

HUSTON-TILLOTSON UNIVERSITY

CAMPUS EMERGENCY OPERATIONS & CONTINUITY HANDBOOK

**Subordinate to the Campus Emergency
Management Framework and Crisis
Communication Plan**

Office of Campus Safety

A photograph of a campus landscape. In the foreground, a brick-paved path leads through a green lawn. To the right, there is a brick building with a tall, thin tower. Lush green trees and bushes are scattered throughout the scene. The sky is blue with some clouds.

2026–2027

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Welcome Message

The safety and well-being of the Huston-Tillotson University community is our highest priority. This Campus Emergency Operations Handbook brings together the University's operational plans that guide preparedness, response, and recovery during emergencies affecting the campus.

Emergencies can occur in many forms, including safety incidents, severe weather, public health events, infrastructure disruptions, or other unforeseen circumstances. The University maintains coordinated response procedures to protect life, maintain essential operations, and support the campus community during such events.

This handbook provides a centralized reference for the operational emergency plans used across the University. Faculty, staff, and campus leaders should be familiar with these procedures and work collaboratively to support a safe and resilient campus environment.



Purpose of the Handbook

The Campus Emergency Operations Handbook serves as the consolidated reference for the University's emergency response plans.

Its purpose is to:

- Provide a structured framework for emergency preparedness and response
- Coordinate institutional actions across departments
- Support the safety of students, faculty, staff, and visitors
- Maintain continuity of critical campus operations during emergencies

Detailed procedures are contained within the operational plans included in this handbook.



Scope of the Handbook

This handbook applies to emergencies that may affect Huston-Tillotson University facilities, operations, or members of the campus community.

The guidance within this document applies to:

- Students
- Faculty and staff
- Campus administrators
- Contractors and visitors on University property

Operational plans address a range of incidents, including safety threats, medical emergencies, infrastructure disruptions, and events requiring campus-wide coordination.

Employee Management Structure

Emergency response at Huston-Tillotson University follows a coordinated structure aligned with standard incident management practices.

During emergencies, the University may implement an Incident Command System (ICS)-aligned structure to coordinate response activities across departments and with external emergency services.

Emergency response leadership may include senior administration, Campus Safety, Facilities, Student Affairs, Information Technology, and other departments, depending on the nature of the incident.

Operational plans contained in this handbook support coordinated decision-making and response actions.

Response Priorities

All emergency responses at Huston-Tillotson University are guided by the following priorities:

1. Protection of life and safety
2. Stabilization of the incident
3. Protection of critical infrastructure
4. Continuity of essential operations
5. Protection and recovery of property

These priorities guide the activation and execution of the operational plans contained in this handbook.

Operational Emergency Plans

This handbook includes the following operational plans, each addressing specific aspects of emergency response and campus continuity:

- Emergency Operations & Response Plan
- Crisis Communication Plan
- Evacuation, Shelter-in-Place & Lockdown Plan
- Medical, Health & Mental Health Response Plan
- Housing, Food & Student Continuity Plan
- Accessibility & Disability Emergency Support Plan
- IT, Infrastructure & Damage Recovery Plan

Each plan operates under the University's broader emergency management framework and may be activated depending on the nature of the incident.

EMERGENCY

OPERATIONS & RESPONSE
PLAN

I. Purpose

The Emergency Operations & Response Plan (EORP) establishes standardized procedures for responding to emergencies and incidents that threaten life, health, safety, property, or continuity of operations on campus.

This plan defines how response actions are executed once authority has been activated under the Campus Emergency Management Framework.

II. Authority & Governance

This plan operates under the authority of the following governing documents:

- Campus Emergency Management Framework
- Crisis Communication Plan

Activation authority, leadership hierarchy, and decision-making power are defined in the Campus Emergency Management Framework.

This plan does not override established governance or communication authority.

III. Activation Criteria

This plan is activated when an incident:

- Poses an immediate or escalating risk to people or property
- Disrupts normal campus operations
- Requires a coordinated, multi-departmental response
- Requires engagement with external emergency services

Activation levels (monitoring, partial activation, or full activation) are determined by the Emergency Management Authority as defined in the Campus Emergency Management Framework.

IV. Incident Command Structure

Upon activation:

- The institution will utilize an Incident Command System (ICS) or an ICS-aligned structure.
- Roles may include, but are not limited to:
 - Incident Commander
 - Operations Lead
 - Safety Officer
 - Liaison to External Agencies
 - Logistics and Resource Support
 - Documentation / Situation Reporting

Assignments are incident-specific and may shift as conditions evolve.

V. Response Priorities (Order of Operations)

All emergency responses will prioritize:

1. Life safety
2. Incident stabilization
3. Protection of critical infrastructure
4. Continuity of essential functions
5. Property protection and recovery

VI. Departmental Roles (General)

While responsibilities vary by incident, typical functions include:

- *Campus Police / Security*
 - Scene control
 - Coordination with law enforcement
 - Access management
- *Facilities & Operations*
 - Utilities control
 - Structural safety assessment
 - Environmental hazards
- *Student Affairs / Housing*
 - Student accountability
 - Temporary relocation
 - Welfare checks
- *Health Services*
 - Welfare checks
 - Coordination with EMS
 - Mental health response referral
- *Information Technology*
 - System continuity
 - Cyber incident containment
 - Emergency technology support

VII. External Agency Coordination

When necessary, the institution will coordinate with:

- Local law enforcement
- Fire and rescue
- Emergency medical services
- Public health agencies
- Emergency management authorities

The designated Liaison Officer manages agency coordination.

VIII. Situation Reporting & Documentation

During an active incident:

- Situation updates will be documented at regular intervals
- Decisions, actions, and timelines will be logged
- Records will be retained for purposes including:
 - Legal compliance
 - After-action review
 - Insurance or regulatory requirements

IX. Communication

All internal and external emergency—related communications related to emergencies will be handled in accordance with the Crisis Communication Plan.

This includes:

- Media statements
- Campus alerts
- Family notifications
- Public messaging

Operational staff should not issue independent statements.

X. Transition to Recovery

Once the incident is stabilized:

- Response operations transition to recovery and restoration
- Responsibility may shift to Facilities, Information Technology, Academic Affairs, or Continuity teams
- A formal after-action review will be scheduled

XI. Training & Review

- This plan will be reviewed annually
- Training exercises will be conducted periodically
- Updates will reflect:
 - Lessons learned
 - Regulatory changes
 - Institutional changes

CRISIS

COMMUNICATION PLAN

I. Purpose

This Crisis Communication Plan establishes a centralized framework for communicating timely, accurate, and consistent information before, during, and after a crisis affecting Huston-Tillotson University. The plan prioritizes the safety of the campus community, protects institutional credibility, and ensures compliance with legal and regulatory obligations.

II. Scope

This plan applies to any incident or situation that may:

- Disrupt university operations
- Impact health or safety
- Attract media or public attention
- Affect institutional reputation

This document supplements the Campus Emergency Response and Disaster Recovery Plan and addresses communications only.

III. Guiding Principles

- Accuracy over speed, with timely updates
- One clear institutional voice
- Transparency balanced with privacy and legal requirements
- Calm, compassionate, and authoritative tone
- Ongoing updates as facts evolve

IV. Crisis Communication Authority

The President of the University serves as the final authority for crisis communications. In the President's absence, authority rests with the Vice President for Administration and Finance or a designated senior administrator.

The Office of Communications and Marketing is the sole office authorized to prepare, approve, and distribute external crisis communications.

V. Communication Team

The Crisis Communication Team may include:

- President
- Vice President for Administration and Finance
- Director of Communications and Marketing (Lead Spokesperson)
- Director of Campus Safety
- Vice President for Academic and Student Affairs
- Dean of Student Affairs
- Director of Human Resources
- Legal Counsel (as appropriate)

Additional personnel may be included depending on the nature of the crisis.

VI. Spokesperson Policy

Only the President or the Director of Communications and Marketing (or designee) may serve as official University spokespersons. Faculty and staff are not authorized to speak to the media or issue public statements on behalf of the University.

VII. Audiences

- Students
- Faculty and staff
- Parents and families
- Board of Trustees
- Media
- Community partners
- Government and emergency agencies

VIII. Communication Channels

- Campus email
- University website
- Emergency notification systems
- Social media platforms
- Media advisories and statements
- Direct outreach to leadership

IX. Initial Crisis Response

Verify facts with Campus Safety and relevant authorities

Activate the Crisis Communication Team

Prepare and release an initial holding statement

Notify internal audiences before or concurrently with external messaging when feasible

X. Message Development Standards

All crisis messages should:

- State confirmed facts
- Acknowledge uncertainty when applicable
- Outline actions being taken
- Provide guidance on next steps
- Express concern and support

XI. Media Relations

The Office of Communications and Marketing will:

- Coordinate all media inquiries
- Issue official statements and updates
- Schedule briefings if appropriate
- Monitor coverage for accuracy and misinformation

XII. Social Media Management

Social media platforms will be used to amplify official messaging and direct audiences to authoritative sources. Speculation and misinformation will not be tolerated.

XIII. Internal Communication

Faculty, staff, and students will receive regular updates as appropriate. Supervisors and academic leaders are responsible for reinforcing official communications and directing questions to Communications and Marketing.

XIV. Post-Crisis Communication

Following stabilization:

- Issue closure and recovery messaging
- Communicate operational status updates
- Acknowledge community efforts
- Conduct a post-crisis communication review

XV. Records and Documentation

All crisis communications and media inquiries will be archived by the Office of Communications and Marketing.

APPENDIX A: Crisis Communication Templates

A. Initial Holding Statement

Huston-Tillotson University is aware of [brief description of incident]. Our primary concern is the safety and well-being of our students, faculty, staff, and campus community. The University is working closely with campus officials and appropriate authorities to assess the situation. Additional information will be shared as it becomes available.

B. Internal Campus Notification

Subject: Campus Update.

The University is responding to (brief description of incident) at this time (known facts). Safety remains our highest priority. Please follow instructions from Campus Safety and rely only on official University communications for updates. Additional information will be provided as appropriate.

C. Media Statement

The University is actively managing the situation involving the incident. Our focus remains on safety, clear communication, and continuity of operations. Updates will be provided through official University channels as details are confirmed.

D. Crisis Communication Decision Framework

- Incident identified → Facts verified with Campus Safety
- Draft prepared → Communications and Marketing
- Approval → President or designee
- Distribution → Internal audiences first when feasible, then external
- Updates → As situation evolves

EVACUATION,

SHELTER-IN-PLACE, & LOCKDOWN PLAN

I. Purpose

This plan establishes clear procedures for evacuation, shelter-in-place, and lockdown actions during emergencies that threaten campus occupants. It defines how people move, where they go, and how safety is maintained once an emergency has been activated under the Campus Emergency Management Framework.

II. Authority & Governance

This plan operates under the authority of:

- Campus Emergency Management Framework
- Crisis Communication Plan

The decision to order an evacuation, shelter-in-place, or lockdown is made by the designated Emergency Management Authority as defined in the Framework. This plan executes decisions and does not assign decision-making authority.

III. Definitions

- Evacuation: Ordered movement of individuals away from a dangerous area to a safer location.
- Shelter-in-Place: Remaining indoors to avoid external hazards (e.g., severe weather, hazardous materials).
- Lockdown: Securing buildings or areas to protect occupants from internal or external threats.

IV. Evacuation Criteria

Actions under this plan may be activated when incidents include, but are not limited to:

- Fire or explosion
- Active threat or violence
- Hazardous material release
- Severe weather
- Structural failure
- Law enforcement activity requiring area control

The specific action taken will depend on the risk type, immediacy, and location.

V. Evacuation Procedures

a. Evacuation Orders

- Evacuations may be:
 1. Building-specific
 2. Area-specific
 3. Campus-wide
- Orders may be verbal, alarm-based, or electronic.

b. Evacuation Routes & Assembly

- Occupants should:
 1. Use nearest safe exit
 2. Avoid elevators unless directed
 3. Assist others when safe to do so
- Designated assembly areas will be identified where possible.

c. Accountability

- Department heads, faculty, and staff assist with accountability
- Residence life staff assist with student accountability in housing areas
- Missing persons are reported to Incident Command

VI. Shelter-in-Place Procedures

Shelter-in-Place may be used when evacuation would increase risk.

a. General Guidance

- Move indoors immediately
- Close and secure doors and windows
- Remain in interior rooms when possible
- Monitor official communications

b. Hazard-Specific Adjustments

- Weather: Move to lowest safe level
- Hazardous materials: Seal doors and vents if instructed
- Civil disturbance: Stay away from windows and exterior doors

VII. Lockdown Procedures

Lockdown is used when there is an immediate threat to occupants.

a. Lockdown Actions

- Lock or barricade doors
- Turn off lights where possible
- Remain silent and out of sight
- Do not open doors unless directed by authorities

b. Duration

- Lockdown remains in effect until officially lifted
- Unauthorized movement during lockdown is discouraged

VIII. Accessibility & Special Considerations

- Individuals with disabilities, mobility limitations, or medical needs will receive assistance in accordance with the Accessibility & Disability Emergency Support Plan
- Evacuation assistance may include:
 - Buddy systems
 - Refuge areas
 - Emergency evacuation devices

IX. Coordination with External Agencies

When applicable, this plan is executed in coordination with:

- Local law enforcement
- Fire departments
- Emergency medical services

External responders may assume control of evacuation or lockdown zones.

X. Communications

All emergency notifications and updates will be issued in accordance with the Crisis Communication Plan.

This includes:

- Evacuation instructions
- Shelter-in-place alerts
- Lockdown initiation and release
- All-clear announcements

No independent messaging is permitted.

XI. Training & Awareness

a. Annual awareness training is recommended for:

- Faculty
- Staff
- Students
- Contractors

b. Drills may include:

- Evacuation exercises
- Shelter-in-place scenarios
- Lockdown simulations

XII. Plan Status

- Status: Active
- Effective Date: Upon adoption
- Supersedes: Evacuation and shelter sections of the Legacy Emergency Document (Archived 2026)

MEDICAL

HEALTH, & MENTAL HEALTH RESPONSE PLAN

I. Purpose

The Medical, Health & Mental Health Response Plan is established in accordance with ADA-approved procedures for responding to medical emergencies, public health incidents, and mental health crises affecting the campus community.

This plan ensures coordinated medical response, continuity of care, and appropriate mental health support during and after emergencies that are activated under the Campus Emergency Management Framework.

II. Authority & Governance

This plan operates under the authority of:

- Campus Emergency Management Framework
- Crisis Communication Plan

Medical response actions are coordinated through Campus Safety, Health Services, and designated medical authorities. This plan does not supersede professional medical judgment.

III. Scope

This plan applies to:

- Acute medical emergencies
- Mental health crises
- Public health incidents
- Infectious disease outbreaks
- Mass casualty incidents
- Post-incident trauma support

IV. Medical Emergency Response

a. Immediate Medical Emergencies

Medical emergencies include, but are not limited to:

- Severe injury or illness
- Cardiac or respiratory distress
- Loss of consciousness
- Significant bleeding
- Seizures

b. Response actions:

- Call Campus Safety or emergency services immediately
- Provide first aid only if trained
- Remain with the individual until responders arrive

V. Campus Health Services Role

Health Services may:

- Provide triage and basic care
- Coordinate transport to medical facilities
- Support continuity of prescribed treatments
- Assist with public health guidance

Health Services will coordinate with local hospitals and public health agencies as needed.

VI. Mental Health Crisis Response

Mental Health Emergencies

Mental health crises may include, but are not limited to:

- Threats of self-harm
- Severe emotional distress
- Disorientation or psychosis
- Trauma response following incidents

Response approach:

- Ensure immediate safety
- Contact Campus Safety and Counseling Services
- Involve external crisis response resources when appropriate

VII. Post-Incident Mental Health Support

Following emergencies, the University may provide, but is not limited to:

- Crisis counseling
- Group debriefings
- Individual therapy referrals
- Faculty and staff support services

Support services may be extended over time based on campus needs.

VIII. Public Health & Infectious Disease Response

For public health incidents:

- Follow guidance from local and state health authorities
- Implement health monitoring or containment measures
- Coordinate vaccination or testing efforts when applicable
- Communicate protective actions through official communication channels

IX. Mass Casualty & Large-Scale Health Incidents

During large-scale incidents:

- Triage procedures will be implemented
- Temporary care areas may be established
- External EMS and hospitals will be engaged
- Mental health surge capacity will be activated

X. Coordination with Other Plans

This plan operates in coordination with:

- Emergency Operations & Response Plan
- Evacuation, Shelter-in-Place & Lockdown Plan
- Accessibility & Disability Emergency Support Plan
- Housing, Food & Student Continuity Plan

XI. Communications

All communications related to medical or mental health incidents will be coordinated in accordance with the Crisis Communication Plan.

This includes:

- Health advisories
- Family notifications
- Community guidance
- Media statements

XII. Training & Preparedness

- First aid and CPR training are encouraged for staff
- Mental health awareness training may be provided
- Drills may include medical response scenarios

XIII. Review & Maintenance

- Reviewed annually
- Updated following incidents
- Adjusted for changes in health regulations, public health guidance, or campus resources

XIV. Plan Status

- Status: Active
- Effective Date: Upon adoption
- Supersedes: Medical and counseling sections of the Legacy Emergency Document (Archived 2026)

HOUSING,

FOOD, & STUDENT CONTINUITY PLAN

I. Purpose

The Housing, Food & Student Continuity Plan establishes procedures to maintain student housing, food access, and essential support services during emergencies that disrupt normal campus operations.

This plan ensures that students' basic needs, safety, and continuity of care are addressed during incidents activated under the Campus Emergency Management Framework.

II. Authority & Governance

This plan operates under the authority of:

- Campus Emergency Management Framework
- Crisis Communication Plan

Operational coordination is led by Student Affairs in collaboration with Housing, Dining Services, Facilities, Campus Safety, and Health Services.

This plan does not establish emergency declaration authority.

III. Scope

This plan applies to emergencies that affect:

- Residence halls and student housing
- Food service operations
- Student access to essential services
- Campus access or mobility
- Temporary displacement or shelter needs

IV. Housing Continuity

a. Residence Hall Operations

During emergencies:

- Residence Life staff support student accountability and safety checks
- Access to residence halls may be restricted or controlled
- Temporary relocation may be required based on incident severity

b. Temporary Housing & Relocation

If housing is compromised:

- Alternate on-campus housing may be used
- Off-campus lodging may be secured if necessary
- Priority is given to students with:
 - Disabilities or medical needs
 - International status
 - Lack of alternative housing options

V. Food Service Continuity

a. Dining Operations

Dining Services will:

- Maintain meal access where feasible
- Modify service models as necessary (grab-and-go, limited menus)
- Coordinate food distribution during extended disruptions

b. Emergency Food Support

When standard operations are unavailable:

- Emergency food supplies may be deployed
- Partnerships with vendors or community agencies may be utilized
- Special dietary needs will be considered when possible

VI. Student Support Services

During emergencies, Student Affairs may coordinate:

- Wellness checks
- Counseling and mental health referrals
- Academic flexibility support (in coordination with Academic Affairs)
- Assistance for students experiencing displacement or hardship

VII. Academic Continuity Coordination

While academic policy is governed separately, Student Affairs will:

- Coordinate with Academic Affairs regarding student needs
- Support communication of academic accommodations
- Assist students impacted by housing or health disruptions

VIII. Transportation & Mobility Support

When required:

- Shuttle or transportation assistance may be arranged
- Mobility needs will be addressed in coordination with the Accessibility & Disability Emergency Support Plan
- Access routes may be modified based on safety conditions

IX. Coordination with Other Plans

This plan operates in coordination with:

- Emergency Operations & Response Plan
- Medical, Health & Mental Health Response Plan
- Accessibility & Disability Emergency Support Plan
- Evacuation, Shelter-in-Place & Lockdown Plan

X. Communications

All communications related to housing, food, and student services will be handled in accordance with the Crisis Communication Plan.

This includes:

- Housing status updates
- Dining service modifications
- Student instructions
- Family notifications

XI. Training & Preparedness

- Residence Life and Dining staff will receive emergency awareness training
- Tabletop exercises may include housing displacement scenarios
- Staff will be briefed on emergency food and shelter procedures

XII. Review & Maintenance

- Reviewed annually
- Updated following incidents
- Adjusted based on housing capacity or service changes

XIII. Plan & Status

- Status: Active
- Effective Date: Upon adoption
- Supersedes: Housing and food-related sections of the Legacy Emergency Document (Archived 2026)

ACCESSIBILITY

**& DISABILITY EMERGENCY SUPPORT
PLAN**

I. Purpose

The Accessibility & Disability Emergency Support Plan ensures that students, faculty, staff, and visitors with disabilities or access needs receive appropriate assistance during emergencies. This plan establishes procedures to support individuals who may require assistance during:

- Evacuation
- Shelter-in-place
- Lockdown
- Medical or safety incidents

The plan is designed to comply with applicable ADA and accessibility requirements guidance while prioritizing life safety.

II. Authority & Governance

This plan operates under the authority of:

- Campus Emergency Management Framework
- Crisis Communication Plan

Activation decisions are made by the Emergency Management Authority as defined in the Campus Emergency Management Framework. This plan provides support mechanisms, not command authority.

III. Guiding Principles

Emergency support for individuals with disabilities is guided by the following principles:

- Safety of the individual and responders
- Respect for independence and dignity
- Individual choice whenever possible
- Use of pre-planned accommodations
- Coordination across departments

IV. Scope of Disabilities & Access Needs

This plan applies to individuals with access or functional needs, including but not limited to:

- Mobility impairments
- Wheelchair or scooter use
- Visual impairments
- Hearing impairments
- Cognitive or intellectual disabilities
- Medical conditions affecting stamina or response
- Temporary impairments (injury, illness, pregnancy)

V. Pre-Emergency Planning & Preparedness

a. Voluntary Self-Identification

Individuals are encouraged to voluntarily inform appropriate offices (e.g., Disability Services, Human Resources and Housing) of emergency assistance needs.

Information is:

- Used solely for emergency planning
- Maintained confidentially
- Updated as needed

b. Personal Emergency Plans

Where appropriate, individuals may develop Personal Emergency Response Plans (PERPs) outlining:

- Preferred assistance methods
- Safe refuge locations
- Communication preferences

VI. Evacuation Assistance

a. General Procedures

- Individuals with mobility limitations should not be carried unless trained personnel are present
- Elevators should not be used during fire evacuations unless authorized
- Areas of refuge may be used where evacuation is not immediately possible

b. Assistance Roles

- Trained staff or designated assistants may provide support
- Buddy systems may be used when pre-arranged
- Campus Safety coordinates evacuation support with emergency responders

VII. Shelter-in-Place & Lockdown Support

During shelter-in-place or lockdown situations:

- Individuals should move to the safest accessible location available
- Assistance will prioritize maintaining secure positioning
- Communication needs (visual alerts, written instructions) will be accommodated when feasible

VIII. Communication Access

Emergency communications will be delivered in accordance with the Crisis Communication Plan and may include:

- Audible alerts
- Visual alerts
- Text-based notifications
- Direct assistance from staff

Efforts will be made to ensure all emergency communication is accessible and understandable.

IX. Medical & Support Needs

During emergencies:

- Individuals with medical devices or medications will be supported where possible.
- Emergency responders will be informed of specific needs when such information is known.

Student Affairs and Health Services may assist with continuity of care

X. Coordination with Other Plans

This plan operates in coordination with:

- Evacuation, Shelter-in-Place & Lockdown Plan
- Medical, Health & Mental Health Response Plan
- Emergency Operations & Response Plan

Each operational plan must consider accessibility needs during execution.

XI. Training & Awareness

- Training will be provided for:
 - Campus Safety
 - Residence Life staff
 - Facilities staff
 - Key academic and administrative personnel
- Awareness materials will be available to the campus community

XII. Review & Maintenance

- Reviewed annually
- Updated following incidents or exercises
- Adjusted to reflect changes in facilities or services

XIII. Plan Status

- Status: Active
- Effective Date: Upon adoption
- Supersedes: Accessibility-related sections of the Legacy Emergency Document (Archived 2026)

**INFRASTRUCTURE, & DAMAGE RECOVERY
PLAN**

I. Purpose

The IT, Infrastructure & Damage Recovery Plan establishes procedures to protect, assess, restore, and recover information technology systems, facilities, utilities, and physical assets following emergencies that disrupt campus operations.

This plan supports continuity of operations, data integrity, and safe reoccupation of facilities after incidents that are activated under the Campus Emergency Management Framework.

II. Authority & Governance

This plan operates under the authority of:

- Campus Emergency Management Framework
- Crisis Communication Plan

Operational coordination is led by Information Technology and Facilities Management, in collaboration with Campus Safety, Finance, and external partners.

This plan does not authorize emergency declarations or independent communications.

III. Scope

This plan applies to:

- Information technology systems and networks
- Data security and recovery
- Campus buildings and grounds
- Utilities (power, water, HVAC, telecommunications)
- Damage assessment and restoration
- Post-incident recovery operations

IV. Information Technology Response

a. System Protection & Continuity

During emergencies, IT may:

- Secure or shut down affected systems
- Activate backup systems or redundant services
- Prioritize restoration of mission-critical systems
- Critical systems may include:
 - Emergency notification platforms
 - Student information systems
 - Learning management systems
 - Payroll and financial systems
 - Network and communications infrastructure

b. Data Protection & Cybersecurity

IT will:

- Protect sensitive data from loss or compromise
- Investigate suspected cybersecurity incidents
- Coordinate incident response with internal and external experts
- Restore data from backups when necessary

V. Infrastructure & Facilities Response

a. Initial Damage Assessment

Facilities Management will:

- Assess buildings for structural safety
- Identify utility outages or hazards
- Restrict access to unsafe areas
- Coordinate inspections with external authorities when required

No building may be reoccupied until deemed safe.

b. Utilities & Environmental Safety

Facilities will coordinate:

- Utility shutoffs and restoration
- Environmental hazard mitigation
- Temporary repairs to stabilize facilities

VI. Recovery & Restoration Operations

a. Prioritization of Recovery

Recovery efforts will prioritize:

- Life safety systems
- Emergency and communications infrastructure
- Housing and dining facilities
- Academic and administrative operations
- Auxiliary services

b. Vendor & Contractor Coordination

Facilities and IT may:

- Engage vendors for repairs or restoration
- Coordinate insurance assessments
- Document damage for reimbursement or claims

VII. Documentation & Final Recovery

During and after incidents:

- Damage assessments will be documented
- Costs will be tracked for insurance, FEMA, or other claims
- Records will be maintained for audits and compliance

Finance and Risk Management will coordinate financial recovery activities.

VIII. Coordination with Other Plans

This plan operates in coordination with:

- Emergency Operations & Response Plan
- Housing, Food & Student Continuity Plan
- Medical, Health & Mental Health Response Plan
- Accessibility & Disability Emergency Support Plan

IX. Communications

All communications related to system outages, building closures, or recovery timelines will be handled in accordance with the Crisis Communication Plan.

IT and Facilities staff will not issue independent public updates.

X. Training & Preparedness

IT and Facilities staff will participate in emergency preparedness training

Backup and recovery procedures will be tested periodically

Tabletop exercises may include infrastructure failure scenarios

XI. Review & Maintenance

- Reviewed annually
- Updated following incidents
- Adjusted based on changes in infrastructure or technology

XII. Plan Status

- Status: Active
- Effective Date: Upon adoption
- Supersedes: IT and facilities-related sections of the Legacy Emergency Document (Archived 2026)

Training & Plan Maintenance

Emergency preparedness requires ongoing training and review.

The University may conduct drills, tabletop exercises, and training programs to ensure that personnel understand their roles during emergencies. Plans included in this handbook are reviewed periodically and updated as needed to reflect changes in campus operations, infrastructure, or regulatory guidance.



Campus Emergency Contacts

Fire/Medical	9-911
Campus Safety Director	512-505-3251
Main Gate	512-505-3254
West Gate (Chalmers)	512-505-3253
North Gate (11 th Street)	512-505-3252

Date Reported:

Time Reported:

(am/pm)

Name of Person Receiving Threat:

Phone # of Person Receiving Threat:

Exact Words of Caller:

Questions to Ask:

1. When is the Bomb going to explode?
2. Where is the Bomb?
3. What kind of Bomb is it?
4. What does the Bomb look like?
5. What will cause the Bomb to explode?
6. Did you place the Bomb?
7. Why was the Bomb Placed?
8. What is your name?
9. Where are you calling from?

Description of Caller's Voice:

☐ Male ☐ Female ☐ Young ☐ Middle-aged ☐ Old

Accent? Attitude?

Background Noise?

Did the voice sound familiar?

If so, who did it sound like?

Did the caller sound familiar with the Faculty?

In what way?

Other voice characteristics:

Time Caller Hung Up: (am/pm)

Other remarks:

HUSTON-TILLOTSON UNIVERSITY