



The University of Texas at Austin

STUDENT SERVICES BUILDING - SSB

Building Emergency Plan 2023



The University of Texas at Austin
Emergency Management



Plan Adoption and Record of Changes

Office of Emergency Management:

Website: [Emergency Management](#)

Email: emergencymanagement@austin.utexas.edu

Phone: 512-232-2114

Building Manager:

Name	Role	Office Phone	Cell Phone	Email
Julie Wier - (jmw4547)	1	(512) 232-9253	(512) 629-3566	julie.wier@austin.utexas.edu

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1. INTRODUCTION

The STUDENT SERVICES BUILDING - (SSB) Building Emergency Response Plan is an all-hazards plan that details the emergency procedures specific to the building. This document provides all occupants with instructions, policies and principals to be employed during emergencies. The purpose of this plan is to ensure the safety of the students, faculty, staff, and visitors of the building during an emergency.

All members of the University of Texas at Austin community should be trained and have a fundamental knowledge of emergency procedures for all buildings on the campus. Knowledge of the emergency processes will ensure the safety of students, faculty, staff, visitors, and emergency responders.

This document, in conjunction with The University of Texas at Austin Emergency Operations Plan, provides the structure and guidance necessary for buildings to assign, assemble and train a Building Emergency Management Team. Assistance in team development, training and drills will be available through the offices of Emergency Management and Fire Prevention Services.

Building Description

SSB consists of a 07 story structure located on the Central Campus portion of The University of Texas main campus. This building is located at 100 W DEAN KEETON ST, AUSTIN TX 78712. The building has approximately 192791 square feet of space.

SSB houses the following primary occupants:

- University Health Services, Counseling and Mental Health, SSB Building Management, SHIFT, Ombudsman, Campus Environmental center / Sustainability, Longhorn Wellness Center, DCCE, Etc.

SSB has the following safety equipment:

- **Fire Alarm System:** Yes
- **Fire Sprinkler System:** Yes
- **Exit Strategy Signage:** Yes

2. Building Emergency Team

Each building has a designated team that is responsible for facilitating emergency response procedures within their building. The Building Emergency Team consists of the Building Emergency Manager, Communications Coordinator, and Floor Managers.

A current list of the members of the Building Emergency Team can be found in Appendix I. Specific duties of each role are listed in Appendix II.

3. Emergency Procedures and Responsibilities

3.1. Reporting an Emergency

All occupants shall report any emergency by calling 911. An emergency is any situation that requires immediate assistance. Examples may include, but are not limited to, fires, suspicious persons, hazardous material accidents, or medical emergencies.

When calling 911, keep in mind the following instructions:

- Tell the dispatcher exactly where you are, including the name of your campus (UT Main or Pickle Research Campus), building name and room number. Refer to the Building or Classroom Emergency Guide if available.
- Answer all questions of the dispatcher clearly and calmly.
- Describe the nature of the emergency clearly and accurately.
- Do not hang up unless your safety is threatened or you are told to do so.
- If possible, have someone watch for the arrival of emergency personnel and direct them to your location.
- Follow all instructions of the dispatcher and/or emergency personnel at your location.

3.2. Special Considerations for Classrooms

University faculty and teaching staff are responsible for implementing university emergency policies and procedures, and for informing students of their classrooms' building emergency evacuation routes, exit doors, and emergency procedures at the beginning of each semester. For additional information, including emergency procedures and recommended syllabus information, instructors should review the Emergency Operations Plan, Attachment 1: Emergency Guidance for Classroom Instructors available at <https://preparedness.utexas.edu>.

3.3. Evacuation

All occupants of university buildings are required to evacuate a building when a fire alarm and/or an official announcement is made indicating a potentially dangerous situation within the building.

All occupants should familiarize themselves with all exit doors of each classroom, office, and building that they occupy.

3.3.1. Evacuation Procedure for All Occupants

- Individuals requiring evacuation assistance or with mobility issues should follow the guidelines in 3.3.2
- Notification: An alarm or official announcement will notify occupants that they must evacuate the building.
- Close office/classroom doors if possible.
- Proceed in an orderly manner out of the building, following illuminated exit signs and/or designated exit routes. Follow directions of the Building Emergency Team and emergency personnel.
- Do not use elevators.
- Proceed to the designated assembly area(s).
 - The **Primary Assembly** area for this building is 18 Lot North of SSB..
 - The **Secondary Assembly** area for this building is TSG Garage Ground Floor.
The secondary area will be used in cases of inclement weather or if the primary area is otherwise unsafe or unavailable.
- Follow instructions of the Building Emergency Team and emergency personnel. Report any individuals known to be remaining in the building.
- Emergency personnel (law enforcement, fire department, etc.) will determine when it is safe to re-enter the building. Do not re-enter the building until an “All Clear” announcement is given by emergency personnel.

3.3.2. Evacuation Procedures for Persons Requiring Assistance

Certain occupants of University buildings may require additional evacuation assistance. Faculty and staff who may require additional evacuation assistance should notify the Building Emergency Manager to ensure that they are properly documented on individual Building Emergency Plans.

Instructors are responsible for notifying the applicable Building Emergency Manager of students under their supervision who require evacuation assistance. Instructors are responsible for ensuring that students who require evacuation assistance report to their designated staging area or Area of Refuge. Instructors should not leave a student at a staging area until the designated escort has arrived and assumed responsibility for the student.

- Persons who need evacuation assistance should shelter-in-place in the designated area of refuge. See Appendix VII for Area of Refuge Map.
- In buildings equipped with an area of refuge and two-way communication system for communication between the area of refuge and a central control point, follow the instructions for summoning assistance via the two-way communication system.
- In buildings not equipped with an area of refuge two-way communication system, the person needing assistance should call 911 and notify the dispatcher of the situation and their location.

For additional information, see the *Emergency Operations Plan, Considerations for Persons with Access or Functional Needs* available at <https://preparedness.utexas.edu>.

3.3.3. Evacuation Procedures for the Building Emergency Team

- The Building Emergency Manager will exit the building and establish a “command post” at the designated assembly area. The Building Emergency Manager will attempt to communicate with emergency personnel, initiate access control to the building, and coordinate the activities of the rest of the Building Emergency Team.
- Floor managers will help ensure that all occupants of their designated area are aware of their alarm condition and direct them to the exits.
 - a. The floor manager will take note of any occupants who are in an area of refuge.
 - b. The floor manager will notify the building manager and/or emergency personnel of anyone who remained in the building.

- Communications Coordinator will respond to the designated assembly area and establish a communications medium with the Building Emergency Manager. The Communications Coordinator will coordinate building re-entry procedures at the direction of the Building Emergency Manager once UTPD confirms re-entry may occur.
- All members of the Building Emergency Team are responsible for assisting with access control during an evacuation:
 - a. Building entrances will be secured during an evacuation. Building Emergency Management Team members and law enforcement will deny unauthorized personnel entry. BEMT members may need to stage near building entrances, when safe to do so, to inform patrons that the building is currently not safe for entry.
 - b. Signage indicating an alarm or emergency status should be posted on all entrances as a means of notification for non-entry. See Appendix V for example signage.
 - c. Once emergency personnel has determined the building may be entered, UTPD will inform the Building Emergency Manager and the Building Emergency Team will notify occupants that they may re-enter the building.
 - d. All restricted entry signage will be removed.

3.4. Shelter-in-Place

There may be some situations where it is not possible to safely evacuate persons, and it is safer to shelter them in-place. In general, these are situations where movement of the public would put them at greater risk than leaving them in their current location such as severe weather or hazardous material incidents. University safety officials will determine when shelter-in-place is advisable and notify the university community.

3.4.1. Shelter-In-Place Procedure for All Occupants

- Notification: In the event of a severe weather emergency or hazardous material incidents, the University will activate its outdoor warning system. This system uses

audible sirens to notify the campus community to seek shelter. Additionally, the

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university will send a notification via the university's mass notification system which

- Upon notification, all occupants will proceed in an orderly manner to an interior space in the lowest level of the building, away from glass and windows.
- The university's emergency personnel will determine when it is safe to leave the shelter-in-place location. The university will send an "all clear" notification via the mass notification system and/or other emergency communication systems. The outdoor siren will not be used to issue an "all clear" notification.

3.4.2. Shelter-in-Place Procedures for the Building Emergency Team

- The Building Emergency Manager will use internal communication methods, if applicable, to notify building occupants when "all clear" has been given
- Floor managers will direct building occupants to centralized areas of the structure on the lowest level, away from windows and doors and remain with occupants until an "all clear" status is announced

3.5. Lockdown

Violent threats outside a building may require that the building enter a state of "lockdown" where doors are locked and occupants stay inside the building until the threat is clear. The directive "LOCKDOWN" is utilized to stop access to a building. University safety officials will determine when lockdown is advisable and notify the university community.

3.5.1. Lockdown Procedure for All Occupants

- Notification: In the event a lockdown is needed, the university will send a notification via the university's mass notification system which includes text messages to all registered persons. The university will also activate its outdoor warning siren.
- Upon notification, all occupants should close and lock doors or proceed to an area where doors can be closed, if applicable.
- Turn out the lights in the room and silence cell phones.
- Close blinds or curtains.

- The university's emergency personnel will determine when it is safe to leave the lockdown location. The university will send an "all clear" notification via the mass notification system. The outdoor siren will not be used to issue an "all clear" notification.
- In the event a violent threat is in the building, use Run, Hide, Fight (See Appendix IV, Active Shooter Response Guide).

3.5.2. Lockdown Procedures for the Building Emergency Team

- The Building Emergency Manager will follow lockdown procedures. Once "all clear" is given, the Building Emergency Manager will relay the information to building occupants using internal communication methods.
- Floor managers will follow shelter-in-place instructions and provide information to building occupants as available from the Building Emergency Manager.
- Communications Coordinator will follow shelter-in-place instructions and provide information to building occupants as available from the Building Emergency Manager.

4. Plan Development, Maintenance and Distribution

This plan shall be reviewed annually and updated as necessary. The Office of Emergency Management will retain the official copy of the plan and contact the Building Emergency Manager for updates as needed.

The Building Manager shall distribute the plan to all building occupants at least annually.

5. Training and Drills

All occupants must be able to follow the emergency procedures detailed herein. The Office of Emergency Management will provide training for the Building Emergency Team on an annual basis.

Fire Prevention Services will conduct evacuation drills for the building on an annual basis.

Other drills and trainings will be provided on request.

Appendix I: Building Emergency Team List

Building Emergency Managers

Role	EID	Phone	Email	Assignment Area
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Communications Coordinators

Role	EID	Phone	Email	Assignment Area
Communication Manager	Krystopher Henderson - (kdh3367)		krystopher.henderson@austin.utexas.edu	SSB Mgmt.

Floor Managers

Role	EID	Phone	Email	Assignment Area
Floor Manager	Taylor Simons - (tss2385)		taylor.simons@austin.utexas.edu	SHIFT
Floor Manager	Cayla Rose Palmer - (crp3458)		cayla.palmer@austin.utexas.edu	SHIFT
Floor Manager	Vivian Wilbon - (wilbonv)		vivian.wilbon@austin.utexas.edu	Ombuds
Floor Manager	Paula Harvard - (ph22795)		paula.harvard@uhs.utexas.edu	UHS Admin (2.212)
Floor Manager	Emma L Middleton - (priceel)		emma.middleton@austin.utexas.edu	DCCE 3rd Floor
Floor Manager	Ashley Richardson-Minnitt - (adr628)		ashley.richardson@austin.utexas.edu	New Student Services
Floor Manager	Jamie Coughlin - (jc73379)		jamie.coughlin@austin.utexas.edu	SSD
Floor Manager	Katherine A Green - (kagreen)		k.green@austin.utexas.edu	SSD
Floor Manager	Evan Rapp - (mer4374)		emily.rapp@austin.utexas.edu	DoS 4.104 Suite
Floor Manager	Robert G Vargas - (lrgv)		rvargas@austin.utexas.edu	DoS 4.400 Suite
Floor Manager	Diana Sanchez - (dnh1)		diana.sanchez@utexas.edu	DCCE 4.400 Suite
Floor Manager	Eileen Drake - (erd94)		eileen@austin.utexas.edu	DCCE 4.400 Suite
Floor Manager	Mitzi R Henry - (henrymr)		mhenry@austin.utexas.edu	CMHC 5th Floor
Floor Manager	Allison Hernandez - (anh4226)		allison.hernandez@austin.utexas.edu	Longhorn Wellness Center

Floor Manager	Yvonne Pereida - (y/p86)		yvonne.pereida@uhs.utexas.edu	UHS Admin (2.212)	
Floor	Katherine Barclay - (kab5368)	The University of Texas at Austin	katherine.barclay@uhs.utexas.edu	UHS Admin (2.212)	Page 10

Appendix II: Building Emergency Team Responsibilities

1. Building Manager Responsibilities

- a. Develop and Maintain the Building Emergency Plan
- b. Appoint, equip, and coordinates training of the Building Emergency Management Team and the Communications Coordinator
- c. Educates and trains building occupants on emergency procedures
- d. Coordinates annual evacuation drill(s) of building occupants in conjunction with The University of Texas Office of the Fire Marshal
- e. During an evacuation, proceeds to assembly area and communicates with Floor Managers, University emergency personnel and other key personnel. Responds to the First Responder's Command Post once Floor Managers have reported building occupant status and relays pertinent information regarding the progress and status of the building evacuation to emergency personnel
- f. During an evacuation, communicates with the Communications Coordinator in an effort to keep the Building Emergency Management Team apprised on situational awareness and information from emergency services personnel
- g. Assists with access control measures
- h. Relays an "all clear" status when authorized by emergency services personnel

2. Floor Manager Responsibilities

- a. Ensure all occupants of the floor are notified and are aware of the alarm condition
- b. Initiate an evacuation of the designated floor or space and direct occupants to the designated primary assembly point
- c. Assign personnel to monitor elevator lobby(s) as applicable to safeguard against elevator use and to direct occupants to egress routes
- d. Provide necessary support to all identified occupants who require evacuation assistance

e. Conduct a primary floor inspection to ensure that all occupants of the floor or space have safely evacuated

- f. Account for occupants at the primary assembly area
- g. Provide a floor status report to the Building Emergency Manager or designee once safely outside of the structure
- h. In the event of a shelter in place condition relating to weather, direct building occupants to centralized areas of the structure, away from windows and doors and remain with occupants until an “all clear” status is announced

3. Communications Coordinator Responsibilities

- a. Communicates directly with the Building Emergency Manager and relays essential information to the Building Emergency Management Team to ensure situational awareness during an event
- b. Ensures building occupants are notified in the event of an emergency
- c. Provides update information to building occupants regarding the nature and the status of the event

Appendix III: Accountability List (if applicable)

Name	Location (where they are normally located while in the building, i.e. office number)	Area of Refuge (where will they be waiting for assistance in rescuing)	Type of Assistance needed (mobility, visual, etc.)
Emily Shryock	4.206	4.2S2	Mobility
Rebekah Keefe	4.206	4.2S2	Mobility

Appendix IV: Assembly Points

Primary Assembly Point

18 Lot North of SSB.



Appendix IV: Assembly Points

Secondary Assembly Point

TSG Garage Ground Floor



Appendix V: Access Control Signage

**This Building is in
Alarm/Evacuation**

DO NOT ENTER

Appendix VI: Additional Safety Resources

Emergency Management Pocket Guide ([Pocket Guide](#))..... 17

Active Shooter Response Guide ([Response Guide](#))..... 18

Additional Links:

- The Office of Emergency Management: [Emergency Management](#)
- University Emergency Operations Plan: [Emergency Plans](#)
- Building Manager Resources: [Building Manager Resources](#)
- University Weather Information Page: [UT Weather](#)

Additional Attachments:

[Suggested Shelter in Place Locations - Severe Weather.png](#)

Active Shooter

If the threat is near you or in your building:

RUN
If you determine that you can reach an escape path to a safer area, then get out.

1. Be aware of your surroundings. Have an exit plan.
2. Run in the direction that is the safest and the furthest from the shooter.
3. Create as much distance between you and the threat as possible.

HIDE

- If you can't evacuate, find a secure place to hide out.
1. Create distance between you and the threat.
 2. Find barriers to prevent or slow down the shooter from getting to you.
 3. Turn off the lights and silence your phones.
 4. Remain out of sight by hiding behind large objects.
 5. Be quiet.

FIGHT
If you can't hide, if you can't hide out, and if you have absolutely no other option, confront the active shooter.

1. Be aggressive, yell, and commit to your actions.
2. Do not fight body-throw items and use improvised weapons.
3. Survive by any means necessary.

CALL 911 WHEN IT IS SAFE TO DO SO!

Lockdown

Lockdown is used when there's an immediate threat outside your building or area. When you receive the instruction to lockdown, go inside immediately.

If you discover that there is a violent—or potentially violent—person in your building or area, DO NOT CONFRONT THE PERSON UNLESS THERE IS NO OTHER OPTION TO SAVE YOUR LIFE.

If the threat is OUTSIDE your building:

- Lock the exterior doors if they are not electronic and it's safe to reach them.
- If safe, leave a person at the door to tell the police.
- Close interior doors. Lock doors, if possible.
- Barricade the doors. If possible.
- DO NOT LEAVE YOUR SAFE AREA until law enforcement has opened the door or you receive the all-clear notice via text message.

Evacuation

Everyone must evacuate a building when a fire alarm and/or an official announcement is made indicating a potentially dangerous situation within the building.

HAVE AN EXIT STRATEGY



Familiarize yourself with all exit doors of each classroom and building you may occupy. Remember that the nearest exit door may not be the one you used when entering the building. If you require assistance in evacuation, inform your instructor in writing during the first week of class.

For evacuation in your classroom or building:

- Follow the instructions of faculty and teaching staff or floor managers.
- Exit in an orderly fashion and assemble outside in the designated areas.
- Follow instructions of emergency personnel.
- Report any injuries or concerns to the instructor.
- Do not enter the building until an "All Clear" announcement is given by emergency personnel.

Sheltering in Place

DURING SEVERE WEATHER:

- Go to the lowest level of the building if possible.
- Stay away from the windows.
- Go to interior hallways and rooms.
- Use arms to protect head and neck from "drop and lock" position.
- Stay away from windows.
- Follow specific instructions at emergency.utexas.edu.



OUTDOOR WARNING SIREN

One of the ways campus will be notified of an emergency is the Outdoor Warning System (siren). If you hear the siren at a time other than the scheduled monthly test (11:50 a.m. on the first Wednesday of each month), you should immediately seek cover in the closest building or facility. Wait for further instructions through the siren. The siren is NOT used to signal that all is clear.

General Tips

CALL 911 IF YOU NEED HELP RIGHT AWAY

- Always carry your University ID card.
- Keep your emergency contact info up to date in your phone/wallet/purse.
- Know the locations of:
 - Nearest exits
 - First aid kits
 - AEDs
 - Bleeding control kits
 - Emergency call boxes.
- Have smoke and carbon monoxide alarms wherever you sleep.
- If you see something, say something - report suspicious activities or items by calling 911.

Be aware of your surroundings.



Make an Emergency Kit

You should have at least three days worth of supplies in your kit.

Recommended items include:

- 3 gallons of water per person
- Non-perishable food (cans + opener, ready-to-eat meals, protein bars)
- AM/FM/NOAA Radio & extra batteries
- Reliable flashlight & extra batteries
- First Aid kit
- Loud, pea-less signal whistle
- Filter mask: N95, bandana, or cotton shirt
- Baby wipes, hand sanitizer, garbage bags, plastic ties (for personal sanitation)
- Mobile phone & charger/external power source
- Medications & unique personal items
- Lighter or matches in waterproof container
- Extra stash of cash & some spare change
- If evacuating, you'll need to bring extra clothes/shoes, important documents and a bag/pack to carry the above items.
- Add comfort items, like books or games.



Safety Hubs

The safety hubs across campus are designed to help you stay safe during an emergency by providing a secure, sheltered location in academic and general-purpose classroom buildings.

SAFETY HUB COMPONENTS

- The safety hub contains the following components:
 - Automatic External Defibrillator (AED)
 - Emergency Call Box
 - Bleeding Control Kit
 - Building Name, Address, and Acronym Signage



Emergency Numbers

- | | |
|----------------------------------|--------------|
| Police/Troop/Medical Emergency | 911 |
| SureWalk | 512-232-9255 |
| University Health Services | 512-471-4955 |
| After Hours Nurseline | 512-475-6877 |
| Behavioral Concerns Advice Line | 512-232-5050 |
| University Emergency Information | 512-232-9999 |
- emergency.utexas.edu



Emergency Preparedness



Emergency Preparedness
Pocket Guide

ACTIVE SHOOTER RESPONSE GUIDE

RUN

If you determine that you can reach an escape path to a safer area, then get out.

1. Be aware of your surroundings.
2. Have an exit plan.
3. Move away from the threat as quickly as possible.
4. Create as much distance between you and the threat as possible.



HIDE

If you can't evacuate, find a secure place to hide out.

1. Create distance between you and the threat.
2. Find barriers to prevent or slow down the shooter from getting to you.
3. Turn off the lights and silence your phones.
4. Remain out of sight by hiding behind large objects.
5. Be quiet.



FIGHT

As a last resort, if you can't hide out and if you have absolutely no other option, confront the active shooter.

1. Be aggressive, yell, and commit to your actions.
2. Do not fight fairly - Throw items and use improvised weapons.
3. Survive by any means necessary.



Encountering an active shooter in your place of work or study is unlikely, but it never hurts to prepare for the unthinkable.

An active shooter is an individual, or multiple individuals, actively engaged in killing or attempting to kill people in a confined space or highly populated area.

In most cases, active shooters use firearms and choose their victims at random with the objective of killing as many people as possible.

Active shooter situations can change quickly and unfold rapidly. In order to stop a shooter and minimize harm to a community, an immediate response by members of that community and deployment of law enforcement resources is critical.

In the instance of an active shooter, every second counts. So, remember these three key steps: **RUN, HIDE, and FIGHT.**

WHAT TO EXPECT FROM RESPONDING POLICE OFFICERS

When officers arrive, be prepared to calmly, quickly, and accurately tell them what they need to know:

1. Location of the shooter
2. Number of the shooters, if there is more than one
3. Description of the shooter
4. Number and kinds of weapons they have

Follow the officers' instructions. Officers will take command of the situation by shouting orders and/or physically directing individuals to a safe place or the ground.

The first responding officers' main objective is to stop the active shooter and create a safe environment for medical help for the injured. Officers who arrive later will help identify victims that need medical care and conduct interviews and counseling.

NOTICE CONCERNING BEHAVIOR?

It is the university's goal to prevent any unsafe situations before they happen, so we encourage you to report all suspicious behavior and concerns as soon as you notice them.

If you experience any immediate threats to your safety or the safety of others, call 911

If you notice concerning behaviors in a friend, coworker, or classmate, call the university's anonymous Behavior Concerns Advice Line at 512-232-5050. You can learn more online about BCAL at besafe.utexas.edu/behavior-concerns-advice-line.

CALL 911 WHEN IT IS SAFE TO DO SO



