



EMERGENCY RESPONSE PLAN

Plan last updated: 10/01/2020

MEDIATECH | Houston, TX

3324 Walnut Bend Lane
Houston, TX 77042

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POLICY STATEMENT

MEDIATECH, Houston will provide its employees and other personnel at its facility with a clear plan of action in the event of an emergency. The plan will comply with applicable emergency response planning regulations.

AUTHORITY & SCOPE

Scope: This plan covers emergency actions for all work areas and facilities for the protection of employees and others from emergencies.

PLAN ADMINISTRATION

The **Plan Contact Information** table provides the roles and contact information for the administration of the ERP.

Plan Contact Information

TASK	CONTACT PERSON	CONTACT INFORMATION
ERP Administrator	Dr. Wendy Jasper, Campus Director	Work: 832-242-3426
Facility Coordinator	Victor Brewer	Work: 832-242-3426
Facility Operations	Joel Depue	Work: 972-869-1122
Exit Route/Evacuation Monitor	Dasha Domino, SS Coordinator	Work: 832-242-3426
Exit Route/Evacuation Monitor	Raul Carrillo, Finance	Work: 832-242-3426
Exit Route/Evacuation Monitor	Makaiah Clark	Work: 832-242-3426
Exit Route/Evacuation Monitor	Dawn Prahl, Admissions	Work: 832-242-3426
Exit Route/Evacuation Monitor	Arian Rivers	Work: 832-242-3426
Designated Assistant	Dawn Prahl	Work: 832-242-3426

ERP Administrator

The ERP Administrator will:

- Coordinate an orderly evacuation of personnel.
- Perform an accurate headcount of personnel reported to the designated area.
- Determine a rescue method to locate missing personnel.
- Provide the fire response personnel with the necessary information about the facility.
- Perform adverse weather assessments and coordinate office emergency closing procedures due to adverse weather.

- Ensure that designated evacuation monitors and special needs assistants have received adequate information and training for performing their tasks.

Facility Security Coordinator

The Facility Security Coordinator will ensure that facility surveillance is maintained, prevent unauthorized entry to the facility, and maintain communications with government enforcement authorities as needed to protect employees and property.

Facility Operations Manager

The Facility Operations Manager will ensure that basic utility services (e.g., communications, water, electric, waste disposal) and critical equipment remain in service, or reestablish service that has been interrupted.

Exit Route/Evacuation Monitor

The exit route/evacuation monitors must:

- Ensure that all employees have evacuated the facility.
- Report any problems to **[Dr. Wendy Jasper]** at the assembly area.

Designated Assistant

Designated assistants will help all employees with special needs evacuate in an emergency.

The **Emergency Services Personnel Contact** Information table contains the contact information for emergency services.

Emergency Services Personnel Contact Information

SERVICE	CONTACT	ADDRESS/LOCATION	TELEPHONE
Ambulance/EMS	Air Ambulance International	10700 Richmond Ave #219, Houston, TX 77042	832-934-2390
Police	Houston Police Department	3203 S Dairy Ashford Rd, Houston, TX 77082	713-884-3131
Fire	Houston Fire Station 83	3350 Breezewood Dr, Houston, TX 77082	832-394-6700
Primary Medical Facility	Sacred Heart Emergency Center	9774 Katy Fwy #500, Houston, TX 77055	832-358-0200
Secondary Medical Facility	Nova Medical Centers	11621 Katy Fwy, Houston, TX 77079	832-399-5300
Poison Control Center	Southeast Texas Poison Center	301 University Blvd. 3.112 Trauma Bldg., Galveston, TX 77555	800-222-1222
OSHA Area Office	OSHA-Pros USA Houston Texas	1302 Waugh Dr, Houston, TX 77019	866-442-6742
Emergency Response Team	Houston Emergency Management	5320 N Shepherd Dr, Houston, TX 77091	713-884-4500
National Response Center	National Response Corporation	11200 S Richmond Ave # 400, Houston, TX 77082	281-899-4848
Electric	Constellation Electricity	1221 Lamar St., 4 Houston Center, Suite 750, Houston, TX 77010	866-917-8271
Water	Proterra Properties	4544 S. Pinemont, Suite 222, Houston, TX 77041	LGreen@proterrroperties.com
Gas	Atmos Energy	2607 Logan St, Dallas, TX 75215	866-322-8667
Phone Company	Jive Communications	2570 W 600 N, Lindon, UT 84042	866-768-5429
Chemical Spill Cleanup Contractor	SERVPRO of Carrollton	B, 1717 Gessner Rd, Houston, TX 77080	713-380-2282

Plan Review and Update

The ERP will be reviewed annually and updated whenever:

- New hazards are identified or existing hazards change
- There are changes to the facility layout or infrastructure
- There are changes to emergency action and evacuation procedures

DEFINITIONS

Exit: The portion of an exit route that is generally separated from other areas to provide a protected way of travel to the exit discharge. An example of an exit is a 2-hour fire resistance- rated enclosed stairway that leads from the fifth floor of an office building to the outside of the building.

Exit route: A continuous and unobstructed path of exit travel from any point within a workplace to a place of safety (*including refuge areas*). An exit route consists of three parts: the exit access; the exit; and the exit discharge. (*An exit route includes all vertical and horizontal areas along the route.*)

REPORTING

The types of emergencies to be reported to **[Dr. Wendy Jasper]** by facility personnel are:

- Medical
- Fire
- Severe weather
- Bomb threat
- Armed Intruder
- Chemical spill
- Extended power loss

EVACUATION

Evacuation Routes

Evacuation route maps will be posted in each work area and are attached to this ERP. The following information is marked on evacuation maps:

- Emergency exits
- Primary and alternative evacuation routes
- Locations of fire extinguishers
- Fire alarm pull stations' locations
- Employee assembly areas

All employees have been trained concerning the evacuation plan for their work areas.

Evacuation Procedures

[Fire Alarm Bells, Repeating Buzzer, Horns, or Bullhorn Siren] Is the signal that all facility personnel must evacuate the facility. Whenever the alarm sounds, all personnel must evacuate according to the designated primary routes or alternative route to the predetermined assembly areas. All designated primary and alternative routes are illustrated in the evacuation plan located **[in all open areas]**.

A full evacuation drill for all personnel will be held **[once per year]**.

[Dawn Prahl] will ensure the safe evacuation of personnel with special needs or disabilities. After personnel are evacuated and have reached the assembly areas, the Designated Coordinator

[Dawn Prahl] will conduct a thorough head count of all personnel. The name(s) of any missing persons and suspected locations for unaccounted or injured people will be immediately communicated to [Dr. Wendy Jasper].

MEDICAL EMERGENCY

Employees must follow the procedure below during a medical emergency:

1. Call **[911; or the appropriate medical emergency phone number for facilities with in-house emergency responders]**
2. Provide the following information:
 - Nature of the medical emergency
 - Location of the emergency (*e.g., address, building, and/or room number*)
 - Your name and phone number where you may be reached
3. Do not move the victim unless absolutely necessary.
4. The following personnel are trained in cardiopulmonary resuscitation (*CPR*) and first aid and will provide assistance before the arrival of the professional medical help:

Name: Dr. Wendy Jasper

Phone: 832-242-3426

Name: Dawn Prahl

Phone: 832-242-3426

FIRE EMERGENCY

Following are the procedures for responding to a fire at the facility:

- Activate the nearest fire alarm.
- Notify the local Fire Department (*see the Emergency Contacts list for more information.*)
- Notify the site personnel about the fire emergency by Voice Communication

Non Emergency personnel may fight the fire ONLY if both of the following conditions apply:

- The fire is small (*e.g., trash can*) and is not spreading to other areas; and
- The fire extinguisher is in working condition and personnel are trained to use it.

Upon being notified about the fire emergency, occupants must:

- Leave the building using the designated escape routes. **[Emergency Exit Plan]**
- Assemble in the designated area on the **[Emergency Exit Plan]**

Name of the facility's evacuation route plan

- Remain at the designated area until **[Dr. Wendy Jasper]** clears

POWER OUTAGE

In the event of an extended power outage, the following precautionary measures will be taken:

- Check generators and backup power systems to ensure that electrical power is switched to support critical systems.
- Turn off all non critical electrical systems and equipment.
- Drain systems and equipment pressurized with water in areas exposed to prolonged freezing temperatures, or move them to heated areas if feasible.

Upon restoration of power, the following measures will be taken:

- Ensure that generators and other backup systems are switched so that power is not fed back

- into the regular power system.
- Examine insulation systems for piping, vessels, and tanks.
 - Examine electrical motors and drives.
 - Check valve positions for all pressurized systems and equipment.
 - Examine all electrical equipment and wiring systems.
 - Make sure all warning systems are operational.
 - Check the integrity of all fire detection and suppression systems.
 - Ensure that all alarm systems are operational.

HAZARDOUS CHEMICAL SPILL

The following are the locations of information and equipment for responding to a chemical spill:

- Spill containment and security equipment: **[SERVPRO of Carrollton]**
- Personal protective equipment (PPE): **[On Site in Kit]**
- Material safety data sheets (MSDSs): **[On site]**

Large Spill

The following procedure must be followed by all employees when a large spill of hazardous chemicals has occurred:

- Immediately notify **[SERVPRO of Carrollton]**.
- Contains the spill with available equipment (*e.g., pads, brooms, and absorbent*).
- Secure the area and alert other site personnel.
- Do not attempt to clean the spill unless trained to do so.
- Attend to injured personnel and call the medical emergency number, if required.
- Evacuate the building as necessary.

Small Spill

The following procedure will be followed by all employees when a small chemical spill has occurred:

- Notify the Emergency Coordinator, **[Dr. Wendy Jaspers]**
- If toxic fumes are present, secure the area (*with caution tapes or cones*) to prevent other personnel from entering.
- Deal with the spill in accordance with the instructions described in the MSDS.
- Small spills must be handled in a safe manner, while wearing the proper PPE.
- Review the general spill cleanup procedures.

BOMB THREAT

All employees will be evacuated from the facility in the event of a bomb threat. See *Attachment (BOMB THREAT CALL CHECKLIST)* for the procedures for responding to a bomb threat announced over the phone.

ARMED INTRUDER SAFETY GUIDELINES

In the event of an armed intruder on campus, all employees and students will be instructed to follow specific procedures.

An armed intruder incident occurs when one or more armed persons are present on campus with the intent to cause serious injury or death to as many persons as possible.

Generally, victims are selected at random and the violence escalates very quickly and will require the immediate response from armed law enforcement officers who are trained to deal with such incidents.

Safety Guidelines in case of an Armed Intruder on Campus:

- If outdoors seek cover until it is safe to escape or enter a building
- If indoors, stay and shelter in place in rooms that can be locked or barricaded, reinforce the door with furniture, desks, file cabinets or any other material available
- Turn off lights and computer monitors, close blinds and cover door windows
- Keep as quiet as possible, stay low and away from doors and windows
- Place all cellular phones on silent or vibrate mode
- If possible, call or email your location to Security or 911
- Do not open the door to any voice command even if you recognize the voice
- Wait until you are sure that the police/security is present before opening the door, verify with 911

SEVERE WEATHER AND NATURAL DISASTERS

In the event of severe weather or other natural disaster, all employees will be instructed to follow the specific procedures for each type of event.

EMERGENCY RESPONSE TO SEVERE WEATHER OR OTHER NATURAL DISASTER

TORNADO

- When a warning is issued by sirens or other means, seek inside shelter. Consider sheltering in the following:
 - Small interior rooms on the lowest floor and without windows;
 - Hallways on the lowest floor away from doors and windows; or
 - Rooms constructed with reinforced concrete, brick, or blocks with no windows.
- Stay away from outside walls and windows.
- Use arms to protect the head and neck.
- Remain sheltered until the tornado threat is announced to be over.

EARTHQUAKE

- Stay calm and await instructions from the Emergency Coordinator or the designated official.

- Keep away from overhead fixtures, windows, filing cabinets, and electrical power.
- Assist people with disabilities in finding a safe place.
- Evacuate as instructed by the Emergency Coordinator and/or the designated official.

FLOOD

Employees are indoors

Be ready to evacuate as directed by the Emergency Coordinator and/or the designated official. Follow the recommended primary or secondary evacuation routes.

Employees are outdoors

- Climb to high ground and stay there.
- Avoid walking or driving through floodwater.
- If a car stalls, abandon it immediately and climb to higher ground.

HURRICANE

The nature of a hurricane provides for more warning than other natural and weather disasters. A hurricane watch is issued when a hurricane becomes a threat to a coastal area. A hurricane warning is issued when hurricane winds of 74 mph or higher, or a combination of dangerously high water and rough seas, are expected in the area within 24 hours.

Once a hurricane watch has been issued:

- Stay calm and await instructions from the Emergency Coordinator or the designated official.
- Moor any boats securely or move to a safe place if time allows.
- Continue to monitor local TV and radio stations for instructions.
- Move early out of low-lying areas or from the coast, at the request of officials.
- If you are on high ground away from the coast and plan to stay, secure the building, moving all loose items indoors and boarding up windows and openings.
- Collect drinking water in appropriate containers.

Once a hurricane warning has been issued:

- Be ready to evacuate as directed by the Emergency Coordinator and/or the designated official.
- Leave areas that might be affected by storm tide or stream flooding.
- During a hurricane, remain indoors and consider going to the following:
 - Small interior rooms on the lowest floor and without windows,
 - Hallways on the lowest floor away from doors and windows, and
 - Rooms constructed with reinforced concrete, brick, or blocks with no windows.

BLIZZARD

Employees are indoors

- Stay calm and await instructions from the Emergency Coordinator or the designated official.
- Stay indoors!
- If there is no heat:
 - Close off unneeded rooms or areas.
 - Stuff towels or rags in cracks under doors.
 - Cover windows at night.
- Eat and drink. Food provides the body with energy and heat. Fluids prevent dehydration.
- Wear layers of loose-fitting, lightweight, warm clothing, if available.

Employees are outdoors

- Find a dry shelter. Cover all exposed parts of the body. If shelter is not available:
 - Prepare a lean-to, windbreak, or snow cave for protection from the wind.
 - Build a fire for heat and to attract attention. Place rocks around the fire to absorb and reflect heat.
- Do not eat snow. It will lower your body temperature. Melt it first.

Stranded in a car or truck

- Stay in the vehicle!
- Run the motor about 10 minutes each hour. Open the windows a little for fresh air to avoid carbon monoxide poisoning. Make sure the exhaust pipe is not blocked.
- Make yourself visible to rescuers.
- Turn on the dome light at night when running the engine.
- Tie a colored cloth to your antenna or door.
- Raise the hood after the snow stops falling.
- Exercise to keep blood circulating and to keep warm.

SHELTER IN PLACE

In the event of an off-site hazardous chemical release or other event that makes an evacuation of the facility dangerous or impossible, employees will take shelter in place until it is safe to evacuate.

Exit route/evacuation monitors and designated assistants will perform the same duties for shelter-in-place procedures as for other emergency action procedures. Employees, visitors, and other personnel will be notified to take shelter in place by **[Emergency Evacuation Team]**. Shelter-in-place areas are **[Live Sound Room]**.

Following are the procedures for sheltering in place:

1. When government authorities provide directions to shelter in place or management determines that the environment outside the facility is too dangerous, the business will be closed.
2. Customers, clients, or visitors in the building will be asked to stay inside the facility.
3. Unless there is an imminent threat, employees, customers, clients, and visitors should call their emergency contact to let them know they are safe and where they are.
4. Call-forwarding or alternative telephone answering systems or services will be turned off. [If the business has voice mail or an automated attendant:] The company's automated phone message will be changed to indicate that the business is closed and that staff and visitors are remaining in the building until authorities have advised it is safe to leave.
5. Exterior doors will be locked and windows and air vents will be closed. Employees familiar with the facility's mechanical systems will turn off all fans, heating and air-conditioning systems, and other noncritical equipment. Some systems automatically provide for exchange of inside air with outside air. These systems will be turned off, sealed, or disabled.
6. If there is danger of explosion, window shades, blinds, or curtains will be closed.
7. Personnel should gather essential disaster supplies, such as nonperishable food, bottled water, battery-powered radios, first-aid supplies, flashlights, batteries, duct tape, plastic sheeting, and plastic garbage bags, and take them to the shelter if not already provided.
8. Select interior room(s) above the ground floor with the fewest windows or vents. The room(s) should have adequate space for everyone to be able to sit. Avoid overcrowding by selecting

several rooms if necessary. Large storage closets, utility rooms, pantries, copy and conference rooms without exterior windows will work well. Avoid selecting a room with mechanical equipment like ventilation blowers or pipes, because this equipment may not be able to be sealed from the outdoors.

9. Call emergency contacts and have a hard-wired phone available if needed for reporting a life-threatening condition. Cellular telephone equipment may be overwhelmed or damaged during an emergency.
10. Take the emergency supplies and go into the designated shelter-in-place room. Seal all windows, doors, and vents with plastic sheeting and duct tape or anything else you have on hand.
11. Consider pre cutting plastic sheeting (heavier than food wrap) to seal windows, doors, and air vents. Each piece should be several inches larger than the space you want to cover so that it lies flat against the wall. Label each piece with the location of where it fits.
12. Write down the names of everyone in the room, and call the designated emergency contact to report all persons in the room with you, and their affiliation with your business (employee, visitor, client, or customer).
13. Listen to the radio, watch television, or use the Internet for further instructions until you are told all is safe or to evacuate. Local officials may call for evacuation in specific areas at greatest risk in your community.

CRITICAL OPERATIONS

[Joel Depue/Dr. Wendy Jasper] will identify any critical operations or processes that must be shut down or inactivated before an evacuation is completed, and will designate the operations and the personnel who will implement the shutdown or inactivation. During some emergency situations, it will be necessary for some specially assigned personnel to remain at the work areas to perform critical operations.

The Critical Operations Assignments table contains the list of work areas and personnel that are considered critical operations.

Critical Operations Assignments

WORK AREA	NAME	JOB TITLE	DESCRIPTION OF ASSIGNMENT
Administration	Dr. Wendy Jasper	Campus Director	Notify employees/students of closure or call for assistance
Facilities	Victor Brewer	Facilities Director	Maintain and control areas affected by emergency
Administration	Joel Depue	President	Make decisions for closure/open campus

Personnel involved in critical operations may remain on the site by permission of the site-designated official or **[Dr. Wendy Jasper]**.

TRAINING

[Dr. Wendy Jasper] will designate and train a sufficient number of employees to assist in the safe emergency evacuation of all personnel or perform emergency shutdowns, and will review the ERP with all employees covered by the ERP:

- When the ERP is implemented
- Whenever the designated actions or responsibilities of personnel covered under the ERP change
- Whenever the ERP is changed

Evacuation monitors must be trained to ensure a safe and orderly emergency evacuation of other employees and ensure post-evacuation accountability of all personnel.

RECORDKEEPING

A record of ERP training for employees will be maintained for [5 years] at [3324 Walnut Bend Lane, Houston, TX 77042].

ATTACHMENTS

- BOMB THREAT CALL CHECKLIST
- FIRE / EVACUATION DRILL EVALUATION



BOMB THREAT CALL CHECKLIST

Last updated: 09/21/2020
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QUESTIONS TO ASK	EXACT WORDING OF THREAT
When is the bomb going to explode?	
Where is it right now?	
What does it look like?	
What kind of bomb is it?	
What will trigger it?	
Did you place the bomb?	
Why?	
What is your name?	
What is your address?	

Sex of Caller: _____ Age: _____ Race: _____ Length of call: _____ minutes

Caller's voice: (check all that apply)

- | | | | |
|----------------------------------|--|---|---|
| <input type="checkbox"/> Calm | <input type="checkbox"/> Laughing | <input type="checkbox"/> Lisping | <input type="checkbox"/> Disguised |
| <input type="checkbox"/> Angry | <input type="checkbox"/> Crying | <input type="checkbox"/> Raspy | <input type="checkbox"/> Accent |
| <input type="checkbox"/> Excited | <input type="checkbox"/> Normal | <input type="checkbox"/> Deep | <input type="checkbox"/> Familiar |
| <input type="checkbox"/> Slow | <input type="checkbox"/> Distinct | <input type="checkbox"/> Ragged | <input type="checkbox"/> Rapid |
| <input type="checkbox"/> Slurred | <input type="checkbox"/> Clearing throat | <input type="checkbox"/> Soft | <input type="checkbox"/> Nasal |
| <input type="checkbox"/> Loud | <input type="checkbox"/> Stuttering | <input type="checkbox"/> Cracking voice | <input type="checkbox"/> Deep breathing |

BOMB THREAT CALL CHECKLIST cont.

If familiar, who did it sound like?

Background Sounds:

- | | | | |
|--|------------------------------------|--|---|
| <input type="checkbox"/> Street noises | <input type="checkbox"/> Motor | <input type="checkbox"/> Factory | <input type="checkbox"/> Telephone booth |
| <input type="checkbox"/> House noises | <input type="checkbox"/> Static | <input type="checkbox"/> Music | <input type="checkbox"/> Local |
| <input type="checkbox"/> Clear | <input type="checkbox"/> Voices | <input type="checkbox"/> Long Distance | <input type="checkbox"/> Office equipment |
| <input type="checkbox"/> Dishes/utensils | <input type="checkbox"/> PA system | <input type="checkbox"/> Animal noises | |

Threat Language:

- | | | |
|--------------------------------------|---|--------------------------------|
| <input type="checkbox"/> Well-spoken | <input type="checkbox"/> Irrational | <input type="checkbox"/> Taped |
| <input type="checkbox"/> Incoherent | <input type="checkbox"/> Read by caller | <input type="checkbox"/> Foul |

Remarks:

Date:

Call Recipient's Name:

Office:

Telephone number:



FIRE / EVACUATION DRILL EVALUATION

Last updated: 09/21/2020
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Drill Date:	____ / ____ / ____ day / month / year	Drill Facility / Location:	
How emergency/fire signaled to employees:			
Time evacuation drill began:	____ : ____ am / pm	Time exit doors opened:	____ : ____ am / pm
Time area completely evacuated:	____ : ____ am / pm	Total time to evacuate:	: ____ minutes (time began minus time evacuated)

Were all alarms clearly audible/visible? Yes No

Were posted evacuation routes and maps up to date? Yes No

Were all exit doors unlocked and functioning properly? Yes No

If No, describe problems:

Were all fire exits clearly marked? Yes No

If No, identify unmarked exits:

Were fire exits and aisles clear? Yes No

If No, identify obstructions:

Did the control center simulate calling the local fire department? Yes No

Was the facility swept by the emergency warden? Yes No

Did the emergency warden coordinate with emergency responders? Yes No

Were there enough monitors to help direct the evacuation? Yes No

Note any deficiencies:

Were assembly points easily accessed? Yes No

If No, describe barriers:

Did all employees reach their assigned assembly points? Yes No

If No, explain problems:

Comments/Recommendations/Lessons learned:

Circle overall drill rating (1 unacceptable to 5 excellent): **1 | 2 | 3 | 4 | 5**

ERP Administrator Signature

Date