



Emergency Management Plan

Prepared by the Campus Police Department
Volunteer State Community College
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EMERGENCY MANAGEMENT GUIDELINES

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EMERGENCY MANAGEMENT PLAN OVERVIEW

This document, the Volunteer State Community College (hereinafter "VSCC") Emergency Management Plan, is designed to deal with real or potential emergency or crisis situations on the campus.

The purpose of this plan is to provide a well understood mechanism that will allow College employees to work together as a team to address a crisis situation. This plan will insure that there is maximum safety, minimal property loss, and will assist in the recovery from critical incidences. The plan is also designed to allow the College to communicate effectively, internally and externally, while preserving the integrity of the institution. It will provide protocols for meeting the challenge of a crisis situation. The plan will identify roles for campus personnel in response to situations.

A crisis or potential crisis situation may arise on any day and at any hour. When a crisis does occur, it is too late to develop a logical, well-conceived emergency management plan and to identify the key campus personnel needed to minimize potential problems. Whatever the situation, the way in which the College handles the occurrence can affect individuals and property and can determine how the public and media perceive VSCC.

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
- Director of Public Relations

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 of the Crisis Management Team, as it is deemed necessary.

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

DEFINITIONS OF CRISIS MANAGEMENT, EMERGENCY AND CRISIS SITUATIONS

Crisis Management: The swift and effective handling of emergency or potential emergency situations to minimize injury to people; to 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.

Emergency: The Chief of Campus Police or designee serves as the overall Emergency Director during any emergency or disaster that may occur on campus. The following definitions of an emergency are provided as guidelines to assist Building Coordinators [See Appendix C] in determining the appropriate response:

EMERGENCY: Any accident, potential or actual, which affects a person or persons, building or buildings, or which will disrupt the overall operation of VSCC and demand immediate attention. Outside emergency services could be required, as well as major efforts from campus support services. Major policy considerations and decisions will usually be required from the campus administration during times of crisis. Report emergencies to the Campus Police Department at extension: 3911 or 3595.

DISASTER: Any event or occurrence which has taken place and has seriously impaired or halted the operations of VSCC. In some cases, casualties and severe property damage may be sustained. A coordinated effort of all campus resources is required to effectively control the situation. Outside emergency services will be essential. In all cases of disaster, an Emergency Command Post will be activated, and the appropriate support and operational plans will be executed.

Crisis Situations: Crisis situations can be classified into three categories: man made, natural disasters, and psychological, as indicated below:

<i>Man-Made Disasters</i>	<i>Natural Disasters</i>	<i>Psychological</i>
Fire	Floods	Crime: murder, rape,
Explosions	Hurricanes, tornadoes,	kidnapping, assault,
Hazardous spills and environmental situations	winds	etc...
Utilities interruptions	Snow and winter freezes	Hostage situations
Computer disasters	Earthquakes	Sniper Situations
Civil violence and unrest	Lightning	Suicide
Water damage		Fraud, embezzlement,
Mechanical equipment failures		theft, financial irregularities
Bombing		Demonstrations,
Weapons of Mass Destruction		boycotts, sit-ins
		Strike/work stoppage
		Workplace violence

CONSTITUENCIES

During a crisis, a number of key constituencies must be considered in order 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 VSCC

General public and surrounding communities

Significant others of students, faculty and staff

Other organizations associated with VSCC (Foundation Board, Alumni Association, etc.)

Tennessee Board of Regents (TBR)

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 basic emergency procedures outlined in this guide are designed to enhance the protection of lives and property through the effective use of VSCC and community resources. Whenever an emergency affecting the campus reaches proportions that cannot be handled by routine measures, the Chief of Campus Police, in conjunction with the Crisis Management Team, may declare a state of emergency, and these contingency guidelines may be implemented. Since an emergency may be sudden and without warning, these procedures are designed to be flexible in order to accommodate contingencies of various magnitudes.

These procedures apply to all employees, students, and visitors as well as buildings and grounds operated by VSCC, including the Livingston Campus.

A. ASSUMPTIONS

The VSCC Emergency Management Plan is predicated on a realistic approach to the problems likely to be encountered on a 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 succession 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 in order to meet the requirements of any emergency.

Disasters may affect residents in the geographical location of VSCC 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, in conjunction with the Crisis Management Team as follows:

During the period of any campus emergency the Campus Police Department, as required, shall place into effect the appropriate procedures necessary in order to meet the emergency needs, safeguard persons and property, and maintain educational facilities. Campus Police shall immediately consult with the Crisis Management Team regarding the emergency and the possible need for a declaration of a Campus State of Emergency.

When this declaration is made only registered students, employees and affiliates (i.e., persons required by employment) are authorized to be present 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.

In the event of an emergency, the Chief of Campus Police or his/her designee will dispatch Campus Police Officers or other individuals, as needed, to determine the extent of any damage to VSCC property.

In the absence of the Crisis Management Team, the Chief of Campus Police shall assume operational control of the emergency. The following may be established:

- (1) **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.
- (2) **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 to the emergency as is reasonably possible. A command post will be established and staffed by at least one uniformed officer.
- (3) **GENERAL EMERGENCY COMMAND POST.** If the emergency involves a large part of the campus the command post is to be set up in the Campus Police Office. If this site is unavailable, the Emergency Coordinator (see Section C: Campus Emergency Resource Team) is to select an alternate location. At least one uniformed officer is to staff the Command Post at all times until the emergency situation has been resolved. A marshaling area for outside and local agency assistance shall be established by the Campus Police Office for operations. A conference room, with facilities which is 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. General responsibilities of the team members are listed below:

President

President of the College

Emergency Director

Chief of Campus Police or designee

- (1) The Emergency Director coordinates the activities of the Campus Emergency Resource Team.
- (2) Coordinates with others in assessing the emergency and preparing VSCC's specific response.
- (3) Officially declares and ends, when appropriate, the Campus State of Emergency as provided for in the introduction of this guide.
- (4) Notifies and conducts liaison activities with the Campus Emergency Resource Team, governmental agencies, and others as necessary.
- (5) Determines the type and magnitude of the emergency and establishes the appropriate emergency command post.
- (6) Initiates immediate contact with the College President and Crisis Management Team, begins assessment of the VSCC condition(s).
- (7) Prepares and submits an official report to the College President summarizing the final outcome of the emergency.

Emergency Coordinator

Asst. Chief of Campus Police or designee

- (1) The Coordinator is responsible for the overall implementation of VSCC's emergency response.
- (2) Notifies and utilizes local law enforcement, Campus Police and, if necessary, other individuals in order to maintain safety and order.
- (3) Notifies the members of the Campus Emergency Resource Team, advises them of the nature of the emergency, and coordinates responsibility.
- (4) Notifies and conducts liaison activities with appropriate outside organizations such as fire, police, Tennessee Emergency Management Agency, etc.
- (5) Insures that appropriate notification is made on campus when necessary.

- (6) Performs other related duties as may be directed by virtue of the campus emergency.

Public/Media Relations

Director of Public Relations or designee

- (1) In consultation with the College President and the Emergency Director, acts as designated spokesperson for the College.
- (2) With the College President and input from the Crisis Management Team, begins notification process for VSCC personnel and persons on campus, and notification to campus neighbors, if necessary.
- (3) With the College President and input from the Crisis Management Team, determines if and when the media should be contacted; prepares statement(s) to be released for public information about the situation.
- (4) Establishes contact with news media for dissemination of information as directed by the College President and the Crisis Management Team.
- (5) Establishes and maintains contact with local radio and TV stations for public announcements.
- (6) Arranges for photographic and audio-visual services as necessary.
- (7) Advises the College President and Crisis Management Team of all news concerning the extent of the disaster affecting the campus.

Damage Control

Director of Plant Operations

- (1) Provides equipment and personnel to perform shutdown procedures, hazardous area control, barricades, damage assessment, debris clearance, emergency repairs and/or equipment protection.
- (2) Provides vehicles, equipment and operators for movement of personnel and supplies. Assigns vehicles as required to the Emergency Resource Team for emergency use.
- (3) Obtains the assistance of utility companies as required for emergency operations.
- (4) Furnishes emergency power and lighting systems as required.
- (5) Surveys habitable space and relocates essential services and functions.
- (6) Provides facilities for emergency generator and fuel during actual emergency or disaster periods.

- (7) Provides for storage of vital records at an alternate site; coordinates with building and area coordinators for liaison and necessary support.

Counseling

Director of Counseling and Testing or designee

- (1) Assists with psychological strategies.
- (2) Monitors team leaders' performance for stress/anxiety levels.
- (3) Coordinates Crisis Management (debriefing, grief counseling and follow-up activities).

Telecommunications

Director of Telecommunications or designee

Coordinates telecommunication services.

Information Technology Services

Director of Information Technology Services or designee

Coordinates all computer services.

Food Services

Director of Food Services or designee

Coordinates all food and beverage services.

Responsibilities of Other VSCC Employees

Building/Facility Coordinators

The Emergency Coordinator, in consultation with the College President and Vice Presidents, will appoint a Building/Facility Coordinator for every Building/Facility (See Appendix C for Building/Facility Coordinators).

These appointed individuals are authorized to implement emergency procedures, including direction over all persons within their designated area. The Emergency Coordinator will train all Building/Facility Coordinators as to their specific responsibilities. These responsibilities include, but are not limited to:

Emergency Preparedness

- (1) Emergency Management Plan shall be distributed to all employees within their assigned area, with follow-up discussions, on-the-job training or explanation as required. Contact Campus Police for assistance.

- (2) Time shall be allowed for training employees in emergency techniques such as fire extinguisher usage, first aid, CPR/AED training, and building evacuation procedures. Contact Campus Police for assistance.
- (3) Each Building/Facility Coordinator will be provided appropriate attire and equipment.
- (4) Each Building/Facility Coordinator is encouraged to pass AED/CPR/First Aid, Fire Extinguisher and Building Evacuation training. Other training may also be required by the Emergency Coordinator.

Emergency Situations

- (1) Will take direction from the Emergency Coordinator.
- (2) Inform/Instruct all employees, under their direction, of the emergency condition.
- (3) Evaluate the impact the emergency has on their activity and take appropriate action. This may include ceasing operations and initiating building evacuation.
- (4) Maintain emergency communications with officials from their own area (or from an alternate site if necessary).
- (5) Has the authority to implement all emergency procedures for their assigned area.

Faculty, Administration, and Staff

Each member has the following responsibility:

- (1) Faculty will inform their students of an emergency and initiate emergency procedures as outlined in this document.
- (2) Departmental supervisors will inform their staff of an emergency and initiate emergency procedures as outlined in this document.
- (3) Report all safety hazards first to Campus Police.
- (4) All students and employees will adhere to building evacuation guidelines during any emergency and report to a designated campus assembly area outside the building and wait for direction from the building coordinator.
- (5) During an emergency, the use of campus phones must be restricted to emergency communication only. In the absence of phone services, the Campus Police Department may provide runners for emergency communication.

D. COLLEGE NOTIFICATION SYSTEM

The Emergency Notification System (ENS) located in designated areas, is the primary means for providing emergency information to the College. This system is intended for the immediate transmission of specific information regarding an emergency to all affected areas of the campus. See Crisis Communication Plan (Section II.B) of this handbook.

IMPORTANT REMINDER: Two-way radios, pagers, 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/Facility Coordinators, and other emergency officials.

In the interest of the VSCC 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 situation.

E. EVENING/NIGHT EMERGENCY PROCEDURES

CAMPUS POLICE OFFICER ON DUTY: The Campus Police Department is the focal point for two-way transmission of official emergency communications to the College. The Campus Police Officer on duty shall contact the Emergency Director or designee to determine if a state of emergency should be declared.

The 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 Officers are on duty 24 hours a day. Campus Police is to be notified of all situations. They will contact the appropriate agency.
- (2) Purchasing & Contracts Department. 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/facility coordinators.
- (2) All persons are to immediately evacuate the site 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 located in Appendix E.

H. EMERGENCY EVACUATION PLAN FOR INDIVIDUALS WITH DISABILITIES

The Office of Disability Services (ODS) will maintain a Safety Evacuation Locator List. This list will be updated each semester with the names of individuals registered with ODS who are unable to independently evacuate a building in case of fire, tornadoes, or other disaster. ODS will provide the list to VSCC Campus Police.

The Safety Evacuation Locator List information will come from documentation on file with the Office of Disability Services. It will provide building name, room number, day of week, and time of class. It will include the names of students and their respective faculty member, as well as any documented employees and their official station. This list will provide a quick reference to begin rescue efforts. VSCC Campus Police Officers will check the Locator List to establish, confirm, and evacuate the disabled involved in the emergency.

PROCEDURES

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 - If the visual warning devices are not available, the hearing impaired person may not be aware an emergency exists. If the person is using a sign language interpreter and the interpreter is present, explain through the interpreter what is happening and give instructions to the nearest emergency exit. When the hearing impaired person cannot lip read, write a note to exit the building.

Mobility Impaired – Every effort should be made to assist the non-ambulatory individual in existing 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. In case of a false alarm, or isolated fire, it may not be necessary to risk a complicated evacuation where several apparatuses (catheters, respirators, quadriplegia neck braces) are involved. 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

Campus Police is located in the Campus Center Building – Room 105 and can be reached at Ext. 3595.

On-The-Job Injury/Illness

Filing Requirements

Any person who suffers an injury or illness as a direct result of a pre-existing condition on campus should file a report of injury/accident/illness. The incident should be documented even if the injury or illness seems insignificant and does not initially require first aid or medical attention.

Students who suffer an injury or illness as a result of a pre-existing condition on campus should immediately report the injury or illness to the department head responsible for the area where the condition is located. Students may also contact Campus Police for assistance.

Guests who suffer an injury or illness as a result of a pre-existing condition on campus should immediately report the injury or illness to Campus Police.

Employee Filing Requirements - On-the-Job Injuries

- A. If an employee has an on-the-job accident, the employee should **immediately** notify his/her supervisor. If an employee is a witness to a work-related accident where a fellow-employee is severely injured, that employee should notify the supervisor for the injured employee. The employee should inform the supervisor exactly what happened, how it happened, and who saw what happened

- B. Chronic – On-the-job Injury, or chronic pain related to work duties, such as carpal tunnel syndrome, back/neck pain, etc., should be reported to the Health & Safety Coordinator when the symptoms become apparent to the employee. All off campus sites should communicate with the Health & Safety Coordinator at VSCC and follow the same procedure.
- C. Initial evaluation of the injury should be made by-Campus Police. The Health & Safety Coordinator may initiate medical attention via panel physicians. Minor first aid incidents do not have to be initially reported to Sedgwick CMS State Claims Department, but should be documented by the persons rendering first aid and copied to the Health & Safety Coordinator and Campus Police.
- D. Any incident that requires medical attention above and beyond first aid, or after first aid does not improve, will be reported by the Health & Safety Coordinator to Sedgwick as the employer's first report of work injury or illness. Any injury information will be obtained by the Health & Safety Coordinator from the employee or Campus Police. At this time, the employee may select a panel physician for further care. The initial appointment will be made by the Health & Safety Coordinator. The Health & Safety Coordinator will initiate any notification and after care of injury to Sedgwick. First Report of Injury to Sedgwick should occur within 48 hours of employee notification.
- E. **Employees may not seek medical attention from their primary care physician for a work-related injury/illness/accident. Care must be rendered by an approved panel physician to receive Worker's Compensation benefits.**
- F. Employee has a time limit of one year to receive initial medical care for a work-related injury, but that injury has to be reported with-in 24 hours of the injury to the supervisor.
- G. OSHA Work-Related Injury and Illness Log completed and maintained by the Health & Safety Coordinator. Summary of Work-Related Illness and Injuries will be posted by the Health & Safety Coordinator each year in compliance with OSHA standards.

Serious Injury/Illness – Life Threatening Injury

- A. Initial response by Campus Police
- B. Activate Community Emergency Medical Service and transport by ambulance.
- C. Initial evaluation of injury and documentation by Campus Police.
- D. First Report of Injury initiated by the Health & Safety Coordinator to Sedgwick. Campus Police will send injury-related information to the Health & Safety Coordinator for reporting purposes and review.
- E. OSHA Work-Related Injury and Illness Log completed and maintained by the Health & Safety Coordinator. Summary of Work-Related Illness and Injuries will be posted by the Health & Safety Coordinator each year in compliance with OSHA standards.

Injury/Illness at an Off-Site Campus

- A. If the injury/illness occurs during normal working hours, notify Campus Police or the Health & Safety Coordinator. At the Livingston campus, Campus Police or Site Director will evaluate the injury and complete an incident report, which will be forwarded to the Health & Safety Coordinator.
- B. First Report of Injury will be initiated by the Health & Safety Coordinator to Sedgwick.
- C. Employee will select a panel physician, clinic, or emergency room for initial medical evaluation. **Employees may not seek medical attention from their primary care physician for a work-related injury/illness/accident. Care must be rendered by an approved panel physician to receive Worker's Compensation benefits.**
- D. OSHA Work-Related Injury and Illness Log completed and maintained by the Health & Safety Coordinator. Summary of Work-Related Illness and Injuries will be posted by the Health & Safety Coordinator each year in compliance with OSHA standards.
- E. In the event of a medical emergency, activate the Community Emergency Medical Services and transport the employee to the nearest emergency facility by ambulance.
- F. Notify the Health & Safety Coordinator of the medical emergency by Site Director. Incident should be documented by Campus Police or Site Director and forwarded to the Health & Safety Coordinator for the First Report of Work Injury or Illness.

Non-Life Threatening Injuries/Illnesses are reported to the Health & Safety Coordinator immediately, if occurring on the main campus during normal business hours, or within twenty-four (24) hours following the accident. After normal business hours, it should be reported to Campus Police.

In case of minor injury/illness at one of the VSCC off campus sites, the instructor will be the designated person to notify parent, spouse, or allow a friend to drive the individual home, to medical facility, or private physician. The individual will complete an accident report and return it to the Health & Safety Coordinator.

II. Crisis Communication Plan

II. CRISIS COMMUNICATION PLAN

The Crisis Communication Plan is a component of the Volunteer State Community College Emergency Management Plan that deals specifically with the duties and responsibilities of the Public Relations Department and its staff in the event of an emergency.

Volunteer State Community College believes that open and honest communication is the cornerstone of good crisis management. The institution strives to maintain confidence and trust by providing as full of a disclosure as possible, and communicating pertinent information quickly to key audiences. The Public Relations Department will maintain clear concise communications to 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 situation exists, the Director of Public Relations, or designee, should:

- (1) Collect all pertinent facts.
- (2) Create a "Fact Sheet" that gives pertinent information about the situation.
- (3) Prepare a written statement to be used for all inquires. Update as often as the situation changes.
- (4) The Director of Public Relations shall serve as the official spokesperson in a crisis situation. In the event of a campus crisis situation, all inquiries should be directed to the Public Relations Department. The Director may designate other staff members or other College staff to handle specific responsibilities in the endeavor.
- (5) It is of utmost importance that Public Relations keep College employees, students, and the media informed as the situation develops and/or changes.
- (6) The Public Relations Department 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.
- (5) 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.
- (6) 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.
- (7) 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. Usually there is something that can be said, although there will be situations and facts that cannot be discussed at certain times (negotiations, litigation). In those instances use phrases such as "I don't have that information available" or "That information can't be released at this time". Know what information can be released and what information can not be released, especially if it is part of a pending Police investigation. Only the Public Relations Department should release official College statements.
- (8) Make sure that the College responds to the media and meets their deadlines.
- (9) Generally, television crews, reporters, and/or photographers should be permitted on the scene if it is safe and if they are escorted by a Public Relations Representative.
- (10) Determine the need to assign photographers/videographers to take photographs or video footage of the scene. This could prove helpful in responding to media inquires, possible later litigation, as well as documenting the events.
- (11) 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)

Emergency Notification System (ENS)

In the interest of the VSCC Campus Police Department, a text-message alert notification system will be used to alert the campus community of a crisis or emergency situation. Also, an emergency notification speaker (ENS) system has been placed in each building on main campus to assist

the Campus Police Department in 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 by utilizing the telephone located in the Campus Police Office.
- (2) Once the Chief of Campus Police or his designee in coordination with the President and the Crisis Management Team has declared the campus in a state of emergency, the Public Relations 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, can access the system for emergency purposes.

IV. Crisis Response Plan

III. CRISIS RESPONSE PLAN

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

A. Earthquake

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

- (1) IF INDOORS, seek refuge in a doorway or under a desk or table. Stay away from glass windows, shelves, and heavy equipment.
- (2) IF OUTDOORS, move quickly away from buildings, utility poles, and other structures. Caution: Always avoid power or utility lines.
- (3) IF IN AN AUTOMOBILE, stop in the safest place available, preferably away from power lines and trees. Stop as quickly as safety permits, but stay in the vehicle for the shelter it offers.
- (4) After the initial shock, evaluate the situation and if emergency help is necessary, call the Campus Police Department. Protect yourself at all times and be prepared for after-shocks.
- (5) 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.
- (6) 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)
- (7) DO NOT RETURN TO AN EVACUATED BUILDING, unless told to do so by Emergency Personnel.

B. Fire

IN ALL CASES OF FIRE, THE CAMPUS POLICE DEPARTMENT MUST BE NOTIFIED IMMEDIATELY (Extension 3595 or 3911) or the local emergency services at 911 for off campus sites

- (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 at ext. 3911 or the local emergency services at 911 for off campus sites.
- (3) **Confine** – close all doors, clear all exit routes, extinguish, if you can do so safely, follow fire extinguisher procedures (PASS).
- (4) **Evacuate** – everyone will 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 point, a minimum of 500 feet away.
- (6) **Do Not Re-enter** the 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 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.

C. 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: Issued to alert persons of the possibility of a tornado development in a specified area for a specific period of time. It is not necessary to interrupt the normal operations of the College during a tornado watch.
 2. Tornado Warning: Issued when a tornado has actually been sighted in the area or indicated by radar. Warnings will indicate the location of the tornado, the time of detection, the area through which it is expected to move, and the time period during which the tornado will move through the affected area. 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:
 1. **TIME OF DAY**: a tornado is most likely to occur in mid-afternoon, generally between 3 p.m. and 7 p.m., but they have occurred at all times of the day.
 2. **DIRECTION OF THE PATH**: a tornado's direction of travel is usually from the southwest to the northeast.

3. LENGTH OF THE PATH: the length of the path of a tornado averages four (4) miles, but has reached as much as 300 miles.
4. WIDTH OF THE PATH: the average width of the path of a tornado is 300 to 400 yards, but tornados have cut paths of a mile or more in width.
5. SPEED OF TRAVEL: the average speed of a tornado ranges from 25 to 40 miles an hour. Speeds ranging from stationary to 68 miles an hour have been reported.
6. APPEARANCE: the cloud directly associated with a tornado is a dark heavy cloud from which a whirling funnel shaped pendant extends to the ground.
7. PRECIPITATION: precipitation associated with a tornado usually occurs first as rain, just preceding the storm, frequently with hail, and as heavy downpour immediately to the left of the path of the tornado.
8. SOUND: sounds occurring during a tornado have been described as a roaring, rushing noise, closely resembling the sound of a train.

c. Monitoring

The Campus Police Department monitors the National Weather Service and officers are on alert for any tornado developments or sightings.

d. Emergency Tornado Procedures

1. Tornado Watch Procedures:

Campus Police Personnel – Whenever Campus Police Personnel are alerted to a Tornado Watch situation by the U.S. Weather Service, they will notify the campus when the situation exists by email.

Tornado Warning Procedures:

Campus Police Personnel – Whenever Campus Police Personnel are alerted to a Tornado Warning situation by the U.S. Weather Service, they will notify the campus when the situation exists by the Campus Public Address System and provide direction.

(2) Procedures for Seeking Shelter in each Building

If sufficient time is available to evacuate persons to a safe area prior to a tornado, persons should seek shelter in the basement of the building or on the first floor along an interior wall, to avoid window and sky lights. Leaving one building to seek shelter in another is not advised.

If there is no time to evacuate, persons should seek shelter under heavy furniture, desks, or in a closet to avoid injury from debris (look around your area and select your shelter area after reading this policy).

Gibson Hall, and Buildings 100-400	Utilize restrooms, interior hallways, small offices and stay away from windows.
Wood Campus Center	Seek shelter in basement area. 2nd floor – wheelchair persons will be taken to a stairwell landing to be assisted by volunteers or Campus Police personnel. DO NOT use elevators! Crouch in lower area along walls. Shelter may also be sought in the vaults.
Fox Maintenance Building	Utilize restrooms. Stay away from windows!
Fine Arts Building	Utilize restrooms, interior hallways, small office complexes and stay away from windows!
Warf Building	Crouch in interior hallway areas. All gas lines, etc., are to be shut off by Campus Police, Plant Operations or designated personnel.
Mattox Business Building	Utilize restrooms, interior hallways, small office complexes and stay away from windows!
Noble Caudill Hall	DO NOT USE ELEVATORS! Crouch down along hallway in 1st floor areas or bathrooms. Stay away from skylight lobby area! Avoid the auditorium!

Ramer Administration Building	Seek shelter in the vaults located in the Business and Finance and Records Office, or use any inside corridors, bathrooms, or basement. Stay away from skylight lobby area.
Watlington Science Field Station	Seek shelter in restrooms or side rooms.
Pickel Field House	DO NOT USE GYM! Seek shelter in restrooms, locker rooms, hallways of Athletics, Music Department, or Health and P.E. area.
Thigpen Library	DO NOT USE ELEVATORS! Report to 1st floor, crouch down away from windows in restrooms or interior hallways and offices.
Wallace Building	Crouch in interior hallway areas. Utilize restrooms, hallways, and stay away from windows!
Livingston & Other off Campus Sites	Seek shelter in restrooms and interior hallways, and stay away from windows.

(3) Execution of Instructions

The Chief of Campus Police or his designee shall determine when to initiate emergency tornado procedures. Designees include:

- Assistant Chief of Campus Police
- Senior Campus Police Officer on duty

(4) Miscellaneous

The Campus Police Department emergency tornado procedures or plans are designed to be flexible as a response to the varying conditions of a tornado situation. Not all tornado situations will lead to a Tornado Warning. Thus, the initiating of tornado plans has a judgment factor, particularly in terms of the tornado situation encountered.

D. Explosions on campus

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 falling glass or debris.
- (2) After the effects of the explosion and/or fire have subsided, notify the Campus Police Department at extension 3595 or 3911. Give your name and describe the location and nature of the explosion(s).
- (3) When told to leave by College Officials, walk quickly to the nearest marked exit and ask others to do the same.
- (4) Assistants are designated to assist disabled individuals during an emergency. If an assistant is not available, OTHERS MUST ASSIST PERSONS WITH DISABILITIES IN EXITING THE BUILDING! DO NOT USE ELEVATORS IN CASE OF FIRE. DO NOT PANIC. USE STAIRWAYS.
- (5) Once outside, move to a clear area that is at least 500 feet away from the affected building. Keep streets and walkways clear for emergency vehicles and crews. Know the designated area assembly points.
- (6) If requested, assist emergency crews as necessary.
- (7) 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.

E. 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 at ext. 3595. The Campus Police Department will notify the Health & Safety Officer as required.
- (2) When reporting, be specific about the nature of the involved material and 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 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) Assistants are designated to assist disabled individuals during an emergency. If an assistant is not available, **OTHERS MUST ASSIST PERSONS WITH DISABILITIES IN EXITING THE BUILDING! DO NOT USE ELEVATORS IN CASE OF FIRE. DO NOT PANIC! USE STAIRWAYS.**
- (8) 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.
- (9) If requested, assist emergency crews as necessary.
- (10) A Campus Emergency Command Post may be set up near the emergency site. Keep clear of the Command Post unless you have official business.
- (11) **DO NOT RETURN TO AN EVACUATED BUILDING** unless told to do so by a Campus Emergency Resource Team Official.

F. Bomb Threat

(See following section for 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 at ext. 3595.
- (2) Any person receiving a phone call bomb threat should ask the caller:
 - a. When is the bomb going to explode?
 - b. Where is the bomb located?
 - c. What kind of bomb is it?
 - d. What does it look like?
 - e. Why did you place the bomb?
- (3) Keep talking to the caller as long as possible and record the following:
 - a. Time of call
 - b. Age and sex of caller
 - c. Speech pattern, accent, possible nationality
 - d. Emotional state of caller

e. Background noise

- (4) The Campus Police Department, in conjunction with others, will conduct a detailed bomb search. 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, cabinets, or turn lights on or off.
- (5) Upon notification, walk quickly to the nearest marked exit and alert others to do the same.
- (6) Assistants are designated to assist disabled individuals during an emergency. If an assistant is not available, OTHERS MUST ASSIST PERSONS WITH DISABILITIES IN EXITING THE BUILDING! DO NOT USE ELEVATORS IN CASE OF FIRE. DO NOT PANIC! USE STAIRWAYS.
- (7) 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.
- (8) If requested, assist emergency crews as necessary.

Bomb Threat Reporting Form

The information recorded below should be maintained and given to:

Tennessee Highway Patrol
Dispatcher 741-2060
Special Operations 741-5660
Metro Police Department Bomb Squad
862-7755 or 911

(when calling from on campus, dial 9 first)

QUESTIONS TO ASK PERSON CALLING WITH A BOMB THREAT:

1. When is the bomb going to explode? _____
2. Where is it right now? _____
3. What does it look like? _____
4. What kind of bomb is it? _____
5. What will cause it to explode? _____
6. Did you place the bomb? _____
7. Why? _____
8. What is your address? _____
9. What is your name? _____

Exact wording of threat: _____

Sex of caller: _____ Race: _____ Age: _____

Length of Call: _____ Time: _____ Date: _____

Number at which call was received: _____

Caller sounded:

_____ calm	_____ nasal	_____ laughter
_____ angry	_____ stutter	_____ crying
_____ excited	_____ lisp	_____ distinct
_____ slow	_____ deep	_____ slurred
_____ rapid	_____ ragged	_____ whispered
_____ soft	_____ clearing throat	_____ accent
_____ loud	_____ deep breathing	_____ disguised
_____ cracked voice	_____ normal	

If the voice is familiar, who did it sound like? _____

BACKGROUND SOUNDS:

_____ street noises	_____ factory machines
_____ crockery	_____ animal noises
_____ voices	_____ clear
_____ PA system	_____ static
_____ music	_____ local
_____ house noises	_____ long distance
_____ motor	_____ booth
_____ office machinery	_____ other

THREAT LANGUAGE:

_____ well spoken (educated)	_____ incoherent
_____ foul	_____ taped
_____ irrational	_____ message read by threat maker

REMARKS:

REPORTED CALL IMMEDIATELY TO: _____

Phone number: _____

Date: _____

Name: _____

Phone number (of person taking call): _____

Position: _____

G. Cardio-vascular Emergencies (AED Applications)

Automated External Defibrillators (AED) have been installed in every building on main campus to be housed in cabinets, 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 voice message to the Campus Police radio unit, followed by a telephone message to Campus Police Dispatchers, Gallatin Police Department 911 system and the Sumner County EMS 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 he/she will assess the situation, notify the dispatcher of the call status (False/True). If the call is false, Gallatin Police Department is to be notified.
- (3) If no dispatcher is on duty or an officer is working alone, he is to notify Gallatin Police Department by radio phone patch or nearest phone.
- (4) Whether a call is false or not officers will deactivate AED cabinet system by pushing the heart shaped button on his/her blue transmitter. Insert key in top right hand corner to silence audible alarms.
- (5) Upon completion of CPR/AED Procedure, AED is replaced with a substitute unit, put back into cabinet and pushing transmitter button once resets the system. One audible beep will be generated to confirm the system is alarmed. Insert AED key into right corner of box, turn key to right and system is back in service. Key turns off audible alarm system.
- (6) Responding officer is responsible for completion of AED Use Report-Accident/Illness Report to be turned in to supervisor.

Faculty/Staff/Student/Citizen Responsibility

- (1) Upon being notified or assessing a situation on campus that requires CPR/AED Procedure 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.

H. Violent or Criminal Behavior

Campus Police is located in the basement of the Campus Center (Wood 105) and provides you with 24-hour assistance and protection. This service is provided seven (7) days a week on a year round basis.

On Campus Emergencies, Dial: 3911 or 3595

- (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 then notify Campus Police.
- (3) WHAT TO DO IF TAKEN HOSTAGE:
 - a. Be patient. Time is on your side. Avoid drastic action.

- b. The initial 45 minutes are the most dangerous. Follow instructions and be alert. Don't make mistakes which could endanger your well-being.
- c. Don't speak unless spoken to and then only when necessary. Don't talk down to the captor who may be in an agitated state. Avoid appearing hostile. Maintain eye contact with the captor at all times if possible, but do not stare. Treat the captor like royalty.
- d. Remain calm. Avoid speculating. Comply with instructions best as you can. Avoid arguments. Expect the unexpected.
- e. Be observant. You may be released or escape. The personal safety of others may depend on your memory.
- f. Be prepared to answer the Police on the phone. Be patient and wait. Attempt to establish rapport with the captor. If medications, first aid, or restroom privileges are needed by anyone, say so. The captors in all probability do not want to harm the persons held by them. Such direct action further implicates the captor in additional offenses.

I. Peaceful, Non-Obstructive Demonstrations

- (1) Generally, demonstrations of this kind should not be interrupted. Demonstrations should not be obstructed or provoked. Efforts should be made to conduct VSCC business as normally as possible.
- (2) 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 below)

J. Non-violent, Disruptive Demonstrations

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

- (1) Demonstrators will be asked by the Chief of Campus Police or his/her designee to terminate the disruptive activity.
- (2) The Chief of Campus Police or his/her designee will consider having a photographer available.
- (3) Key College personnel and student leaders may be asked by the Chief of Campus Police or his/her 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 positive 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. 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 his/her designee and the Chief of Campus Police will be notified.

- (1) During Business Hours:
 - a. The Campus Police Department will contact the appropriate police department.
 - b. The Campus Police Department will then call a photographer to report to an advantageous location for photographing the demonstrators.
 - c. The Campus Police Department will provide an officer with a radio for communication between VSCC and police department as needed.
- (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 will report the circumstances to the College President.
 - d. The Chief of Campus Police will notify key administrators and if appropriate, the administrator responsible for the building area.
 - e. If necessary, the Chief of Campus Police will call for police department assistance.

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

“This assembly and the conduct of each participant are disrupting the operations of VSCC and are in violation of the rules and regulations of VSCC. 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 VSCC 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 VSCC, each of you is hereby placed on interim suspension.”

“The Gallatin Police will now be called to assist VSCC 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.)”

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 at Ext. 3595. Campus Police 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. Utility Failure

- a. In the event of a major utility failure occurring during regular working hours (8 a.m. to 4:30 p.m., Monday through Friday), immediately notify Plant Operations at Ext. 3601.

- b. If the utility failure occurs after hours, weekends, or holidays, notify the office of Campus Police at Ext. 3595.
- c. When instructed to evacuate the building, walk quickly to the nearest marked exit and alert others to do the same.
- d. Individuals are designated to assist disabled individuals during an emergency. If the designated individual is not available, **OTHERS MUST ASSIST PERSONS WITH DISABILITIES IN EXITING THE BUILDING! DO NOT USE ELEVATORS IN CASE OF FIRE. DO NOT PANIC! USE STAIRWAYS.**
- e. 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.
- f. If requested, assist emergency crews as necessary.
- g. A Campus Emergency Command Post may be set up near the emergency site. Keep clear of the Command Post unless you have official business.
- h. **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 and portable radios 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	Telecommunications
Water	Sinks and toilets inoperative	Plant Operations
Water Non-Potable	Tap water unsafe to drink	Plant Operations, all managers
Ventilation	No ventilation, no heating or cooling	Plant Operations

If after normal business hours, (8:00 am to 4:30 pm), notify the Campus Police Department at Ext. 3595.

N. Elevator Malfunction

To clarify standard operating procedures when elevators malfunction and individuals are contained in elevators.

(1) Background

VSCC has four (4) elevators on its main campus located in the Wood Campus Center (2), Noble Caudill Hall and the Thigpen Library. Elevators are not to be used during thunderstorms. Instructions on how to contact Campus Police are displayed inside the elevators. Once an elevator malfunctions, lifting the elevator receiver phone will automatically dial the Campus Police Officer on duty via phone patch.

(2) Action

Upon receiving a call for service for an elevator malfunction, the Campus Police Officer will advise subjects to remain calm and that assistance is on the way. Upon arrival, the Campus Police Officer will go directly to the designated electrical switch box and cut off the electrical power to the elevator, so the door can be manually opened by inserting the key in a hole located at the front of the elevator door and turning the key to the left. Once the door is opened, the officer can determine the location of the elevator and best possible route of escape for individuals. Officers must be sure that power to the elevator is shut off during rescue operation!

Upon completion of rescue, Campus Police Department will be responsible for contacting Plant Operations who will contact the appropriate elevator service company.

(3) Location of Switches

a. Wood Campus Center:

1. Located on Ground Floor, to the left of Plant Operations Door (Room 106) and across from Room 103S.
2. Located in Bookstore/Storage Area/Receiving Dock.

b. Noble Caudill Hall:

Located in Room 101T.

c. Thigpen Library:

Located behind counter, Room 114.

IV. Crisis Recovery Plan

IV. CRISIS RECOVERY PLAN

Preplan: The Director of Counseling & Testing will be notified of the incident and will determine if recovery plan should be implemented.

The Director of Counseling & Testing or his/her designee (team leader) is responsible for the following:

- (1) Activates the plan.
- (2) Assembles a Recovery Team.
- (3) Establishes interventions for the event.
- (4) Communicates schedule of recovery activities.
- (5) Delivers interventions to immediate and secondary victims.
- (6) Schedules follow-up for high risk individuals.
- (7) Periodically evaluates the plan.
- (8) Debriefs the recovery team by EAP.
- (9) Evaluates the implementation of the plan.

Appendix A

Emergency Management Organizational Chart