

ANNEX O

HUMAN SERVICES

(SUPPORT FOR INDIVIDUALS AFFECTED BY
CAMPUS INCIDENTS)

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 Associate 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, will supersede all previous editions, and will become effective immediately upon the signing of all signature authorities noted below.

Approved: Signature on file Date: 7/26/2021

Christopher M. Meyer, Associate Vice President
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Texas A&M University

TABLE OF CONTENTS

Promulgation Statement 1

Approval and Implementation 1

Table of Contents 2

General..... 3

Conception of Operations 3

 Student Services Support 3

 Faculty/Staff Services Support..... 4

 Other Services Support..... 4

 Emergency Call Centers 5

 Family Assistance Center 5

Organization and Assignment of Responsibilities 5

Record of Change..... 7

Appendix AA-1

ANNEX O – HUMAN SERVICES

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.

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.

CONCEPTION 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.

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

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

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, , and assistance in coordinating family needs during an emergency.

ANNEX O – HUMAN SERVICES

Civil Rights and Equity Investigations (CREI) in the Office of Risk Ethics and Compliance provides support to individuals impacted by discrimination, harassment and related retaliation, including incidences of sexual assault, sexual harassment, dating/domestic violence, and stalking. The Case Managers at CREI can provide support, academic advocacy, resources, and guidance about the complaint resolution process.

Faculty/Staff Services Support

The office of the Dean of Faculties and Associate Provost serve as a support source for faculty employees. Following a disaster, the Dean of Faculties, in collaboration with the Division of Human Resources & Organizational Effectiveness (HROE), will work the Employee Assistance Program (EAP) provider to ensure adequate support for faculty employees.

HROE serves as a support source for non-faculty employees. Following a disaster, the HROE Benefits Services Team will work the Employee Assistance Program (EAP) provider to ensure adequate support for non-faculty employees.

The [Work/Life Solutions Program by GuidanceResources®](#) is the University's EAP provider that offers counseling, legal and financial consultation, work-life assistance and crisis intervention services to all TAMU employees and their household family members.

Civil Rights and Equity Investigations (CREI) in the Office of Risk Ethics and Compliance provides support to individuals impacted by discrimination, harassment and related retaliation, including incidences of sexual assault, sexual harassment, dating/domestic violence, and stalking. The Case Managers at CREI can provide support, academic advocacy, resources, and guidance about the complaint resolution process.

Other Services Support

The Victim Services Program with the Texas A&M University Police Department (UPD) 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 a 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

ANNEX O – HUMAN SERVICES

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.

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 Information Technology (IT), department heads overseeing existing call centers, the UPD 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 UPD Public Information Officer (PIO), are responsible for creating and updating FAQ scripts for the hotline staff as members of the Joint Information Center (JIC) if activated.

Family Assistance Center

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. See Appendix A.

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 Counseling and Psychological Services (CAPS) Assistant Vice President and Title IX Coordinator
- Provide oversight and assistance to Civil Rights and Equity Investigations

Employee Assistance Program (EAP)

- Provide personal counseling to faculty, staff, and household family members

ANNEX O – HUMAN SERVICES

- Provide management consultations to managers and supervisors
- Provide legal guidance (family law, wills, trusts, etc.) to faculty, staff, and household family members
- Provide financial guidance (budgeting, taxes, mortgages, bankruptcy, etc.) to faculty, staff, and household family members
- Provide substance abuse counseling to faculty, staff, and household family members
- Provide crisis intervention to faculty, staff, and household family members
- Provide Critical Incident Stress Management (CISM) Services to faculty, staff, and household family members

Office of the Dean of Faculties

- Coordinate with the HROE Benefits Services Team (who will coordinate with the EAP provider) 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 with drafting scripts for call centers if utilized as a member of the Joint Information Center

TAMU IT

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

Marketing & Communications

- Coordinate public information aspects of response, in conjunction with University Police and other key university departments.

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
4	July 2021	Minor grammatical corrections throughout; changes to the EAP, CREI, and Dean of Faculties information; addition of Appendix A: Family Assistance Center	SASE

Note: SASE stands for the Office of Safety & Security

ANNEX O – HUMAN SERVICES

APPENDIX A: FAMILY ASSISTANCE CENTER

INTRODUCTION

In the event of a mass casualty or mass fatality incident, a Family Assistance Center (FAC) may be required to serve the needs of the victims' families.

Standing up a FAC may be necessary in many situations including, but not limited to, the following:

- Mass casualty event
- Mass fatality event
- Large-scale evacuation event

PURPOSE

The purpose of this appendix/plan is to establish a list of potential campus services and resources that may be necessary to activate and maintain a FAC.

ASSUMPTIONS

This plan was developed under the following assumptions:

- Space will be available.
- Staff will be available.
- A mass casualty or mass fatality event will occur with little to no warning.
- A fully operational family assistance center may not be up and running for 24 hours, but a minimal capacity FAC may be established within hours following notification of a mass casualty or mass fatality incident.
- The needs of a FAC will change based on the size and scenario of the incident.
- Support from community partners will be available.
- Ethnic and cultural practices will be critical factors in how families communicate about the incident, manage their stress, and express their grief.

FACILITY REQUIREMENTS

At a minimum, a suitable, physical FAC location must be compliant with the Americans with Disabilities Act (ADA) and have the following amenities:

- Securable doors
- Sufficient private spaces/rooms
- Sufficient sanitation facilities
- Internet and telephone service

Ideally, the location would be near the event site but out of line of sight and sound of the incident and recovery processes. A suitable location may not be available near the incident site.

Facilities on campus that may suit the needs of a FAC are as follows:

ANNEX O – HUMAN SERVICES APPENDIX A: FAMILY ASSISTANCE CENTER

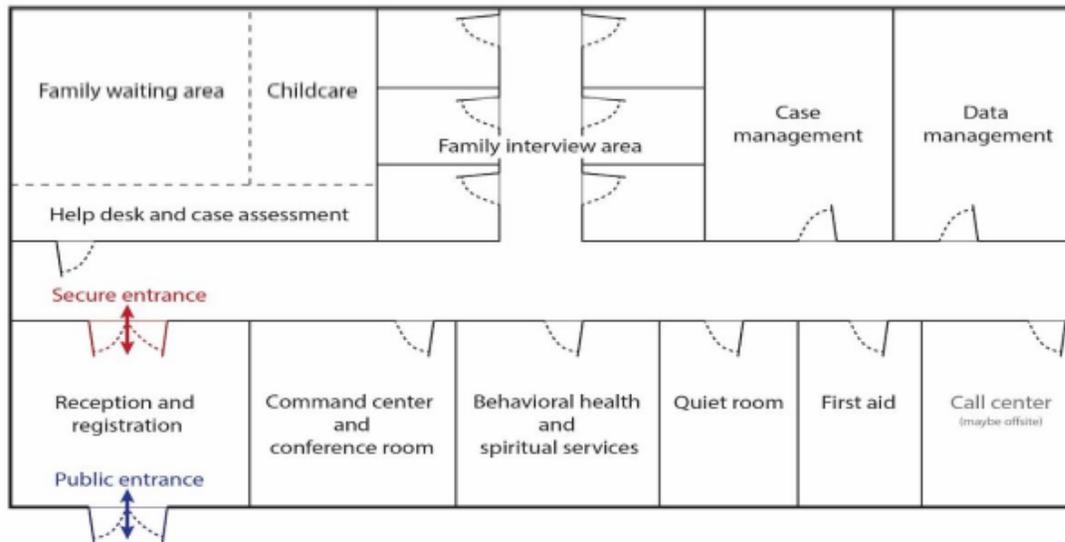
- Reed Arena
- Kyle Field
- Hildebrand Equine Center
- Memorial Student Center
- TAMU Hotel and Conference Center

In some instances, it may be most practical or prudent to use a virtual FAC. This can be accomplished with a robust website and a call center with the following trained staff types:

- Reception/switchboard
- Translation services
- Counselors
- Chaplains
- Data entry personnel

In instances with a virtual FAC, the back-end organizational structure will remain largely the same.

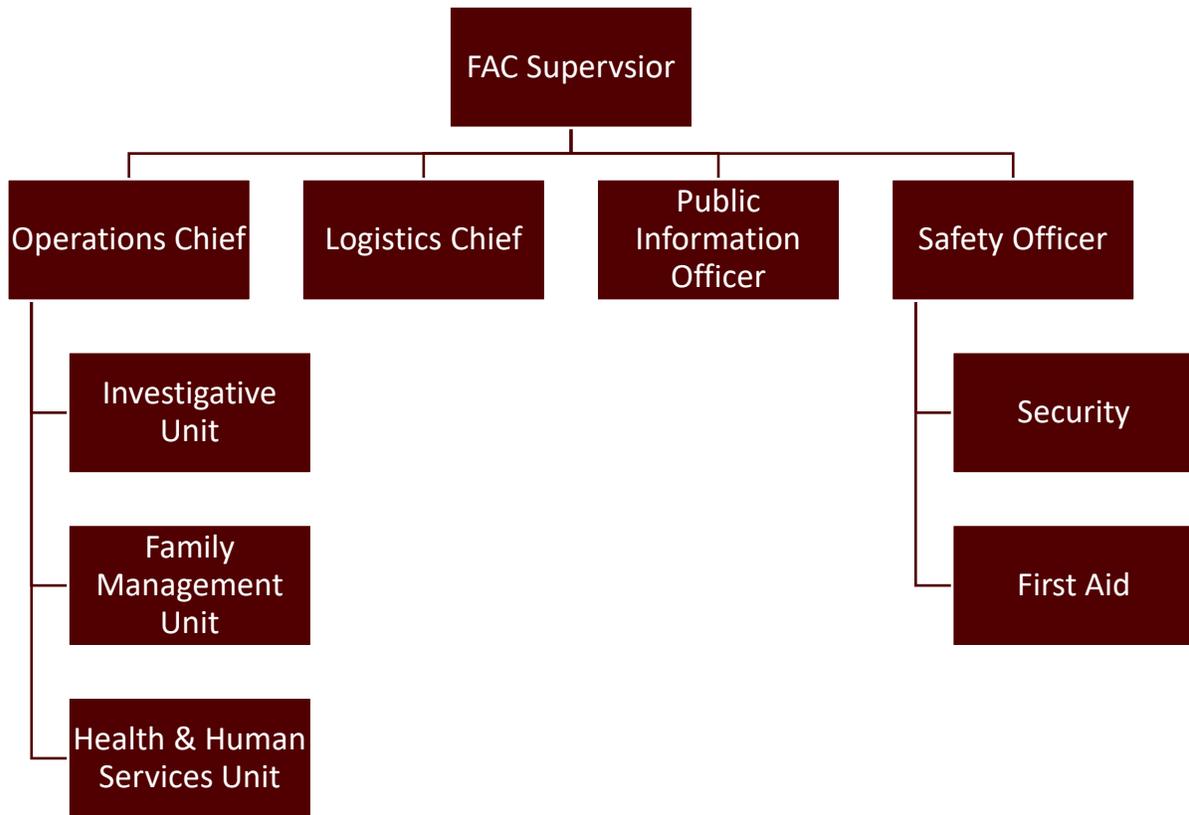
Sample layout of a physical FAC from the Brazos Valley Regional Mass Fatality Management Plan (maintained separately from this document):



COMMAND STRUCTURE

A sample, simplified version of a FAC organizational chart is below. This command structure may be filled with university departments from this annex or through local community partnerships based on the needs of the specific incident.

ANNEX O – HUMAN SERVICES
APPENDIX A: FAMILY ASSISTANCE CENTER



FAC SUPERVISOR

The FAC supervisor is responsible for developing the overarching plans for running and maintaining the FAC. This position is responsible for identifying appropriate positions and staffing to suit the specific incident and is also responsible for coordinating directly with the CEOC and/or TAMU emergency management.

OPERATIONS CHIEF

The Operations Chief is responsible for the day-to-day operations of the FAC and oversees the Investigative, Family Management, and Health & Human Services Units.

- **Investigative Unit:** This team is responsible for conducting family interviews to gather antemortem data. In addition, this team will handle data management to include medical records requests and other clerical support while adhering to HIPAA guidelines.
- **Family Management Unit:** This team is responsible for family briefings under direction from the Public Information Officer as well as staffing a call center for families of victims to receive information remotely. The Family Management unit

ANNEX O – HUMAN SERVICES

APPENDIX A: FAMILY ASSISTANCE CENTER

may also handle the death notification, in conjunction with law enforcement, and distribution of personal effects processes.

- **Health & Human Services Unit:** This team is responsible for family case assessment, victim advocacy, and provision of counseling and grief services. In addition, this unit will oversee childcare, feeding, and first aid services, the latter of which will be at the direction of the Safety Officer.

LOGISTICS CHIEF

The Logistics Chief is responsible for ensuring the FAC has access to necessary resources and supplies and maintaining records of requests and fulfillments. Requests will be routed through the FAC manager to the CEOC and/or TAMU emergency management.

PUBLIC INFORMATION OFFICER

The Public Information Officer (PIO) is responsible for liaising with media partners. In addition, the PIO will either lead family briefings or provide comprehensive talking points to a designee. This PIO will work in conjunction with the joint information center, if activated.

SAFETY OFFICER

The Safety Officer (SO) is responsible for incorporating and maintaining safety measures for FAC staff and guests both inside and outside of the facility. The SO will oversee the Security and First Aid teams.

- **Security Team:** The facility will be secured to prevent unauthorized access to personal and confidential records. In addition, security will be necessary to keep members of the general public or the media from accessing the site and possibly disrupting the process for families of victims.
- **First Aid:** In the event a guest or staff member requires medical attention, a first aid room will be available for immediate care. Should the individual require more complex care, arrangements will be made to transport the individual to a hospital or facility of their choosing.