Procedures for handling such employee crises will be determined by the Associate Vice President for Safety & Security and the Vice President for Human Resources & Organizational Effectiveness.

### Emergency Call Centers

In the event of a large-scale emergency where it is necessary to provide additional information or collect information from those affected by the incident, an emergency call center may be established. The call center may be located at an existing campus call center based on the availability of telecommunications infrastructure and the level and extent of the emergency. Coordination between TAMU Information Technology (IT), department heads overseeing existing call centers, the UPD Public Information Officer, the Office of Safety & Security, and the Division of Marketing & Communications will be critical to the success of these centers.

Upon notification that a call center is required, these departments will evaluate the availability of existing call centers and deploy resources as appropriate to staff, equip, and operate these call centers within 8 hours of notification.

Emergency information must be shared with the information hotline staff to answer caller questions. Marketing & Communications, in conjunction with the UPD Public Information Officer (PIO), are responsible for creating and updating FAQ scripts for the hotline staff as members of the Joint Information Center (loi 0 Tc 10.89 0 Td (,)Tj 0.28 0 Td ( )Tj 0.teH



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### RECORD OF CHANGE

CHANGE NUMBER	DATE OF CHANGE	DESCRIPTION OF CHANGE	
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# ANNEX O – HUMAN SERVICES

## APPENDIX A: FAMILY ASSISTANCE CENTER

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### INTRODUCTION

In the event of a mass casualty or mass fatality incident, a Family Assistance Center (FAC) may be required to serve the needs of the victims' families.

Standing up a FAC may be necessary in many situations including, but not limited to, the following:

- x Mass casualty event
- x Mass fatality event
- x Large-scale evacuation event

### PURPOSE

The purpose of this appendix/plan is to establish a list of potential campus services and resources that may be necessary to activate and maintain a FAC.

### ASSUMPTIONS

This plan was developed under the following assumptions:

- x Space will be available.
- x Staff will be available.
- x A mass casualty or mass fatality event will occur with little to no warning.
- x A fully operational family assistance center may not be up and running for 24 hours, but a minimal capacity FAC may be established within hours following notification of a mass casualty or mass fatality incident.
- x The needs of a FAC will change based on the size and scenario of the incident.
- x Support from community partners will be available.
- x Ethnic and cultural practices will be critical factors in how families communicate about the incident, manage their stress, and express their grief.

### FACILITY REQUIREMENTS

At a minimum, a suitable, physical FAC location must be compliant with the Americans with Disabilities Act (ADA) and have the following amenities:

- x Securable doors
- x Sufficient private spaces/rooms
- x Sufficient sanitation facilities
- x Internet and telephone service

Ideally, the location would be near the event site but out of line of sight and sound of the incident and recovery processes. A suitable location may not be available near the incident site.

Facilities on campus that may suit the needs of a FAC are as follows:

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### APPENDIX A: FAMILY ASSISTANCE CENTER

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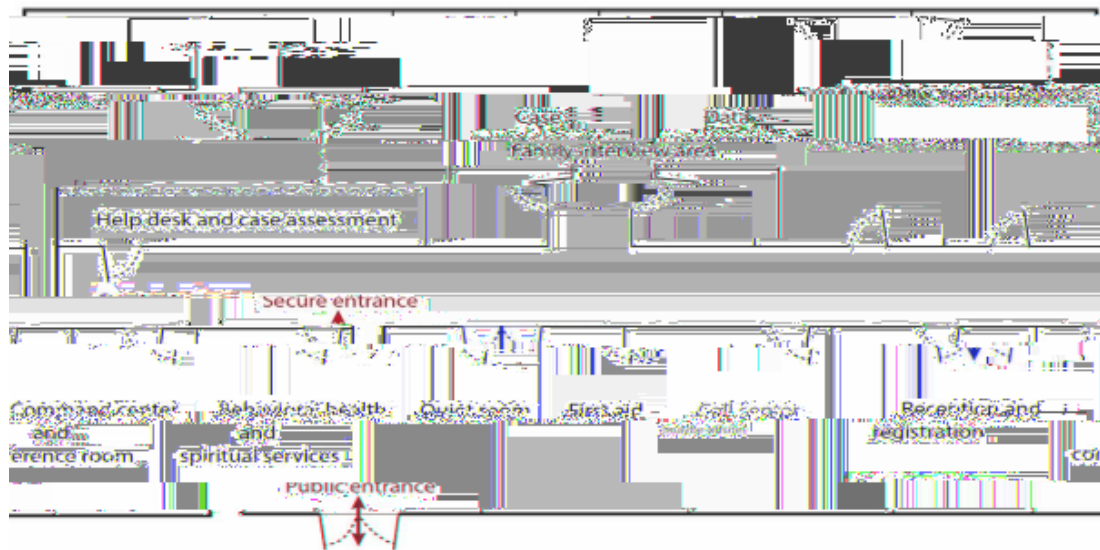
- x Reed Arena
- x Kyle Field
- x Hildebrand Equine Center
- x Memorial Student Center
- x TAMU Hotel and Conference Center

In some instances, it may be most practical or prudent to use a virtual FAC. This can be accomplished with a robust website and a call center with the following trained staff types:

- x Reception/switchboard
- x Translation services
- x Counselors
- x Chaplains
- x Data entry personnel

In instances with a virtual FAC, the back-end organizational structure will remain largely the same.

Sample layout of a physical FAC from the Brazos Valley Regional Mass Fatality Management Plan (maintained separately from this document):

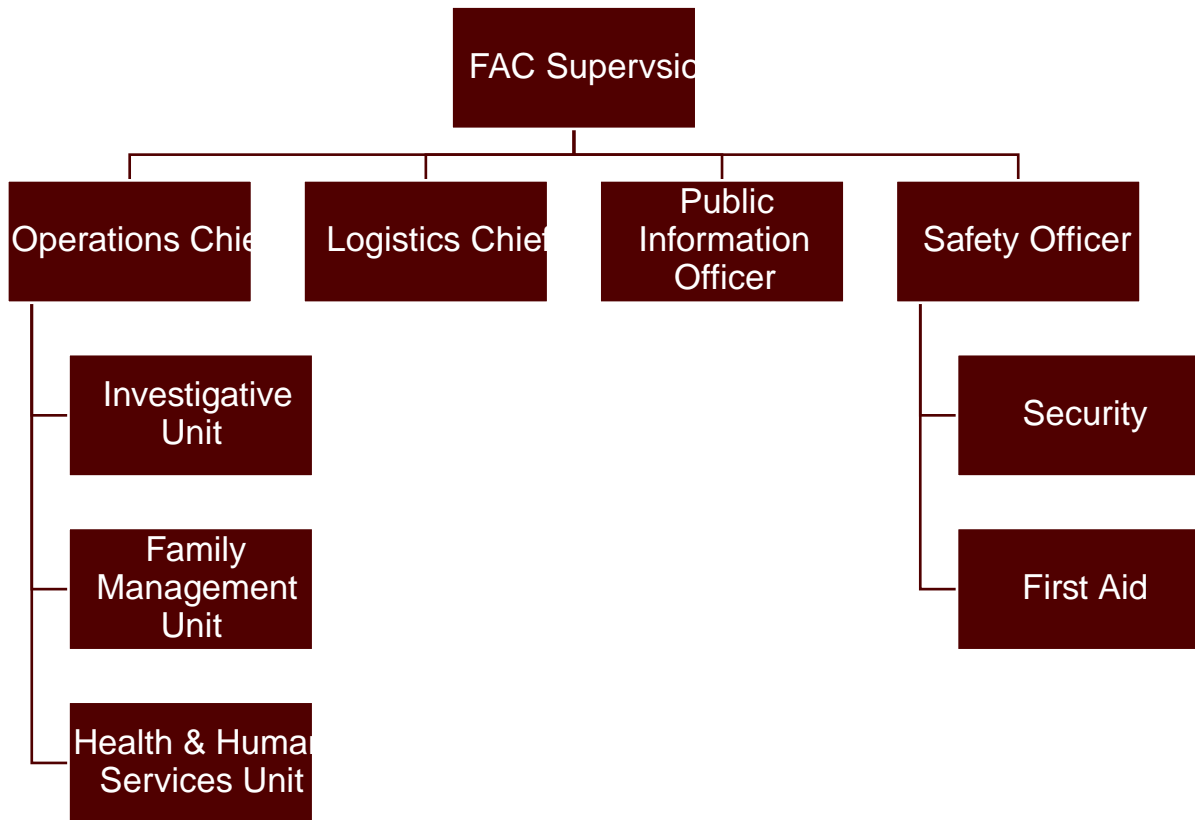


### COMMAND STRUCTURE

A sample, simplified version of a FAC organizational chart is below. This command structure may be filled with university departments from this annex or through local community partnerships based on the needs of the specific incident.

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## FAC SUPERVISOR

The FAC supervisor is responsible for developing the overarching plans for running and maintaining the FAC. This position is responsible for identifying appropriate positions and staffing to suit the specific incident and is also responsible for coordinating directly with the CEOC and/or TAMU emergency management.

## OPERATIONS CHIEF

The Operations Chief is responsible for the day-to-day operations of the FAC and oversees the Investigative, Family Management, and Health & Human Services Units.

- x Investigative Unit: This team is responsible for conducting family interviews to gather antemortem data. In addition, this team will handle data management to include medical records requests and other clerical support while adhering to HIPAA guidelines.
- x Family Management Unit: This team is responsible for family briefings under direction from the Public Information Officer as well as staffing a call center for families of victims to receive information remotely. The Family Management unit

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