

**ANNEX O**  
**HUMAN SERVICES**  
**(Support for Individuals Affected**  
**by Campus Incidents)**

## ANNEX O – HUMAN SERVICES

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### PROMULGATION STATEMENT

Annex O: Human Services, and contents within, is a guide to how the University provides human services support during an incident. The Annex is written in support of the Texas A&M University (TAMU) Emergency Operations Plan (EOP) and shall be considered an interactive support document to the EOP.

### APPROVAL AND IMPLEMENTATION

The University's Assistant Vice President for Safety and Security shall be responsible for annex oversight and coordination with applicable stakeholders. The annex is flexible in that part of the plan, or the entire plan, may be activated based on the specific emergency and decision by University executive management.

This Annex and its supporting contents, are hereby approved, supersedes all previous editions, and effective immediately upon the signing of all signature authorities noted below.

Approved: Signature on File Date: 1/27/2017

Christopher M. Meyer, Associate Vice President  
Office of Safety and Security  
Texas A&M University

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This annex outlines additional operational concepts and procedures specific to Texas A&M University as otherwise not stated in Annex O: Human Services of the Brazos County Interjurisdictional Emergency Management Plan.

### **SECTION I: GENERAL**

Emergency situations often necessitate that support be offered to victims. For the purpose of this annex, “victims” may include any member of the campus community, including emergency responders. As such, Texas A&M University is committed to providing such services to assist victims in the recovery process.

### **SECTION II: CONCEPT OF OPERATIONS**

Dependent on the type of emergency and the population affected (students, faculty, staff, or guests), a variety of departments may be called upon to provide human services support. These departments will coordinate with local human services organizations and help organize volunteer disaster assistance organizations to ensure basic human services are provided in the aftermath of an emergency. Human services will be provided through the coordinated efforts of university and local human services professionals, human service agencies, local volunteer groups, the American Red Cross (ARC), The Salvation Army (TSA), and other non-governmental organizations. This annex focuses on those services provided by campus departments. For more information about coordination with external groups and organizations, see Annex O: Human Services of the Brazos County Interjurisdictional Emergency Management Plan.

In some instances, a Family Assistance Center may be opened as a central location for individuals affected by the emergency to have access to a wide-range of support services and information related to the incident. Those services will be a combination of the local human services organizations mentioned above, as well as, the on campus organizations mentioned below.

#### **A. STUDENT HUMAN SERVICES SUPPORT**

The Critical Incident Response Team (CIRT) responds to critical incidents involving students. This team consists of university administrators and staff trained to meet the immediate needs of members of the university community when responding to critical incidents involving students. The CIRT can be activated by contacting the University Police Department. Upon the serious injury or death of a student the primary responding first responder will work with University Police to notify the team. CIRT procedures for

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handling such student crises are documented in the CIRT Manual maintained by the Office of the Dean of Student Life.

The Student Counseling Service (SCS) provides various services including personal counseling, outreach programs, psychiatric services, consultation and crisis intervention. Additional support is provided by the SCS through the Student Counseling HelpLine. The HelpLine has extensive information about a wide variety of topics and can provide referral information on services and programs at the SCS.

Student Assistance Services (SAS) provides students with appropriate guidance, resources, and support to address a variety of personal and academic matters. SAS provides support for concerning behavior follow-up, student welfare checks, student absence notification, student death, veteran services, sexual violence response, and assistance in coordinating family needs during an emergency.

### **B. FACULTY/STAFF HUMAN SERVICES SUPPORT**

The office of the Dean of Faculties and Associate Provost serves as a support source for faculty. Following a disaster, the Dean of Faculties or designee will work with the EAP to ensure adequate support for faculty.

The Employee Assistance Program (EAP) provides confidential counseling services to faculty, staff and eligible dependents. Such services include, but are not limited to, personal counseling, management consultation, alcohol and drug assessments, crisis intervention, and critical incident stress debriefing (CISD).

### **C. OTHER HUMAN SERVICES SUPPORT**

The Victim Services Program with the Texas A&M University Police Department aims to assist students, faculty, and staff with the trauma of being a victim of a crime, even if the crime occurred off campus. Victim services provides assistance with Crime Victims Compensation, creating safety plans, crisis intervention, criminal justice support, referrals to campus and community resources, legal referrals, accompaniment to court and judicial hearings, obtaining a protective order and information and referrals for victims of violent crime.

Emergency situations may be traumatic for emergency responders as well. Should critical incident stress management be required for emergency responders, such request can be made through the Human Services Officer per Annex O: Human Services of the Brazos County Interjurisdictional Emergency Management Plan

Upon the serious injury or death of a faculty or staff member, the primary responding unit will notify UPD. UPD will notify the Associate Vice President of Safety & Security. The Associate Vice President of Safety & Security or designee will notify the Vice President for Human Resources & Organizational Effectiveness or designee. Procedures for handling such employee crises will be determined by the Associate Vice President for Safety & Security and the Vice President for Human Resources & Organizational Effectiveness.

### **D. EMERGENCY CALL CENTERS**

In the event of a large-scale emergency where it is necessary to provide additional information or collect information from those affected by the incident, an emergency call center may be established. The call center may be located at an existing campus call center, based on the availability of telecommunications infrastructure and the level and extent of the emergency. Coordination between TAMU IT, department heads overseeing existing call centers, the University Police Public Information Officer, the Office of Safety & Security, and the Division of Marketing & Communications will be critical to the success of these centers.

Upon notification that a call center is required, these departments will evaluate the availability of existing call centers and deploy resources as appropriate to staff, equip, and operate these call centers within 8 hours of notification.

Emergency information must be shared with the information hotline staff to answer caller questions. Marketing & Communications in conjunction with the University Police Public Information Officer (PIO) as members of the Joint Information Center (JIC) are responsible for creating and updating FAQ scripts for the hotline staff, if activated.

## **SECTION III: ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES**

### Dean of Student Life

- Provide oversight and assistance to the Critical Incident Response Team (CIRT)
- Provide oversight and assistance to Student Assistance Services (SAS)
- Provide oversight and assistance to the Student Counseling Service (SCS)

### Employee Assistance Program (EAP)

- Provide personal counseling to faculty, staff, and eligible dependents
- Provide management consultation to faculty, staff, and eligible dependents

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- Provide alcohol and drug assessments to faculty, staff, and eligible dependents
- Provide crisis intervention to faculty, staff, and eligible dependents
- Provide critical incident stress debriefing (CISD)
- Provide outreach programs

### Office of the Dean of Faculties

- Coordinates with the EAP program to ensure adequate support for faculty members.

### University Police Department

- Coordinate victim support services to ensure adequate support for students, faculty, and staff affected.
- Assist Marketing Communications as a member of the Joint Information Center with drafting scripts for call centers if utilized.

### TAMU IT

- Provide technical support for call center, to include but not limited to, setting up phone number, providing additional hardware, etc.

### Marketing & Communications

- Draft talking points, with assistance from the University Police PIO and the Office of Safety & Security, to provide to the call center(s).

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### RECORD OF CHANGE

| CHANGE NUMBER | DATE OF CHANGE | DESCRIPTION OF CHANGE                                                                                                                              | CHANGE MADE BY: |
|---------------|----------------|----------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| Throughout    | 11/11/2013     | Minor grammatical corrections                                                                                                                      | SASE            |
| O-4           | 11/11/2013     | University Liaisons were removed from the Crisis Counseling for Emergency Responders bullet                                                        | SASE            |
| 3             | 1/24/2017      | Minor grammatical corrections. Reorganized the concept of operations section. Updated responsibilities section to remove redundancies in the text. | SASE            |

Note: SASE stands for the Office of Safety & Security