



UNIVERSITY OF HOUSTON
RIDE OUT TEAM GUIDE

Revised: March 2018

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RECORD OF CHANGES**The University of Houston****Ride-Out Team Guide Record of Change 2018**

Date of Change	Description of Change	Entered by
4/5/18	Update UH Logo	G. Walker
4/5/18	Update Definitions Section	G. Walker
4/5/18	Update Team Member Designation	G. Walker
4/5/18	Update Roles, Responsibilities & Guidelines	G. Walker
4/5/18	Update Important Safety Considerations	G. Walker
4/5/18	Addition of Acknowledgement Form	G. Walker
4/5/18	Update Ride-Out Team Location Section	G. Walker
4/5/18	Update Consumables/Food Supply Section	G. Walker
4/5/18	Update Inventory Supplies Section	G. Walker
4/5/18	Addition of Ride-Out Team Daily Check In Process	G. Walker
4/5/18	Addition of Vehicle Parking Procedures	G. Walker
4/5/18	Addition of Reporting Incidents During Ride-Out	G. Walker
4/5/18	Addition of Media Relations Section	G. Walker
4/5/18	Update Resources Section	G. Walker

PURPOSE

The University of Houston has some university functions that must remain operational during an emergency or incident. Critical infrastructure components to the university's function, such as utility services and information technology services are critical operations that may be rendered inoperable by an emergency incident. Therefore, if a failure occurs, continuity and recovery plans must be developed to assure prompt restoration of services. In order to maintain continuity, the University of Houston has developed the ride-out team program. The ride-out teams will remain on campus working to ensure that critical infrastructure components are uninterrupted during an emergency incident.

SCOPE

Since emergencies may preclude access to the campus because of circumstances such as flooding, personnel are needed to continue essential operations and facilitate a rapid restoration of critical infrastructure components. These personnel are designated as Ride-Out Team Members. Ride-Out Teams will only include those personnel, designated by the department, for a duration of time until access to campus has been restored. University personnel that are not essential during the period of time when the campus is inaccessible shall not be included as a ride-out team member.

This guide will lay the framework and provide procedural requirements for departments during a ride-out incident. The guide provides information for departments in implementing the proper procedures necessary; to include the specifics of reporting locations, responsibilities of individuals, operational procedures, roles, training requirements, and needed supplies and materials.

EXPLANATION OF TERMS

A. ACRONYMS

CERT	Community Emergency Response Team
EMP	Emergency Management Plan
FEMA	Federal Emergency Management Agency
ICS	Incident Command System
OEM	Office of Emergency Management
NIMS	National Incident Management System
UH	University of Houston
UHEOC	University of Houston Emergency Operations Center
UHPD	University of Houston Police Department

B. DEFINITIONS

Incident Commander: The individual responsible for all incident activities, including the development of strategies and tactics and the ordering and the release of resources. The IC has overall authority and responsibility for conducting incident operations and is responsible for the management of all incident operations at the incident site.

Unified Command: An application of ICS used when there is more than one department or agency with incident jurisdiction or when incidents cross political jurisdictions. Agencies work together through the designated members of the Unified Command, often the senior person from agencies and/or disciplines participating in the Unified Command, to establish a common set of objectives and strategies and a single Incident Action Plan.

Recovery Team Member: Individuals identified by the Ride-Out Team Supervisor/Department Supervisor as members of the Recovery Team. Once it is safe to travel to the campus after an emergency and the Recovery Teams have been activated by their own department, the Recovery Team members will organize on campus. The Recovery Teams' primary purpose is to assist the campus community in recovering from a major emergency incident or storm that has impacted the campus.

Ride-out Team Supervisor: Individual responsible for designating the ride out team members annually to the Office of Emergency Management and also the point of administrative contact between the department and the Office of Emergency Management in the ride-out team planning stages.

Ride-out Team Lead/Deputy: Individual who acts as the supervisor to the ride-out team during an actual ride-out incident.

Ride-Out Team Member: Individuals identified by the Ride-Out Team Supervisor(s) as Ride-Out Team members. The Ride-Out Team member will stay on campus in their department's designated location and ride out the incident/storm. Only Ride-Out Team members will be allowed on campus during the incident. The Ride-Out Team member must be prepared to stay on campus for up to five days. Ride-Out Team rosters shall include the number of UH personnel required to maintain the continuity of operations for essential functions during an emergency incident.

University of Houston Emergency Operations Center: The physical location at which the coordination of information and resources to support incident management activities and on-scene operations normally takes place. The primary functions of an EOC are information gathering and sharing, coordination, communication, resource tracking and assessing priorities for the overall response.

RIDE-OUT TEAM RESPONSIBILITIES

A. TEAM MEMBER DESIGNATION

Ride-out team members should include only personnel, designated by the department, needed to maintain continuity of operations for essential functions and critical components during an emergency incident. As a ride-out team member, it is recommended that the individual remain at the ride-out location until it is safe for faculty and staff to return to campus to either begin or continue the recovery process for the University of Houston.

It is strongly recommended that departments consider the creation of shifts when creating and developing their teams. The creation of shifts will allow all team members to rest, at the very least, every 12 hours. In addition, all team leads should designate a deputy team lead. Assigning a deputy will allow the team lead time to rest during the ride-out team activation period.

The term skeleton crew does not fall under this program and/or activation process. When selecting team members it is important to take into account the following:

- Enough individuals to create shifts for the team and lead
- Individual performs essential functions for your department
- Individual can report to campus on little or no notice
- Individual has completed the required trainings (see section D Team Training)
- Individual has prepared a “Go Kit” with the appropriate equipment and supplies
- Need for alternates due to vacation schedules

B. ROLES, RESPONSIBILITIES AND GUIDELINES

Ride-out Team Supervisors:

- Identify the ride-out team members for the department/area.
- Identify a Ride-out Team Lead and Deputy Lead.
- Complete and submit the ride-out team roster form to the Office of Emergency Management. Ride-out team roster form will be provided by the Office of Emergency Management.
- Assess the member listing to ensure that proper coverage of essential functions has been covered.
- Create procedures to properly contact ride-out team members in the incident they are needed to report to campus.
- Ensure that provisions and accommodations are made for the ride-out team (i.e. food, sleeping areas, and the appropriate supplies, etc.) as outlined in sections E and F
- Notify ride-out team members of a team activation.
- Ensure that team members have updated contact information in PASS.

- Attend mandatory Ride-Out Team Training provided by the Office of Emergency Management.
- Acknowledge receipt of and understand the requirements listed in the Ride-Out Team Guide.

Ride-out Team Lead(s) and Deputy Lead(s):

- Supervise the ride-out team during the emergency incident
- Ensure that the elements of the Ride-out Team Guide are followed
- Ensure that all ride-out team members sign-in. Submit the completed Check-In Roster to the UH Emergency Operations Center (UHEOC)
- Ensure communication with the UHEOC is maintained, if possible
- Ensure that the Pre-Storm activities are properly supervised
- Ensure that the suspension of normal operations procedures have been reviewed and implemented as necessary
- Ensure that the ride out activities during the ride out period are followed properly and well supervised
- Ensure that all post storm activities are properly supervised
- Attend mandatory Ride-Out Team Training provided by the Office of Emergency Management
- Acknowledge receipt of and understand the requirements listed in the Ride-Out Team Guide

Ride-out Team Members:

- Identified by the Ride-Out Team Supervisor(s) as Ride-Out Team members
- Will remain on campus in their department's designated location and ride out the incident/storm
- Must be prepared to stay on campus for up to five days.
- Must provide all phone numbers and emergency contact information to their Ride-Out Team Lead
- Position within the organization requires they stay on campus to maintain the continuity of operations for essential functions during an emergency incident

C. IMPORTANT SAFETY CONSIDERATIONS

During the incident, ride-out team members will be working under extremely stressful circumstances where normal work practices and normal safety procedures may be compromised. Take note that during the ride-out incident, the campus may be inaccessible by emergency services such as university/city police, city fire fighters, ambulances and other emergency services. In addition, due to hazardous conditions, emergency responders will be instructed to shelter during the height of a storm. During this time, emergency response will be halted. The ride-out team must function knowing that these services may not be available.

Keeping this in mind, it is important to create a location that all team members can rest and destress during a ride-out incident. Preparing the proper sleeping accommodations is crucial when preparing for ride-out.

D. TEAM TRAINING

The University of Houston Office of Emergency Management identifies three essential roles for ride-out teams. UH Ride-Out Team Members will fall into one of three roles when performing ride-out team essential duties; 1) *General Role* and 2) *Critical Role*.

Personnel with any role in emergency preparedness, incident management, or response is required to complete two FEMA independent study courses immediately after being identified as a ride out team member. All independent study (IS) courses are free of charge and available online at <http://training.fema.gov/IS/NIMS.aspx>.

General Role

Personnel with any role in emergency preparedness, incident management, or response must complete the following courses:

1. IS--100.HE: *An Introduction to ICS* or IS100.b: *Introduction to Incident Command System*
2. IS-700-NIMS, *An Introduction*
3. CERT Training (Community Emergency Response Team Training) - *Optional*

General Role incident personnel include:

- Ride-out Team Supervisors
- Ride-out Team Lead
- Ride-out Team Members

Critical Role

Emergency management personnel with a critical role in response should complete the following six courses, at a minimum:

1. IS--100.HE: *An Introduction to ICS* or IS100.b: *Introduction to Incident Command System*
2. IS-700: *NIMS, An Introduction*
3. IS-200: *ICS for Single Resources and Initial Action Incidents*
4. IS-800.B: *National Response Framework, An Introduction*
5. ICS-300: *Intermediate ICS for Expanding Incidents**
6. ICS-400: *Advanced Incident Command**

*ICS 300 and ICS 400 are offered in a classroom setting. Course offerings and schedules are available at <https://www.preparingtexas.org/>.

Critical Role incident personnel include:

- Emergency Responders
- Emergency Management Personnel

- Chief of Police
- Fire Marshal
- Director of Emergency Management

Along with FEMA training, the Office of Emergency Management also offers Community Emergency Response Training (CERT) periodically. More information about the UH CERT program is available at <http://www.uh.edu/emergency-management/training-and-outreach/cert/>.

***All ride-out team supervisors and leads are required to attend annual Ride-out Team training provided by the University of Houston Office of Emergency Management. Along with training, all Ride-Out Team Supervisors and Leads must acknowledge that they have read and understand the content listed in the Ride-Out Team Guide. Acknowledgement forms must be completed and submitted annually to the Office of Emergency Management before June 1st.**

E. RIDE-OUT TEAM LOCATION

Since the Ride-out Teams will be on campus during the emergency incident, it is important that they be housed in a safe location. These locations must be identified in the Departmental Ride-out Team Roster provided to the Office of Emergency Management by the Ride-out Team Supervisor. The Department Ride-out Team Rosters will be housed in the University of Houston Emergency Operation Center (UHEOC) for use by the Incident Commander of the incident.

When selecting a location for your team, the following criteria must be met:

- Location has generator where appropriate systems are tied in allowing team members to operate and communicate
- Adequate space to provide rest area and sleeping accommodations for the ride-out team members
- Proper temperature controlled refrigeration equipment (Below 40 degrees F – Inspection required by Food Safety Specialist)
- Proper space for food/water storage
- Location is safe and secure for housing your ride-out team
- Space is easily accessible by first responders
- Location can accommodate the number of members in the team
- Space accommodates the additional supplies needed to ride out a storm or other incident
- Sleeping arrangements can be made in the space

Ensure that all your team members are aware of the reporting location and can easily access the space during a closure of the campus.

*Note: Per Hilton Hotel procedure, accommodations at the Hilton Hotel will be limited to first responders only (which includes the UH Police Department and Campus Safety) due to liability and staffing concerns. All other teams must make provisions for sleeping arrangements within the facility in which their Ride-Out Team is located.

F. CONSUMABLES/FOOD SUPPLY STORAGE

Meals Provided by Dining Services:

Dining Services has provided meal distribution, when possible, and communicate protocol associated with feeding ride-out team members during a ride-out event.

All communication regarding meals during ride-out shall be sent to dining@UH.edu and houston-social@compass-usa.com. One person should be food distribution designee from the each ride-out team to consolidate and communicate foodservice needs for each functional area. The Office of Emergency Management will provide a listing of Ride-Out Team Supervisors and/or Leads in an effort to assist Dining Services in determining the food distribution designee. All pre-packaged, to-go ride-out meals will be distributed out of Moody Dining Commons and should be communicated 4 hours in advance of pick up. Any special circumstances or requests should also be submitted through the email channels listed

Additional Team Food Provisions:

Teams are encouraged to maintain a supply of non-perishable food items in addition to that which is potentially provided by Dining Services. Developing and maintaining that consumable/food supply is at the expense of the department and or individual. Ensure that those ride-out team members with dietary restrictions should make proper accommodations.

When preparing for a ride-out incident with your department, it is important to ensure that if any food is stored in your facility, it is done properly. All food should be properly stored in refrigerator units that have generator back up power. Along with ensuring that the power remains constant for food storage, proper temperature is also required. Refrigerator storage temperatures are to be stored at 40 degrees F or below. An inspection of the potential refrigerator unit will be conducted by a University of Houston, Food Safety Specialist. The location of the refrigeration unit must be in a location that can be shared with all members of the ride-out team. Additional information regarding proper food safety can be found at <http://www.uh.edu/ehls/general/food-safety/>.

The following should be considered, but not required, when preparing the team consumable/food supply:

- Maintain up to 5 days of food for each Ride-Out Team member.
- Small, preferably single serving cans (should not require cooking or refrigeration).
- Dried fruit, peanut butter and jelly, coffee, tea and soft drinks.
- Ready-to-eat canned meats, fruits and vegetables.
- Canned juices, milk, soup (if powdered, store extra water).
- Staples – sugar, salt, pepper in water proof containers.
- High energy foods like crackers, granola bars, trail mix.
- Raw fruits and vegetables that do not need refrigeration.
- Comfort/stress foods – cookies, hard candy, sweetened cereals, lollipops, instant coffee and tea bags.
- Vitamins
- Paper cups, plates, and plastic utensils
- Non-electric can opener

- Aluminum foil
- Plastic storage containers
- Lots of ice (you can freeze your water supply) and/or access to ice
- Water

All team supervisors must ensure that proper drinking water is available for all team members. One gallon per person/per day in unbreakable containers. Avoid using containers that will decompose or break, such as milk cartons or glass bottles. A normally active person needs to drink at least two quarts (64 oz.) of water each day. Hot environments and intense physical activity can double that amount (128 oz.). Food preparation and sanitation require another two quarts (minimum) per person daily. Store extra containers of water to be used for flushing toilets, cleaning, and bathing.

G. INVENTORY/SUPPLIES

Prior to an incident, it is important to assess the supplies of the ride-out team. An Emergency Supplies Preparedness Checklist has been included in this guide for reference. Creating a spreadsheet listed the needed supplies of the ride-out team and assigning the supply inventory to one of the ride-out team members is a best practice. After an incident has concluded, reassess the supplies and replenish your inventory for the next incident.

Each ride-out team member should prepare themselves for a period of up to five days. When preparing, it is important to review the Emergency Supplies Preparedness Checklist and the FEMA Emergency Supply List that is included in this guide.

Additional Items to Consider:

- Toilet paper, towelettes, soap, baby wipes, liquid hand sanitizer
- Feminine supplies
- Personal hygiene items (toothpaste, deodorant, shampoo etc.)
- Plastic garbage bags, ties (for personal sanitation uses)
- Plastic bucket with tight lid
- Household chlorine bleach, disinfectant
- Plenty of absorbent towels
- Prescription medication
- First aid kit
- Laundry detergent – high efficiency*

*Note: A listing of laundry facilities and options are located in the EOC. All laundry facilities are located within the areas of specific Ride-Out Teams and require coordination with those Ride-Out Team Leads at the time of request. All locations require escort to the laundry facility and possibly while laundry is being completed due to the sensitive nature of the location where laundry facilities are available. The EOC will assist with the request for laundry facility should the need arise during a ride-out event.

H. COMPENSATION

Compensation related information should be handled by each individual team through their department. All compensation related questions, policies and procedures should be addressed by Human Resources. While prior approval may not always be an option, provisions prior to an incident should be made if at all possible. These discussions are between the department and Human Resources. The Office of Emergency Management is not responsible for ride-out team member compensation.

I. RIDE-OUT TEAM CONTACT INFORMATION

Ensure that all telephone call trees and contact lists are up to date. It is crucial that all team members are provided a copy of the contact list. The ride-out team supervisor should make notification to all ride-out team members from their team when preparing to activate. Cell phone and home numbers should be updated regularly during the hurricane season.

The Ride-out Team Supervisor will ensure that all members of their team have [updated contact information](#) in the PASS system.

J. RIDE-OUT TEAM ROSTERS

Prior to an activation of the ride-out team for your area, ride-out team supervisors will be required to complete a ride-out team roster. Ride-out team rosters should be submitted to the Office of Emergency Management before or shortly after Ride-Out Team training. The roster must include team member name, member function, work phone number, cell phone number, e-mail address and whether or not they are a CERT member or UH Building Coordinator. The roster form can be found on the Ride-Out Teams [website](#).

K. RIDE-OUT BADGE

Ride-out team official badges will be distributed to the Ride-out Team Supervisor on or before June, 1st of each year, by the Office of Emergency Management. Required training and reporting must be completed before ride-out badges are distributed to the supervisor.

L. PRE-STORM/INCIDENT CHECKLIST

The Office of Emergency Management has provided a template on the website for Ride-Out Teams to utilize as early as 96 hours prior to a storm. Visit the Ride-Out Teams [website](#) for access to the template.

M. RIDE-OUT TEAM ACTIVATION/NOTIFICATION PROCESS

The activation of a Ride-Out Team is done by the individual designated as the Ride-Out Team Supervisor. The Office of Emergency Management does not activate Ride-Out Teams for the University of Houston. The Office of Emergency Management will provide information to the Ride-Out Team Supervisors to assist them in determining if their team needs to be activated. Ride-Out Team Supervisors/Leads may contact the Office of Emergency Management or the Emergency Operations Center (if activated) for direction and guidance.

Email notifications will be periodically sent to the Ride-Out Team Supervisors/Leads before, during and after the event to share important emergency information and updates.

N. RIDE-OUT TEAM DAILY CHECK IN PROCESS

All members of the ride-out team should know where to report when activated. Once arriving at the department specific pre-determined ride-out location, the ride-out team lead shall complete a check in roster and submit that roster to the UHEOC. In addition, all ride-out team members must check in at the beginning of each shift and check out at the end of each shift as required by Human Resources. Shift check in rosters will include the time worked for that shift. The team lead for each ride-out team should approve all worked time as soon as reasonably possible. All check in rosters shall be submitted daily to the UHEOC.

O. DEPARTMENT/PERSONAL VEHICLE PARKING

Parking and Transportation Services will make available the visitor parking areas of the Welcome Center and Stadium parking garages as a place of vehicle refuge. Only UH and affiliated vehicles will be authorized to park in these areas. Such vehicles include departmental vehicles, UH golf carts, UH service vehicles, and UH Ride-Out Team member personal vehicles (faculty/staff) and students residents personal vehicles.

Parking and Transportation Services will work with the UH Office of Emergency Management to determine when this policy will be enacted. Parking and Transportation Services will use campus e-mails, social media, and website notices to inform the campus community of the enactment. Vehicles utilizing these area will be require to move to their assigned parking areas within 48 hours after the campus has received an all clear and normal work has been resumed.

P. SITUATION REPORTS

All Ride-Out Teams will be required to keep a log of activities, incidents and issues. Said logs can be utilized in completing the situations reports. Situation reports will be due as dictated by the Emergency Operations Center.

Q. REPORTING INCIDENTS DURING RIDE-OUT

Reporting to UHPD

For any issues during a ride-out event related to the safety or security of persons or property on or adjacent to the campus, contact the University of Houston Police Department at 713-743-3333. The police department will coordinate with the EOC and other university departments as necessary.

Report to Facilities Services' FIXIT Line

For any issues during a ride-out event related to facilities on or adjacent to the campus, contact FIXIT at 713-743-4948 or 3-4948 (FIX-IT). The Facilities department will coordinate with the EOC and other university departments as necessary. Facility Services will only be responding to life safety emergency facility issues. FIXIT will still be available for reporting all facility related issues. Those items will be recorded and resolved once recovery teams have reported to campus and or the university has commenced normal operations.

Emergency Operations Center

For other issues needing additional coordination or resources to address, contact the Emergency Operations Center (EOC). The EOC phone numbers will be distributed to Ride-Out Team Supervisors/Leads once the EOC has been activated.

R. MEDIA INQUIRIES

Per University of Houston [News Media Policy](#), all media inquiries should be channeled through the Office of University Media Relations. University Media Relations does have a Ride-Out Team and will be available and present during Ride-Out events. When an encounter with media occurs, that request can be filtered through the Emergency Operations Center to the appropriate member of the University Media Relations Ride-Out Team.

RESOURCES

A. TRAINING WEBSITES

IS -100.HE: *An Introduction to ICS* or IS100.b: *Introduction to Incident Command System*
<http://www.training.fema.gov/EMIWeb/IS/courseOverview.aspx?code=IS-100.HE>
<http://www.training.fema.gov/EMIWeb/IS/courseOverview.aspx?code=IS-100.b>

IS- 200: *ICS for Single Resources and Initial Action Incidents*
<http://www.training.fema.gov/EMIWeb/IS/courseOverview.aspx?code=IS-200.b>

IS-700: *NIMS, An Introduction*
<http://www.training.fema.gov/EMIWeb/IS/courseOverview.aspx?code=IS-700.a>

IS-800.B: *National Response Framework, An Introduction*
<http://www.training.fema.gov/EMIWeb/IS/courseOverview.aspx?code=IS-800.b>

ICS-300: *Intermediate ICS for Expanding Incidents*

ICS-400: *Advanced Incident Command*

*These courses are offered in a classroom setting. Course offerings and schedules are available at
<https://www.preparingtexas.org/>.

B. PREPAREDNESS WEBSITES

FEMA's Ready Website:

<http://www.ready.gov/>

Harris County Office of Emergency Management:

<http://www.hcoem.org/>

City of Houston Ready Houston Website:

<http://www.readyhoustontx.gov/>

City of Houston Disaster Preparedness Guide:

<http://www.houstontx.gov/oem/pages/preparedness/publications/disaster-preparedness-guide/English.pdf>

National Weather Service Preparedness Website:

<http://www.nhc.noaa.gov/prepare/ready.php>

FEMA Emergency Supply List:

https://www.fema.gov/media-library-data/1390846764394-dc08e309debe561d866b05ac84daf1ee/checklist_2014.pdf

Hurricane Evacuation Routes and Zip Zone Maps:
<http://www.h-gac.com/taq/hurricane/default.aspx>

C. RIDE OUT TEAM RESOURCES

Ride-out Team Website:
<http://www.uh.edu/emergency-management/planning-and-response/ride-out-teams/>

Emergency Management Plan:
<http://www.uh.edu/emergency-management/planning-and-response/emergency-management-plan/>

University of Houston map:
<http://www.uh.edu/maps/>

UH Hurricane Preparedness Information and Planning Guide:
<http://www.uh.edu/emergency-management/planning-and-response/hurricane-preparedness/>

D. ADDITIONAL RESOURCES

All documents, spreadsheets and templates will be provided on the University of Houston Office of Emergency Management website.

www.uh.edu/oem

www.uh.edu/emergency

Office of Emergency Management Contacts:

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For emergencies, call UH Police at 713-743-3333 or 3-3333 from a campus phone.

E. FOOD HANDLING/STORAGE POSTERS



