



Emergency Response Plan

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Table of Contents

INTRODUCTION	6
Prevention/Mitigation	6
Preparedness	7
Response	7
SCOPE	7
Emergency Planning Implementation Checklist	8
GENERAL SAFETY RULES	9
CRIME PREVENTION	9
EMERGENCY EVACUATION PROCEDURES	9
Specific Responsibilities	10
SHELTER IN PLACE	10
Procedures	10
Natural/Environmental.....	11
FIRE SAFETY	11
Prevention/Mitigation	11
Preparedness	12
Response	12
Dos and Don'ts	Error! Bookmark not defined.
SEVERE WEATHER	13
TORNADOES	13
Prevention/Mitigation	13
Preparedness	13
Response	13
FLASH FLOODS	13

Prevention/Mitigation	14
Preparedness	14
Response	14
VIOLENCE, THREATS, AND HOSTILE ACTS.....	14
Confrontation, Threats of Violence or Hostile Acts	14
Prevention/Mitigation	14
Preparedness	14
Response	14
Hostage Situations	15
Prevention/Mitigation/Preparedness.....	15
Response	15
Active Shooter Situations	16
Prevention/Mitigation/Preparedness.....	16
Response	16
SUSPICIOUS PACKAGES/OBJECTS AND BOMB THREATS.....	16
Prevention/Mitigation/Preparedness.....	16
Response	17
MEDICAL EMERGENCIES, ACCIDENTS, & INJURIES.....	17
Procedure: Serious Injury or Illness.....	17
Prevention/Mitigation/Preparedness.....	17
Response	17
Procedure: Minor Injury or Illness.....	18
Prevention/Mitigation/Preparedness.....	18
Response	18
Reporting of Variance/Injury	18
Prevention/Mitigation/Preparedness.....	18
Visitor Variance	19

DISABLED OCCUPANTS DURING AN EMERGENCY.....	19
ASSISTING VISITORS DURING AN EMERGENCY.....	19
TECHNOLOGICAL EMERGENCIES.....	19
Technical Overview	19
Prevention/Mitigation/Preparedness.....	19
Response	20
EMERGENCY CLOSURE PLAN.....	20
Prevention/Mitigation/Preparedness.....	20
Response	21
Malevolent Acts	21
Prevention/Mitigation/Preparedness.....	21
Response	21
Organizational Misdeeds.....	21
1. Crisis of Skewed Management Values	21
2. Crisis of Deception	22
3. Crisis of Management Misconduct	22
Prevention/Mitigation/Preparedness.....	22
APPENDIX A: SAMPLE FORMS.....	23
APPENDIX B: EMERGENCY PROCEDURES & EVACUATION.....	27
FIRST FLOOR (MAIN CAMPUS)	28
SECOND FLOOR (MAIN CAMPUS)	36
Emergency Contact Information.....	43
General Emergency Numbers	43
APPENDIX C: Lock Down Procedures	44
Response	44
APPENDIX C: Sheltering Procedures.....	44
Response	44

EMERGENCY NUMBERS FOR KEY STAFF MEMBERS45

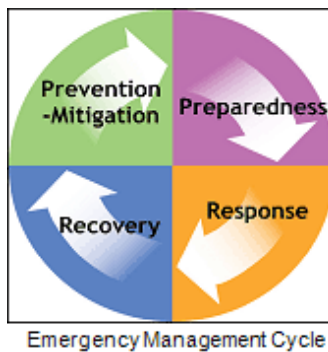
INTRODUCTION

Hallmark University is committed to a safe and nonviolent environment for all students, faculty, staff, and visitors. If a condition arises (real or imminent) that constitutes an emergency and/or disaster that affects a campus-owned or leased space, the campus will utilize any/all resources available to mitigate the situation as efficiently and safely as possible.

The purpose of any emergency response procedure is to provide for the safety, communications, reorganization, temporary operations, and quick return to normal operations of the school, its employees, its students, its records, and its facilities.

The intent of this plan is to establish minimum levels of prevention/mitigation, preparedness, response, and recovery based on known potential emergency situations at Hallmark University.

Effective implementation of these procedures will depend on your full understanding and recall of the step-by-step instructions under adverse and stressful conditions. As a result, it is essential that these procedures be carefully studied and reviewed. The safety of everyone depends on your ability to remember these procedures and respond to emergency situations accordingly.



Emergency action plans are established with a primary purpose of addressing those designated actions employees, stakeholders, and visitors must take to ensure safety in the event of an emergency. The plan will include strategies and processes related to each of the following phases of crisis management.

Prevention/Mitigation

This phase includes any activities that prevent an emergency, reduce the likelihood of occurrence, or reduce the damaging effects of unavoidable hazards. Mitigation includes establishing, training, and

practicing safety standards, maintaining insurance, and the development of and familiarity with the emergency management plan.

Preparedness

This phase includes developing plans for what to do, where to go, or who to call for help in the event of an emergency. Preparedness includes any action that will enable successful management of the emergency, such as posting emergency telephone numbers, holding disaster drills, installing smoke detectors, or identifying alternate locations for the organization to continue operations should the primary sites become unavailable or inaccessible.

Response

This phase includes developing plans for what to do and how all employees, stakeholders, and visitors will respond to a crisis. This phase details the responsible and safe actions necessary to ensure safety of all individuals and provide for effective and efficient recovery. The response phase is the component of the emergency management plan with which all employees and stakeholders must be familiarized, trained, and practiced. Response booklets are prepared and made available for accessibility and/or distribution to employees, stakeholders, and visitors and are specifically outlined for

SCOPE

Every organization is vulnerable to a variety of emergencies. For the purpose of this Emergency Response Plan, an emergency is defined as any unplanned event that can:

- Cause deaths or significant injuries to employees, customers, or the public.
- Can shut down business or disrupt operations.
- Cause physical or environmental damage.
- Or threaten the organization's financial standing or public image.

The primary crises that will be addressed according to the 4 phases of emergency management include:

- Natural/Environmental Threats
- Technological Hazards
- Confrontation
- Malevolent Acts
- Organizational Misdeeds
- Workplace Violence; and,
- Rumors

Prior to the crisis management plan, a general set of guidelines will be established for each of these types of emergency:

- General Safety Rules
- Crime Prevention

- Emergency Evacuation Procedure
- Shelter in Place
- Medical Emergencies, Accidents, and Injuries
- Visitor Variance
- Disabled Occupants
- Assisting Visitors
- Emergency Closure Plan
- Faculty and Staff Training

These procedures will be reviewed and revised if necessary, each semester. Students are oriented with the relevant areas of the plan at the beginning of each term.

In an emergency, all personnel are responsible for:

- Recognizing and reporting an emergency
- Warning others in the area
- Taking safety and security measures
- Evacuating safely

Isolation of the incident scene must begin when the emergency is discovered. If possible, the discoverer should attempt to secure the scene and control access, but ***no one should be placed in physical danger to perform these functions.***

Basic safety measures include:

- Closing doors or windows
- Establishing temporary barriers with furniture after people have safely evacuated.
- Dropping containment materials (absorbent pads, etc.) in the path of leaking materials
- Closing file cabinets and desk drawers

Only trained personnel should be allowed to perform advanced security measures. Access to the facility and the incident scene should be limited to persons directly involved in the response.

Maintaining communication can be critical in an emergency. E-mail, radio, and television news announcements will be used to notify staff and students of the emergency closure of the campus. The Vice President of Enrollment & Support Services will maintain contact with the media during emergencies. Staff and students are encouraged to monitor local news stations for updates regarding any emergency closure of Hallmark University.

Emergency Planning Implementation Checklist

Checklist items requiring implementation include:

- Appointing a building coordinator and alternates for each building occupied by the department/division.
- Designate evacuation assembly areas for each area of the building(s).

- Encourage individuals with permanent or temporary disabilities who might require special assistance during an evacuation to identify a “buddy” or ask someone to assist them during an emergency.
- Procure and maintain adequate emergency supplies for work area employees.
- Post the *Emergency Evacuation Routes* in all common areas.
- Develop emergency notification, reporting, and call-back procedures for faculty, staff, and students.
- Review and update the Emergency Response Plan (ERP) annually.
- Familiarize the population with the ERP and ensure new students and staff are oriented with emergency procedures.

GENERAL SAFETY RULES

1. Observe all safety regulations.
2. Report any unsafe conditions or defective equipment to your instructor or supervisor.
3. Report all accidents immediately.
4. Walk; do not run—especially in stairwells.
5. Open doors slowly.
6. Do not block doorways, stairwells, or emergency exits.
7. Do not lift or move heavy objects without assistance.
8. Do not pick-up broken glass. Ask for assistance from the custodial staff.
9. Handle electrical equipment with dry hands. Switch off equipment before unplugging it.
10. Use a stepladder or stool to reach high objects. Do not use a chair, desk, etc.
11. Do not cause trip hazards with extension cords, telephone lines, or power cords.
12. Transport equipment, books, and supplies using proper carriers.
13. Know the location of all fire alarm switches.
14. Study **and know** the evacuation routes posted in your work area and the hallways.
15. Walk on sidewalks and designated areas within the hanger to avoid trip hazards.

CRIME PREVENTION

1. Never expose valuables or cash.
2. Do not walk alone, especially at night.
3. Lock all doors on your car when exiting.
4. Do not accept unsolicited help from strangers.
5. Report all concerns about the campus to the security officer, any director, faculty, or staff member.

EMERGENCY EVACUATION PROCEDURES

Note: ***Never*** use elevators to evacuate a building during an emergency.

1. **Note the Posted Evacuation Routes and follow to the nearest exit.**
 - a. **1st Floor**: Exit through the front, back, or west exit doors. See APPENDIX B FOR EXIT MAPS

- b. **2nd Floor:** Take the stairs to the 1st level (**avoid using the elevator**), and exit through the front, rear, or side exit doors. See APPENDIX B FOR EXIT MAPS
 - c. **Student Break Area (1st floor):** Exit through the deck and back exit doors. See APPENDIX B FOR MAPS
2. Points to remember:
- a. Remain calm and exit the building as swiftly as possible. Do not take time to collect personal belongings.
 - b. Stay clear of emergency response personnel, vehicles, and equipment.
 - c. DO NOT reenter the building until the designated agent or emergency response officials declare it safe.
 - d. Emergency fire and tornado drills should be conducted annually.

Specific Responsibilities

Instructors: Responsible for ensuring that all students have evacuated the building.

Vice President of Student Affairs & Support Services (or designated representative within university leadership): Responsible for checking with appropriate directors (or agents) to ensure all personnel and students have left the building and for coordinating with emergency response personnel. The point of contact for all communication will be the Vice President of Enrollment & Support Services (or designated representative). The University Provost will serve as the designated representative in the absence of the Vice President of Enrollment and Support Services.

SHELTER IN PLACE

During certain emergency situations, particularly **chemical releases, radioactive material releases, some weather emergencies, and possibly hostile actions either within or outside the building or hangers**, you may be advised to “Shelter in Place” rather than evacuate the building.

Procedures

1. Go into or remain inside the building or designated area when declared to do so.
2. Do not use the elevator.
3. Shut and lock all windows and doors.
4. Turn off the heat/air conditioning, if possible.
5. If possible, go to an interior room or hallway with no (or minimal) windows. In the event of a chemical release, DO NOT go into the open hanger area; some chemicals are heavier than air and may collect there.
6. If you are in the student lounge (1st floor) or common area, evacuate into an interior room (classroom or office); evacuation into these areas will be directed by university leadership (or designated representative).
7. If possible, monitor for additional information via radio or television for further instructions.
8. Do not call 911 unless you are reporting a life-threatening situation.

(See also “Sheltering Procedures” in Appendix C).

Additional steps to be taken if materials are available:

- In case of a chemical, biological, or radioactive material release requiring “Shelter in Place,” seal doors and windows with duct tape and/or plastic sheeting.
- Cover cracks under doors with damp towels (if possible).
- If you are directed to shut off utilities, notify building maintenance at **ext. 7551**.

When the “all clear” is announced by emergency officials (or designated agent):

- Open windows and doors.
- Turn on heating/air conditioning.
- Go outside and wait until the building has been vented.

Natural/Environmental

FIRE SAFETY

More than 3,600 Americans die each year in fires, and approximately 15,200 are injured. An overwhelming number of fires occur in the home and at work. There are time-tested ways to prevent and survive a fire. It is not a question of luck. It is a matter of planning ahead.

Prevention/Mitigation

- Do not allow trash and litter to accumulate unnecessarily; keep the office and dock areas neat and clean.
- Know where fire alarm pull stations and extinguishers are located and ensure you know the different types of fire extinguishers and how to use them. Check extinguishers annually to ensure they are charged and well-marked.
- Store hazardous materials in designated areas. If you store hazardous materials properly, the chances of fire, spills, and accidents are greatly reduced. A leaking can of lacquer thinner can be a fire hazard unless the right precautions are taken.
- Handle flammable liquids with caution.
- Keep exits free of obstructions.
- Ensure your electronic equipment (computer, etc.) has and maintains good connections to the designated electric outlets provided.
- Never overload circuits or extension cords.
- Do not place cords and wires under rugs, over nails, or in high-traffic areas (walkways, doorways, etc.).
- Immediately shut off and unplug any computer, appliance, or electrical device that sputters, sparks, or emits an unusual smell. (Have them professionally repaired or replaced).
- Portable heaters need their space. Keep anything combustible at least three feet away. **ALL PORTABLE HEATERS MUST HAVE A SAFETY FUNCTION TO TURN OFF WHEN/IF TIPPED OVER.**
- Smoke only where permitted—designated smoking area ONLY.
- Keep equipment clean and use it properly.
- Know the proper exits and procedures in case of an emergency.

- It is also important to be aware of arsonists. Look for unusually placed flammables, such as oily rags stored in peculiar places. If you watch for "offbeat" actions, you may be able to spot the arsonist. Do not take action yourself. Tell your supervisor at once. Fire prevention is everyone's job.

Preparedness

- Plan your escape; be prepared by knowing the evacuation route(s) for each area you will be or may be working in and know where to report when you get out of danger.
- All new employees should discuss how to respond to emergencies with their supervisors shortly after starting work and whenever their responsibilities under the plan change.
- Follow the Rules! Following rules is everyone's responsibility.

Response

If you see flames or smoke or smell something that is burning:

- Remove anyone in immediate danger, then go to the nearest fire alarm manual pull station (red fire alarm box in the hallway) and pull the handle. This will cause the alarm to sound.
- Notify the Fire Department by calling 911.
 - a. Identify what is on fire.
 - b. Give the address: **9855 Westover Hills Blvd, San Antonio, TX 78251**
 - Give the location within the building/area
 - a. Answer any questions that the dispatcher may ask
- Notify your supervisor or appropriate director or faculty/staff agent.
- Close doors around the fire to contain it.
- Alert other people nearby who may be in danger.
- Follow the emergency evacuation procedures to evacuate the building.
- For small fires, use an accessible fire extinguisher.

If you *think* you smell smoke or something burning, notify your Supervisor or instructor.

Remember

1. Keep calm. Remember to walk down the stairs calmly.
2. If caught in heavy smoke, get low to the floor and cover your mouth and nose with a handkerchief or cloth. Take short breaths and crawl to the nearest exit.
3. Do not attempt to fight the fire.
4. Do not attempt to use the elevators.
5. Remove any shoes that may impede your swift descent down the stairs.

SEVERE WEATHER

TORNADOES

Prevention/Mitigation

- Although there is no prevention for tornadoes, the first thing to remember is to be prepared in advance.

Preparedness

- Monitor television, radio, and internet-based sites for possible tornado watches and warnings
- Know where your shelter is for a tornado; the stairwell (preferably under the stairs) will be the primary shelter in case of a tornado); otherwise, any 1st-floor **interior** room will be for overflow.
- Know the signs of an impending tornado: Severe thunderstorms, with frequent thunder and lightning; an extremely dark sky, sometimes highlighted by green or yellow clouds, a rumbling sound, or a whistling sound; a funnel cloud at the rear base of a thundercloud, often behind a curtain of heavy rain or hail.

Response

Tornadoes from powerful thunderstorms can uproot trees and buildings and turn harmless objects into deadly missiles in seconds. Since tornadoes can occur without warning, it is best to seek shelter in small interior rooms on the first floor without windows. Hallways away from doors and windows can be used.

University leadership will monitor weather reports for tornado warnings during periods of severe weather. If a tornado is sighted in the vicinity, take the following steps:

1. Announce to all classes and staff that a tornado is nearby.
2. If in the main building, report to the shelter area (1st-floor stairwell and interior first-floor rooms—without windows).
3. If you are in the hallway or common area, move to **interior first-floor classrooms/bathrooms/offices** and away from windows and doors. Seek shelter under counters or desks.
4. **Do not** use elevator.
5. Close all doors.
6. Remain in sheltered areas (i.e., in the interior hallway away from windows and doors) until you are advised to return to class or work.

FLASH FLOODS

More deaths occur due to flooding yearly than any other thunderstorm or hurricane-related hazard. If a flood is likely in our area, monitor NOAA Weather Radio or your local television or radio station. Be aware that flash flooding can occur. If a flash flood is possible, move immediately to higher ground. Do not wait for directions to move. Be aware of streams, drainage channels, canyons, and other areas known to flood suddenly. Flash floods can occur in these areas with or without typical warnings like rain clouds or heavy rain.

Prevention/Mitigation

- Although there is no prevention for Flash Floods, the number one thing to remember is to be prepared in advance

Preparedness

- Monitor television, radio, and internet-based sites for possible flash flood watches and warnings
- Know what a flash flood is and when it can occur: Flash floods normally occur within six hours of a significant rain event, after a dam or levee failure, or following a sudden release of water held by an ice or debris jam.
- If you are en route to work or returning home from work, know your route and familiarize yourself with areas you may want to avoid during your commute (i.e., low water crossings, low bridges over rain-swollen creeks or rivers), and take alternate routes.

Response

- Prepare to evacuate.
- Secure buildings, patios, walkways, parking lots, etc. Move essential items to an upper-level floor.
- Disconnect electrical appliances. Do not touch electrical equipment, particularly if you are wet or standing in water.
- Do not walk through moving water. Six inches of moving water can make you fall. If you must walk in water, walk where the water is not moving. Use a stick to check the firmness of the ground before you.

VIOLENCE, THREATS, AND HOSTILE ACTS

Confrontation, Threats of Violence, or Hostile Acts

Prevention/Mitigation

- Suspicious behaviors and/or actions, violent acts, and the threat of violence (by a stranger, student, staff, faculty member, or radical group, boycotting, protests, ultimatums, etc.) should be reported to university leadership immediately if actively occurring, dial 9-1-1.

Preparedness

- Know what actions to take when faced with violence, threats, or hostile acts by a stranger, student, staff, faculty member, or radical group (to include any strangers, prior students, staff, or faculty members).

Response

1. Remain calm.
2. Speak slowly to the individual(s).
3. If the situation warrants a call to 911 and you can use the telephone, call the receptionist at the Main Campus, and ask him/her to call "**Adam.**" The receptionist will then call 9-1-1. (If you cannot use the

phone but can contact a co-worker, ask him/her to call "**Adam**" instead.) By calling 911 in this manner, you will help avoid engaging other personnel in confrontation.

4. If university leadership calls for an EMERGENCY lockdown for any reason, students and faculty will be directed and required to move to the closest safe room or other lockable and concealable location and stay there until further notice. Staff will shelter in place with doors and windows locked. Await further instructions from leadership.
5. In the case of active protests, boycotts, ultimatums, etc., contact university leadership immediately.
6. An *Incident Report Form* will be completed following the incident and filed in the Vice President of Academics (or designated representative) (or designated representative)'s office. Whether the threat occurs via the telephone or in person, this form is to be completed. See Appendix B for the Incident Form.

(See also "*Lockdown Procedures*" located in Appendix C)

Hostage Situations

If a hostage situation occurs and you are not a hostage, **do not become one**. Move away from the scene quickly and warn others. Report the situation to the Vice President of Academics (or designated representative) and call "9-1-1." Do not give information to public media; only the Vice President of Enrollment & Support Services (or his/her designee) should provide information.

Prevention/Mitigation/Preparedness

- Suspicious behaviors and/or actions, violent acts, and threats of violence should be reported to university leadership immediately. If actively occurring, dial 9-1-1.

Response

If you become a hostage, some important things to remember are:

1. Remain calm, be polite, and cooperate.
2. The first 15 to 45 minutes are the most dangerous. Follow the instructions of your captor. The longer you are together, the less likely the captor will hurt you.
3. Speak normally. Do not complain, avoid being belligerent, and comply with all orders and instructions.
4. Try to get rest. Sit if you can. If the situation continues for a long time, try to sleep if you can.
5. Do not make suggestions to the hostage taker.
6. Do not attempt escape while in the presence of your captor(s).
7. If anyone needs special medication, inform your captor(s).
8. Be observant of everything you see and here. Try to memorize the number of captors, their descriptions and conversations, weapons carried, etc. Try to be observant of the physical characteristics of the captors, size, distinguishing features, accents, etc.

9. If you are permitted to speak on the phone, be prepared to answer only "yes" or "no" to questions asked by police.
10. Do not be argumentative; try to be cooperative.
11. Do not turn your back on your captors unless directed to do so, but do not stare at them either. Eye contact can be good. People are less likely to harm someone they are looking at.
12. Be patient.
13. If you believe a rescue is taking place or hear a noise or shooting, lie on the floor and stay down. Keep your hands on your head. Do not make any sudden movements.

Active Shooter Situations

** Campus Carry, a Texas law that allows Texans with concealed handgun licenses to carry guns inside buildings on public university campuses, went into effect on August 1, 2016.

If you hear weapons discharge in the building, go into the nearest office or room, lock the door, lie on the floor, and stay down. Place large furniture against the door to barricade the door. If you have access to a phone, **dial 9-1-1**.

Prevention/Mitigation/Preparedness

- Suspicious behaviors and/or actions, violent acts, and threats of violence should be reported to the receptionist first so that they can notify security immediately, followed by the Vice President of Enrollment & Support Services.
- If you witness someone brandishing a weapon, dial 9-1-1 immediately. If you hear of someone having a weapon on their person while here, report it to university leadership immediately or dial 9-1-1.

Response

- When faced with violence or potential violence, project calmness, move, and speak quietly and confidently.
- Do not belittle or dare a violent person.
- Do not reject all the person's demands from the start.
- Make yourself aware of potential exits and, if possible, do not let yourself get backed into a corner.
- Always give the violent individual personal space.

SUSPICIOUS PACKAGES/OBJECTS AND BOMB THREATS

Prevention/Mitigation/Preparedness

- Know the warning signs of a potentially dangerous letter or package
- Suspicious packages (packages or envelopes with protruding wires or strange odors, excessive tape or string, oily spots, discolorations, or crystallization on the wrapper, excessive postage, addressing

mistakes and issues should be reported to university leadership immediately, including misspelled words, badly typed or written addresses, wrong titles with names, no return addresses, etc.). If a package is smoking or leaking, dial 9-1-1 immediately.

Response

- If you find a suspicious package or object in the building, report it immediately. **DO NOT MOVE, JAR, OR TOUCH THE OBJECT OR ANYTHING ATTACHED TO IT!**

If you receive a bomb threat telephone call, take the following steps:

- Complete the **Bomb Threat Checklist Form*** (each reception desk should have one) while the call is underway, providing as much specific detail as possible.

***A master copy of this form is located in Appendix A: Sample Forms.**

- Prolong the conversation as long as possible.
- **Never** be the first to hang up!
- If possible, notify someone else of the call as it is happening so that it can be traced.
- Notify university leadership immediately of the threat. University leadership will inform students and staff of any necessary evacuation.
- If evacuation becomes necessary, follow the emergency evacuation procedure.
- Do not use cell phones within 50 feet of the device/package.

MEDICAL EMERGENCIES, ACCIDENTS, & INJURIES

This procedure should be followed for any medical emergency, accident, or injury occurring on Hallmark University property, whether it involves a member of the Hallmark community or a visitor. The term “accident” is any unforeseen incident during which a person sustains physical injury.

Procedure: Serious Injury or Illness

Prevention/Mitigation/Preparedness

- Always follow the Occupational Safety and Health Act (OSHA) and any procedures/guidance set forth by Hallmark University while performing regular office or classroom duties (students included).
- When you witness an act or acts by others not following OSHA or procedures/guidance set forth by Hallmark University, attempt to correct or advise a supervisor (or anyone in a leadership role) to mitigate possible injury.
- Read and understand section 501 of the Employee Handbook (Employee Safety)

Response

1. Check the scene and the victim to determine the danger potential and the extent of the injury. Do not move a seriously injured victim unless there is an immediate danger, such as fire, flood, or poisonous gas. If you must move the victim, do it as quickly and carefully as possible. If there is no immediate danger, do not move the victim, and advise the bystanders that the victim will not be moved.

2. Notify the receptionist first so that they can notify security immediately, followed by the Vice President of Enrollment & Support Services and then Student Affairs.
3. Automated External Defibrillators (AED) are located next to the elevator on the first and second floors. They are designed for anyone, and operation cards are in the units.
4. **Call 9-1-1 for serious injuries or life-threatening situations.**
5. Administer CPR if the injured person's breathing is inadequate or absent or if the injured person has no pulse.
6. An **Incident Report Form*** must be completed immediately. An *Incident Report Form* will be completed following the incident and filed in the office of the Vice President of Enrollment & Support Services (or designated representative). Whether the threat occurs via the telephone or in person, this form is to be completed. See Appendix A for the Incident Form.

*A master copy of this form is located in Appendix A: Sample Forms.

Procedure: Minor Injury or Illness

Prevention/Mitigation/Preparedness

- Always follow the Occupational Safety and Health Act (OSHA) and any procedures/guidance set forth by Hallmark University while performing normal office or classroom duties (students included).
- When you witness an act or acts by others not following OSHA or procedures/guidance set forth by Hallmark University, attempt to correct them or advise a supervisor (or anyone in a leadership role) to mitigate possible injury.
- Read and understand section 501 of the Employee Handbook (Employee Safety)

Response

1. The Student Affairs department manages and responds to minor injuries or illnesses. Minor injuries include small cuts, abrasions, bruises, and sprains.
2. An **Incident Report Form*** must be completed immediately. Provide completed form(s) to the **Director of Student Affairs for student-related incidents and to Human Resources (HR) for employee-related incidents.**

NOTE: DIAL 911 for serious medical issues requiring immediate attention.

*A master copy of this form is located in Appendix A: Sample Forms

Reporting of Variance/Injury

A variance is any occurrence that deviates from the policy or procedure of the institution, interrupts orderly campus activities, or exposes the institution to risk. Risk is an economic, property, and/or community relations loss. Any variance observed or discovered by an employee must be reported. The University Provost (or designated representative) must be immediately notified of variances. If injury is involved, arrangements for providing first aid should be initiated without delay (See "Serious Injury or Illness section). The furnishing of first aid should never be delayed pending preparing the corresponding Incident Report.

Prevention/Mitigation/Preparedness

- Suspicious behaviors and/or actions that deviate from normal policy, interruption of orderly campus activities, accidents, violent acts, and threats of violence should be reported to university leadership immediately or dial 9-1-1.

Visitor Variance

1. A visitor is defined as a non-employee and may include students.
2. Any variance involving a visitor will be documented on an **Incident Report Form.** * All identifying information on the Incident Report form must be complete.
3. After signing the form, route it to the Vice President of Enrollment & Support Services (or designated representative)
4. Statements or conjectures regarding possible liability, fault, or responsibility should not be made. All questions should be referred to the Vice President of Academics (or designated representative) for appropriate responses.

***A master copy of this form is located in Appendix A: Sample Forms.**

DISABLED OCCUPANTS DURING AN EMERGENCY

Suppose a disabled occupant (a person with special needs who may require extra assistance during an evacuation) cannot exit the building unassisted. In that case, the supervisor (or designated agent) must notify the emergency response personnel of the person's location and notify university leadership. Transporting disabled individuals up or down stairwells should be avoided until emergency response personnel have arrived. Unless imminent life-threatening conditions exist in the immediate area occupied by a non-ambulatory or disabled person, relocation of the individual should be limited to a safe area on the same floor near an evacuation stairwell.

ASSISTING VISITORS DURING AN EMERGENCY

A visitor on campus should be accounted for following an evacuation and may need additional assistance exiting. Hallmark University requires visitors to sign in at the Front Desk on the first floor with the Hallmark University receptionist. The receptionist will be responsible for notifying their supervisor, designated representative(s), and/or university leadership of visitors who are on campus during any emergency. The sign-in sheet should be given to the Vice President of Enrollment & Support Services, designated representative(s), and/or university leadership to account for visitors during the emergency evacuation. The visitors will need assistance exiting the building. The Vice President of Enrollment & Support Services will assist them to the assembly area, designated representative(s), and/or university leadership.

TECHNOLOGICAL EMERGENCIES

Communications are essential to any business operation. A communications failure can be a disaster.

Technical Overview

Hallmark University's technical infrastructure is built on a converged network fabric that spans across two campuses and cloud infrastructure. This network framework is segmented into isolated virtual network layers that contain application specific information and hierarchical access based on position and/or function. This isolates data traffic for public access, student, administrative, and technical framework into securely contained layers. This enables staff and faculty to access the tools and

resources that enable Hallmark employees to effectively communicate, develop, track, and manage students, resources, and assets without compromising data availability to unauthorized individuals.

The network architecture is designed for convergence with cloud services so core applications can be transparently accessed by authorized users in either environment. This framework not only provides Hallmark a reliable and scalable infrastructure, but also enables the ability to relocate the universities core systems hosting environments with minimal intervention in the event of a disaster or technological emergency. This converged environment provides the capabilities for nightly backups to the cloud of all critical systems.

Prevention/Mitigation/Preparedness

Response

- In the event of a major disaster all critical Hallmark services will maintain functionality by activating the replica servers in our cloud hosting environment. Systems functionality could be restored within the same business day once the determination has been made to activate the cloud replica infrastructure. Data loss would not exceed the maximum of a 24-hour period between cloud backups with variability dependent on the sensitivity of the data source and the timing of the event relative to the last backup window.

EMERGENCY CLOSURE PLAN

The purpose of the Emergency Closure plan is to outline procedures to be followed in the event of a situation that threatens the well-being of students and staff, or the community at large. All decisions shall be made with a priority for human safety. These situations may include, but not limited to **snow, ice, extreme temperatures, power outages, riots, protests, etc.**

University leadership will determine whether the situation requires that classes be canceled, will start late or that students and staff will be dismissed early. If external conditions are such that dismissal would threaten human safety, appropriate arrangements for human shelter will be implemented. Note: If a student/staff member is in an area experiencing severe weather and Hallmark University has not officially closed, it is that student or staff member's responsibility to exercise caution and decide whether to risk coming to class.

Students and staff are not expected to endanger their safety in order to attend class or work. Every effort will be made to communicate decisions pertaining to closure via announcements on local news broadcasts and/or local radio stations, through mass emails to both personal and Hallmark addresses, and on Hallmark's Learning Management System Canvas.

Prevention/Mitigation/Preparedness

- Monitor television, radio, and internet-based sites for possible closures.

Response

1. A message will be placed on the Hallmark University telephone system, notifying callers of the closure.
2. The school administration will make every effort to notify the public via notice through local media sources, television, and radio, as soon as possible.
3. The school administration may notify the students through an email notification: students@hallmark.edu
4. The school administration may post the notification of unscheduled school closures on Canvas.
5. The administration will revise the school closure status by the same means every evening at or around 8:00 pm for the following day, whenever possible.

Malevolent Acts

An organization faces a crisis of malevolence when opponents or miscreant individuals use criminal means or other extreme tactics to express hostility or anger toward or seek gain from a company or organization to destabilize or destroy it. Samples of malevolent acts include providing public interests (media) with misinformation, misappropriation of resources, purposeful destruction of information, or stating malicious rumors to bring negative light to a business or organization. Malevolent acts may occur via an inside (employee/student) or outside (previous (and possibly disgruntled) employee/student).

Prevention/Mitigation/Preparedness

- Always be vigilant of threats from inside and outside the organization that may cause malevolent acts. The single malevolent “insider,” the most probable insider threat, may be active or passive, violent or nonviolent, and motivated by various drivers to include a disgruntlement, psychological, or other potentially negative situation.

Response

- Suspicious behaviors and/or actions that deviate from normal policy, interruption of orderly campus activities, accidents, violent acts, and threats of violence should be reported to university leadership immediately or dial 9-1-1.
- False information about an organization (**rumors**), whether internal or external, creates crises, which damages the organization’s reputation. When information about the organization that is not in line with current policy or procedure or is known to be false surfaces, the report says the information to the university leadership.

Organizational Misdeeds

Organizational misdeeds arise when management takes actions that will cause harm or put employees or stakeholders at risk without adequate precautions. Crisis of organizational misdeeds can be further classified into the following types:

1. Crisis of Skewed Management Values
2. A crisis of Skewed Management Values arises when management supports short-term growth and ignores broader issues.

3. Crisis of Deception
4. The organization faces a crisis of deception when management purposely tampers data and information.
5. Management willingly and purposefully makes fake promises and wrong commitments to employees or students. Communicating wrong information about the organization leads to a crisis of deception.
6. Crisis of Management Misconduct
- a. Organizations face a crisis of management misconduct when management indulges in deliberate acts of illegality like accepting bribes, passing on confidential information, and so on.

Prevention/Mitigation/Preparedness

7. Suspicious behaviors and/or actions that deviate from normal policy or decisions by supervisor or management that you feel are unethical or could possibly be perceived as unethical should be reported.

Response

8. Report any known wrongdoing(s) by any employee (faculty, staff, or management) to Human Resources immediately.

APPENDIX A: SAMPLE FORMS



**HALLMARK UNIVERSITY
CRIME/INCIDENT REPORT**

DATE OF INCIDENT: _____ TIME OF INCIDENT: _____

BRIEF DESCRIPTION OF INCIDENT:

DATE AND TIME OF COMPLETION OF THIS REPORT: _____

NAME OF PERSON RECEIVING THIS REPORT: _____

NAME OF PERSON REPORTING THE INCIDENT: _____

CHECK ONE: Aviation Business Nursing IT

CLASS ASSIGNED: _____

SUMMARY OF DISPOSITION: _____

PROVIDE COMPLETED FORM TO: STUDENT LIFE & DEVELOPMENT FOR STUDENTS / HR FOR EMPLOYEES

REVIEWED BY: UNIVERSITY PROVOST _____

V.P. ENROLLMENT & SUPPORT SERVICES _____

ADDITIONAL COMMENTS: _____

BOMB THREAT CHECKLIST

When you receive a bomb threat, determine the following:

1. What information (if any) is displayed in Caller ID? _____
2. When is the bomb going to explode? _____
3. Where is the bomb right now? _____
4. What does it look like? _____
5. What kind of bomb is it? _____
6. What will cause it to explode? _____
7. Did you place the bomb? Why? _____
8. Where are you calling from? _____
9. What is your address? _____
10. What is your name? _____

EXACT WORDING OF BOMB THREAT: _____

Sex of caller: _____ Ethnicity (If known): _____ Age (approx.): _____ Length of call: _____

Time call received: _____ Date call received: _____

CALLER'S VOICE

- | | | | |
|-----------------------------------|---|---------------------------------|--|
| <input type="checkbox"/> Calm | <input type="checkbox"/> Rapid | <input type="checkbox"/> Nasal | <input type="checkbox"/> Deep |
| <input type="checkbox"/> Soft | <input type="checkbox"/> Normal | <input type="checkbox"/> Angry | <input type="checkbox"/> Distinct |
| <input type="checkbox"/> Stutter | <input type="checkbox"/> Slurred | <input type="checkbox"/> Loud | <input type="checkbox"/> Whispered |
| <input type="checkbox"/> Excited | <input type="checkbox"/> Ragged | <input type="checkbox"/> Lisp | <input type="checkbox"/> Clearing throat |
| <input type="checkbox"/> Laughter | <input type="checkbox"/> Deep breathing | <input type="checkbox"/> Slow | <input type="checkbox"/> Cracking voice |
| <input type="checkbox"/> Rasp | <input type="checkbox"/> Disguised | <input type="checkbox"/> Crying | <input type="checkbox"/> Accent |

Did the voice sound familiar? If so, who did it sound like? _____

BACKGROUND SOUNDS

- | | | |
|--|--|---|
| <input type="checkbox"/> Street noises | <input type="checkbox"/> Long distance | <input type="checkbox"/> Static |
| <input type="checkbox"/> Voices | <input type="checkbox"/> Motor | <input type="checkbox"/> House noises |
| <input type="checkbox"/> Animal noises | <input type="checkbox"/> Booth | <input type="checkbox"/> Office machinery |
| <input type="checkbox"/> PA system | <input type="checkbox"/> Factory machinery | Other: _____ |
| <input type="checkbox"/> Music | <input type="checkbox"/> Crockery | Other: _____ |
| <input type="checkbox"/> Local | <input type="checkbox"/> Clear | Other: _____ |

BOMB THREAT LANGUAGE

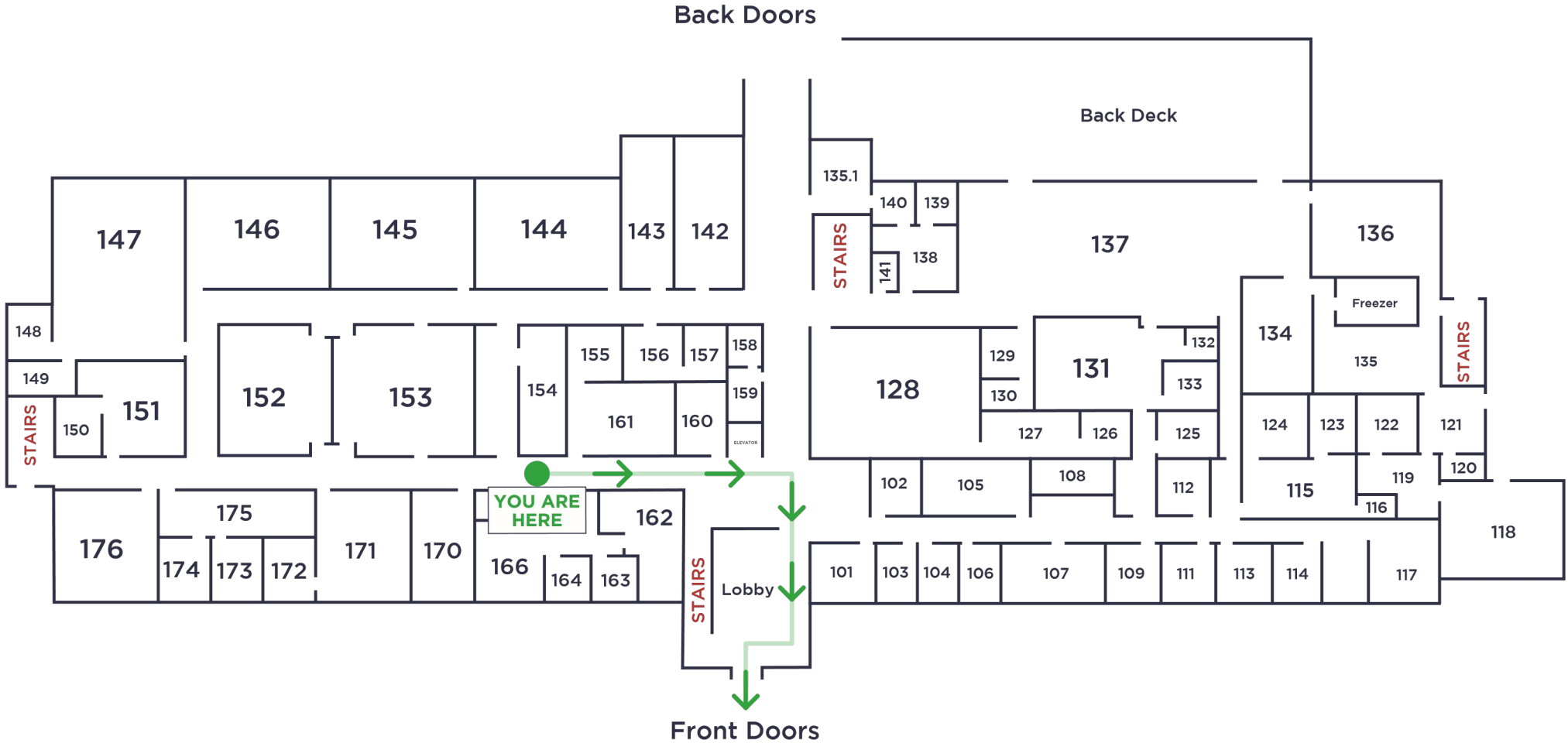
- Well spoken
- Incoherent
- Foul
- Message was read
- Message was recorded
- Irrational

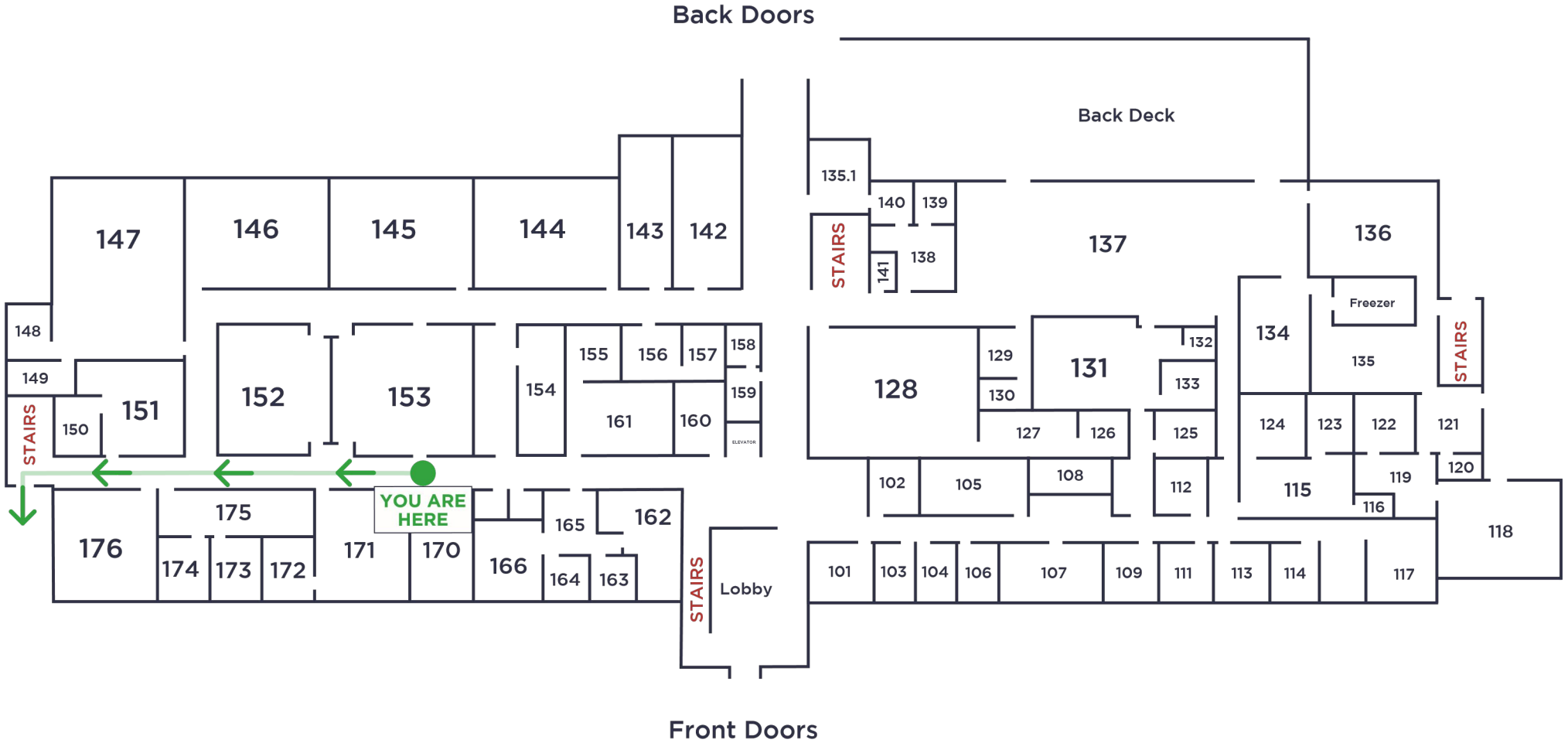
REMARKS: _____

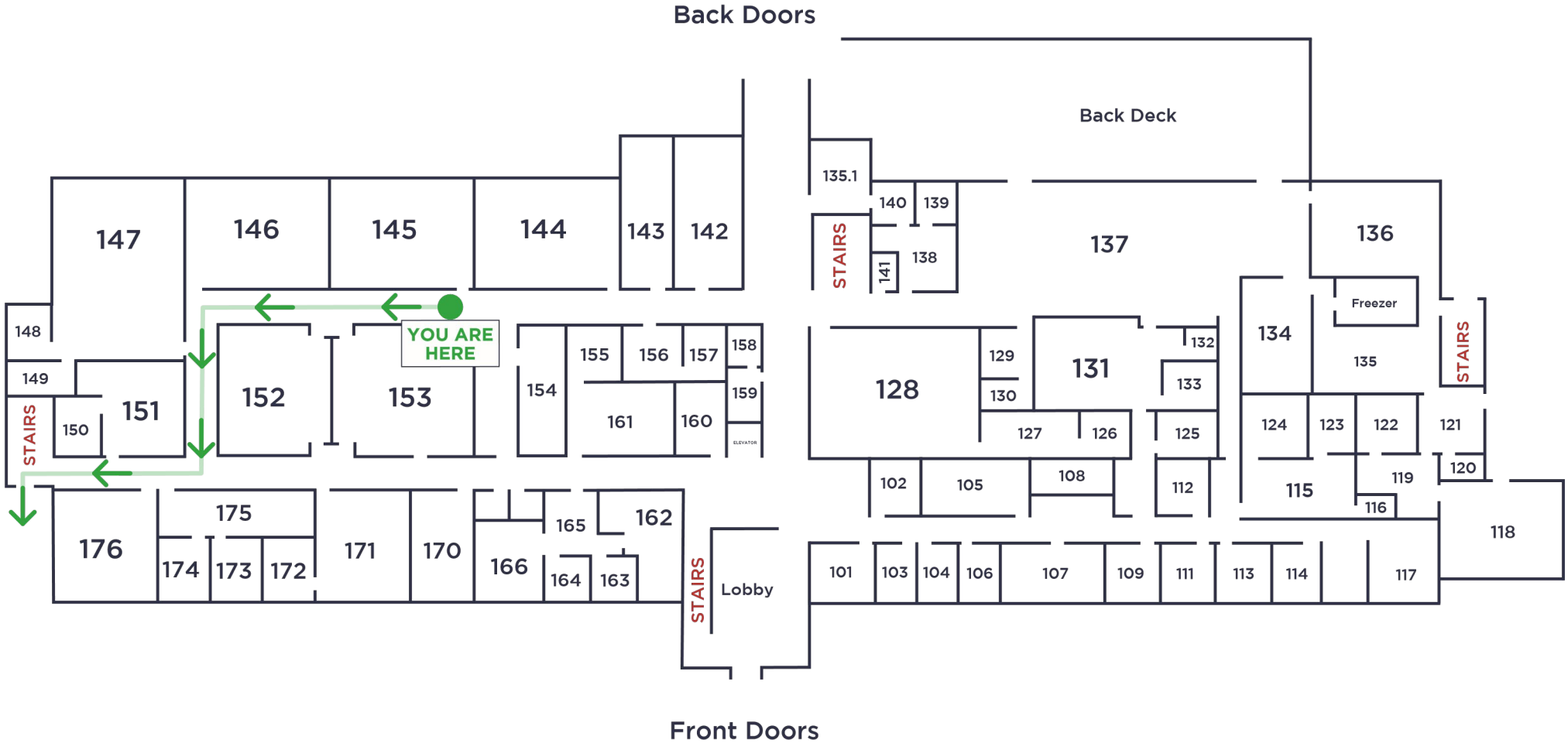
Your Name: _____ Date: _____

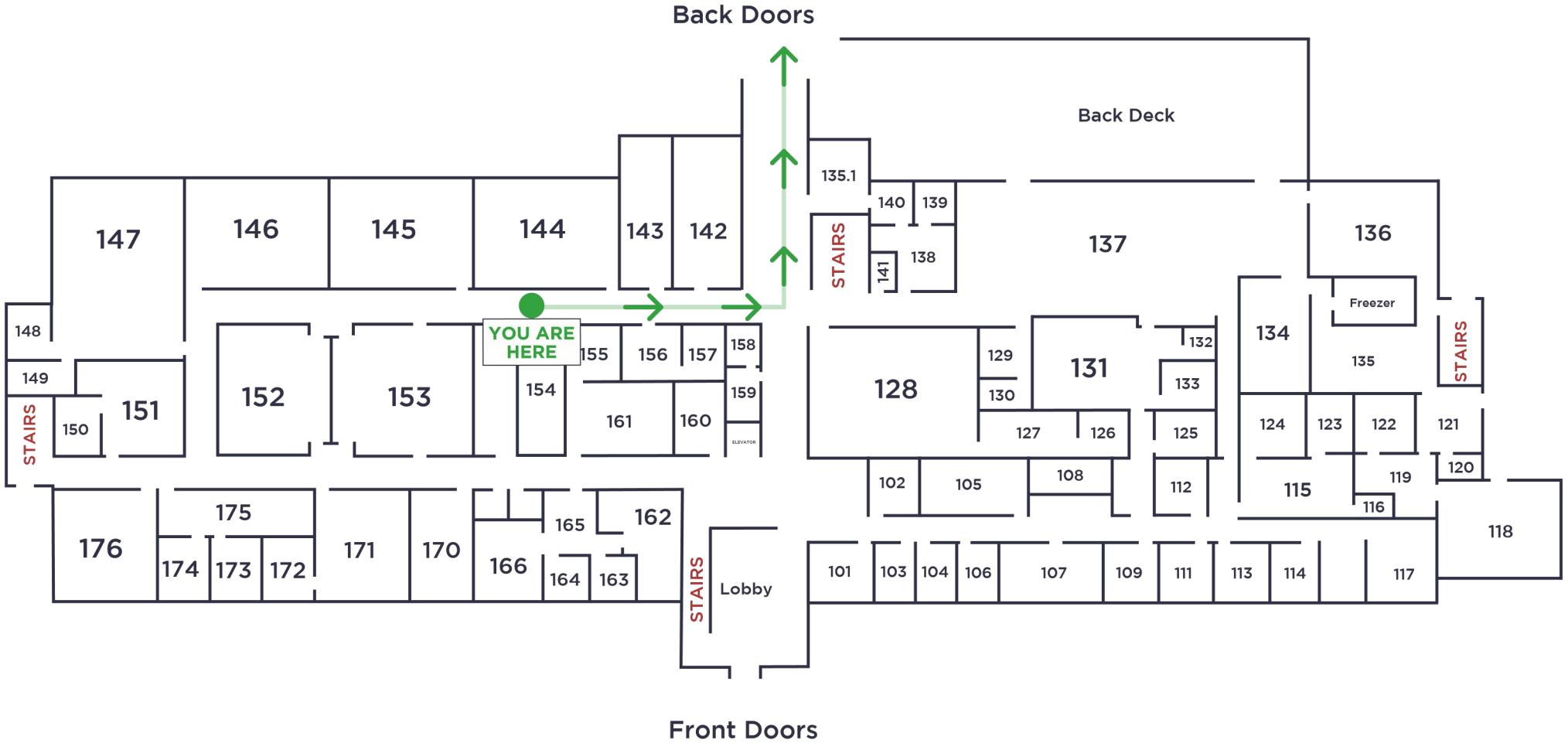
APPENDIX B: EMERGENCY PROCEDURES & EVACUATION

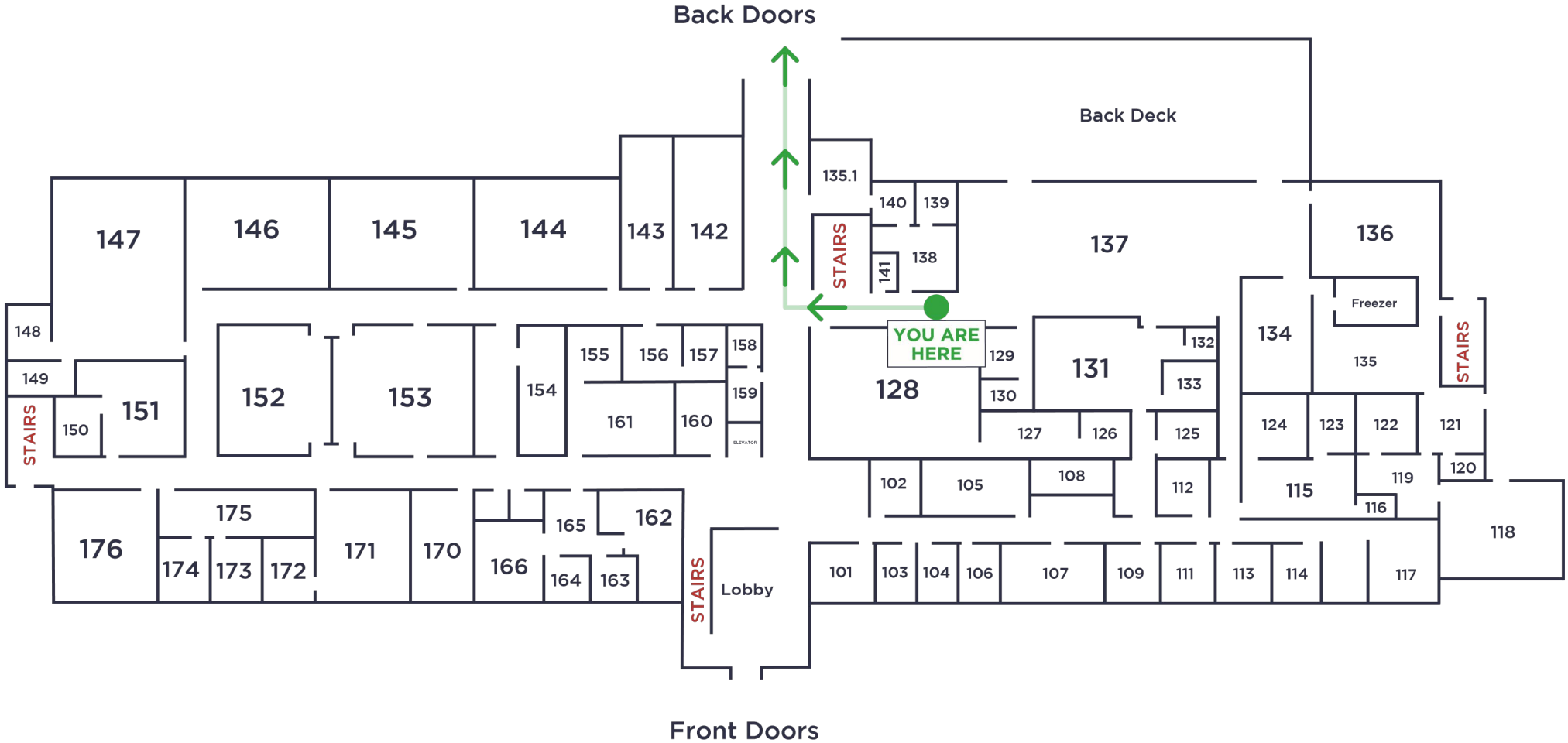
Westover Hills Campus

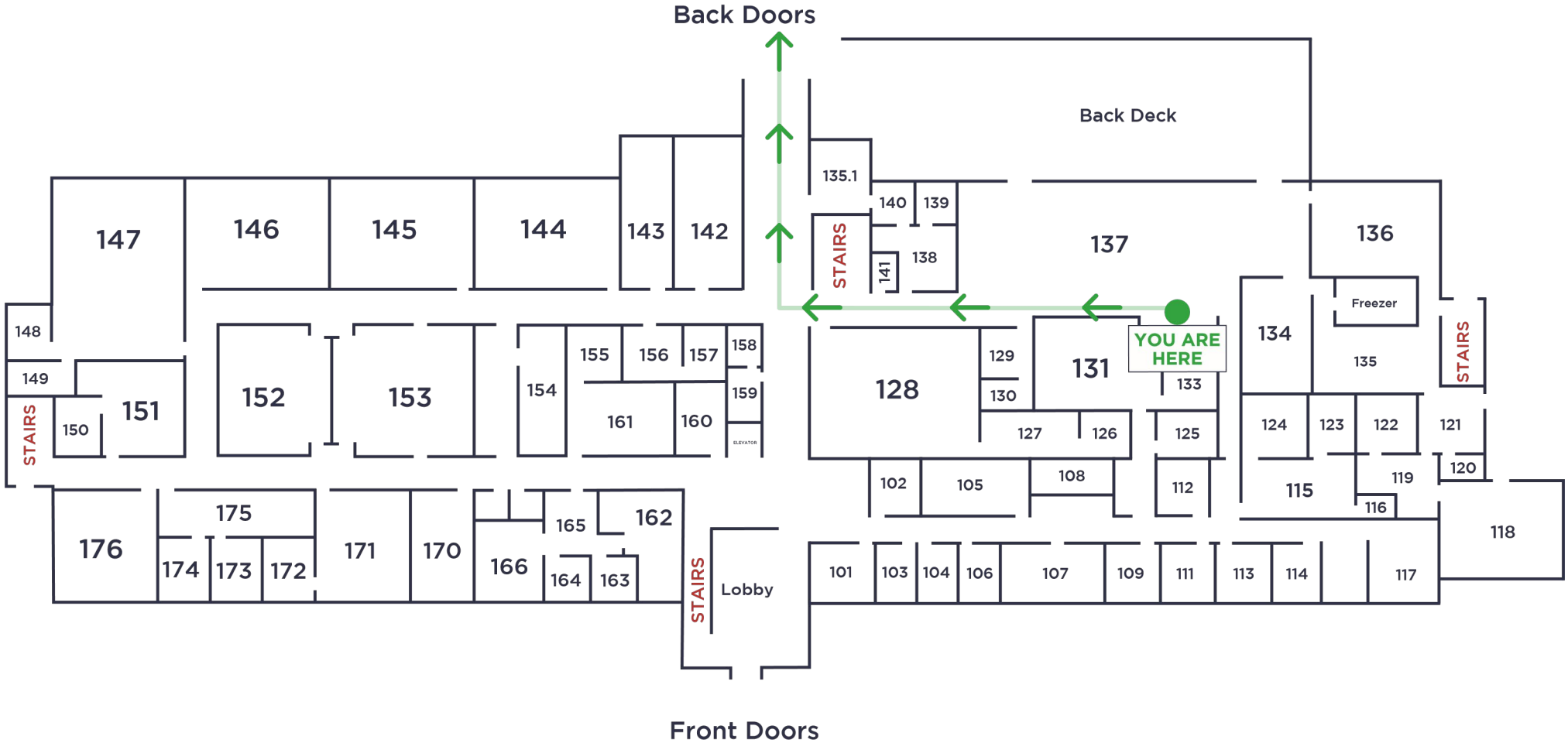


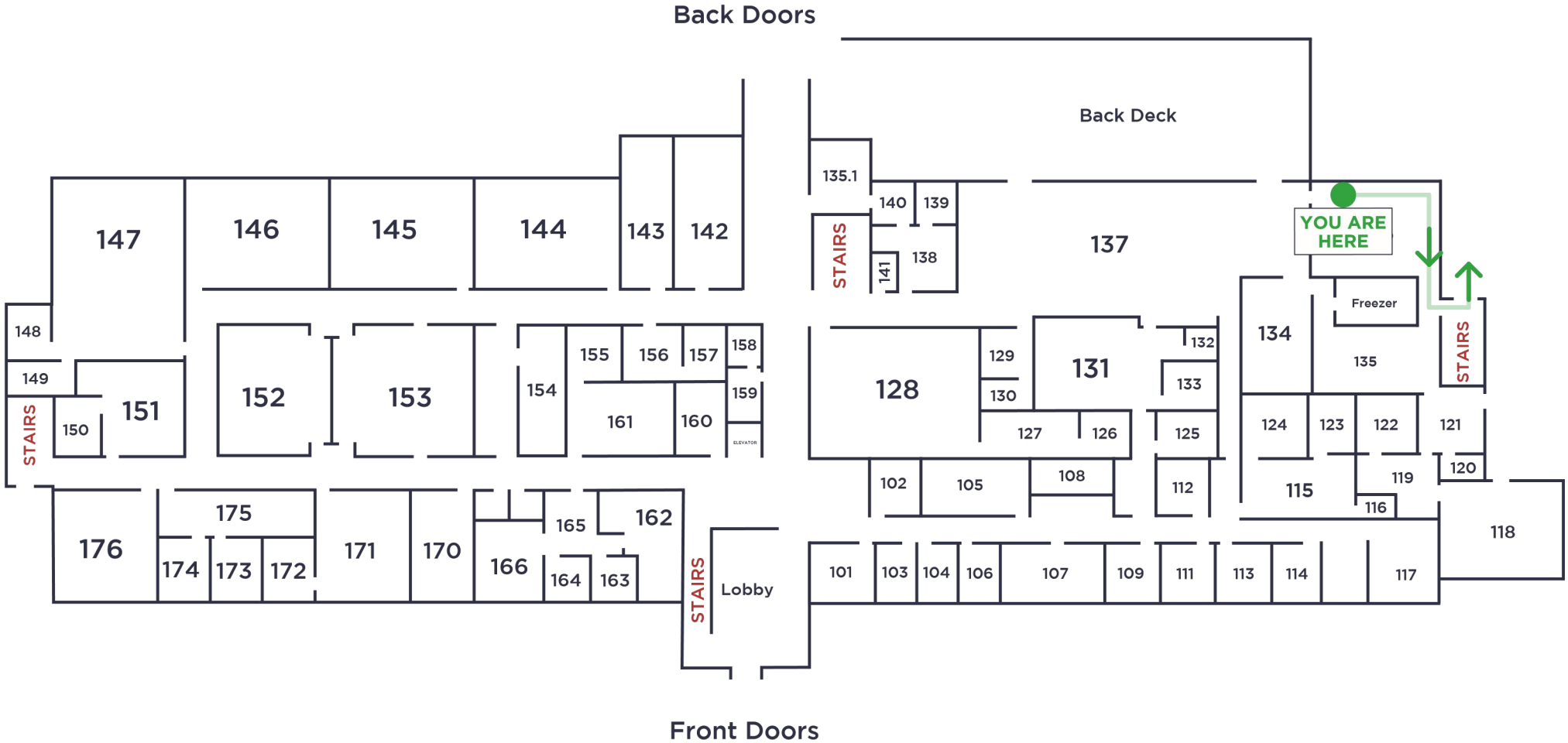


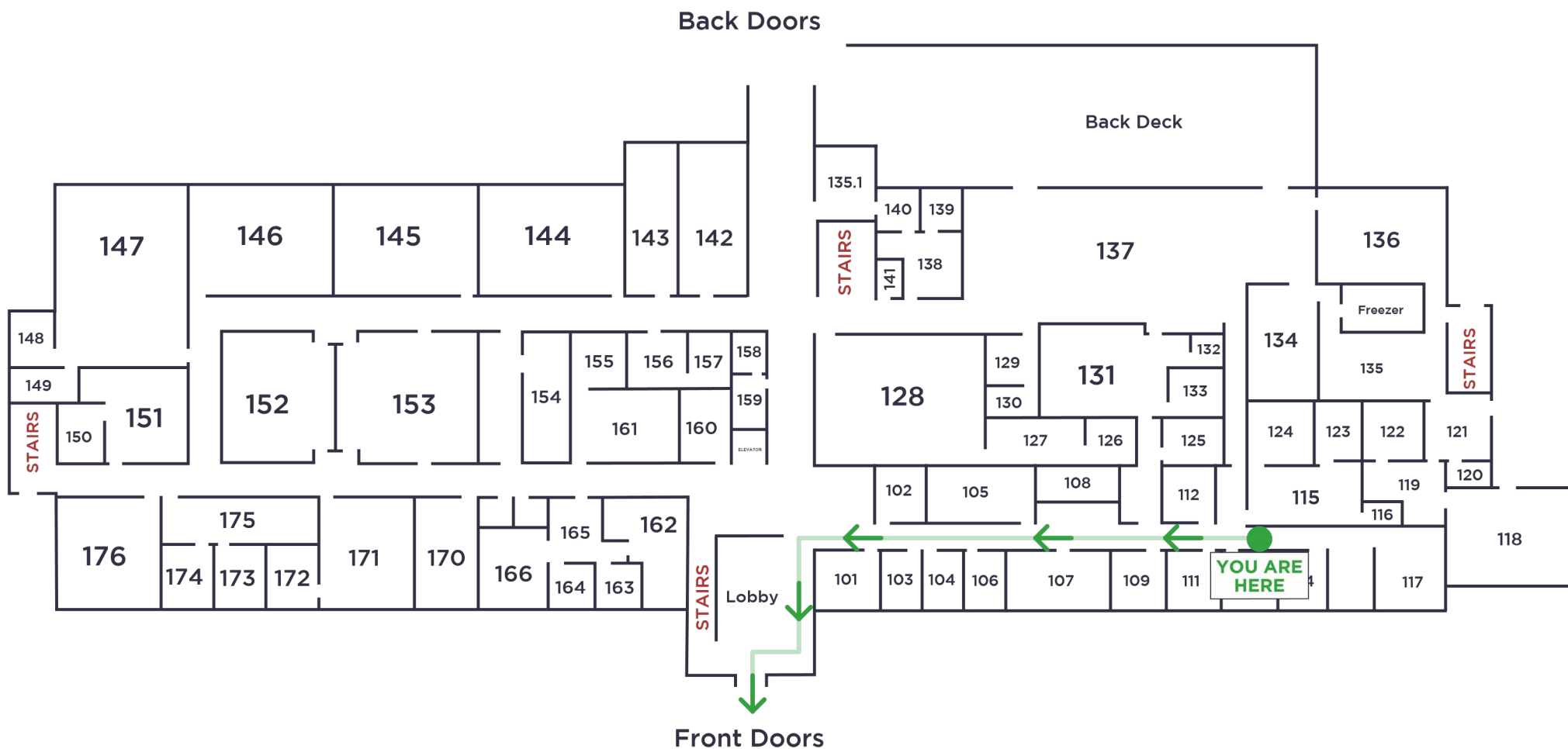


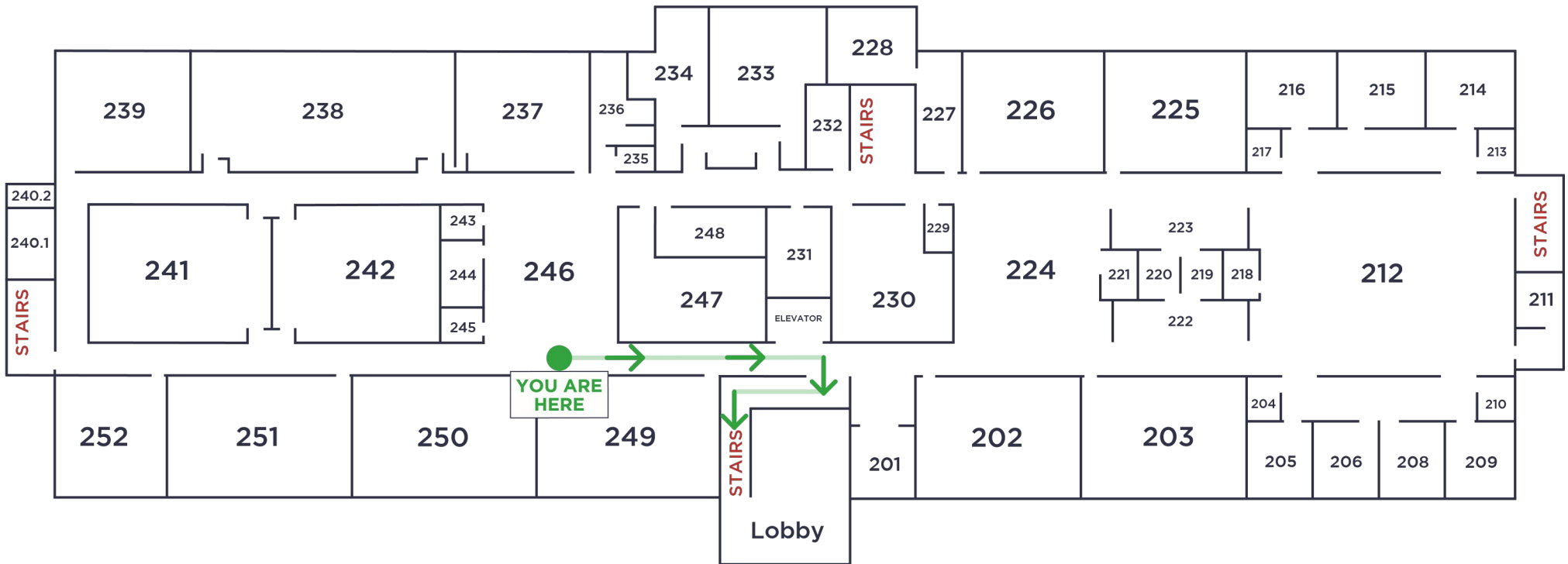


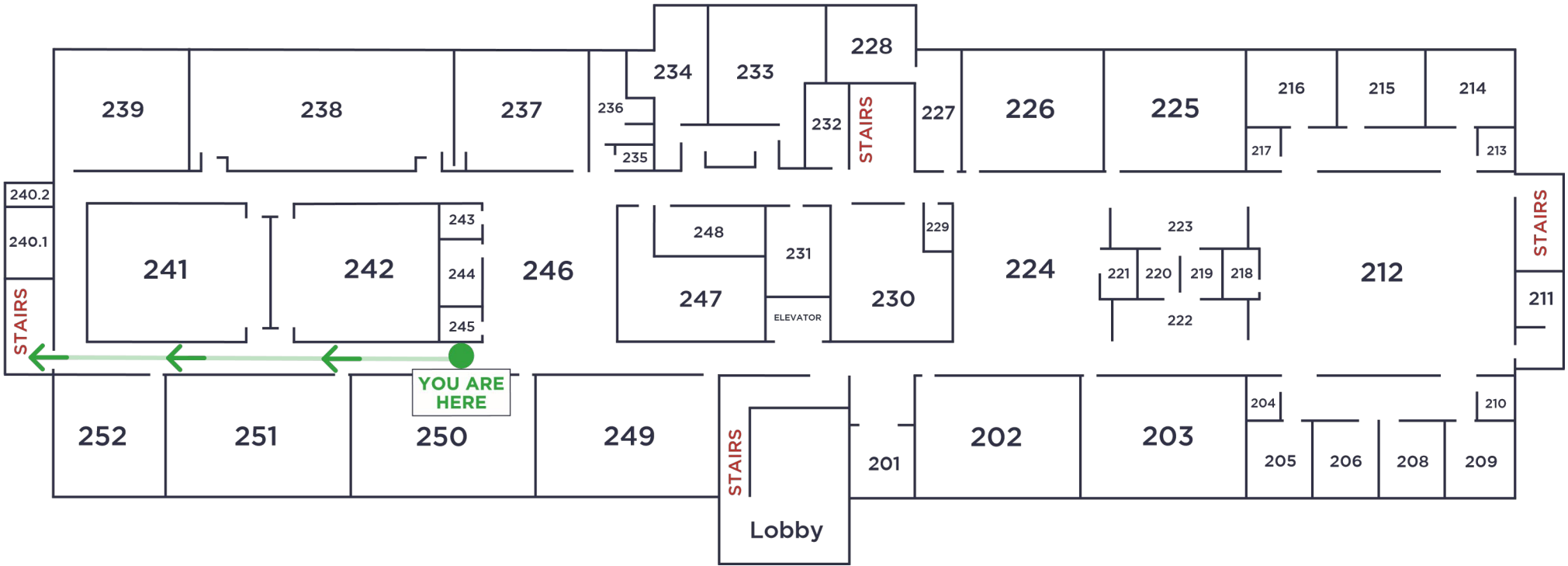


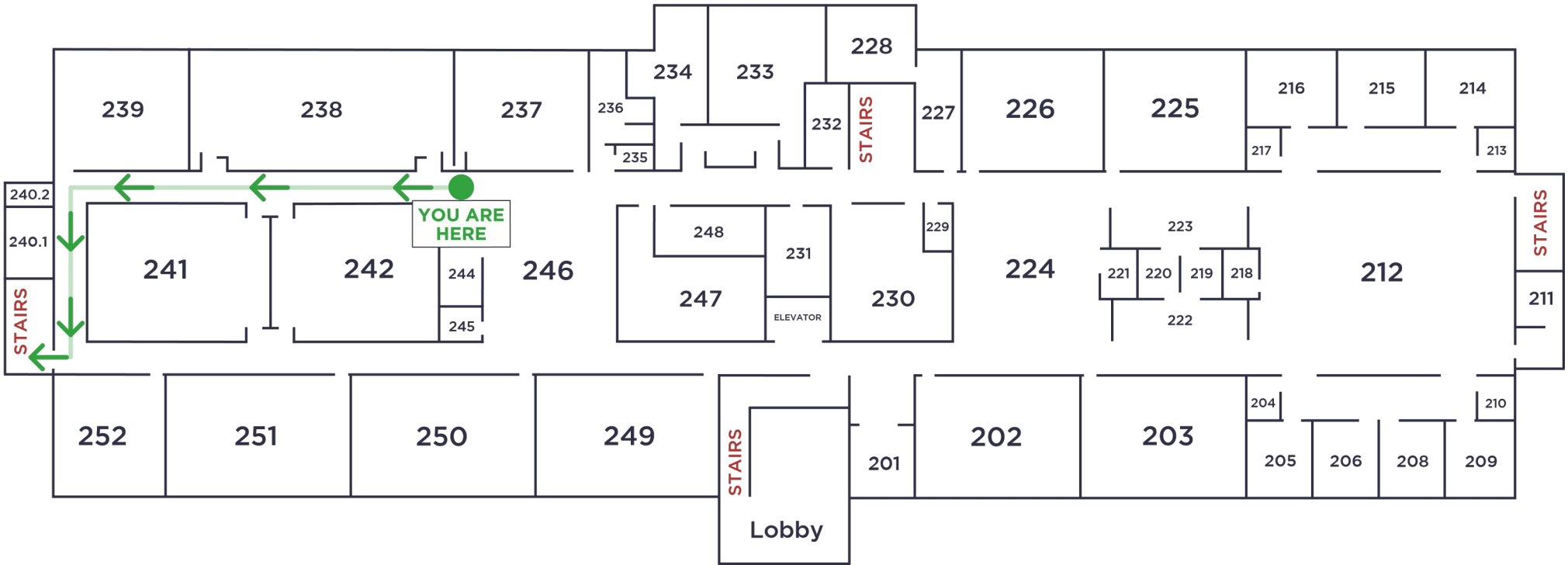


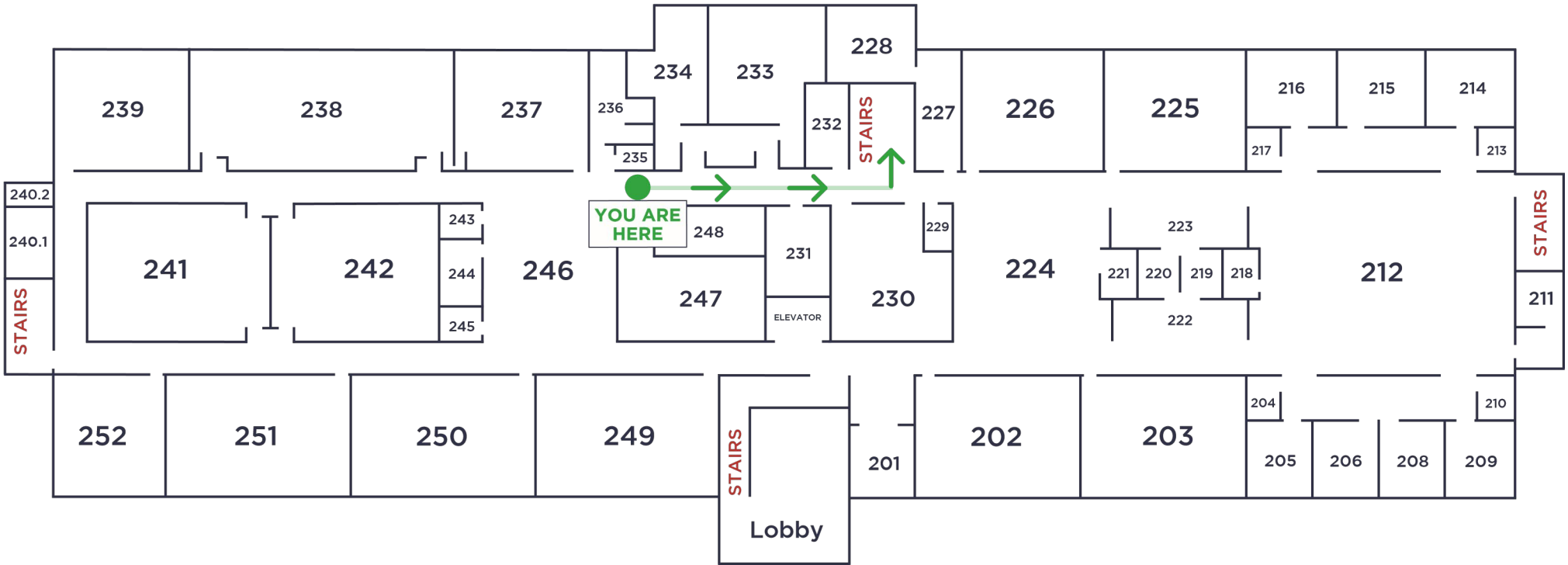


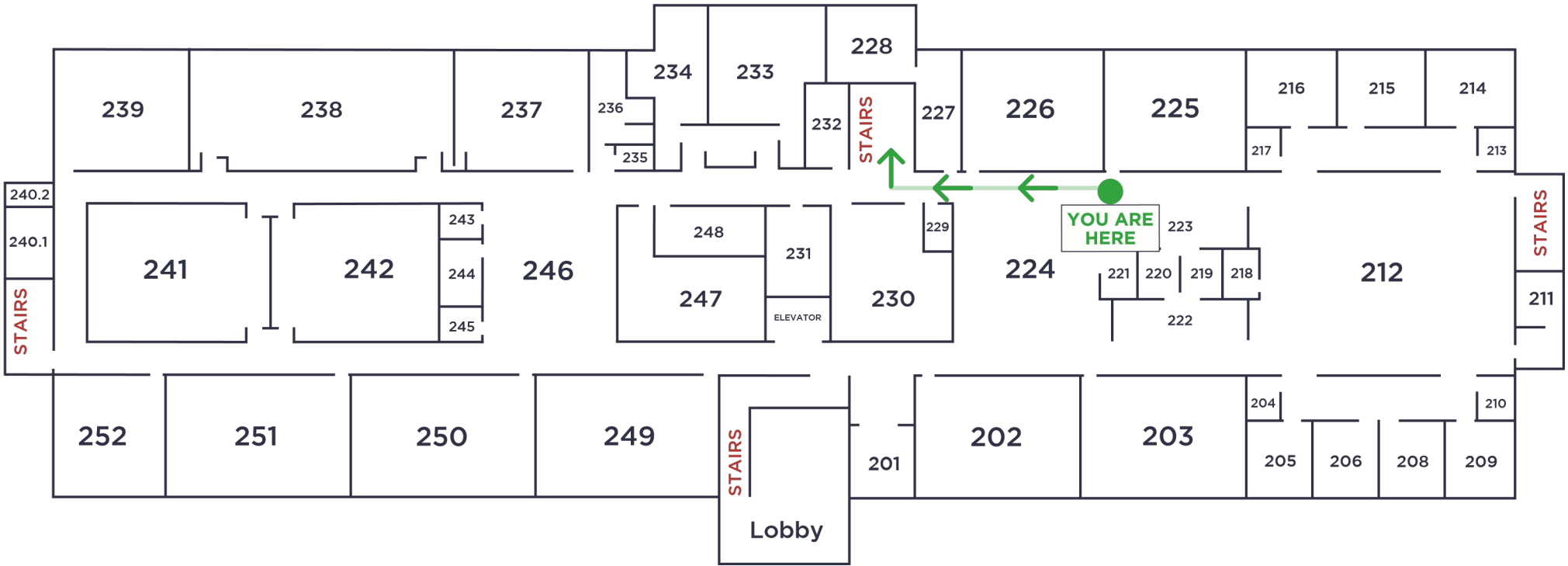


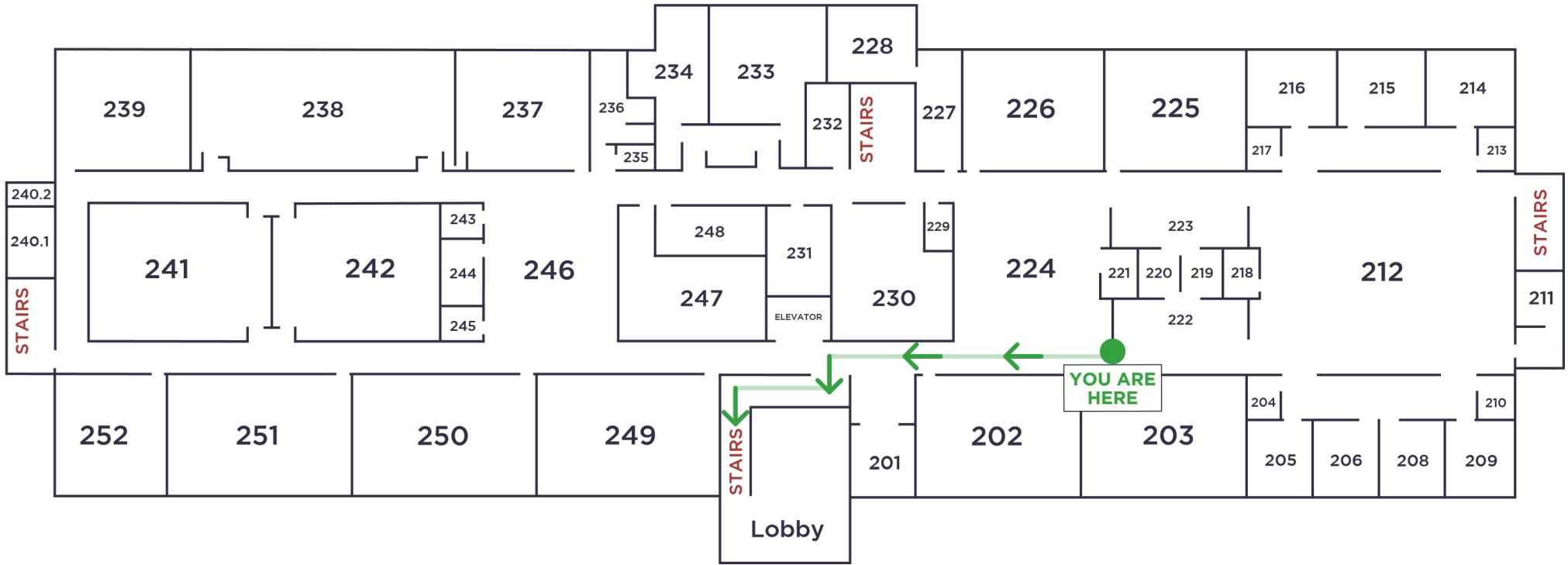


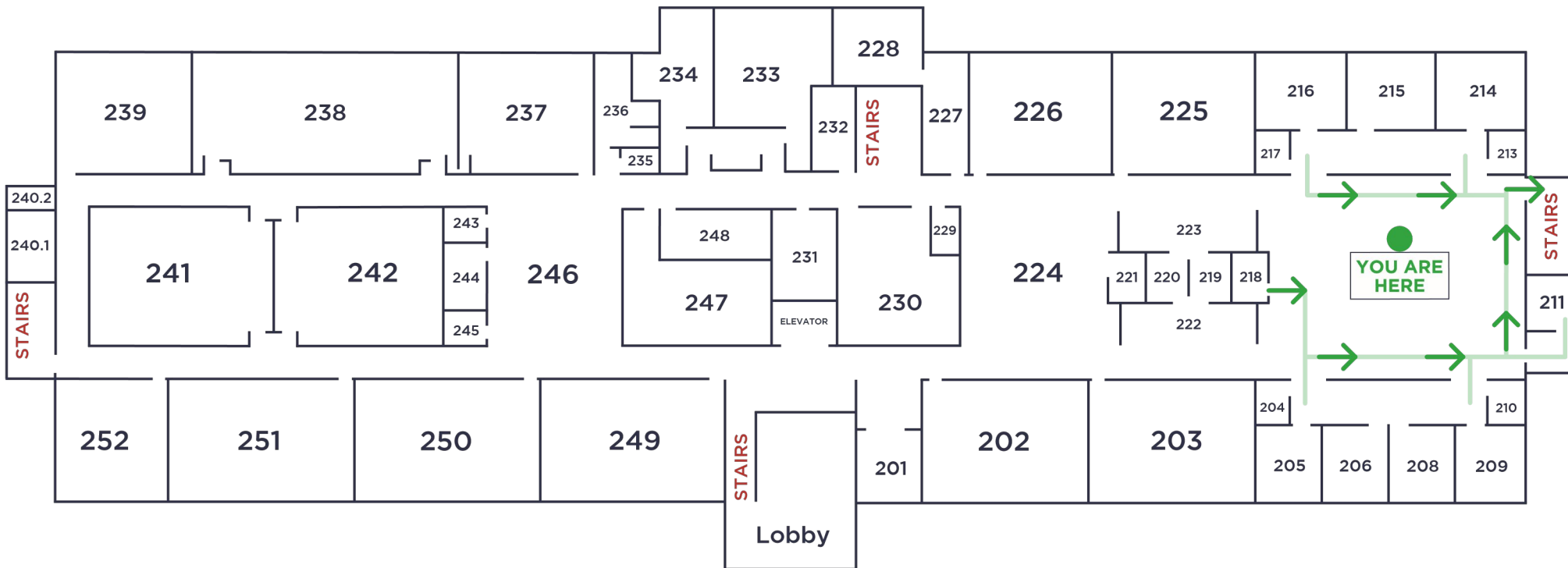












Emergency Contact Information

General Emergency Numbers

Hallmark University Security	210-690-9000 (Receptionist will connect)
San Antonio Police	210-207-7273 (207-SAPD)
San Antonio EMS	210-207-7744
San Antonio Fire	210-207-6634 or 210-207-7744
Bexar County Emergency Management	210-335-0300
San Antonio Airport Police	911 or 210-207-3433 (non-emergency)
Federal Aviation Administration (San Antonio)	210-308-3300
City of San Antonio Customer Service	311
National Response Center (to report toxic chemical spills, oil spills, terrorist threats)	1-800-424-8802
Poison Control Center	1-800-222-1222
Texas Department of Public Safety	210-531-2200
American Red Cross	210-224-5151
Hallmark University Maintenance Team	210-690-9000, EXT 7551
War Eagle Security (University Security Contractor)	210-875-6482

Appendix C: Lockdown and Sheltering Procedures

Lock Down Procedures

Lock-down procedures may be issued in situations involving dangerous intruders or another incident that may harm persons inside the school building.

University officials will issue lock-down procedures by announcing warnings over the phone system, sending a message via Teams, sending a messenger to each classroom, or sounding bells.

Response

The word “Lock-Down” will be used for all drills.

Phone call/email announcement may be a coded or basic alert.

“ _____ is in the building” will always mean an intruder is in the building.

“ _____ is trying to get in the building” will always mean someone unfriendly is trying to get in.

- Direct all students, staff, and visitors into classrooms.
- Lock classroom doors
- Cover windows of classrooms
- Move all persons away from windows and doors.
- Allow no one outside of classrooms until an all-clear signal is given by a University official.

Sheltering Procedures

Sheltering provides refuge for students, staff, and the public within the building during an emergency. Shelters are located in areas that maximize the safety of inhabitants. Safe areas may change depending on the emergency.

Response

- Identify safe areas in each building.
- University officials warn students and staff to assemble in safe areas. Bring all persons inside the building(s).
- Teachers take class roster.
- Close all exterior doors and windows.
- Turn off any ventilation leading outdoors.
- Cover up food not in containers or put it in the refrigerator.
- If advised, cover mouth and nose with a handkerchief, cloth, paper towels, or tissues.
- Teachers should account for all students after arriving in the safe area.
- All persons must remain in safe areas until notified by University officials or emergency responders.

EMERGENCY NUMBERS FOR KEY STAFF MEMBERS

Name	Cell Number	Title
Joe Fisher	210-602-4544	President & CEO
Taylor Mercier	210-860-0000	Senior Vice President of Institutional Strategy
Dana Hagen	210-969-7541	Vice President of Academics
Grace Calixto	210-365-4702	Director of Financial Aid
Stan Younger	214-425-1552	Dean of Academics
Andy Gough	620-937-1447	Director of Facilities
Vacant	210-897-9489	Director of Admissions