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 senior leadership.

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: _____________________________ Date: 11/12/2013

Christopher M. Meyer, Assistant 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

Critical Incident Response Team (CIRT)

- General – The 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.

- Activation – The CIRT can be activated by contacting the University Police Department.

Counseling Services

- Crisis Counseling for Students
  - 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.
• Crisis Counseling for Faculty and Staff
  o Staff – 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).
  o Faculty – 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.

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

Injury or Death of a Student, Faculty or Staff Member

• Upon the serious injury or death of a student the primary responding unit will notify the Student Affairs Critical Incident Response Team (CIRT). CIRT procedures for handling such student crises are documented in the CIRT Manual available from the Director of Student Life or the Office of the Vice President for Student Affairs.

• Upon the serious injury or death of an employee, the primary responding unit will notify UPD. UPD will notify the Assistant Vice President of Safety & Security. The Assistant Vice President of Safety & Security will notify the Director of Human Resources. Procedures for handling such employee crises will be determined by the Assistant Vice President for Safety & Security and Human Resources.

Support Hotline (i.e., phone banks)

• Phone banks available for use during emergency situations include those maintained by
  o The Division of Student Affairs – contact the Office of the Vice President for Student Affairs
  o The Association of Former Students – contact the Office of the Executive Director of the AFS
• Sustained Operations – hotlines should remain operational as dictated by the circumstances of the incident. Communication is imperative to appropriately and accurately answer questions, address concerns, and allay fears.

• Emergency information must be shared with the information hotline staff to answer caller questions. The CEOC Public Information Officer (PIO) and/or 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

Critical Incident Response Team (CIRT)

• Coordinate the CIRT
• Assist with student absence notifications
• Assist with personal counseling referrals
• Assist with contacting roommates
• Assist with academic referrals
• Assist with withdrawing from school
• Assist with contacting and coordinating family needs
• Assist with extracurricular activity issues

Student Assistance Services (SAS)

• Provide support for concerning behavior follow-up
• Provide support for student welfare checks
• Provide support for student absence notification
• Provide support for student death
• Provide support for veteran services
• Provide support for sexual violence response
• Provide assistance in coordinating family needs during an emergency

Student Counseling Services (SCS)
• Provide counseling services and crisis intervention to students
• Conduct outreach programs
• Provide training to individuals in other departments, as requested

Employee Assistance Program (EAP)
• Provide personal counseling to faculty, staff, and eligible dependents
• Provide management consultation to faculty, staff, and eligible dependents
• 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
• Coordinate with the EAP program to ensure adequate support for faculty members.
# RECORD OF CHANGE

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Note: SASE stands for the Office of Safety & Security