



Emergency Management Plan

Prepared by the Campus Police Department
Volunteer State Community College
Review/Revised June 2024

Contents

Emergency Management Plan Overview.....	5
Definitions of Crisis Management, Emergency and Crisis Situations.....	5
Constituencies	6
I. Crisis Operational Plan	11
A. Assumptions	11
B. Declaration of Campus State of Emergency.....	11
C. Campus Emergency Resource Team.....	12
E. Evening/Night Emergency Procedures	16
F. On/Off-Campus Sources of Assistance During Emergencies	16
G. Campus Evacuation.....	16
H. Emergency Evacuation Plan for Individuals with Disabilities	17
I. Emergency First Aid.....	17
II. Crisis Communication Plan.....	19
A. Crisis Communication Guidelines	19
B. Emergency Notification System (ENS)	20
III. Crisis Response Plan.....	23
A. Active Shooter	23
B. Bomb Threat	24
C. Cardiovascular Emergencies (AED Applications).....	26
D. Chemical and Radiation Spill(s).....	27
E. Earthquake	28
F. Elevator Malfunction	29
G. Explosion	30
H. Fire.....	31

I. Infectious Disease.....	32
J. Non-violent, Disruptive Demonstrations.....	34
K. Peaceful, Non-Obstructive Demonstrations.....	35
L. Psychological Crisis.....	35
M. Tornado.....	35
N. Utility Failure.....	37
O. Violent or Criminal Behavior.....	38
P. Violent, Disruptive Demonstrations.....	39
IV. Crisis Recovery Plan.....	43
Appendix A Emergency Management Organizational Chart.....	45
Operations Section.....	48
Planning Section.....	49
Logistics Section.....	50
Finance Administration Section.....	51
Appendix B Command Post Items.....	53
Appendix C Emergency Telephone Numbers.....	57
Appendix D Designated Area Assembly Points.....	62
Appendix E Crisis Management Team Campus Emergency Resource Team....	65
Appendix F Schedule of Events.....	69
Semester Drills.....	71
Annual Workshops.....	71

Emergency Management Plan Overview

This document, the Volunteer State Community College (hereinafter "Vol State") Emergency Management Plan, is designed to deal with real or potential emergencies or crises on the campus.

The purpose of this plan is to mitigate the potential effects of the various hazards that might impact the College, to prepare for the implementation of measures that will preserve life and minimize damage, respond effectively to the needs of the campus community during emergencies, and provide a recovery system to return the College and our community to normal status as soon as possible after such emergencies.

So that the College can operate effectively in the event of a crisis, a Crisis Management Team will convene to determine the course of action to be taken. The Chief of Campus Police will lead and control this team. The composition of the Crisis Management Team can vary, depending upon the type of crisis and which division or area of the College it involves. However, the core of the team remains the same and includes the following members:

College President

All Vice Presidents

Chief of Campus Police

When Applicable – Directors of the Regional Campus Sites

College personnel may be called upon to serve as a member of the Crisis Management Team, depending upon the situation. The Chief of Campus Police, in coordination with the President, will designate additional members, as it is deemed necessary.

The following pages describe the guidelines under which Vol State will operate in a real or potential emergency or crisis. These are only guidelines, and they may be modified depending on the situation. The plan is divided into three (3) major sections: The Crisis Operational Plan, the Crisis Communications Plan, and the Crisis Recovery Plan. When used together, these three (3) plans integrate response, communication, and recovery when an emergency occurs.

Definitions of Crisis Management, Emergency and Crisis Situations

Crisis Management: The swift and effective handling of emergency or potential emergencies to minimize injury to people; minimize damage to College property; to preserve the College's reputation, integrity, and image. Crisis Management also involves support for a healthy recovery from the critical incident.

Building Emergency: A situation where a specific building and its occupants face or might face threats, requiring special measures to maintain order and protect people and property. Upon identifying conditions that could lead to or

already constitute an emergency within a single building (e.g., bomb threat, equipment malfunction), the Senior Director of Plant Operations must be promptly notified. The director will then inform the President or their representative. Administrators will enact necessary procedures and notify relevant personnel to ensure safety and safeguard assets. The Crisis Management Team will be informed at the earliest opportunity.

Disaster: An event or incident that seriously impairs or halts the institution's operations. A disaster may result in the loss of life and severe property damage. A coordinated effort of all campus services will be required. Outside emergency resources will be required. The Chief of Police or designee will activate the emergency response plan.

Major Emergency: Any potential or actual incident that substantially disrupts a significant portion of the overall operations of the College. Outside emergency services and the major commitment of campus support services may be required. The Campus Police Department or Local Law Enforcement (in the absence of campus police) will take immediate action to meet the emergency and safeguard persons and property.

Minor Emergency: Any potential or actual incident that does not seriously affect the overall functional capacity of the College. Emergencies in this category will be handled according to the established procedures of those departments responsible for responding to these emergencies. Notifications to senior administrators regarding the incident will be made consistent with the standard protocols of the responding departments.

Constituencies

During a crisis, several constituencies must be considered to accomplish the College's goal of minimizing injury and/or damage and preserving the College's reputation, integrity, and image. The opinions and actions of each audience have varying degrees of influence on the operations of Volunteer State Community College.

The College's key constituents during a crisis may include the following:

- Students

- Employees

- Neighbors of Vol State

- General public and surrounding communities

- Partners of students, faculty, and staff

- Other organizations associated with Vol State (Foundation Board, Alumni Association, etc.)

- TBR-The College System of Tennessee

Local news media

Regional and national news media (depending upon the situation)

Local Government Officials

Local Law Enforcement

I. Crisis Operational Plan

I. Crisis Operational Plan

The emergency protocols outlined in this manual are designed to enhance the protection of people and assets by utilizing both Vol State and community resources efficiently. If a campus emergency exceeds the capabilities of standard procedures, the Chief of Campus Police or their designee has the authority to declare a state of emergency. This action activates additional measures to respond effectively to unforeseen emergencies. These plans are flexible to accommodate various situations due to their sudden and unpredictable nature. These guidelines apply to all staff, students, visitors, and the facilities and grounds under Vol State's management.

A. *Assumptions*

The Vol State Emergency Management Plan is based on a realistic approach to the problems likely to occur on campus during a major emergency or disaster. Hence, the following are general assumptions:

- An emergency or a disaster may occur at any time of the day or night, weekend, or holiday, with little or no warning.
- The chain of events in an emergency is not predictable; hence, published support and operational plans will serve only as a guide and checklist, and may require field modification to meet the requirements of any emergency.
- Disasters may affect residents in the geographical location of Vol State; therefore, municipal, state, and federal emergency services may not be available on campus.
- A major emergency may be declared if information indicates that such a condition is developing or is probable.

B. *Declaration of Campus State of Emergency*

The authority to declare a campus state of emergency rests with the Chief of Campus Police or designee, in conjunction with the College President when feasible. During any campus emergency the Campus Police Department shall place into effect the appropriate procedures necessary to meet the emergency needs, safeguard persons and property, and maintain educational facilities. Campus Police shall, when feasible, consult with the Crisis Management Team regarding the emergency and the possible need for a declaration of a Campus State of Emergency.

Upon such a declaration, only registered students, employees, and affiliates (i.e., individuals mandated by their employment) are permitted to be on campus.

Those who cannot present proper identification (driver's license or employee/student identification, or other I.D.) showing their legitimate business on campus will be asked to leave the campus. Unauthorized persons remaining on campus may be subject to arrest in accordance with Tennessee State Law(s).

In addition, only those employees, who have been assigned to the Campus Emergency Resource Team (see Section C: Campus Emergency Resource Team Duties) or have been given access by the Campus Police Department will be allowed to enter the immediate disaster site.

The Chief of Campus Police or their designee is responsible for operational control of an emergency. The Chief Campus Police or their designee will survey Vol State properties to determine the extent of damage.

The following may be established:

EMERGENCY COMMAND POST. When a major emergency occurs or is imminent, it shall be the responsibility of Campus Police to set up and staff an appropriate Emergency Command Post as directed.

FIELD EMERGENCY COMMAND POST. If the emergency involves only one building or a small part of the campus, a Campus Police vehicle may be placed as near the emergency as possible. A command post will be established and staffed by at least one uniformed officer.

GENERAL EMERGENCY COMMAND POST. If the emergency involves a large part of the campus the command post shall be in the Campus Police Office Emergency Operations Center (EOC). The Emergency Coordinator (see Section C: Campus Emergency Resource Team) shall select an alternate location if this site is unavailable. At least one uniformed officer is always to staff the Command Post until the emergency has been resolved. A marshaling area for outside and local agency assistance shall be established for operations. A conference room, with facilities designated to accommodate multiple telephones and electrical equipment, is required.

SEE APPENDIX B FOR COMMAND POST ITEMS

C. *Campus Emergency Resource Team*

Team members are to be kept in constant communication with the Command Post. The general responsibilities of the team members are listed below:

Emergency Director

Office of Business and Finance, Chief of Campus Police or designee

- (1) Coordinate Campus Emergency Resource Team activities.
- (2) Assess emergencies and prepare Vol State's response.
- (3) Declare and end the Campus State of Emergency as needed.

- (4) Liaise with the Campus Emergency Resource Team, governmental agencies, and others.
- (5) Determine emergency type and magnitude; establish command post.
- (6) Contact the College President and Crisis Management Team; assess conditions at Vol State.
- (7) Submit an official report summarizing the emergency outcome to the College President.

Emergency Coordinator

Office of Business and Finance, Asst. Chief of Campus Police or designee

- (1) Implement Vol State's emergency response.
- (2) Utilize local law enforcement, Campus Police, and others to maintain safety and order.
- (3) Notify and coordinate with the Campus Emergency Resource Team.
- (4) Liaise with external organizations (fire, police, Tennessee Emergency Management Agency).
- (5) Ensure appropriate campus notifications are made.
- (6) Perform other related duties as directed during the emergency.

Public/Media Relations

Office of the Vice President of Student Services, Division of Marketing, Communications, and Media Services

- (1) Act as spokesperson for the College in consultation with the College President and Emergency Director.
- (2) Initiate notification process for Vol State personnel, campus occupants, and neighbors, in collaboration with the College President and Crisis Management Team.
- (3) Decide on media contact timing and prepare public statements, with input from the College President and Crisis Management Team.
- (4) Establish media contact for information dissemination as directed.
- (5) Maintain contact with local radio and TV stations for public announcements.
- (6) Arrange for photographic and audio-visual services as needed.
- (7) Inform the College President and Crisis Management Team of news concerning the campus disaster.

Facilities Damage Control

Office of Business and Finance, Division Plant Operations

- (1) Provide equipment and personnel for shutdowns, hazard control, damage assessment, debris clearance, emergency repairs, and equipment protection.

- (2) Supply vehicles and operators for personnel and supply movement; assign vehicles for emergency use.
- (3) Obtain utility company assistance for emergency operations.
- (4) Provide emergency power and lighting as needed.
- (5) Survey habitable space and relocate essential services.
- (6) Ensure facilities have emergency generators and fuel.
- (7) Arrange storage of vital records and coordinate support with building and area coordinators.

Counseling

Office of Vice President of Student Services, Office of Advising

- (1) Assist with psychological strategies.
- (2) Monitor team leaders for stress and anxiety levels.
- (3) Coordinate Crisis Management, including debriefing, grief counseling, and follow-up activities.

Information Technology Services

Office of Business and Finance, Division of Information Technology

- (1) Coordinate all computer and telecommunication services.
- (2) Ensure continuous operation and availability of IT systems and networks.
- (3) Implement and manage emergency communication systems.
- (4) Provide technical support and troubleshooting during emergencies.
- (5) Oversee data backup and recovery efforts.
- (6) Coordinate with service providers for additional support as needed.
- (7) Maintain secure communication channels for emergency operations.
- (8) Ensure proper functioning of all communication equipment and software.

Responsibilities of Other Vol State Employees

Building Coordinators

The Emergency Coordinator will select a volunteer Building/Facility Coordinator for each building or facility (see Appendix C for Building/Facility Coordinators). These volunteers can implement emergency procedures and direct all persons within their designated area. The Emergency Coordinator or designee will train all Building Coordinators in their specific responsibilities. These responsibilities include, but are not limited to:

Emergency Preparedness

- Each Building Coordinator shall be familiar with the Emergency Management Plan.

- Time will be allotted for training employees in emergency techniques, such as fire extinguisher usage, first aid, CPR/AED training, and building evacuation procedures.
- Each Building Coordinator will be provided with appropriate attire and equipment.
- Each Building Coordinator is encouraged to complete AED/CPR/First Aid, fire extinguisher, and building evacuation training. Additional training may be required by the Emergency Coordinator.

Emergency Situations

- Will follow directives from the Emergency Coordinator.
- Notify and instruct all employees, under their direction, of the emergency condition.
- Evaluate the impact the emergency has on their activity and take necessary measures, potentially including halting activities and initiating building evacuations.
- Maintain emergency communications with officials from their area (or from an alternate site if necessary).
- Has the authority to implement all emergency procedures for their assigned area.

Faculty, Administration, and Staff

Each member has the following responsibilities:

- **Faculty:** Inform your students of emergencies and follow the procedures in this document.
- **Departmental Supervisors:** Inform your staff of emergencies and follow the procedures in this document.
- **Report Safety Hazards:** Contact Campus Police immediately.
- **Evacuation Instructions:** During emergencies, all students and employees must evacuate buildings, gather at designated campus assembly areas, and await further instructions from the building coordinator.
- **Phone Use:** During emergencies, use campus phones only for emergency calls. If phones are unavailable, Campus Police may provide runners for emergency communication.

D. *College Notification System*

The Emergency Notification System (ENS), located across each campus, is the main way to send immediate emergency information to the College.

It is used to quickly transmit specific details about emergencies to all parts of the campus.

See Crisis Communication Plan (Section II.B) of this handbook.

IMPORTANT REMINDER: Two-way radios and cellular telephones should NOT be used AT ANY TIME during a bomb threat.

Bull-horns and designated runners should be used to pass information between the Command Post, Building Coordinators, and other emergency officials.

In the interest of the Vol State Campus Police Department and the campus population, a text message alert notification system will also be used to alert the campus community of a crisis or emergency.

E. *Evening/Night Emergency Procedures*

DISPATCHER/CAMPUS POLICE OFFICER ON DUTY: The Campus Police Department is the focal point for the two-way transmission of official emergency communications to the College. The Dispatcher (or Campus Police Officer if no dispatcher is on duty) shall contact the Emergency Director or designee to determine if a state of emergency should be declared.

The dispatcher or officer on duty will notify the Emergency Director of any campus emergency. (See Section C: Campus Emergency Resource Team) The Emergency Director will initiate the notification system by first calling the Campus Emergency Resource Team as appropriate to the specific emergency.

F. *On/Off-Campus Sources of Assistance During Emergencies*

- (1) **Campus Police.** Campus Police is to be notified of all situations. They will contact the appropriate agency.
- (2) **Purchasing & Contracts.** Emergency procurement of materials/services can be arranged through the Purchasing & Contracts Department.
- (3) **Central Receiving** (located in Plant Operations). May assist with the receipt of emergency materials/services.

G. *Campus Evacuation*

- (1) Evacuation of all or part of the campus grounds will be announced by Campus Police and/or building coordinators.

- (2) All persons are to immediately evacuate the area in question and relocate to another area or part of the campus grounds as directed.
- (3) Once outside, proceed to a clear area that is at least 500 feet away from the affected building. Keep streets, fire lanes, hydrant areas, and walkways clear for emergency vehicles and personnel. Know the designated area assembly points which are in Appendix E.

H. *Evacuation of Individuals with Disabilities*

Visually Impaired - In the event of an emergency, inform the visually impaired person of the nature of the emergency and offer to guide the person to the nearest emergency exit. The visually impaired can be escorted by taking hold of an elbow. Orient the person away from any obstacles that may be in the way.

Hearing Impaired - For individuals who are hearing impaired, if visual warning devices are unavailable, they may not perceive that an emergency is occurring. If a sign language interpreter is present, communicate the situation and provide instructions for the nearest emergency exit through the interpreter. If lip reading is not possible, provide written instructions to exit the building.

Mobility Impaired – Every effort should be made to assist the non-ambulatory individual in exiting the building. If the individual is not on the ground floor, every effort should be given to move the wheelchair user to the nearest stairwell and wait on the landing (with the fire doors closed) for rescue personnel to arrive. Do not lift the wheelchair or scooter down the stairs. Campus Police Officials use specially designed evacuation chairs to safely move persons with mobility limitations down stairways. In case of near and immediate danger, the two-man lift technique can be used to lower a person out of the wheelchair and down the stairway.

If the individual is ambulatory with varying degrees of mobility, they should exit while the passageway is cleared.

I. *Emergency First Aid*

ON-THE-JOB INJURY/ILLNESS must be immediately reported to the employee's supervisor and Campus Police. Campus Police will respond to the emergency. Supervisors must complete a Supervisor Incident / Injury Report and initiate a workman's compensation claim. Supervisors must instruct the injured employee to call the state's workers' compensation third-party insurance administrator to speak with a triage nurse. <https://www.volstate.edu/plantoperations/safety-procedures>

SERIOUS INJURY/ILLNESS – LIFE THREATENING INJURY: Contact local Emergency Medical Service 911 immediately. Then notify Campus Police.

II. Crisis Communication Plan

//. Crisis Communication Plan

The Crisis Communication Plan is a component of the Vol State Emergency Management Plan that deals specifically with the duties and responsibilities of the Office of Student Services, Division of Marketing, Communications, and Media Services, and its staff in the event of an emergency.

Vol State believes open and honest communication is the cornerstone of good crisis management. The institution strives to maintain confidence and trust by providing as full disclosure as possible and quickly communicating pertinent information to key audiences. The Office of Student Services will communicate concisely with the community, media, and local officials.

The following are the guidelines for implementation of the Crisis Communication Plan:

After the Crisis Management Team has assessed that a crisis exists, the Vice President of Student Services, or designee, should:

- (1) Collect all pertinent facts.
- (2) Create a "Fact Sheet" with pertinent information about the situation.
- (3) Prepare a written statement to be used for all inquiries. Update as often as the situation changes.
- (4) In times of campus crisis, the Director of the Office of Marketing, Communications, and Media Services acts as the designated spokesperson. All inquiries during such situations should be directed to this office. The Director can assign specific responsibilities to other staff members or College personnel as needed.
- (5) The Office of Student Services must keep College employees, students, and the media informed as the situation develops and/or changes.
- (6) The Office of Student Services will be responsible for logging and responding to all inquiries.

A. Crisis Communication Guidelines

- (1) Gather the facts.
- (2) The spokesperson must provide information accurately, quickly, and consistently. Get the important facts out first. If you do not know the answer, say so and then find out.
- (3) Put a statement in writing for the press at the direction of the Crisis Management Team, so that consistent information is provided to all audiences.

- (4) Disseminate the information regarding the crisis, and the institution's response, quickly and thoroughly.

Every effort will be made to notify students, employees, and news media at the following times:

- A. After the Crisis Management Team has assessed the situation.
- B. When significant details concerning the situation and resolution become available.

Anticipate questions. Make lists of questions and answers that can be expected and review these with the Crisis Management Team and the Campus Emergency Resource Team.

As an institution, never use "no comment", "off the record", or similar phrases. Anything said to the media is on record and may be used at their discretion. Typically, there is something that can be communicated, though there will be times when certain situations and facts cannot be discussed (such as during negotiations or litigation). In these cases, use phrases like "I don't have that information available" or "That information can't be released at this time." It is important to understand what information can and cannot be disclosed, especially if it is part of an ongoing police investigation. Official College statements should only be released by the Office of Student Services, Division of Marketing, Communications, and Media Services. Make sure that the College responds to the media and meets their deadlines.

Generally, television crews, reporters, and/or photographers should be permitted on the scene if it is safe and if they are escorted by an Office of Marketing, Communications, and Media Services Representative.

Determine the need to assign photographers/videographers to take photographs or video footage of the scene. This could prove helpful in responding to media inquiries, and possible later litigation, as well as documenting the events.

After the situation has been resolved, the Crisis Management Team will complete a total assessment of the communications functions and determine what, if any, improvements need to be made.

B. *Emergency Notification System (ENS)*

In the safety interest of the campus community, a text message alert notification system will be used to alert the campus community of a crisis or emergency. Also, an emergency notification speaker (ENS) system has been placed in each building on each campus to assist with the notification process. The following action shall be taken when a crisis/emergency occurs:

- (1) The Campus Police Department will activate the emergency notification speaker system.

- (2) Once the Chief of Campus Police or their designee in coordination with the President and the Crisis Management Team has declared the campus in a state of emergency, the Division of Marketing, Communications, and Media Services Representative will initiate the text message alert notification system.
- (3) Employees/Students are responsible for relaying the information.
- (4) The College President, Vice President of Business and Finance, Chief or Assistant Chief of Campus Police, or a designee(s), can access the system for emergency purposes.

III. Crisis Response Plan

III. Crisis Response Plan

The following is an outline of procedures to follow in specific emergency situations.

A. Active Shooter

The following guidelines are recommended if you find yourself involved in an active shooter situation. How you respond will be dictated by the specific circumstances of the encounter.

AVOID, DENY, DEFEND

- **AVOID/RUN** – leave the area immediately. Know your exits. Call 911.
- **DENY/HIDE** – lock the door, turn lights out, stay out of sight.
- **DEFEND/FIGHT** – position yourself to grab the gun, fight the shooter, and shift your motions.

If an active shooter is outside or inside your building, you should:

1. Remain calm and take cover.
2. Call Campus Police (give the location and type of event, description of the shooter, number of victims if any, and their location).
3. Try to warn others as discretely as possible.
4. Proceed to a room and lock or barricade the doors and windows.
5. Turn off lights and close blinds.
6. Turn off radios/cell phones or other devices that emit sounds.
7. Keep yourself out of sight, stay away from windows, and take adequate cover/protection, i.e., behind concrete walls, under desks, cabinets, etc.
8. Wait patiently until a uniformed police officer or a campus official known to you provides an all-clear.
9. Unfamiliar voices may be an active shooter or assailant trying to lure you away from safety. Do not respond to voice commands until you can verify with certainty that they are being issued by a police officer or campus official.

If an active shooter enters your office or classroom, you should:

1. Try to remain calm and keep your students calm.
2. Try not to do anything that would provoke the shooter. If there is no possibility of escape or hiding, only as a last resort when it is imminent that your life is in danger,

- should you make a personal choice to attempt to negotiate with or overpower the assailant.
3. Call Campus Police if possible and provide the information listed in the first guidelines.
 4. If the active shooter leaves the area, barricade the room, or proceed to a safer location.

What to expect from responding police officers:

Officers will proceed immediately to the area in which shots were last heard to stop the shooting as quickly as possible. The first responding officers may be in teams and dressed in normal patrol uniforms. Do exactly as the officers instruct. The officers will be focused on stopping the active shooter and creating a safe environment.

B. Bomb Threat

Due to the hazardous nature of explosive devices, every bomb threat must be taken seriously to ensure the safety of all students, staff, and visitors. Instinctive responses to bomb threats often include automatic and complete evacuation. Unfortunately, such predictable responses can contribute to the use of false or hoax bomb threats for nefarious purposes including extortion, disruption, or to simply make people feel unsafe. In addition to creating panic and chaos, hoax bomb threats can be used to divert attention from simultaneous crimes or other activities to challenge the capacity of campus security and law enforcement resources. With even more nefarious intent, hoaxes can be used to study the methods by which emergency responders act, possibly as a means of predicting their behavior during future incidents. Finally, these false threats can be used to draw evacuated people away from safe settings into areas of grave danger such as near actual explosive devices or gunfire.

(See the following section for the form to be completed while on the phone with caller.)

- (1) If you observe a suspicious object or potential bomb on campus, **DO NOT HANDLE THE OBJECT!** Clear the area and immediately call Campus Police.
- (2) Phoned Threat - Remain Calm & DO NOT HANG UP
 - If possible, signal other staff members to listen & notify Campus Police
 - If the phone has a display, copy the number and/or letters on the window display
 - Write down the exact wording of the threat

- Keep the caller on the line for as long as possible and use the Bomb Threat Checklist to gather as much information as you can
 - Record, if possible
 - Fill out the Bomb Threat Checklist immediately
 - Be available for interviews with the building's emergency response team and law enforcement
- (3) Verbal Threat
- If the perpetrator leaves, note which direction they went
 - Notify Campus Police
 - Write down the threat exactly as it was communicated
 - Note the description of the person who made the threat:
 - Name (if known)
 - Race
 - Gender
 - Type/color of clothing
 - Body size (height/weight)
 - Hair & eye color
 - Distinguishing features
 - Voice (loud, deep, accent, etc.)
- (4) Written Threat
- A. Handle the document as little as possible
 - B. Notify Campus Police
 - C. Rewrite the threat exactly as is on another sheet of paper and note the following:
 1. Date/time/location document was found
 2. Any situations or conditions surrounding the discovery/ delivery
 3. Full names of any personnel who saw the threat
 4. Secure the original threat; DO NOT alter the item in any way
 5. If small/removable, place in a bag or envelope
 6. If large/stationary, secure the location
- (5) E-Mailed Threat
- Leave the message open on the computer
 - Notify Campus Police
 - Print, photograph, or copy the message and subject line, note the date and time

The Campus Police Department will carefully evaluate the threat considering the facts and context. Employees are requested to make a cursory inspection of their area for suspicious objects and to report the location to Campus Police. **DO NOT TOUCH THE OBJECT!!** Do not open drawers, or cabinets, or turn lights on or off.

- (1) Upon notification, walk quickly to the nearest marked exit and alert others to do the same.
- (2) Once outside, move to a clear area at least 500 feet away from the affected buildings(s). Keep streets, fire lanes, hydrants, and walkways clear for emergency vehicles and crews.
- (3) If requested, assist emergency crews, as necessary.

Bomb Threat Reporting Form



Bomb Threat
Checklist v3.0.pdf

C. Cardiovascular Emergencies (AED Applications)

Automated External Defibrillators (AED) have been installed in every building on campus for immediate use in case of an emergency including cardiac arrest.

AED cabinets are clearly labeled and identifiable as AED units. The cabinets are engineered so when the AED is taken from the cabinet it activates and transmits a telephone message to Campus Police Dispatchers.

Officers Responsibility Standard Operating Procedure

- (1) Upon being notified that an AED has been activated the officer on duty will respond immediately to the location identified to assist with CPR/AED procedures, crowd control, and to coordinate with other emergency response personnel.
- (2) When a Campus Police Officer arrives on the scene of a person requiring CPR/AED they will assess the situation, and notify the dispatcher of the call status (False/True).
- (3) Upon completion of CPR/AED procedure, AED is replaced with a substitute unit, and put back into the.
- (4) The responding officer is responsible for the completion of an Incident Report.

Faculty/Staff/Student/Citizen Responsibility

Upon being notified or assessing a situation on campus that requires CPR/AED, the responding person should:

- A. Acquire the AED from the cabinet or designated AED location in the building
- B. Notify Campus Police as to the location/event
- C. Begin CPR/AED procedure
- D. After CPR/AED use, be available to answer questions for report purposes by Campus Police Officer.

D. Chemical and Radiation Spill(s)

- (1) Any spillage of a hazardous chemical or radioactive material is to be reported immediately to the Campus Police Department. The Campus Police Department will notify the Senior Director of Plant Operations as required.
- (2) When reporting, be specific about the nature of the involved material and its exact location. The Campus Police Department will contact the necessary specialized authorities and medical personnel.
- (3) Building Coordinators should vacate the affected area at once and await the arrival of Campus Police Personnel.
- (4) Anyone who may be contaminated by the spill is to avoid contact with others as much as possible, remain in the vicinity, and give their names to a Campus Police Officer.
- (5) Required first aid and clean up by specialized authorities should be started at once.
- (6) Upon notification of an emergency, walk quickly to the nearest marked exit and alert others to do the same.
- (7) Once outside, move to a clear area at least 500 feet away from the affected building(s). Keep streets, fire lanes, hydrants and walkways clear for emergency vehicles and crews.
- (8) If requested, assist emergency crews, as necessary.
- (9) A Campus Emergency Command Post may be set up near the emergency site. Keep clear of the Command Post unless you have official business.
- (10) **DO NOT RETURN TO AN EVACUATED BUILDING** unless told to do so by a Campus Emergency Resource Team Official.

E. Earthquake

During an earthquake remain calm and quickly follow the steps outlined below.

- (1) Pick "safe places". A safe place could be under a sturdy table or desk or against an interior wall away from windows, bookcases, or tall furniture that could fall on you. The shorter the distance to move to safety, the less likely that you will be injured.
- (2) Drop, cover, and hold on. Drop under a sturdy desk or table and hold on to one leg of the table or desk. Protect your eyes by keeping your head down. Practice these actions so that they become an automatic response.
- (3) Aftershocks are smaller earthquakes that follow the main shock and can cause further damage to weakened buildings. Be aware that some earthquakes are foreshocks, and a larger earthquake might occur.
- (4) Remain in your safe location until the shaking subsides, then assess yourself for any injuries. Proceed cautiously and be mindful of debris or hazards caused by falling or broken objects. Stay prepared for potential aftershocks.
- (5) Be on the lookout for fires. Fire is the most common earthquake-related hazard, due to broken gas lines, damaged electrical lines, or appliances, and previously contained fires or sparks being released.
- (6) If you must leave a building after the shaking stops, use the stairs, not the elevator, and look for falling debris. Earthquakes can cause fire alarms and fire sprinklers to go off. You will not be able to rule out whether there is a real threat of fire, and the elevators may have been compromised. Always use the stairs.
- (7) If you are outside in an earthquake, stay outside. Move away from buildings, trees, streetlights, and overhead lines. Crouch down and cover your head. Bricks, roofing, and other materials can fall from buildings. Trees, streetlights, and overhead lines may also fall, causing damage or injury.

After the initial shock, evaluate the situation and if emergency help is necessary, call the Campus Police Department or 911.

Damaged facilities should be reported to the Emergency Coordinator. NOTE: Leaks and power failures create special hazards. Please refer to the section on Utility Failures.

Once outside, move to your designated assembly points. Keep streets, fire lanes, hydrants, and walkways clear for emergency vehicles and crews. Know your designated assembly points. (SEE APPENDIX E)

DO NOT RETURN TO AN EVACUATED BUILDING, unless told to do so by Emergency Personnel.

F. Elevator Malfunction

All service calls for emergency service must be reported to Campus Police or by radio. During regular business hours, Campus Police will notify Plant Operations who will determine if emergency service is necessary.

To ensure proper documentation ALL EMERGENCY and ROUTINE service calls shall be routed through Campus Police or radio and documented/logged with date, time, and the nature of the emergency.

An emergency service necessity is defined as an entrapment. In other words, if a person is entrapped in an inoperable car, all emergency procedures shall be followed. If an elevator is inoperable after normal business hours with no entrapment, then it should be reported as a routine repair which will be handled during normal business hours of the following day. Plant Operations or Campus Police personnel should follow the ELEVATOR SHUT DOWN OR LOCKOUT PROCEDURES below.

NEVER USE AN ELEVATOR DURING A FIRE OR WHEN A FIRE ALARM IS ACTIVATED

EMERGENCY CALLS/STRANDED PASSENGERS ON ELEVATOR

Advise subjects to remain calm and inform them assistance is on the way. Proceed to the designated electrical switch box; turn off the power to the elevator, so the door can be manually opened with the elevator key by inserting it into the hole located on the front of the elevator door and turning the key to the left (**PROPER LOCKOUT/TAGOUT** procedures must be followed). Once the door is opened, the location of the elevator can be assessed along with the best possible escape route. Immediately contact the appropriate elevator service company.

If it is necessary to dispatch the elevator service company, ask for an estimated time of arrival (ETA) for the elevator service personnel. Stay in contact with stranded persons by conversing with them through the closed doors from the nearest elevator lobby until emergency personnel arrive.

DO NOT have car passengers attempt to open the inside car doors. Under no circumstance shall College Employees attempt to gain access through the outside lobby doors by prying open or opening using an elevator door key unless they can demonstrate documented training.

PLANT OPERATIONS STAFF and CAMPUS POLICE ONLY

ELEVATOR SHUT-DOWN OR LOCK-OUT PROCEDURES

If an elevator is not working properly, for whatever reason, call the car to either the top or the bottom floor of your building. Lock off the car by turning the “car inspection” key switch to the “inspection” position and remove your key. This procedure should lock out the car buttons and hold the lobby and car doors in the open position.

Place an “Out of Order” sign near the elevator button on all floors.

As stated in Elevator Safety Board Rule 0800-3-4.07, **all elevator, dumbwaiter, and escalator accidents** involving personal injury or property damage exceeding \$100 **must be reported** to the Tennessee Department of Labor and Workforce Development, Boiler and Elevator Division, **before they are repaired or put back into service.**

All such accidents must be reported.

LOCATIONS of ELEVATORS:

Gallatin Campus - Wood Campus Center

Gallatin Campus - Wood Campus Center – Bookstore private service elevator

Gallatin Campus - Wood Campus Center – Food Services private service elevator

Gallatin Campus - Noble Caudill Hall

Gallatin Campus - Thigpen Library

Gallatin Campus - Steinhauer-Rogan-Black (SRB)

Gallatin Campus - Wallace South

Springfield Campus

G. Explosion

In the event of an explosion on campus, take the following action:

- (1) Immediately take cover under tables, desks, or other objects that will give protection against flying glass and debris.
- (2) After the effects of the explosion have subsided, call Campus Police.
- (3) Try to establish what exploded, the extent of the damage, and possible life-threatening hazards to determine your next course of action.
- (4) Take immediate action to ensure your safety and the safety of others. Evacuate according to your building plan if necessary; otherwise, remain in your place of cover. If necessary, activate the building alarm system.

- (5) Seek and assist any disabled persons in evacuating the building. Exit via stairway. **DO NOT USE ELEVATORS.**
- (6) If you evacuate, go to an area upwind from the explosion site to avoid possible toxic fumes. Once outside, move at least 500 feet away from the affected building. Keep roadways and walkways clear for emergency vehicles.
- (7) WAIT FOR INSTRUCTIONS from emergency personnel. **DO NOT RE-ENTER THE BUILDING** until instructed to do so by the Campus Police Department or other properly identified emergency personnel.
- (8) If requested, assist emergency crews, as necessary.
- (9) A campus emergency command post may be set up near the disaster site. Keep clear of the command post unless you have official business. **DO NOT RETURN TO AN EVACUATED BUILDING** unless told to do so by a Campus Emergency Resource Team Official.

IMPORTANT: After any evacuation, report to your designated area assembly point.

H. Fire

IN ALL CASES OF FIRE, THE CAMPUS POLICE DEPARTMENT MUST BE NOTIFIED IMMEDIATELY (Extension 3595) or the local emergency services at 911

- (1) **Rescue** anyone who might be in danger of fire or smoke inhalation.
- (2) **Activate the fire alarm.**
 - Pull the nearest fire alarm
 - Notify Campus Police or the local emergency services at 911.
- (3) **Confine** – close all doors, clear all exit routes, extinguish, if you can do so safely, follow fire extinguisher procedures (PASS).
- (4) **Evacuate** – everyone must evacuate quickly to the nearest marked exit and alert others to do the same.
- (5) Once outside, building coordinators will escort individuals to the designated assembly points.
- (6) **Do Not Re-enter** an evacuated building unless told to do so by a Campus Emergency Resource Team Official.

How to use a Fire Extinguisher

Pull – the pin.

Aim – at the base of the fire.

Squeeze – the handle/trigger.

Sweep – with an extinguisher as you suppress the fire.

IMPORTANT: If you become trapped in a building during a fire and a window is available, place an article of clothing (shirt, coat, etc.) in the window as a marker for rescue crews. If there is no window, stay near the floor where the air will be less toxic.

I. Infectious Disease

General Guidelines

- Wash your hands often with soap and water. If these are not available, use an alcohol-based hand cleaner or gel sanitizer. If using a gel, rub your hands until they become dry.
- Avoid touching your mouth, nose, or eyes with your hands unless you have just washed your hands.
- When you cough or sneeze, cover your mouth and nose with a tissue. Then throw the tissue in the trash. Wash your hands afterward.
- Avoid crowded places as much as you can and stay home if you show signs of illness. Contact your physician or local health department
- Depending on the severity of the pandemic, consider wearing a face mask if you must go into a crowded area or be within 6 feet of others.
- Consider wearing a face mask if you must come into close contact with an infected person.

If human infection of an airborne virus is confirmed in a community and you develop flu symptoms:

- Stay home and away from other people while you are contagious. This may be seven days after the onset of illness or at least 24 hours after symptoms are gone, whichever is longer. If you seek care, contact your health care provider by phone or report illness before going to a clinic or the hospital. If you have severe symptoms like difficulty in breathing, then you should seek immediate attention.
- Wear a face mask if you must go into a crowded place. If you do not have a face mask, cover your mouth and nose with a handkerchief or tissue when coughing or sneezing.
- If possible, have just one-person care for you to minimize contact with others.

Seek emergency care right away if you have:

- Trouble breathing or shortness of breath
- Pain or pressure in your abdomen or chest
- Sudden dizziness
- Confusion
- Severe vomiting

Strategies for Mitigating a Pandemic

Pandemics represent disease outbreaks on a global scale. The disease spreads easily from person to person, it causes serious illness, and can sweep across the country and around the world in a relatively short period. Predicting the timing or severity of the next pandemic is a difficult task but it must be appreciated that large numbers of individuals around the world will be at risk. As a pandemic event unfolds, countries might employ such measures as border closures and travel restrictions which might delay the arrival of the virus but would not likely prevent the eventual occurrence of disease in a particular geographic location. Pandemics may evolve in waves, each of which can last for six to eight weeks, and the overall pandemic period may extend over 18 to 24 months. An especially severe pandemic could lead to substantial levels of illness, death, social disruption, and economic loss. Impacts can range from school and business closings to the interruption of basic services such as public transportation and food delivery. With large numbers of persons requiring medical care, healthcare facilities could be overwhelmed, and various communities would be compelled to implement their surge capacity plans to cope with the increased demand for services.

Strategies for mitigating a pandemic include taking action in the following broad categories: ensuring the availability of appropriate antiviral medications, developing an effective vaccine, and implementing non-pharmaceutical measures including:

- Communicating risk to the public
- Reducing a person's risk for infection (e.g., hand hygiene, cough etiquette, etc.)
- Limiting the international spread of the virus through travel screening and restrictions
- Reducing spread within specific populations by isolating and treating ill persons, possibly quarantining exposed persons, and employing social distancing measures (school closures, etc.).

Although it is expected that a pandemic event would place stresses on multiple layers of society, it is incumbent on various elements of that society (security, business, education, healthcare, etc.) to become as informed and prepared as possible to respond to and survive the crisis. In this context, Vol State has developed a comprehensive preparedness plan to address a range of challenges that would be associated with a pandemic event.

The Preparedness Plan and Crisis Management Team

The Vol State Pandemic Preparedness Plan is consistent with the state preparedness plan as developed by the Tennessee Department of Health and it is compatible with the overall Vol State Emergency Management Plan.

Internal coordination in case of a pandemic will be guided by the Emergency Management Plan, a defined Emergency Operations Center (EOC), and a clear chain of command. The Pandemic Preparedness Plan is arranged according to different operational levels of the college. An Emergency Operations Center (EOC) with appropriate communications capability will be established based upon need. The Pandemic Preparedness Plan and its related Crisis Management Team are components of the overall Vol State Emergency Management Plan.

External coordination is through the State Health Department, local and regional health departments, and emergency management agencies. The stages of planning are contingent on four possible scenarios:

- Level 0: **Planning** - Vol State is open and functioning as normal - involves pre-event assessment and planning.
- Level 1: **Preparation** - Vol State is open and functioning as normal. Confirmed cases reported in US. Plans are developed for educating campus regarding infection transmission and infection prevention.
- Level 2: **Standby** – Vol State is open and functioning. Confirmed cases reported in Tennessee and potentially at Vol State. Campus closure plans are in place in the event of campus epidemic.
- Level 3: **Suspension** – Multiple confirmed cases on campus. Recommendations from the Centers for Disease Control (CDC) will be followed regarding school closure.

J. Non-violent, Disruptive Demonstrations

In the event that a demonstration blocks access to Vol State facilities or interferes with the operation of Vol State:

- (1) Demonstrators will be asked by the Chief of Campus Police or designee to terminate the disruptive activity.
- (2) The Chief of Campus Police or designee will consider having a photographer available.
- (3) Key College personnel and student leaders may be asked by the Chief of Campus Police or designee to go to the area and persuade the demonstrators to discontinue their activities.
- (4) If the demonstrators persist in the disruptive activity, they will be apprised that failure to discontinue the specified action within a determined length of time may result in disciplinary action, including suspension and/or expulsion or possible intervention by civil authorities (see Attachment A) except in extreme emergencies. The College President will be consulted before Civil Authorities are brought onto campus.

- (5) Efforts should be made to secure the identification of demonstrators in violation to facilitate later testimony, including photographs if deemed advisable.
- (6) The College President, in consultation with TBR Legal Counsel, and the Chief of Campus Police, will determine the possible need for a court injunction.

K. Peaceful, Non-Obstructive Demonstrations

Generally, demonstrations of this kind should not be interrupted. Demonstrations should not be obstructed or provoked. Efforts should be made to conduct Vol State business as normally as possible.

If demonstrators are asked to leave but refuse to leave by regular facility closing time:

- A. Arrangements will be made by the Chief of Campus Police to monitor the situation during non-business hours, or
- B. Treat the situation as a violation of regular closing hours and, thus a disruptive demonstration. (See section on non-violent, disruptive demonstrations above.)

L. Psychological Crisis

A psychological crisis exists when an individual is threatening harm to himself / herself, to others, or is out of touch with reality. Typically, the disconnection with reality is due to drug, medical reactions, or a psychotic break. A psychotic break may be manifested as hallucinations, uncontrollable behavior, or dissociate/multiple personality behavior.

If psychological crisis occurs:

- A. Contact the Campus Police Department who will contact other appropriate personnel.
- B. Try to keep the person calm or within your vision until assistance arrives.
- C. Maintain your own personal safety if you feel the situation is dangerous.

M. Tornado

1. Tornado Situations
 - a. There are two types of messages issued by the Weather Bureau dealing with tornados: Tornado Watch and Tornado Warning. Each message has a specific meaning and should not be confused with one another.

1. Tornado Watch: Be ready – conditions are favorable for a tornado.
 2. Tornado Warning: Take cover now – a tornado is imminent or occurring. When this warning is issued, the College should take immediate safety precautions.
- b. Knowledge of the following characteristics of tornados is useful in tornado detection, and tornado preparedness planning:

A tornado can:

- Happen anytime and anywhere.
- Bring intense winds, over 200 miles per hour.
- Look like funnels.

c. Monitoring

The Campus Police Department monitors the National Weather Service. The emergency text alert system automatically generates an alert when the National Weather Service issues a warning for your location.

d. Emergency Tornado Procedures

Tornado Watch Procedures:

Whenever Campus Police Personnel are alerted to a Tornado Watch situation by the National Weather Service, they closely monitor weather conditions in preparation for a tornado warning.

Tornado Warning Procedures:

Whenever Campus Police Personnel are alerted to a Tornado Warning situation by the National Weather Service, they will notify the campus community through the Campus Public Address System and provide instructions.

Procedures for Seeking Shelter in Each Building

1. If there's ample time to evacuate before a tornado, individuals should seek refuge in the basement of the building or on the first floor, preferably along an interior wall, to steer clear of windows and skylights. It's not recommended to leave one building to seek shelter in another.
2. In situations with no time for evacuation, individuals should take cover under sturdy furniture, desks, or a closet to minimize the risk of injury from debris. Take a moment to survey your surroundings and choose your shelter area after reviewing this policy.
3. The National Weather Service has recognized Vol State as a StormReady community who is better prepared for weather

emergencies. A National Weather Service representative designated all restrooms (no matter the floor on which they are located) as tornado-safe spaces during the process.

4. Emergency tornado procedures will be initiated upon notification from the National Weather Service of a tornado warning.
5. The emergency tornado procedures or plans are designed to be flexible to accommodate the varying conditions of a tornado situation. Not all tornado situations will result in a Tornado Warning. Therefore, the activation of tornado plans involves a degree of judgment, especially in relation to the specific tornado situation encountered.

N. Utility Failure

- A. In the event of a major utility failure during operating hours, immediately notify Plant Operations.
- B. When instructed to evacuate the building, walk quickly to the nearest marked exit and alert others to do the same.
- C. Once outside, move to a clear area at least 500 feet away from the affected building(s). Keep streets, fire lanes, hydrants, and walkways clear for emergency vehicles and crews.
- D. If requested, assist emergency crews, as necessary.
- E. A Campus Emergency Command Post may be set up near the emergency site. Keep clear of the Command Post unless you have official business.
- F. **DO NOT RETURN TO AN EVACUATED BUILDING** unless told to do so by a Campus Emergency Resource Team Official.

Always observe the above steps when the following emergencies arise:

- A. **ELECTRICAL/LIGHT FAILURE** - Depending upon the severity of the emergency, building lighting may not provide sufficient illumination in corridors and stairs for safe exiting. It is, therefore, advisable to have a flashlight available for emergencies.
- B. **ELEVATOR FAILURE** - If you become trapped in an elevator, use the emergency phone to notify Campus Police. When the receiver is picked up, it will automatically dial the Campus Police Department.
- C. **PLUMBING FAILURE/FLOODING** - Cease all operations. **DO NOT SWITCH ON LIGHTS OR ANY ELECTRICAL EQUIPMENT!** REMEMBER: THIS COULD CAUSE AN EXPLOSION.
- D. **STEAM LINE FAILURE** - Vacate the area immediately.
- E. **VENTILATION PROBLEM** - If smoke is present, cease all operations and vacate the area.

SYSTEM FAILURE

FAILURE OF:	WHAT TO EXPECT:	WHO TO CONTACT:
Computer Systems	System down	Information Technology
Electrical Power - Emergency Generators work	Many lights are out	Plant Operations
Electrical Power	All vertical movement will have to be done by stairs	Plant Operations – if in elevator, use phone
Elevator stopped between floors	Elevator alarm bell sounding	Plant Operations & Campus Police, use phone
Fire Alarm System	No fire alarms or sprinklers	Plant Operations
Natural Gas Failure or Leak	Odor, no flames on burners, etc.	Plant Operations
Sewer stoppage	Drains backing up	Plant Operations
Steam Failure	No building heat, sterilizers inoperative, limited cooking	Plant Operations
Telephones	No phone service	Information Technology
Water	Sinks and toilets inoperative	Plant Operations
Water Non-Potable	Tap water unsafe to drink	Plant Operations
Ventilation	No ventilation, no heating or cooling	Plant Operations

O. Violent or Criminal Behavior

- (1) Everyone is asked to assist in making the campus a safe place by being alert to suspicious situations and promptly reporting them.
 - A. If you are a victim or witness to a crime, you must promptly notify Campus Police as soon as possible and report the incident. Include the following:
 1. Nature of incident
 2. Location of incident
 3. Description of person(s) involved
 4. Description of property involved
 - B. If you observe a criminal act or whenever you observe a suspicious person on campus, immediately notify Campus Police and report the incident.

- C. Assist the officers when they arrive by supplying them with all additional information and asking others to cooperate.
- (2) Should gunfire or explosives be discharged on campus, you should take cover immediately using all available concealment. Barricade classroom doors and do not exit the area until told to do so by Campus Officials. After the disturbance, seek emergency first aid if necessary and notify Campus Police.
- (3) WHAT TO DO IF TAKEN HOSTAGE:
 - A. Remain calm, be polite, and cooperate with your captors.
 - B. DO NOT attempt escape unless there is an extremely good chance of survival. It is safer to be submissive and obey your captors.
 - C. Speak normally. DO NOT complain, avoid being belligerent, and comply with all orders and instructions.
 - D. DO NOT draw attention to yourself with sudden body movements, statements, comments, or hostile looks.
 - E. Observe the captors and try to memorize their physical traits, voice patterns, clothing, or other details that can help provide a description later.
 - F. Avoid getting into political or ideological discussions with your captors.
 - G. Try to establish a relationship with your captors and get to know them. Captors are less likely to harm you if they respect you.
 - H. If forced to present terrorist demands to authorities, either in writing or on tape, state clearly that the demands are from your captors. Avoid making a plea on your own behalf.
 - I. Try to stay low to the ground or behind cover from windows or doors, if possible.

P. Violent, Disruptive Demonstrations

In the event that a violent demonstration in which injury to persons or property occurs or appears imminent, the College President or their designee and the Chief of Campus Police will be notified.

- (1) During Business Hours:
 - A. The Campus Police Department will coordinate with local law enforcement.
 - B. The Campus Police Department will take photographs of the demonstrators.
- (2) After Business Hours:

- A. The Campus Police Department should be immediately notified of the disturbance.
- B. The Campus Police Department will investigate the disruption and report and notify the Chief of Campus Police.
- C. The Chief of Campus Police or designee will report the circumstances to the College President.
- D. The Chief of Campus Police or designee will notify key administrators and if appropriate, the administrator responsible for the building area.
- E. If necessary, the Chief of Campus Police or designee will call for local law enforcement assistance.

**DIRECTIVE TO IMMEDIATELY TERMINATE DEMONSTRATION
(SAMPLE LANGUAGE)**

“This assembly and the conduct of each participant are disrupting the operations of Vol State and are in violation of the rules and regulations of Vol State. You have previously been called upon to disperse and terminate this demonstration.”

“You have been given the opportunity to discuss your grievances in the manner appropriate to Vol State personnel. In no event will the Administration accede to demands backed by force.”

“Accordingly, you are directed to terminate this demonstration. If you have not done so within 15 minutes, I will take whatever measures are necessary to restore order. Any individual who continues to participate in this demonstration may be subject to possible arrest for criminal violations.”

**DIRECTIVE TO IMMEDIATELY TERMINATE DEMONSTRATION
WITH THE ASSISTANCE OF POLICE
(SAMPLE LANGUAGE)**

“You have previously been directed to terminate this demonstration and you have been put on notice as to the consequences of your failure to do so. Since you have chosen to remain in violation of the rules and regulations of Vol State, each of you is hereby placed on interim suspension.”

“Local Law Enforcement will now be called to assist Vol State by dispersing this assembly. Those who fail to leave immediately will be subject to arrest, (for such things as Criminal Trespass, Destruction of Property, Breach of Peace, etc.)”

IV. Crisis Recovery Plan

IV. Crisis Recovery Plan

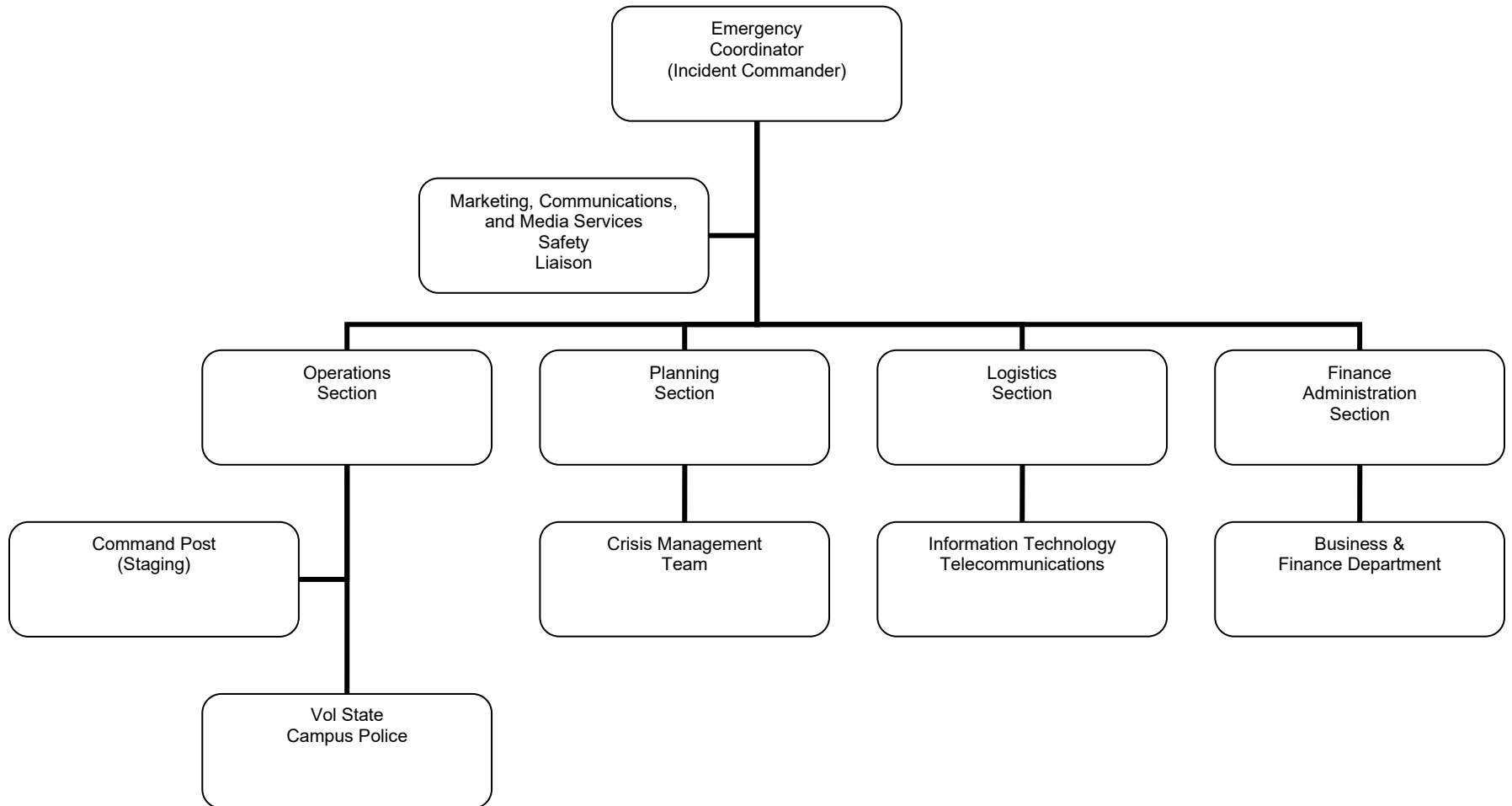
Preplan: The Office of Students Services, Division of the Advising will be notified of the incident and will determine if a recovery plan should be implemented.

The Director of the Advising Center (or designee) is responsible for the following:

- (1) Activates the plan.
- (2) Assemble a Recovery Team that includes all the advisors/counselors and community resources as needed.
- (3) Establishes interventions for the event.
- (4) Communicate the schedule of recovery activities.
- (5) Delivers interventions to immediate and secondary victims.
- (6) Schedules follow-up for high-risk individuals.
- (7) Periodically evaluate the plan.
- (8) Debriefs the recovery team by EAP.
- (9) Evaluate the implementation of the plan.

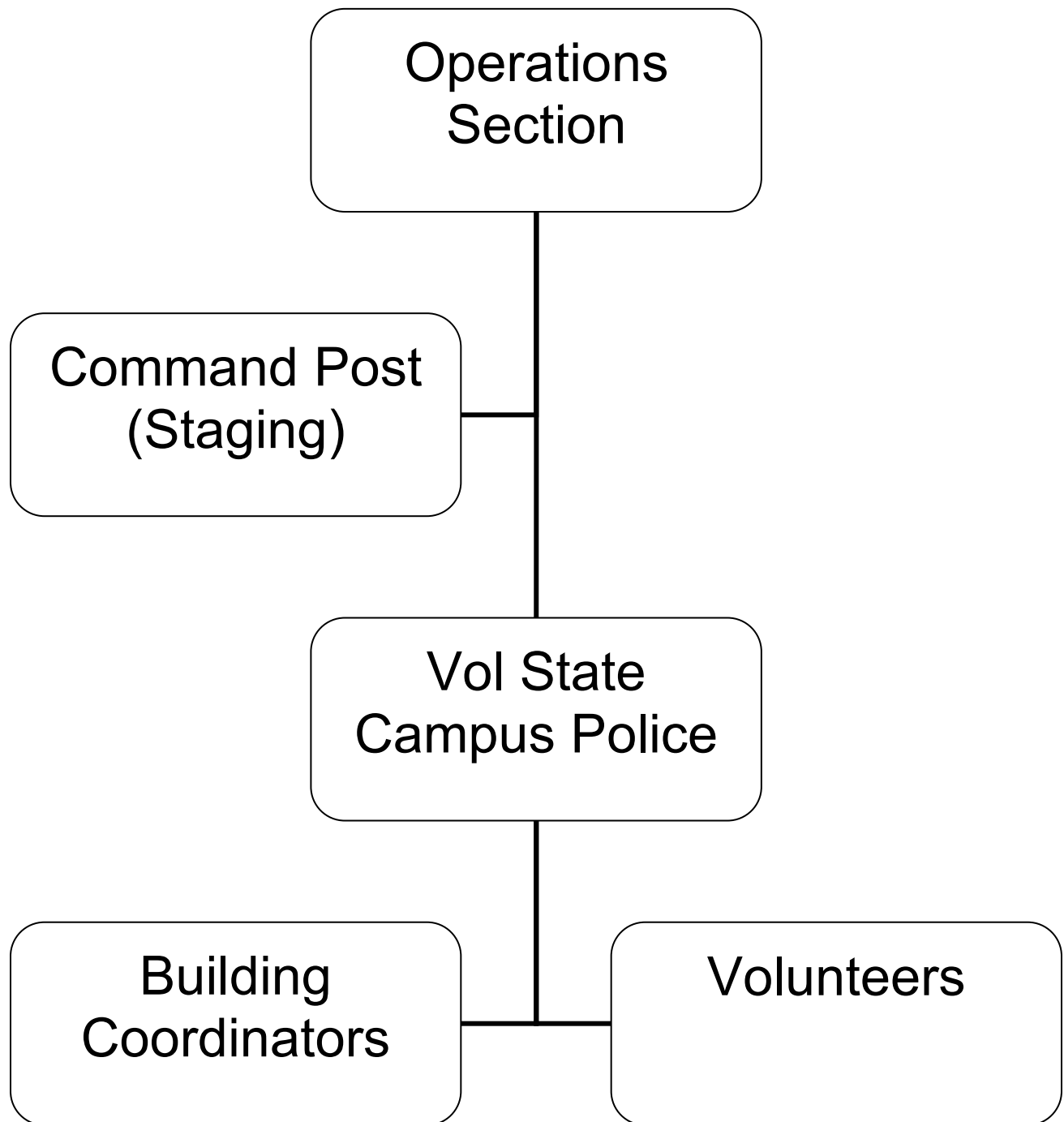
Appendix A
Emergency Management Organizational Chart

EMERGENCY MANAGEMENT ORGANIZATIONAL CHART



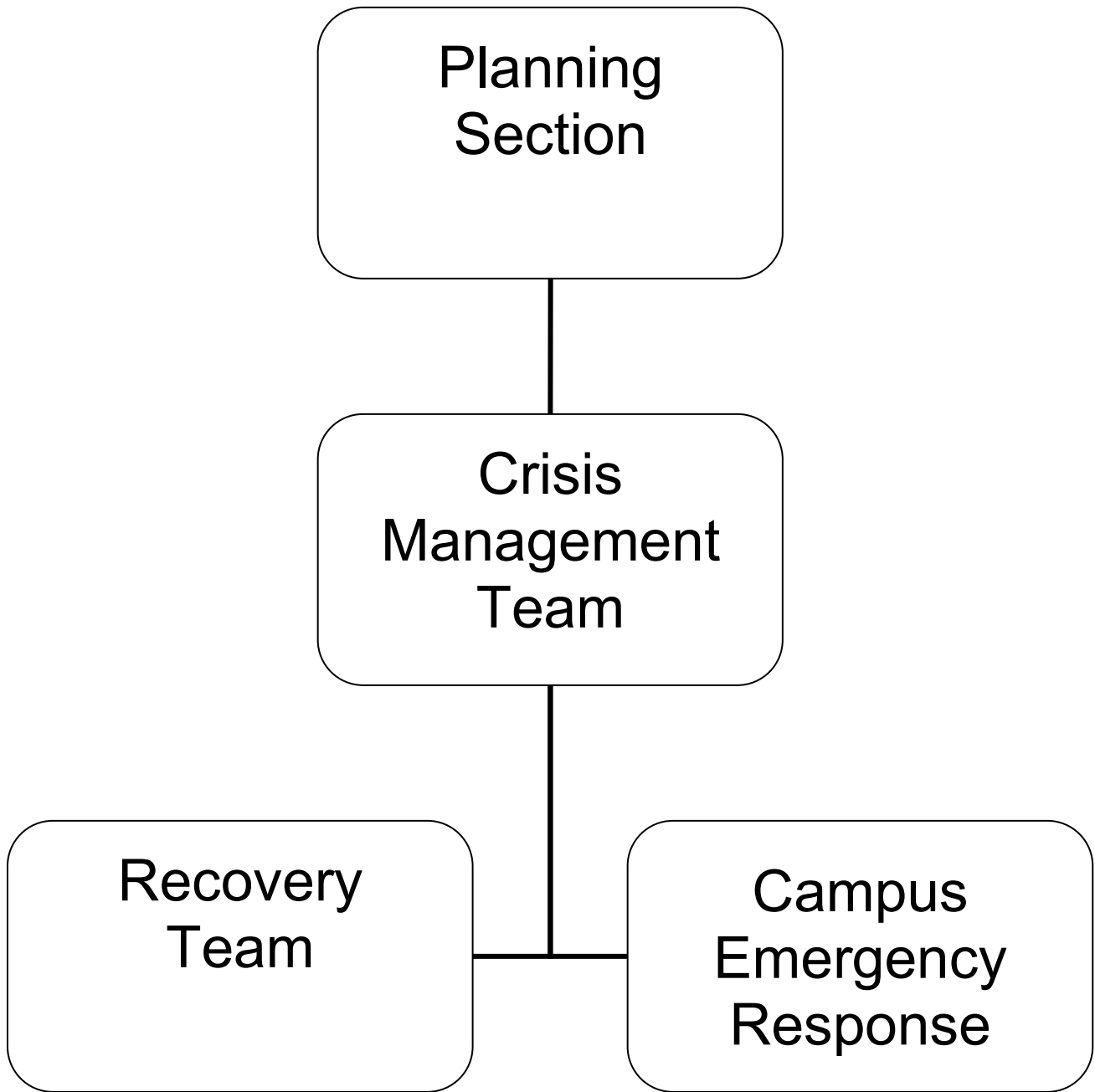
EMERGENCY MANAGEMENT ORGANIZATIONAL CHART

Operations Section



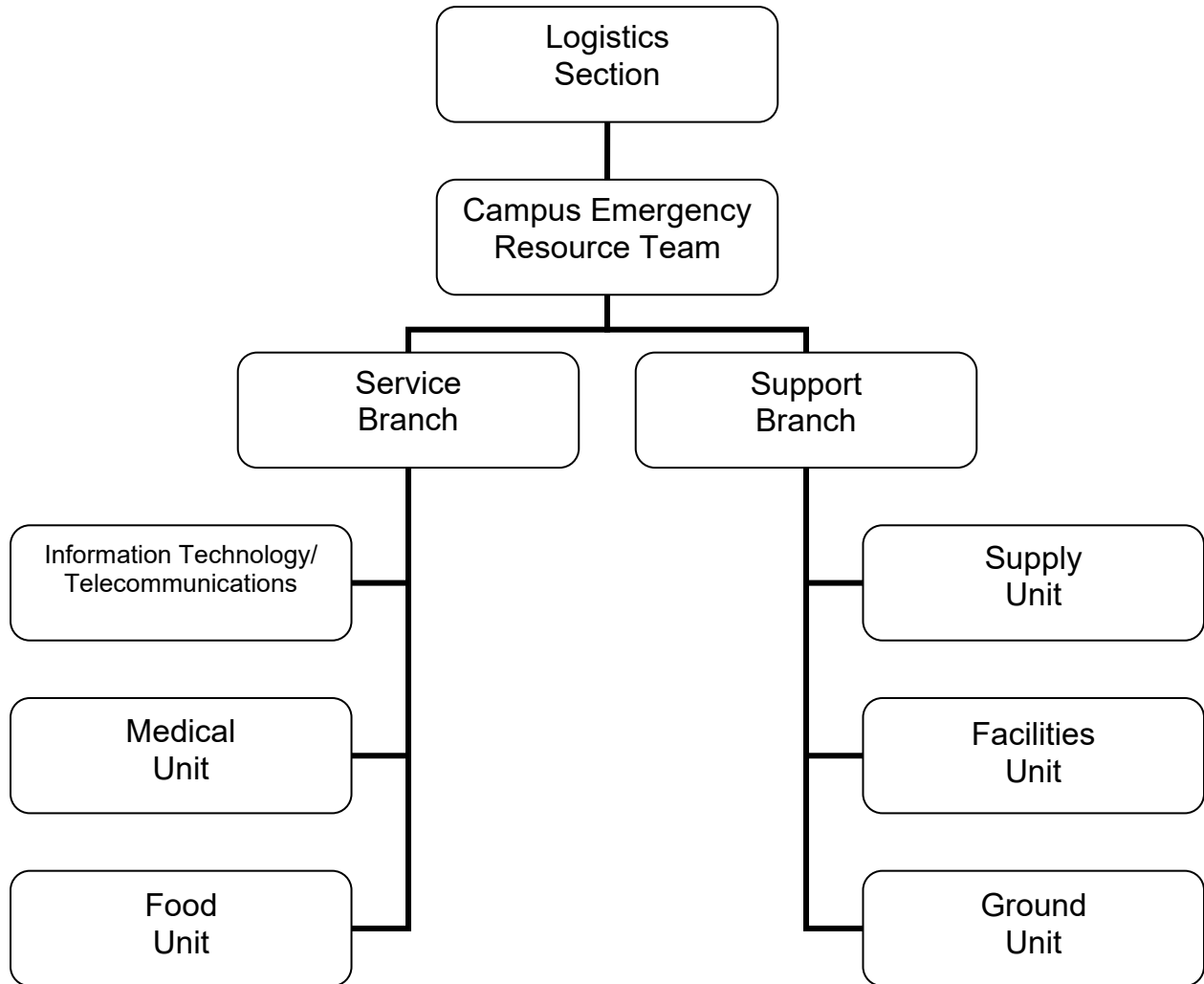
EMERGENCY MANAGEMENT ORGANIZATIONAL CHART

Planning Section



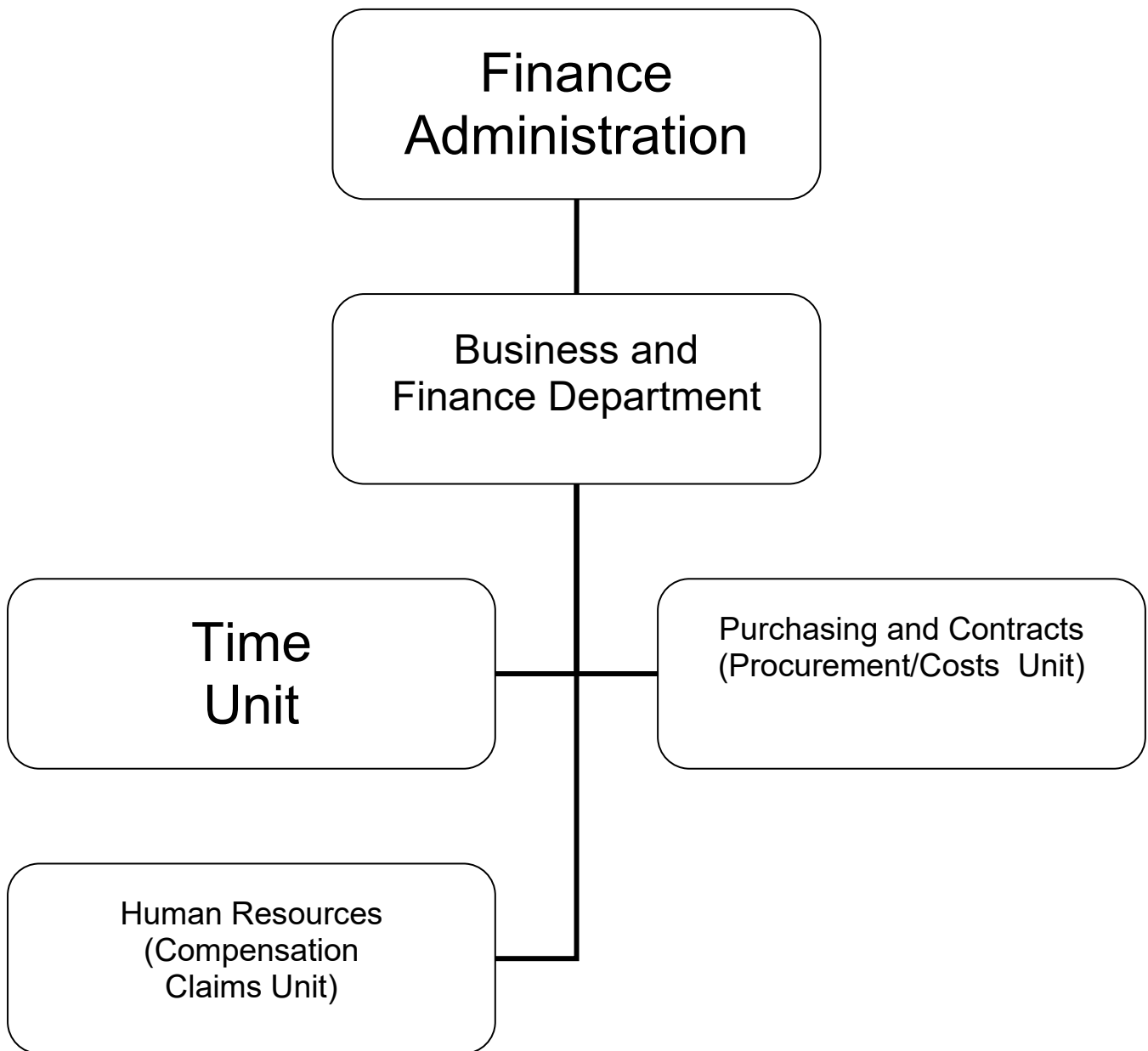
EMERGENCY MANAGEMENT ORGANIZATIONAL CHART

Logistics Section



EMERGENCY MANAGEMENT ORGANIZATIONAL CHART

Finance Administration Section



Appendix B
Command Post Items

COMMAND POST ITEMS

Depending upon the severity of the crisis, it may be important to designate a specific location on the College Campus, or in the area that can be used as a Crisis Command Center. If an emergency is declared, the Emergency Director will determine a location for the Crisis Command Center. The primary emergency command post will be the Campus Police Department. A secondary command post may be established in an alternate location.

The Crisis Command Post should include the following:

- (1) Communications Capabilities (telecommunication and/or radio, public address system, etc.)
- (2) Barricades/barrier tape for the scene
- (3) First Aid Kits
- (4) Crisis I.D. Jackets/Vests
- (5) A district map
- (6) A campus map
- (7) An aerial photograph of the campus
- (8) Background information (enrollment, number of employees, etc.)
- (9) Background information on the College President and administrators of the College
- (10) An updated list of media contacts, including phone and fax numbers
- (11) College Mission Statement
- (12) Photographs of pertinent individuals and places, such as the College President and campus buildings
- (13) Diagrams of all College buildings and wiring systems, telephone, and radio communications equipment
- (14) Listings of auxiliary personnel to assist in the crisis and their phone numbers
- (15) Organizational Chart
- (16) Hospital information
- (17) Other emergency telephone numbers
- (18) Any additional information deemed important and necessary
- (19) Crisis recovery network roster
- (20) Crisis Management Plan copy
- (21) Keys

It is the responsibility of Campus Police to maintain these items in anticipation of a potential crisis or emergency.

Appendix C
Emergency Telephone Numbers

Emergency Telephone Numbers

CAMPUS POLICE DIRECT LINES

Gallatin Campus Police.....	615-230-3595
Cookeville Campus Police.....	931-520-4616
Livingston Campus Police.....	931-462-5216
Springfield Campus Police.....	615-433-7041

GALLATIN RESOURCES IN AN EMERGENCY

(When calling an off-campus number from on campus you must first dial 9)

EMERGENCY:

Local Law Enforcement, Fire Dept, and Ambulance 911

LAW ENFORCEMENT AGENCIES, FIRE DEPARTMENTS & AMBULANCE:

Sumner County Emergency Communications Center..... 615-451-3838

The SCECC dispatches for all emergency services within Sumner County. This includes Gallatin Police & Fire, Hendersonville Police & Fire, Millersville Police & Fire, Portland Police & Fire, Sumner County Sheriff's Office, Sumner County EMS, Westmoreland Police & Fire, and all Volunteer Fire Departments.

HOSPITAL

Hendersonville Medical Center..... 615-388-1000
Sumner Regional Medical Center..... 615-452-4210

UTILITIES:

Cumberland Electric..... 888-757-6500
Gallatin Electric Department..... 615-452-5152
Gallatin Public Utilities..... 615-451-5922

UPPER CUMBERLAND RESOURCES IN AN EMERGENCY

EMERGENCY:

Local Law Enforcement, Fire Dept, and Ambulance 911

LAW ENFORCEMENT AGENCIES:

Cookeville Police Department..... 931-526-2125
Putnam County Sheriff Department..... 931-528-8484
Livingston Police Department..... 931-823-6496
Overton County Sheriff Department..... 931-823-5635

FIRE DEPARTMENTS:

Cookeville Fire Department..... 931-526-2121
Livingston Fire Department..... 931-823-2853

HOSPITAL & AMBULANCE

Cookeville Regional Medical Center..... 931-528-2541
Putnam County Ambulance Service – non-emergency..... 931-528-1555
Livingston Regional Hospital..... 931-823-5611
Overton County Ambulance Service – non-emergency..... 931-823-6401

UTILITIES:

Twin Lakes Telephone Cooperative..... 931-476-2151
Cookeville City Utilities 931-520-5219
Cookeville City Electric Department..... 931-526-7411
**Twin Lakes Telephone Cooperative (Livingston)..... 931-823-5511
Upper Cumberland Electric..... 931-528-5449
East Tennessee Natural Gas..... 931-839-2268
Chanute Pall Mall Utility..... 931-879-4860

SPRINGFIELD RESOURCES IN AN EMERGENCY

EMERGENCY:

Local Law Enforcement, Fire Dept, and Ambulance 911

LAW ENFORCEMENT AGENCIES, FIRE DEPARTMENTS & AMBULANCE:

Robertson County Central Dispatch 615-384-4911

The RCCD dispatches for all emergency services within Robertson County. This includes Coopertown Police, Cross Plains Police, Greenbrier Police, Robertson County EMS, Robertson County Sherriff’s Office, Springfield Police, White House, and all local fire departments.

HOSPITAL

NorthCrest Medical Center..... 615-384-2411

UTILITIES:

Springfield Electric..... 615-384-6770
Springfield Gas..... 615-382-1621
Springfield Public Works..... 615-382-2200
Springfield Wastewater Department 615-382-1600

TROUSDALE COUNTY RESOURCES IN AN EMERGENCY

EMERGENCY:

Local Law Enforcement, Fire Dept, and Ambulance 911

LAW ENFORCEMENT AGENCIES, FIRE DEPARTMENTS & AMBULANCE:

Trousdale County Dispatch..... 615-374-3994

HOSPITAL

Highpoint Health at Trousdale..... 615-374-2221

WILSON COUNTY RESOURCES IN AN EMERGENCY

EMERGENCY:

Local Law Enforcement, Fire Dept, and Ambulance 911

LAW ENFORCEMENT AGENCIES, FIRE DEPARTMENTS & AMBULANCE:

Lebanon Police Department..... 615-444-2323

Wilson County Emergency Services..... 615-444-8799

Wilson County Sheriff's Office..... 615-444-1412

HOSPITAL

Vanderbilt Wilson County Hospital..... 615-444-8262

MISCELLANEOUS ASSISTANCE AND RESOURCES IN AN EMERGENCY:

American Red Cross..... 1-800-733-2767

Metro Nashville Bomb Squad..... 615-862-7740

National Weather Service..... 615-754-4633

State Governors Office..... 615-741-2001

Sumner County Emergency Management Agency..... 615-452-7584

Sumner County Health Department 615-206-1100

Tennessee Bureau of Investigation Middle Tennessee Region..... 615-744-4000

Tennessee Bureau of Investigation Upper Cumberland Region..... 931-526-5041

Tennessee Department of Transportation – Sumner County..... 615-451-5822

Tennessee Emergency Management Agency..... 615-741-7342

Tennessee Highway Patrol 615-741-2060

Tennessee Highway Patrol Bomb Squad..... 615-741-5660

Tennessee Highway Patrol (Cookeville Office) 931-526-6143

Tennessee Poison Control..... 800-222-1222

Toxic Chemical/Spills (TEMA)..... 1-800-262-3300

United States Marshall..... 615-736-5417

United States Secret Service..... 615-736-5841

Appendix D
Designated Area Assembly Points

Designated assembly points, located at least 500 feet from evacuation zones, have been identified and marked in parking lots across all campus sites. It is essential to keep streets, fire lanes, hydrant areas, and walkways clear to allow access for emergency vehicles and personnel.

Appendix E
Crisis Management Team
Campus Emergency Resource Team

Crisis Management Team

College President
All Vice Presidents
Chief of Campus Police

Campus Emergency Resource Team

President
Vice President of Business & Finance or Designee
 Chief Information Officer
 Chief of Campus Police (Emergency Director)
 Senior Director of Plant Operations (Damage Control)
Vice President of Student Services
 Director of Advising
 Manager of Access Center
 Director of Marketing, Communications, and Media Services
 (Media/Public Information)

Appendix F
Schedule of Events

Semester Drills

In order to test the effectiveness of the Emergency Management Plan as well as to prepare building coordinators, the Crisis Management Team and Crisis Resource Team, drills will be conducted during the Spring and Fall semesters. The schedule for these drills will be as follows:

Building Coordinator Review Workshop – 4th week of semester

Evacuation Drill (Fire, Hazardous Material, Bomb Threat) – 5th week of semester

Tornado Drill – 6th week of semester, different day from Evacuation Drill

Building Coordinator Drill Evaluation – 7th week of semester

Annual Workshops

In order to prepare all parties involved in the procedures outlined in the plan, an annual workshop will be conducted to review the plan. This workshop will be targeted to members of the Crisis Management Team, the Crisis Resource Team, and all Building Coordinators.

In addition, an annual workshop will be conducted for faculty and staff to review Disruptive Behavior/Hostage Situations/Active Assailant. This workshop will be conducted in the early Fall Semester.