Communication Matters
Before, During & After
Hurricane Harvey

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Communication is Key in an Emergency

- Baylor College of Medicine has a comprehensive Emergency Response Guide that is online and available to all employees, trainees and students.

- Schools, academic departments and administrative units have individual plans for their areas with a copy held centrally.

- Baylor College of Medicine uses Blackboard Connect for the Emergency Notification System which provides multiple types of messaging:
  - Email
  - Voicemail
  - Text Messaging

- The College's website serves as a primary source of information with links off of the homepage.

- There is also has an emergency information phone number with recorded messages regarding updates on the status of the school.
Information on Emergency Response Guide

Baylor College of Medicine
GIVING LIFE TO POSSIBLE

Contents
- Civil Disturbances
- Bomb/Terrorist Threat
- Medical Emergencies
- Essential Personnel Condition
- Personal Threats/Active Shooter
- Fire Emergency
- Hazardous Material Spill
- Weather Emergencies
- Evacuation Procedures
- Suspicious Letters or Packages/Bioterrorism
- Explosion
- Bomb Threat Checklist
- Emergency Phone Numbers
Download complete Emergency Management Guide (PDF)

Emergency Management Guide

The purpose of this Emergency Management Guide is to assist you during emergencies such as fires, disasters, bomb threats or medical emergencies. Keep this manual in a visible location so that it is available when needed.

Baylor College of Medicine will be referred to as "BCM" throughout the manual. The information in this guide is specific to the One Baylor Plaza location.

Anyone wishing more information regarding the emergency procedures contained in this guide should contact BCM Security at 713-798-3000 during normal working hours. For detailed instructions on the situations covered in this guide, refer to the Baylor College of Medicine Emergency/Disaster Management Plan.

Emergency Notification System

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BCM has implemented an emergency notification system to alert you of a crisis or catastrophic event.

To receive phone, e-mail and text messaging notifications, you must first log into ENS using your BCM ECA username and password.

If you have any questions about the ENS, please review our Frequently Asked Questions or contact it-support@bcm.edu. Your information will only be used to contact you during a crisis or emergency.
Hurricane Harvey – Before, During and After Timeline

- Aug. 24 (Thursday) – Announcement that BCM will be open on Friday
- Aug. 25 (Friday) – Flood gates partially installed to allow BCM to remain open
- Aug 26 (Saturday)
  - Open but restricted to 2 entrances. Sign in required
  - 7 p.m. – Final gates installed. Campus closed. Essential personnel only.
  - Storm arrives
- Aug. 27 (Sunday) – Campus Closed
- Aug. 28 (Monday) – Campus Closed
- Aug. 29 (Tuesday) – Campus Closed
- Aug. 30 (Wednesday)
  - Baylor College of Medicine Opens
  - Classes and Clinical Rotations Delayed Until September 5
- Aug. 31 (Thursday) – Outpatient Clinics Open
- Sept. 1 (Friday) – Baylor College of Medicine Resumes Normal Business Operations
- Sept. 5 (Tuesday) – Classes and Clinical Rotations Resume

Hurricane Harvey
Baylor College of Medicine and its clinics will be open Friday, Aug. 25 during regular business hours.

We are a health sciences university that provides the best care, educates the best minds and develops the best treatments.
Hurricane Harvey

We are a health sciences university that provides the best care, educates the best minds and develops the best treatments.

Hurricane Harvey

Baylor College of Medicine and its clinics are closed Sunday and Monday. Flood gates have been activated and there is no entry into the main campus. Visit our weather updates link for more information.

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Flood Safety

Harris County's Office of Emergency Management encourages residents to monitor weather conditions and local news for vital information. If you are driving during a flooding event, do not attempt to cross-flowing streams, as vehicles may stall or you could lose control. Never drive your vehicle around warning signs for barricades.

The National Weather Service offers the following reminders during floods:

• It is never safe to walk or drive into flood water.
• As little as 6 inches of fast-moving flood water can knock over an adult.
• It takes 12 inches of rushing water to carry away a small car.
• Most vehicles, including SUVs and pickups, will be carried away by 2 feet of rushing water can carry away most vehicles.

According to the National Weather Service, flooding is one of the leading causes of weather-related fatalities in the U.S. More than half of these deaths occur in motor vehicles when people attempt to drive through flooded roadways.

Emergency Numbers

To report a crime, safety hazard, fire, accident, or other emergency situation, contact:

Texas Medical Center Security: (713) 795-0000 or 911
Baylor Security Office: (713) 798-3000
From within BCM: 8811

Personal Safety Tips

Road campus safety tips from Baylor College of Medicine Campus Safety and Security Offices

Text Messages

BCM will open at 10 am Wed., Aug. 30. Your personal safety is of the utmost importance. Only come in if you can safely do so. Contact supervisor if unable to work. Go to Houston Transtar for safe route for commute. Go to the Baylor website to view email with details on return to work process.

BCM closed on Tues. Aug. 29. An advisory will be sent Tues. afternoon regarding the operational status of BCM for Wed. We continue to be concerned about the safety and welfare of all members of BCM Community. Go to BCM website for info on resources for recovery and other information about BCM.

BCM closed Sunday & Monday to all but essential personnel which is defined as staff from Facilities, Security, Center for Comparative Medicine, Environmental Safety and Information Technology. All flood gates are deployed. No others admitted to the campus.
Broadcast Emails

BCM Closed to all but Essential Personnel

BCM-ALERT <BCM-ALERT@bcm.edu>

Sunday, August 27, 2017 at 7:36 AM

To: Bassett, Claire M

Action items

Manage Add-ins...

Dear Members of the Baylor College of Medicine Community,

With the catastrophic rains that occurred overnight, I know that many of you are dealing with personal issues at your homes from high water and flooding. Your personal safety is a priority so I urge you to take every necessary precaution as our community deals with the aftermath of this flooding.

We kept a team on the Cullen campus overnight and they deployed all of the flood protection gates once the rain intensified. For this reason, only essential personnel from facilities, Security, Center for Comparative Medicine (CCM), Environmental Safety and Information Technology are admitted to the campus on Sunday and Monday. For those who are concerned about their research, there is regular power in all the buildings so we do not anticipate any issues with your research labs. Animals in all of our campus and satellite facilities are being cared for by CCM staff who are based at all locations.

For now, please make taking care of yourself and your families and staying safe your top priority. Additional updates will be provided as we have more information.

Paul Witzman, M.D.
President & CEO and Executive Dean

Social Media

Dear Students,

Our greatest concern is your safety, health and well-being. We have established a Facebook group for you to indicate if you are safe and if you have any immediate needs – food, shelter, etc.

Additionally, we want you to know that all classes and clinical rotations are suspended until Tuesday, Sept. 5. Please use this time to take care of yourselves and those close to you. We will be in touch as it gets closer to Tuesday.

School Deans Signature...
Communications with Resource Information

Dear Members of the Baylor College of Medicine Community,

Today, we opened the main campus at 8 a.m. and hundreds of you came through the front door. Still others worked to get our clinics ready for opening tomorrow. Many of our physicians are taking care of people with medical and mental health needs at the George R. Brown Convention Center. Our scientists were emerging to return to find their labs as they told them before the weekend. That was because of our incredible Risk-Cut Team, who had the chance to thank in person this morning.

Baylor is back in business. We will open as usual at 8 a.m. tomorrow.

We also will open all clinics tomorrow. It is important that we provide this service to our patients and to the community. I thank all of you in the patient care setting for working over the past days to ensure that we have adequate faculty and staff to open tomorrow.

I have updates on several services we are providing, and in each case, additional details are available on the internet.

A Hurricane Harvey Peer Fund has been established. The leadership team and members of our Board of Trustees looked to it with donations. We invite you to contribute. And of course, if you experience damage from Harvey, you should apply for funds.

An Emergency Assistance Exchange Program is being developed to help those who were displaced match with those who have available housing or those who can offer specific furniture that those who have come to bear.

- The 30-day approval for Volunteer Time Off has been waived. Those wanting to volunteer to help with field relief efforts can request 8 hours of paid time off by submitting the Volunteer Time Off Form to their supervisors.

- The BCM Federal Credit Union has been contacted and will consider requests for extension of payments on a case by case basis.

For those who have questions about homeowners' insurance coverage, we recommend visiting the Texas Department of Insurance website.

Paul Klotman, M.D.
President & CEO
Executive Team
Harvey Recovery Resources

Baylor College of Medicine

Sheets another emergency can happen at any time and offers three county. Being prepared for inclement conditions and natural disasters will get a long way in helping to keep yourself and others safe.

Emergency Resources

- HSE will operate three free meals a days for families affected by Harvey.
- Food Centers accessible by HSE.
- Sheltering And Information Assistance Available After Hurricane Harvey.
- Red Cross and community agency volunteers.
- Advice from Your local Red Cross volunteer and your neighbor.
- Open YPCA locations.
- YPCA extended campus locations.

Attention Baylor Personnel

The following tips provide important information to the Baylor Community in response to Hurricane Harvey recovery. (Internal login required)

- General Election Houston
- Back-to-Care Program
- Emergency Notification System
- Campus Emergency Plan

Harvey Emergency Relief Fund

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Resources Web Page

Special Harvey edition of free LegalLine set for Thursday

In partnership with the Houston Bar Association, Baker Botts has arranged for a legal plan of its and other lawyers in the Houston legal community to staff a special edition of the LegalLine on Thursday, Sept. 7, from 6 p.m. to 9 p.m. The number is (713) 229-1174.

Lawyers, including attorney from Baylor’s Office of the General Counsel, will be on standby to answer legal questions regarding how to deal with losses from Hurricane Harvey and address other frequently asked questions, including issues regarding FEMA, renter’s, and replacing important documents among others.

LegalLine is an anonymous, free legal service sponsored by the Houston Bar Association, offered to those in the greater Houston community. Callers will not be asked their name or where they work.

County Emergency Management Departments

Below is a listing of emergency management websites for affected counties in Texas:

- Brazoria County: City offices closed through Sept. 5, 2017
- Chambers County: Red Cross: City offices closed through Monday, Sept. 4, 2017
- Harris County
- Montgomery County
- Victoria County: City offices closed until further notice
- Walker County

Emergency Numbers

- For a life-threatening emergency call 911
- For a medical emergency call 211
- Non-emergency, or to report debris or flooding: 311 or (713) 864-3333
- If you need to be rescued call (281) 298-3410
Relief Fund Online Donation

Hurricane Harvey Relief Fund

Your donation will go to help students, faculty and employees who have been affected by Hurricane Harvey.

Houston, Texas

Donation Information

Amount: $*

Designation: BCM Hurricane Harvey Relief Fund *

Additional Information

Type of gift: One-time gift

Anonymous: I prefer to make this donation anonymously

Billing Information

Application for Relief Funds

Harvey Emergency Relief Fund

The BCM Hurricane Harvey Relief Fund will be used specifically for donations that will go to Baylor students, faculty, employees and their families who have suffered loss and other hardships during Hurricane Harvey.

Apply for Assistance

TODAY'S DATE

NAME* Required

First

Last

Baylor ID* Required
Hurricane Harvey Recovery

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Baylor College of Medicine News

Harvey Health Information
- Be aware of skin injuries or any amputations
- Protect cuts from further injury
- Wash hands and keep drains open
- Safety recommendations for clean-up activities
- Tips to help children deal with trauma

Latest News
- Medical services in the community of Orange (Mobile Medical Teams)
- Medical services in the community of Friendswood (Mobile Medical Teams)
- Medical services in the community for patients with disabilities (Mobile Medical Teams)
- Baylor facility volunteers for emergency preparedness drills

Status Check Project

- Of approximately 8,300 employees
  - **665** have experienced damage to their home or car

- Of 3,108 students/trainees
  - **162** have experienced damage to their home or car

- Estimate that 8-10 percent of the Baylor College of Medicine community had significant home or vehicle losses

- Harvey Relief Fund
  - More than 530 requests to date
  - First set of payments were processed Sept. 8
Benefits Provided

- Per our policy, employees were paid for the two days the College was closed
- Waived the 30 day requirement for volunteer day off time
- Waived the 6-month waiting period for new employees to use benefit time
- Extended the use of backup care through Bright Horizons
- Created vacation donation program
- Department of Psychiatry and Behavioral Sciences, scheduled Healing from Hurricane Harvey Group Sessions Sept. 5 - 13
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