

Emergency Preparedness GUIDE



Knowing What to Do

Lone Star College System
Emergency Management Program

FOR EMERGENCIES CALL:

X5911

281.290.5911

LSCS Non-emergency:

832.813.6800

EMERGENCY: 9-911

Dialing **5911** from a campus phone will connect with LSCS Police. Use only for police, fire, or medical emergencies.

Dialing **9-911** from a campus phone will connect with a medical or fire dispatch.

If dialing from a cell phone or off campus phone, dial **911** directly.



OUR COMMITMENT



Lone Star College System is committed to providing a safe environment in which to learn, study, and work. We are better prepared for an emergency thanks to the many men and woman here to serve you.

Our ability to survive a disaster also depends on you doing your part to prepare for the unexpected. Whether a disaster is inconvenient or catastrophic, your personal plans and LSCS emergency plans remain the most dependable tools to keep you safe while visiting one of our campuses.

Join me in helping make our community better prepared by taking these simple steps to be ready for almost anything – from a sustained power outage to a terrorist attack.

Have a plan. Be informed. Be prepared.

This guide provides information on how to minimize the effects of an emergency when visiting one of our campuses. It includes useful information and helpful telephone numbers and Web sites to build on this common sense approach to emergency preparedness.

An involved and informed community is a well prepared community. Your partnership with Lone Star College System is key to our security and emergency management strategy.

Dr. Denise Walker

Chief Emergency Management Officer



5000 Research Forest Blvd
The Woodlands, TX 77073
281.260.3543

Knowing What to do IS YOUR BEST PROTECTION AND YOUR RESPONSIBILITY



**Remember, relief workers cannot reach everyone right away.
Prepare before an emergency occurs.**

ON CAMPUS PERSONAL PREPAREDNESS CHECKLIST

Before an Emergency:

- Know your location and evacuation routes.
- Know where fire extinguishers, emergency exits, emergency telephones and pull alarms are for your area.
- Know where the First Aid Kit is located.
- Keep **281.290.5911** handy - the telephone number for Campus Emergencies. Program the number into your cell phone.
- Follow instructions given to you from a trusted faculty, staff, or law enforcement representative.
- Keep identification on you at all times.
- If you do not speak English, prepare an emergency card with your name, addresses, and information about medicines and allergies. Keep on you at all times.
- Remember the details of an event.
- Register at LoneStar.edu for online emergency notifications and alerts.
- Learn where the emergency campus assembly area is located.
- Learn first aid and CPR.

After an Emergency:

- Notify your relatives that you are safe, but do not tie up telephone lines that may be needed for emergency calls.
- Use caution in entering a damaged building.
- Move to a safe and secure place once it is safe to do so.
- Stay away from damaged electrical wires and wet equipment.
- Monitor local television and computer displays and listen for alerts.
- Check food and water supplies for contamination before consuming.
- Check the web at LoneStar.edu for updated information.
- Stay calm and take time to think. Give assistance where needed.
- If ordered to evacuate, take your emergency kit, personal belongings (if possible), and follow official directions to a safe place.
- Use telephones for emergency calls only.
- Listen for instructions.

Emergency Kit:

- Water and a nonperishable or easy open canned snack
- Small First Aid Kit
- Flashlight with extra batteries
- Special medications and specialty items (pain relievers, walking cane, hearing aid battery, etc.)
- Cash
- Medical alert and emergency contact information

Tips for People with SPECIAL NEEDS OR DISABILITIES



Those needing assistance in evacuating should contact their local campus police office or advisor before the start of class so arrangements for evacuation can be made ahead of time.

Preparation, which includes practice, is the key to success in dealing with a disaster. Preparation is an ongoing process. Keep in mind that the usual means of support and assistance may not be available during or after an emergency.

GENERAL TIPS:

- Discuss your emergency plans with your faculty or advisor.
- Find a buddy who could walk with you to assist you if other means of transportation are unavailable.
- Notify Campus Police to add you to a list of those with special needs.
- Keep a list of people who can help and their telephone numbers.

If you know you will need assistance to evacuate during an emergency, please register by calling X5911 or 281.290.5911.

Register before a disaster actually occurs. X5911 services are available 24 hours a day to assist you.

People with Visual Disabilities

- If you use a cane, keep a spare cane with you to help you maneuver around obstacles and hazards.
- Service animals may become confused, panicked, frightened, or disoriented during and after an emergency. Keep them securely leashed, harnessed, or confined. Be prepared to use alternate ways to negotiate your environment.
- Ask to have the television and displays of news announced slowly and repeated frequently for those who cannot read the screen.

People with Hearing Disabilities

- If possible, have extra batteries for hearing aids and implants, and light phone signaler available.
- Determine how you will communicate with emergency personnel if there is no interpreter or if you do not have your hearing aids. Keep paper and pens on you for this purpose.
- Consider carrying a pre-printed copy of important messages with you, such as "I speak American Sign Language (ASL) and need an ASL interpreter. I do not write or read English."

People with Mobility Disabilities

- Store needed mobility aids (canes, crutches, walkers, wheel chairs) close to you.
- Keep a pair of heavy gloves with you to use while wheeling or making your way over glass or debris.
- If you use a motorized wheelchair or scooter, consider having an extra battery available.
- If your chair does not have puncture-proof tires, keep a patch kit or can of "seal-in-air product" for repairs.
- If you spend time above the first floor of a building, plan and practice using alternative methods of evacuation. Enlist the help of a buddy.

- If you cannot use stairs, discuss lifting and carrying techniques that work for you.
- It is important to discuss the safest way to transport you if you need to be carried, alert helpers of any areas of vulnerability.

People with Medical Needs

- Maintain a list of all of your medications: name of medication, dose, frequency, and the name of the prescribing doctor.
- Keep an extra day supply of any medical supplies you need.
- If you use oxygen, maintain an emergency supply (enough for at least a day).
- Keep an emergency bag packed at all times that contains your medication list, medical supplies, and copies of vital medical papers.

Helping Children on Campus

- Stress safety in damaged areas, i.e., nails, power wires, snakes, etc.
- Talk with children about how they are feeling. Assure them that it is OK to have those feelings.
- Children should not be expected to be brave or tough. Tell them it is OK to cry.
- Do NOT give children more information than they need or can handle about an emergency event.
- Assure fearful children you will be there to care for them until other help arrives.
- Reassure children that the disaster was not their fault.
- Re-establish contact with extended family as soon as it is safe to do so.
- For more tips to help children, go to <http://www.ready.gov>.

Weather EMERGENCIES



HURRICANES

Hurricanes can cause catastrophic damage to coastlines and several hundreds of miles inland. Hurricanes and tropical storms also spawn tornadoes, create storm surges along the coast, and cause extensive damage from heavy rainfall.

Hurricanes are classified into five categories based on their wind speed. Categories 3, 4, and 5 are considered major hurricanes, though Categories 1 and 2 are still dangerous and warrant your full attention.

A **hurricane WATCH** is issued by the National Weather Service about 36 hours prior to hurricane conditions threatening a coastal area.

A **hurricane WARNING** is issued when hurricane winds of 74 miles per hour or higher are expected within 24 hours in your area.

FLOODS

Flooding is the most common natural hazard in Harris and Montgomery Counties.

Understand these terms:

Flood Watch: Flash flooding is possible.

Flood Warning: A flash flood is occurring.



When a hurricane watch or warning is issued by the National Weather Service and a campus is threatened, you should:

Before a Hurricane:

- Listen for alerts and monitor video displays when on campus.
- Monitor local TV and radio stations (**KTRH 740 AM and KUHF 88.7 FM**) for emergency updates.
- Turn off utilities, if requested.
- Check the web at LoneStar.edu for updated information.
- Stay away from windows, doors and openings.
- Move away from low-lying areas, as requested by officials.
- Evacuate immediately, if advised.

During a Hurricane:

- Remain indoors in an interior hallway, bathroom or closet on the lowest level of the building away from windows.
- Seek shelter under something sturdy, such as a desk or table that can help protect you from possible debris.

After a Hurricane:

- Remain indoors, well away from windows on the lowest level of the building.
- Listen for campus alerts and monitor local TV and radio stations for updated information.
- Assess your surroundings, when it is safe to do so.
- Beware of unsafe food and water.
- Utilities could be off. Treat all downed power lines as live wires and do not approach. If you smell gas, leave the area immediately and then contact X5911.
- Inform family members of your location, condition, and how you can be reached. Please keep telephone lines free to emergency use.
- Check the web at LoneStar.edu for updated information.

What to Do if Flooding is Possible:

- Determine if your area is a flood risk – if unsure; call X5911 or 281.290.5911.
- Plan for evacuation.
- Listen for campus alerts and monitor your radio or television for reports of flood danger.
- Do NOT try to walk or drive through flooded areas.
- Follow official emergency evacuation routes. If in your vehicle and it stalls in flood water, get out quickly and move to higher ground.
- Stay away from moving water and disaster areas.
- Turn utilities off until emergency officials advise it is safe to turn them on. Avoid weakened floors, walls, and rooftops.
- Wash your hands frequently with soap and clean water if you come in contact with floodwaters.
- When floodwaters have receded watch for weakened road surfaces.
- Do not return to affected areas until it is safe to do so.

TORNADOES/SEVERE THUNDERSTORMS



Tornadoes are nature's most violent storms.

Spawned from powerful thunderstorms, tornadoes can cause fatalities and devastate a neighborhood in seconds. Tornadoes strike with little or no warning.

Understand these terms:

Tornado Watch: Tornadoes are possible.

Tornado Warning: Take shelter; tornado sighted.

Severe Thunderstorm Watch: Severe thunderstorms are possible.

Severe Thunderstorm Warning: Severe thunderstorms are occurring.

When a Watch or Warning has been issued:

- Monitor your local TV and radio stations for up-to-date information.
- If a tornado has been sighted in your area, go to a safe place in a building away from windows and doors, such as a interior hallway on the lowest level possible.
- Get under a sturdy piece of furniture – a table or desk.
- Use your arms to protect head and neck.
- If you are outside or in your car, lie flat in a ditch or low-lying area. Do NOT attempt to outride a tornado.
- Do not seek shelter under a highway underpass.

After Severe Weather has Passed:

- Be aware of broken glass and downed power lines.
- Check for injuries.
- Move seriously injured persons only if they are in immediate danger or if their life is threatened.
- Use caution entering a damaged building.
- Contact relatives to let them know you are safe.

POWER OUTAGE

Power outages can cause a number of safety concerns.

When a power outage occurs:

- Turn off lights and electrical equipment. Leave on one light or piece of equipment so you will know when power is restored.
- Stay away from downed power lines and sagging trees with broken limbs.
- Keep doors to refrigerators and freezers closed.

EVACUATION



In 2005, Hurricane Rita demonstrated the need for the Houston region to engage in evacuations giving those in locations that are in the greatest danger the opportunity to leave first – followed by those in lower risk areas. The State of Texas has since revised its contra-flow, fuel, and re-entry plans to make the new staggered evacuation plan more efficient and understandable for those needing to evacuate.

When the threat of severe weather exists, listen regularly to local radio or television stations. If the storm appears to affect your area, local officials may order or recommend that residents evacuate.

The decision to evacuate is based on information provided by the National Weather Service and local offices of emergency management. Once your local officials order an evacuation follow instructions on when you evacuate, what to do, and where to go.

To view an evacuation map by zip code and learn how you can be a part of an improved evacuation, please visit **LoneStar.edu** or **www/hcoem.org**.

On Campus:

- If you are told to evacuate, do take your personal belongings.
- Keep all windows and air vents in the classroom and in your vehicle closed.
- Use the routes specified by emergency officials.
- Follow instructions and evacuate immediately.
- People who are in mobile buildings or are concerned about the structural stability of their building, should plan to evacuate anytime a storm threatens these areas. Less powerful hurricanes can produce winds capable of damaging or destroying mobile buildings.
- People traveling with young children, the elderly, or people with special needs, should leave early.

Evacuation Zones

Evacuation Zones A through C have been identified for Houston/Harris/Galveston/Brazoria/Chambers Counties and assigned letters that correspond to hurricane categories. Zone A includes categories 1-2 hurricanes, Zone B includes a category 3 hurricane and Zone C includes categories 4-5 hurricanes. These areas reflect how far inland the storm surge is expected, depending on the hurricane category.

Should an evacuation be recommended, use electronic media, your radio, and freeway changeable message signs to get updates on important evacuation information. This will be coordinated by Houston Transtar Emergency Operations Center.

Brazoria - Galveston - Harris Counties Hurricane Evacuation Zip-Zones Coastal, A, B, and C.

(Source: Houston Transtar)

Zip-Zone Coastal				
77541	77550	77551	77554	77617
77623	77650			
Zip-Zone A				
77510	77518	77531	77539	77563
77565	77566	77568	77573	77577
77586	77590	77591		
Zip-Zone B				
77058	77059	77062	77422	77507
77511	77515	77517	77520	77534
77546	77571	77598		
Zip-Zone C				
77011	77012	77013	77015	77017
77023	77029	77034	77049	77061
77075	77087	77089	77480	77486
77502	77503	77504	77505	77506
77521	77530	77536	77547	77562
77578	77581	77583	77584	77587



Other EMERGENCIES



TERRORISM



Terrorists look for visible targets where they can avoid detection before or after an attack. **While there is no way to predict what will happen or what your personal circumstances will be, there are simple things you can do now to prepare yourself.**

- Be aware of your surroundings; do not let fear overwhelm you.
- If you see what appears to be a dangerous situation, call X5911 or 281.290.5911 and explain your concerns to the Campus Dispatcher. The Dispatcher will help determine what actions should be taken.
- Be aware of conspicuous or unusual behavior. Do not accept packages or backpacks from strangers. Do not leave your personal belongings unattended.
- Learn where emergency exits are located and how to quickly evacuate a building or congested public area.
- Stay clear of heavy or breakable objects that could move, fall or break in an explosion.
- If something occurs, seek safety immediately and listen for campus alerts that will provide you with information and precautions you need to take.

BUILDING EXPLOSION



- Know the campus emergency evacuation procedures.
- Know where the fire exits and fire extinguishers are located, and be able to find them in the dark.
- Stay away from windows.
- Immediately get under a sturdy table or desk if things are falling around you.
- Stay below any smoke at all times.

If trapped in debris:

- Use a flashlight, if available to help rescuers locate you.
- Stay in your area so you do not kick up dust.
- Cover your mouth with your clothing or a handkerchief.
- Tap on a pipe or wall so that rescuers can locate you. Shout as a last resort – shouting can cause a person to inhale dangerous amounts of dusts.

If a fire occurs:

- Stay low to the floor and exit the building quickly and calmly.
- Cover your nose and mouth with a wet cloth.
- Test closed doors for heat with the palm of your hand and forearm on the lower and upper portions of the door. If it is hot or warm to the touch, do not open. Seek an alternate escape route.
- Never use water on an electrical fire.
- If caught in smoke – drop to your hands and knees and crawl; breathe shallowly through your nose and use your clothing as a filter.
- If you must move through flames – hold your breath, move quickly, cover your head and hair, keep your head down and close your eyes as much as possible.
- If your clothes catch fire “stop, drop, and roll” until the fire is out.
- If you are in a room and cannot escape, leave the door closed, stay low to the floor and hang a white or light-colored cloth outside the window.

BOMB THREATS



Bomb threats are usually received by telephone, but they may also be received by note, letter, or e-mail. All bomb threats should be taken seriously and handled as though an explosive were in the building.

What to Do When A Bomb Threat Occurs:

- If you receive a bomb threat, get as much information from the caller as possible.
- Be aware of background noise, special voice characteristic, music, machinery, etc.
- Call X5911 or 281.290.5911 immediately.
- If you receive a bomb threat, do not touch any suspicious packages.
- Clear the area around the suspicious package, and notify Police immediately.
- When evacuating a building, avoid standing in front of windows or other potentially hazardous areas.
- Do not restrict sidewalks or other areas used by emergency officials.
- If you find a bomb, do not touch it or attempt to move it. Call for help and evacuate the area.

SHELTER IN PLACE



Were a chemical agent attack or possible active shooter to occur, authorities may instruct people to either seek shelter where they are and seal the premises (shelter-in-place), or evacuate immediately. If the order is to remain on campus or in your building, you will need to follow these directions:

- Go inside and stay calm.
- Close all doors, windows, and other sources of outside air.
- Go into a room with the fewest doors and windows and seal the room.
- Turn off air conditioning or heating systems to keep chemical vapors from entering.
- Ceiling or rotary fans inside the building may be used safely to keep cool.
- Limit telephone use for emergency calls only. Overloaded telephone circuits may keep actual emergency calls from getting through.
- Listen for authorities to tell you when it is safe to come out. Tune in to your local emergency radio or television station. For LSCS information listen for an announcement over the public address system, monitor computer and visual displays, or await word from local officials.

EPIDEMIC Preventing the spread of germs



Respiratory infections such as colds, coughs and the flu, affect the nose, throat and lungs. The germs (viruses and bacteria) that can cause these infections are spread person-to-person in the air or by physical contact. Tips to help prevent spreading germs or avoiding catching someone else's germs include:

Keep your germs to yourself:

- Cover your nose and mouth with a tissue or your arm.
- Throw out used tissues in the trash as soon as you can.
- Always wash your hands after sneezing, blowing your nose, coughing, or after touching used tissues or handkerchiefs. Also wash often if you are sick.
- Use warm water and soap or alcohol-based hand sanitizers to wash your hands.
- Try to stay home if you have a cough or fever.
- See your doctor as soon as you can if you are feeling ill and follow their instructions.
- Do NOT share personal items, such as cigarettes, towels, lipstick, or anything that may be contaminated with respiratory germs.
- Do NOT share food, utensils, or beverage containers with others.
- Keep your immunizations current.

Preventing CRIME



CRIME ON CAMPUS

LSCS policies prohibit disruption and obstruction of LSCS functions and activities, verbal threats, and behavior endangering the health or safety of any individual.

Disruptive behavior interferes with the educational environment or prevents normal work functions or activities. Examples include yelling, using profanity, or refusing reasonable requests for identification.

Threatening behavior includes physical actions short of actual contact or injury (e.g., moving closer aggressively), or oral or written threats to people or property ("I'll get you," "I'll break it"), or implicit threats ("this isn't over").

Violent behavior includes any physical assault, with or without weapons; behavior a reasonable person would interpret as being potentially violent (e.g., throwing things, pounding on a desk or door) or specific threats to inflict physical harm (e.g., a threat to shoot someone).

You should report immediately when an individual is:

- Engaging in persistent, obsessive attention to others
- Intimidating, verbally abusing, harassing or mistreating others
- Engaging in stalking behavior
- Making threatening references to other incidents of violence
- Making threats to harm self, others or property
- Detailing specific proposed act(s) of disruption or violence
- Expressing feelings of revenge, or being wronged, humiliated, or degraded.

If you feel threatened or in danger you should:

- Find a way to excuse yourself; leave the room or area, and get help.
- Not mention the police if you fear an angry or violent response.
- Signal for assistance.
- Not isolate yourself with an individual you believe may be dangerous. Maintain a safe distance, do not turn your back, and stay seated, if possible. Leave a door open, open a closed door, or sit near the door.
- NEVER try to remove him/her from the area. An agitated individual who may respond with violence towards you may interpret even a gentle push or grabbing an arm as an assault.

Report all disruptive, threatening, or violent behavior to LSCS Police at X5911 or 281.290.5911 at any time or other campus representatives.

Be prepared to answer:

- Type of emergency
- Your telephone number
- Your name
- Your location and the location of the emergency (if different)
- A description of individuals, if applicable
- A description of vehicles, if applicable
- The responding person will discuss the course of action. If necessary, a follow-up will be conducted later.
- The LSCS Chief of Police will review all reports of campus violence for possible follow-up by the Campus Threat Assessment Team.



Crime prevention...ensuring the safety of the LSCS community is a group effort – we all must do our part. Be informed and get involved. When working, visiting, or attending classes on campus, keep in mind the following:

- Report any suspicious persons or activities to the Police Department **X5911** or **281.290.5911**.
- Do not prop open entrances to buildings or rooms.
- Clear your desk and computer of sensitive information and lock your work areas every time you leave.
- Report all maintenance problems to your campus Facilities.
- Use the escort services rather than walk alone at night.
- Be mindful of your surroundings.
- Report lost keys and access cards immediately.

IMPORTANT THINGS THAT CAN BE DONE TO REDUCE THE EFFECTS OF AN EMERGENCY:

- **Make sure you have a support system in place. Create a “buddy system” that can help you prepare for a disaster, as well as during and after a disaster.** Members of your support system, or “buddies”, can be classmates, staff, faculty, friends, and co-workers. They should be people you trust to determine if you need assistance. Your support-system members should know your capabilities and needs, and be able to help in a matter of minutes.
- **Prepare your individual emergency plan.** Create an emergency contact list (contact information for your doctors, emergency out-of-town contacts, and your support system) and a medical information list (name of medical provider, list of medications, allergies, and copies of health insurance card). Keep this information handy.
- **Gather the supplies you will need before, during, and after an emergency.** Your emergency supply kit should also include supplies specific to your disability (writing or hearing devices, additional medication, wheelchair, walker, etc.).
- **Make sure your area is as safe as possible in the event of an emergency.** One of the best ways to avoid possible injuries and stay safe, is to prepare your work area while on campus before an emergency (move furniture or other items that may block your escape route, keep a small flash light near you in case of power outage, and know where your personal belongings are at all times).

REMINDER TO STUDENTS AND FACULTY

- **DO NOT** go to the campus unless told it is okay by school officials after an emergency. If you go to the campus, you may be putting yourself and others in danger.
- **DO** check your local TV or radio station (**KTRH 740 AM**), on the Internet at **LoneStar.edu**, or by calling **832.813.6500**. If there is an emergency, the phone lines may become busy or needed for official business.
- **DO** listen and watch for announcement when on campus to ensure it is safe to move around.

BE READY!

Knowing what to do protects you and your family!



Emergency CONTACT INFORMATION



Lone Star College System Emergency Response

5911

281.290.5911

Non-emergency Response
832.813.6800

Main Number

832.813.6500

Lone Star College System

LoneStar.edu

Campus Police

LoneStar.edu/campus-police

Harris and Montgomery County Emergency Response

911

City of Houston Non-Emergency Response

311

Registry for Special Needs Emergency Services

211

Harris County

www.co.harris.tx.us

Montgomery County

www.co.montgomery.tx.us

Harris County Homeland Security & Emergency Management

www.hcoem.org

Montgomery County Homeland Security & Emergency Management

www.mctxoem.org/

City of Houston Emergency Management

www.houstonoem.net

American Red Cross, Greater Houston Area

713.526.8300

Salvation Army

713.752.0677

United Way

713.685.2300

Harris County Rabies/Animal control

281.999.3191

Governor's Division of Emergency Management

www.txdps.state.tx.us/dem

National Weather Service

www.srh.noaa.gov/hgx

U.S. Department of Homeland Security

www.ready.gov

Centers for Disease Control and Prevention

www.bt.cdc.gov

American Red Cross (Houston Chapter)

www.houstonredcross.org