

Cleveland State
Community College
***CRITICAL
INCIDENT PLAN***
(Revised April 14, 2014)

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Introduction

A. PREFACE

Procedures included in Cleveland State Community College's Critical Incident Plan are provided as a basic manual for college personnel in dealing with emergencies that may occur on campus. While this document cannot provide guidance for every conceivable scenario, it does provide guidelines that may allow a crisis to be handled in an orderly fashion.

Any requests for procedural change should be submitted to the Vice President for Finance and Administration and forwarded to the Campus Improvement and Safety Committee for review. All changes recommended by the committee will be submitted in writing to the President's Executive Cabinet.

B. EMERGENCY CAMPUS PHONE NUMBERS

Fire, Medical, Police 9-911

Campus Police 9-618-1720 or 9-478-6202

Administrative Emergency Resource Team

President (Emergency Director) 9-614-8200

Vice President for Finance and Administration (Emergency Coordinator) 9-614-8750

Vice President for Student Services 9-478-6218

Vice President for Academic Affairs 9-473-2381

Director of Marketing and Public Information 9-478-6208

Director of Plant Operations 9-478-6235

Campus Emergency Resource Team

Director of Plant Operations 9-478-6235

Campus Police 9-618-1720

Director of Information Technology 9-478-6226

Business Manager 9-473-2395

Director of Human Resources 9-478-6205

Executive Secretary, Academic Affairs 9-473-2381

Executive Secretary, Finance and Administration 9-614-8750

Executive Secretary, Student Services 9-478-6218

Dean, Health and Wellness 9-478-6227

Director of Institutional Advancement 9-614-8703

Director of Library Services 9-473-2368

Fitness Center Coordinator 9-473-2283

C. EMERGENCY CAMPUS HAND HELD RADIOS

TBD

D. PUBLIC AGENCY NUMBERS*

Fire 9-911

Medical Emergency 9-911

Police 9-911

Sheriff 9-911

Electric/Water (Cleveland Utilities) 9-472-4521

(after hours and weekends) 9-479-6000

Gas (Chattanooga Gas) 9-1-866-643-4170

*These are non-emergency, general information numbers. For an actual emergency, it is recommended that you dial 9-911.

CAMPUS HAND-HELD RADIOS --- TBD

Weather Radios – Weather Radios have been issued to each building, typically to the Secretary of the Dean for each building. Weather radios should be activated at all times and tuned to 162.550 MHz. Although not required, the following county codes may be programmed to limit broadcasts:

Bradley 047011 (Minimum Required)

Polk 047139

McMinn 047107

Hamilton 047065 (Highly recommended as this is the usual path of storms in our area)

D. EVACUATION MAP-CLEVELAND CAMPUS



Part I. Emergency Plan

A. MAJOR EMERGENCY GUIDELINES

1. The major emergency procedures outlined in this guide are designed to aid in the protection of lives and property through effective use of available campus resources. Whenever an emergency affecting the campus reaches proportions that cannot be handled by routine measures, the President or designee may declare a state of emergency and implement these guidelines.

2. The President or designee serves as overall Emergency Director during any major emergency disaster. The following definitions of an emergency are provided as guidelines to assist Cleveland State employees in determining the appropriate response.

- a. Minor Emergency: Any incident that will not seriously affect the overall functional capacity of the college. Report immediately to Campus Police by outside emergency phone located outside the Administration, Gymnasium, and Johnson buildings, Junior Achievement building, between the Science and Career Ed buildings; by telephone, ext. 202; or cell phone, 9-618-1720.
 1. Administration Building A118, old mail room (473-2357)
 2. Education Building E107, copy/fax room (473-2275)
 3. Johnson Building C109, class room (478-6248)
 4. Gymnasium Building G107, fitness center (614-8712- this phone is black)
 5. Humanities Building H118, copy room (473-2324)
 6. Lower Library Hall Way, (473-2279)
 7. Science Building S107, (473-2281)
 8. Technology Building First Floor Lobby, (473-7319)
 9. Student Center near dead file room, (473-2272-phone is black)

- b. Major Emergency: Any incident that affects an entire building or buildings, which will disrupt the overall operation of the college. In this case, outside emergency services will be required, as well as major resource efforts from campus support services. Call 9-911 and campus security (9-618-1720).

- c. Disaster: Any event that seriously impairs or halts the operations of the college. In some cases mass personnel casualties and severe property damage may be sustained. A coordinated effort of all campus-wide resources is required to control the situation. Outside emergency services will be essential. In all cases of disaster, an emergency control center will be activated and the appropriate operational plans will be executed. Call 9-911 and campus security (9-618-1720).

3. The President or designee will make the determination if a state of emergency is to be declared and the type. During a campus emergency, the Campus Police Department will place into effect the necessary measures to secure campus personnel and property. Only authorized persons will be allowed on the campus during the declared state of emergency. The Emergency Resource Team, and others as designated by the President as essential, will comprise authorized personnel.

B. REPORTING EMERGENCIES

1. For police, fire, or ambulance: dial 9-911

2. To report an incident, dial 9-618-1720. This number is the Campus Police cell phone. Stay calm; carefully explain the problem and location.

3. Immediately notify your supervisor.

Off-campus Resources of Assistance (minor emergencies)

Campus Police is responsible for coordinating outside emergency assistance. The following numbers are only for information and advance planning:

--For Campus Police to coordinate: 423-618-1720

---For Cleveland police, fire, or ambulance: 9-911

----Cleveland Utilities 9-472-4521

(weekends and after hours) 9-479-6000

----Chattanooga Gas (gas company): 9-1-866-643-4170

C. COLLEGE NOTIFICATION SYSTEM

The telephone system is the primary means of emergency notification. During an emergency, the system should be limited to transmission of specific information regarding the emergency. Initial contact with team members should be made through the telephone system.

If the phone system is not operational, Campus Police can be contacted by cell phone or hand-held radio. In the event of a power failure, hand-held radios and cell phones may be utilized. A human messenger should be considered to relay information in the eventual circumstance of depleted batteries and power supplies, or loss of cell towers.

D. DIRECTION AND COORDINATION

1. Definitions

- a. Emergency Director – The President or designee shall direct all emergency operations. In the absence of the President, an assigned administrator shall assume operational control of the emergency.
- b. Emergency Coordinator – The Vice President for Finance and Administration shall coordinate all operations of the Administrative Emergency Resource Team.
- c. Emergency Command Post – The Emergency Command Post is to be set up in the Campus Police Department office. The secondary Emergency Command Post shall be in L109 in the Library. If these sites are not usable, the Emergency Director or Emergency Coordinator will select an alternate location. In the event that security for the Emergency Director/Coordinator or Command

Post personnel is a concern, the Emergency Command Post will be moved to the Maintenance Shop. At least one member of the Administrative Emergency Resource Team is to staff the command post at all times until the emergency situation ends.

- d. Pressroom – A pressroom shall be set up for the President or designee by the Director of Marketing and Public Information in the President’s Conference Room (PCR) in the Administration Building. In the event that the PCR is unavailable, the secondary press location shall be L120 in the Library. In the event that security for the Emergency Director/Coordinator or Command Post personnel is a concern, the Emergency Command Post will be moved to the Maintenance Shop. Marketing and Media support personnel shall set up one of the aforementioned rooms based upon the nature and campus location of the Critical Incident.
- e. Administrative Emergency Resource Team – While the emergency command post is being established, the Emergency Coordinator shall immediately begin contacting the other members of the Administrative Emergency Resource Team. The members of the team will contact those employees under their supervision deemed essential for the emergency. The members, by position, are shown on the emergency team chart on page 2.
- f. “ALL CLEAR” signal – In any campus emergency situation, the affected area and/or personnel shall not return back to business as usual until receiving an “ALL CLEAR” signal passed from the Emergency Director or Emergency Coordinator. IN ALL CASES, the “ALL CLEAR” signal will be passed in person to faculty and staff by official emergency personnel (Campus Police or Plant Operations/Maintenance Personnel).

2. Responsibilities

a. Emergency Director/President

- 1) Provides overall direction of the campus emergency response.
- 2) Works with the Emergency Coordinator in assessing the emergency and preparing the college’s specific response.
- 3) Declares and cancels the campus state of emergency.
- 4) Notifies and conducts liaison activities with the Tennessee Board of Regents.
- 5) Approves media communication.

b. Emergency Coordinator/Vice President for Finance and Administration

- 1) Primary Action Officer for the Emergency Director/President during campus emergency response. Informs the Emergency Director concerning status of activities.
- 2) Informs and directs the Campus Police Chief as to the emergency, if necessary.
- 3) Informs and directs the Director for Information Technology as to the emergency, if necessary.
- 4) Informs and directs the Business Manager as to requirements.
- 5) In the absence of the Vice President for Finance and Administration, the Director for Plant Operations and Maintenance shall assume the duties as Emergency Coordinator.

c. Director of Marketing and Public Information

- 1) Implements plan for media contact.
- 2) Maintains contact with the President for handling communications and public information.

d. Vice President for Student Services

- 1) Oversees coordination of the college's emergency response.
- 2) Determines, with input from resource team members, the type and magnitude of the emergency and establishes the command post.
- 3) Informs the Emergency Director of situation.
- 4) Initiates immediate contact with administrative emergency response team, and begins assessment of the college's condition.
- 5) Initiates notification of the campus emergency response team through appropriate administrative emergency response team members.
- 6) Prepares, in conjunction with other members of the administrative emergency response team, a report and submits it to the President appraising the outcome of the emergency.
- 7) Performs other related duties as may be required.

e. Vice President for Academic Affairs

- 1) Notifies building contacts as necessary of the emergency.
- 2) Gives direction as necessary.
- 3) Works with the Director of Plant Operations in establishing alternate classroom areas as required.
- 4) Informs the Emergency Coordinator of status of activities.
- 5) Informs the extended campuses and programs of emergency and the procedures for coordination of extended campuses and programs.

f. Director of Plant Operations/Campus Police

- 1) Provides equipment and personnel to perform shutdown procedures, hazardous area control, barricades, damage assessment, debris clearance, emergency repairs and equipment protection.
- 2) Provides vehicles to transport personnel and/or equipment.
- 3) Obtains the assistance of utility companies as required.
- 4) Surveys habitable space and relocates essential functions.
- 5) Provides emergency power as needed.
- 6) Maintains emergency equipment in a state of readiness.
- 7) Monitors campus warning system and tests quarterly.

- 8) Provides personnel to ensure sanitation of shelter areas and provides for the personal hygiene needs of shelter occupants.
- 9) Provides security for campus.
- 10) In the absence of the Vice President for Finance and Administration, the Director for Plant Operations and Maintenance shall assume the duties as Emergency Coordinator.

g. Director of Informational Technology

- 1) Provides equipment and personnel to maintain computer capability.
- 2) Works with the Director of Plant Operations in establishing needs for power.

h. Business Manager

- 1) Provides expertise to maintain budgetary procedures and meet necessary immediate needs during emergency.
- 2) Provides food service support for Emergency Resource Teams as necessary during emergency.

i. Director of Student Life and Leadership

- 1) Aids in directing students to safe areas and ensures accountability of students.
- 2) Provides directional assistance where needed.
- 3) Performs other related duties as may be required.

j. Building Representatives

- 1) Contact appropriate personnel in the building to inform, update, and communicate status of emergency.
- 2) Administer evacuation plans for the building.
- 3) Work with the Vice President for Student Services and the Director of Plant Operations in establishing alternate area for continued operation of essential functions.

Part II: Emergency Procedures Guide

This section contains the recommended procedures to be observed during specific types of emergencies. This is a guide and should be used as such. No guide can cover every conceivable situation and common sense should always prevail.

A. EVACUATION PROCEDURES

1. Building Evacuation Procedures – in the event of emergency, employees should use the following procedures to assure an organized evacuation of all students, faculty, staff, and visitors from each building. Procedures should always be followed in sequence, unless conditions dictate otherwise.

a. All building evacuations will occur when a continuous alarm sounds and/or upon notification by the building representative.

b. Students, faculty, staff, and visitors should promptly proceed to the nearest exit or emergency route in an organized, timely manner

c. Staff or students assigned to assist persons with disabilities should immediately proceed with those individuals to the nearest exit or emergency route in an organized manner.

1) Faculty members who have students with disabilities in their classes shall designate specific student(s), as well as staff, to provide primary and backup assistance in the evacuation of the disabled person(s) during the emergency.

2) Faculty, staff, and students should become familiar with the buildings and the evacuation routes.

Elevators should not be considered as an exit option.

d. Once outside, students, faculty, staff, and those individuals assigned to assist persons with disabilities should proceed to the designated assembly or at least 200 feet from the affected building(s).

e. **NO PERSONS** should return to an evacuated building until official emergency personnel give the “**ALL CLEAR**” signal.

2. Campus Evacuation Procedures

a. Evacuation of all or part of the campus grounds will be announced by the administration. The emergency team will alert people in all buildings.

b. All students, faculty, staff, and visitors are to immediately evacuate the area in question and relocate to another part of the campus, as suggested by the Critical Incident Guide.

c. Staff or students assigned to assist persons with disabilities should proceed to help those individuals to evacuate the area in question and relocate to another part of the campus, as directed.

d. If an emergency makes it necessary to leave the campus grounds by personal vehicle, exit the gate nearest to where you are parked and follow traffic patterns, as directed by campus security and/or the highway patrol.

B. DISASTERS AND EMERGENCIES

1. Shelter in Place -- Unknown Assailant(s) or a Mobile Threat(s) on Campus.

A. In the event of an unknown assailant or a mobile threat on campus, the students, faculty, and staff shall be directed to Shelter in Place. The purpose of Shelter in Place is to quickly and efficiently minimize foot and vehicular traffic on the campus in order to provide law enforcement and emergency response personnel with a clear field of view to for operations to localize and subdue the threat. Note that this particular threat will likely be on a fast moving timeline...ANY staff or faculty member aware of an unknown assailant or a mobile threat on campus should notify 911, then contact Campus Police at 423-618-1720 and the reception desk at extension 306. As circumstances permit, the staff or faculty member should endeavor to remember any details concerning the sighted assailant or threat—number, gender, build, skin tone, hair color, distinctive clothing, weapons if visible, and general direction of movement.

B. Upon notification of an unknown assailant or a mobile threat on campus:

1) Campus Police shall activate a **CONTINUOUS RINGING OF THE BELLS** ,continuous ringing of the bells should convince anyone within earshot to seek shelter.

2) Campus Police will coordinate with local law enforcement via radio on the reported threat. Reception should notify Campus Police if they are not on station.

3) Campus Police shall immediately take steps to pinpoint the location of the threat on campus and confront the threat. Campus Police, along with local law enforcement agencies, will work together if necessary, to confront and contain the threat.

4) Following the 9-911 call, Reception shall notify Plant Operations and Maintenance at extension 235/292. Plant Operations personnel shall attempt to safely lock all building exterior doors not in the vicinity of the threat followed by blocking parking lot entrances allowing only law enforcement and emergency vehicles to enter the campus.

5) If unarmed members of the Campus Police can locate the threat, they shall maintain “eyes on” from a safe/hidden distance until armed members of Campus Police and emergency personnel arrive. If practical, Campus Police shall periodically announce the location of the threat over cell phone or handheld radio to Plant Operations personnel in order that they may be able to skirt the threat to safely secure the outside doors of buildings not in the vicinity of the threat.

C. Upon CONTINUOUS RINGING OF THE BELLS: **TAKE CHARGE!**

1) Faculty with class in session shall close and lock their respective classroom doors – any students in the hallways shall be directed into the nearest classroom before locking doors.

2) Faculty shall close all windows and window shades, and secure lights in their classrooms. Any other light or noise producing equipment should also be secured.

3) Faculty shall direct students to lie on the floor away from the door and remain quiet until directed to get up by law enforcement, emergency response, or campus emergency personnel. The purpose of this is to present the appearance of an empty classroom. Additional note—in the case of an armed

assailant/threat, law enforcement/rescue personnel will be focused on subduing every person that is standing or holding a weapon...it is better to NOT be in either category remaining still and prone until the cleared.

4) Faculty without a class in session, and staff, shall conduct a quick sweep of hallways and restrooms directing students into classrooms or offices with locking doors. As in the case of occupied classrooms, all windows and window shades shall be closed, and lights secured. Any other light or noise producing equipment should also be secured. All personnel shall lie on the floor of the locked room and remain quiet until directed to get up by law enforcement, emergency response, or campus emergency personnel.

5) Faculty and staff caught on the exterior of buildings upon a CONTINUOUS RINGING OF THE BELLS signal, shall quickly direct students in their vicinity to enter the nearest building for safety, while doing the same themselves. Similar precautions should be taken inside the building entered as described in 1) through 4) above.

6) NOTE: If you are captured and held by an unknown (presumably armed) assailant, remain calm to diffuse harmful actions by the assailant, and do as the assailant wishes. ***When rescuers enter the room or area you are in to effect a rescue attempt, drop to a prone position on the ground covering your head with your hands...remain on the ground without moving until your rescuers identify you and tell you to move.*** Remember, a rescue attempt of this nature is full of highly charged emotions---your rescuers are bent on subduing the threat---they do not need your help...when you drop and cover without moving, you are identifying yourself to them as a non-combatant and you make yourself one less target.

7) The "ALL CLEAR" shall be passed by official emergency personnel. In the event of a rescue by off-campus organizations, it is likely the personnel rescued and those in the immediate vicinity may be pulled aside by investigators for questioning and medical treatment. All other campus personnel shall remain in place until the "ALL CLEAR" is passed by official emergency personnel.

2. Tornado

- a. A weather radio is located in the Campus Police Department and the Plant Operations office. In the event of severe weather, Campus Police and Plant Operations personnel will monitor the radio. Campus Police personnel will also monitor the police frequency. Note: Portable weather radios have been issued to each Dean's secretary and to key personnel across campus---every building has a portable weather radio. Personnel with the responsibility for a portable weather radio shall carry their radio with them in the event of a tornado warning and subsequent movement to a designated area.
- b. If a tornado warning is issued for the immediate area, members of the Campus Police Department or anyone hearing the warning will contact the Emergency Coordinator.
- c. The Emergency Coordinator will contact the Emergency Director, who will make the decision to activate the emergency plan.
- d. Once the emergency plan has been activated, persons will begin the notification sequence in each building.
- e. Campus Police will coordinate the sounding of the **intermittent** school bell. In the case of immediate threat, or if in doubt, Campus Police are to immediately begin sounding the intermittent school bell.
- f. Persons should move quickly and calmly to designated areas, as directed.
- g. Instructors, staff or students assigned to assist persons with disabilities should proceed to help those individuals to move quickly and calmly to designated areas.
- h. If outside of buildings, persons should go to the nearest low area, such as culverts or ditches.
- i. If a tornado occurs, the Administrative Emergency Resource Team will convene at the direction of the Emergency Director or Emergency Coordinator.
- j. The Emergency Coordinator or designee shall call 9-911, and the campus emergency resource team will perform their assigned duties.
- k. Persons should remain in safe locations until a college administrator gives the "ALL CLEAR" signal.

2A. Tornado Shelter Locations

- a. Adkisson Administration Building: Interior offices, closets, vaults, or restrooms. Avoid offices with windows.
- b. Career Education Building: Move to first floor restrooms, closets, interior offices, or under stairwells. Avoid offices with windows.
- c. Johnson Building: Interior offices, closets, or restrooms. Avoid offices with windows.
- d. Student Center: Move to first floor restrooms, closets, or interior offices. Avoid offices with windows.
- e. Math and Science Building: Interior offices/classrooms, restrooms, or closets. Avoid offices with windows.
- f. Humanities Building: Interior offices/classrooms, or restrooms. Avoid offices with windows.
- g. Gymnasium: Move to first floor dressing rooms, training room, closets, restrooms, or interior offices. Avoid offices with windows.
- h. Library: Move to the basement, if possible. Otherwise, move to restrooms.

i. Maintenance Building: Interior offices, restrooms, or paint locker (all are block with concrete overheads). Avoid offices with windows.

j. Technology Building: Interior offices, restrooms, or closets. Avoid offices with windows.

Stay away from all windows and doors. Stay out of large open areas, such as auditoriums.

Move to northeast corner of building shelters, if possible.

3. Earthquake (and Aftershocks)

If indoors:

a. Remain calm, formulate a plan, review/be aware of exit routes and assembly points.

b. Remain where you are and take cover under a heavy desk or table. (Since 1994, taking cover in doorways has been discouraged). If in a hallway, sit against the wall with your back against it.

c. Staff or students assigned to assist persons with disabilities should proceed to help those individuals to take cover under desk or table.

d. Be prepared for potential loss of electricity and activation of alarms/sprinklers.

e. Stay away from glass shelves and heavy equipment.

f. After the initial shock, evaluate the situation and, if emergency help is necessary, call 9-911.

g. The Emergency Coordinator should be contacted and the Emergency Resource Team convened, if necessary.

h. If an emergency exists, activate the building alarm and evacuate the building using the evacuation plan.

i. Do not leave designated area until given the "ALL CLEAR" signal. Do not reenter evacuated buildings until they are cleared for use.

j. Remember...an Aftershock may cause more destruction than the Earthquake before it.

k. Earthquakes may disrupt normal utilities and contaminate drinking water...refrain from using restrooms or drinking anything but bottled water if possible (until public water supplies are cleared).

l. Earthquakes may disrupt roadways and bridges. Faculty and staff should counsel students concerning that possibility.

m. Should you become trapped in a building, DO NOT PANIC!

--If a window is available, place an article of clothing outside the window as a marker for rescue crews.

--If there is no window, tap on the wall at regular intervals to alert emergency crews of your location.

--Maintenance and Campus Police personnel will inspect all buildings immediately after an earthquake. Dependent on the time of day, priority will be given to buildings with larger populations and elevators.

If outdoors:

- a. Move to an open area and stand clear of buildings, electrical/telephone poles, overhead wires and flying glass.
- b. Do not attempt to re-enter buildings until advised to by Maintenance or Campus Police Personnel.

4. Fire

- a. If a fire cannot be contained immediately, call 9-911 and pull the fire alarm. Call 423-618-1720 to initiate a Campus Police response and assistance in evacuation of the building.
- b. Visually check each room for occupants...check the floor for anyone injured. Close all doors to confine the fire during evacuation. A closed door indicates a vacated room.
- c. If heavy smokes exist, stay low or crawl to stay below the smoke. Also, cover your nose and mouth to keep from inhaling the smoke.
- d. Staff or students assigned to assist persons with disabilities shall proceed to help those individuals to stay low, crawl, or use other means of movement to stay below the smoke.
- e. Once outside, move to the designated assembly areas.
- f. Campus Police shall contact the Emergency Coordinator, who will determine whether the situation warrants convening the Emergency Resource Team.
- g. Do not return to an evacuated building until given the "ALL CLEAR" signal.

5. Bomb Threats

- a. If you observe a suspicious object or potential bomb on campus, do not handle the object. Clear the area and call Campus Police. Campus Police shall notify the Emergency Coordinator.
- b. Any person receiving a phone-call bomb threat should follow the bomb threat checklist (Appendix B). Familiarize yourself with the information on the checklist so you will be able to respond to the call and complete the report.
- c. Follow evacuation procedures, as directed.

6. Chemical, Biological, or Radiological Event

Anyone that has reason to believe they may have been exposed to a chemical, biological, or radiological hazard shall immediately notify Campus Police to ascertain if specific health or decontamination procedures should be initiated.

a. Chemical spill

1. In the event of a chemical spill in a college building, students and employees must immediately be moved to a safe location using fire drill procedures (see evacuation procedures on page 12).
2. Call Campus Police at 423-618-1720 (If no answer at Campus Police, immediately call 911 and report the spill).

3. Call the Director of Plant Operations at ext. 235 or your immediate supervisor or Dean.
4. When a chemical spill occurs outside of a college building, follow the advice of the firefighters and/or law enforcement officers.
5. Wait for word from authorities before returning to the college.

Communication

1. The college will train and inform all employees of potentially hazardous materials in the work place.
2. Each location on campus having hazardous materials has a Chemical Hazard Notebook that contains Material Safety Data Sheets (MSDS) for hazardous products (Maintenance Shop, Science Building Hazmat Locker, Tech building, and Art Department). All hazardous substance containers should be clearly labeled. Hazardous chemicals transferred to other containers must be labeled.
3. Labels are provided at each location by the departmental custodian.

b. Biological Event

1. In the event of a biological event, local authorities should be notified immediately via a 9-911 call. A subsequent call may be made to the Crime, Trauma, Death Scene and Bio-Terrorism unit at 1-888-979-2272 if bio-terrorism is suspected. In any case, the unique attributes of a response to any biological event require separate planning considerations that are tailored to specific health concerns and effects of the disease (e.g., terrorism versus natural outbreaks, communicable versus non-communicable, etc.).

This is not something CSCC will undertake...it will be handled by health authorities. At best, if CSCC personnel recognize that the campus or part of the campus has been exposed to a biological agent, steps should be taken to move exposed personnel from the area of exposure to the nearest clean environment for quarantine until health authorities clear them. Campus Police personnel will provide a clear path for exposed personnel moving from a place of exposure to the nearest clean environment, exposed personnel should avoid contact with those not exposed to avoid further contamination.

QUARANTINE IN A SUSPECTED BIOLOGICAL EXPOSURE IS ESSENTIAL TO PREVENT UNCONTROLLED SPREAD OF THE SUSPECTED BIOLOGICAL AGENT---HEALTH AUTHORITIES WILL CLEAR PERSONNEL AS SOON AS POSSIBLE. THIS IS NOT A TIME TO DISCUSS INDIVIDUAL RIGHTS OR PREFERENCES.

Maintenance personnel will IMMEDIATELY STOP all HVAC equipment servicing the exposed area to prevent further contamination of the affected building if possible.

In the event of a biological event, it should be anticipated that the objectives of the Federal Government/local health authority's response to a biological terrorism event or to a naturally occurring disease outbreak with a known or novel pathogen are to:

Detect the event through disease surveillance and environmental monitoring.

Identify and protect the population(s) at risk.

Determine the source of the disease.

Assess the public health, law enforcement, and international implications.

Control and contain any possible epidemic (including providing guidance to State, tribal, territorial and local public health authorities).

Augment and surge public health and medical services.

Identify the cause and prevent the recurrence of any potential resurgence, additional outbreaks, or further spread of disease.

Assess the extent of residual biological contamination and conduct response, restoration, and recovery actions as necessary.

c. Procedures in the Event of a Nuclear Accident

CSCC is located within the perimeter of an area that will be affected by a nuclear accident at the Sequoyah TVA Site and potentially the Watts Bar TVA Site. The Browns Ferry TVA Site and Oak Ridge National Laboratory, although more remote from the Cleveland, TN area, may both be viewed as potential sources of a radiologic hazard dependent on prevailing weather and upper air currents. It is highly likely that a nuclear accident would make the following steps superfluous, but there are no other known alternatives at this time.

<http://www.tva.com/power/nuclear/sequoyah.htm>

<http://www.tva.com/power/nuclear/wattsbar.htm>

<http://www.tva.com/power/nuclear/brownsferry.htm>

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

Imminent Alert - Take Cover

1. Alert staff and students with CONTINUOUS RINGING OF THE BELLS in all buildings for a minimum of 30 seconds. Lengthy (>30secs) continuous ringing of the bells should convince anyone within earshot to seek shelter. (NOTE: This is the same warning as LOCKDOWN—an imminent alert would most likely be a result of an explosion vice a release, requiring fast response to minimize injury from exposure and shock).
2. Everyone is to seek shelter in interior hallways if an announcement can be made to move people to the hallways.
3. Students and staff are to crouch on the floor with knees drawn up to chest, back of neck covered with arms, eyes closed until alert is over.
4. If there is time, have faculty and staff close windows, shades and blinds in classrooms and offices.
5. Remain until notified of an “All Clear” by Campus Police.

Dispersal Alert - Building Evacuation

1. Alert staff and students carry out evacuation procedures. All personnel should leave the campus for their respective homes or begin vehicular egress along TVA established routes.
2. Listen for appropriate public service broadcasts for further directions.
Local radio and television stations if operable should broadcast College information.

7. Lightning

a. In the event of visible lightning or audible “thunder” all athletic fields shall be evacuated. Personnel leaving the athletic fields shall seek shelter either in the gym or by leaving campus in their vehicles.

b. In the event of visible lightning or audible “thunder” all outside activities shall cease and participants shall seek shelter in the nearest building. Those responsible for the outside activity shall be responsible for making the call on whether to continue the activity indoors, wait out the lightning and thunder, or cancel in favor of participants departing the campus.

8. Flood

a. The campus is situated on high enough ground that a flood condition seems unlikely; however, storm runoff from out-sized or long-term rainfall may present a hazard to personnel on the athletic fields and in areas of other storm water runoff. In the event of out-sized or long-term rainfall, personnel should avoid any areas of storm water runoff...they should be treated as high speed/power streams with potential for “flash” flood force that may carry a person away.

C. OTHER CRISIS SITUATIONS

A potential crisis may exist when an individual is threatening harm to themselves or others, or is out of touch with reality due to a severe drug reaction or psychotic break. A psychotic break may be manifested by hallucinations, uncontrollable behavior, or complete withdrawal.

1. Threatening/Dangerous Situation – **Never try to handle a situation on your own that you feel is dangerous.** When calling Campus Police (9-618-1720) or 9-911, clearly state that you need immediate assistance. Give your name, the nature of the incident, and location of the incident.

2. Non-threatening Situation – A situation in which the individual does not appear to pose a threat to themselves or others.

3. Crisis Intervention Process

a. Pre-contact State

1) People in crisis are fearful, anxious, and vulnerable, making them extremely sensitive to offers of help. At times, feelings generated by this sensitivity may take the form of physical or verbal violence.

2) Survey the situation for possible danger before becoming involved.

3) Take a deep breath or two to calm yourself while you plan your course of action.

4) Protect yourself on approach; you cannot help if you are hurt.

5) People in crisis often feel physically trapped by the environment and become agitated.

6) Position yourself so you have an escape route, and try not to place a troubled person where they have no exit.

b. Calming the Person Down

1) Do not touch the disturbed person.

2) Maintain eye contact.

3) People tend to mirror your attitude and demeanor. Use your voice and manner to calm the person down. Give calm, simple, direct instructions.

4) Ask the individual to walk with you outside and to tell you what is upsetting them.

Try to identify feelings.

5) Do not make threats, issue ultimatums, or shout at the trouble person.

6) Buy time; let the situation cool down. Do not rush or crowd the person.

c. Problem Identification Stage

1) Encourage the person to talk with you while walking away from the scene of the disturbance.

2) Ask open-ended questions so the person must think in order to formulate an answer. (Do not ask questions that can be answered with a simple “Yes” or “No.”)

3) Listen without judging.

4) Acknowledge their feelings (empathize).

5) Reassure frequently.

6) Clarify, paraphrase, summarize.

7) Don't let the disturbed person switch focus to you.

4. Threatened Suicide or Homicide

a. A situation of extreme danger exists if a person is threatening to harm themselves or others and has the means and strength to follow through with their threat.

b. Protect yourself and others as much as possible, and call 9-911. Also call Campus Police at 9-618-1720. Persons attempting suicide can be potentially dangerous.

c. **Buy time.** Listening may be exactly what a person attempting suicide wants and needs from you. The odds of tragedy occurring decrease with the passage of time and good communication.

d. Keep in mind that some people bent on killing themselves have already made up their minds. Sometimes nothing we say or do can deter them.

5. Disputes or Threats of Violence

If disputants are engaged in physical conflict, call 9-911 and Campus Police's emergency cell phone by dialing 9-618-1720.

6. If disputants are only engaged in verbal conflict, call Campus Police.

D. TRAINING

All members of the Emergency Resource Team shall be trained on the tasks and procedures required for implementing the Critical Incident Plan and evacuating persons with disabilities from the buildings. This training shall be conducted upon implementation of the plan and as new employees are added to the team. The initial training will be hands-on and in a classroom setting.

1. Deans, directors and department heads will also be required to attend a training class and will be responsible for the following:

a. Providing/facilitating training for all staff, including new hires and employees at extended campuses, to assure employees are familiar with the Critical Incident Plan, including but not limited to procedures for evacuating persons with disabilities from the buildings.

b. Assuring that all employees including faculty, staff, and college work-study students are knowledgeable regarding their specific emergency assignments (including responsibilities for assisting persons with disabilities) and are able to execute their assignments.

c. Developing and testing procedures for employees to provide notification to their supervisor regarding their well-being in the aftermath of an emergency.

2. Students will be notified of emergency/evacuation procedures by the following:

a. Syllabus – Each instructor will have a statement in his/her syllabus explaining that students should follow his/her instructions in the event of an emergency.

b. Web site – The Critical Incident Plan will be posted on the Cleveland State web site for all students to access.

c. Critical Incident Guide – Students can also refer to this guide for assistance during an emergency. The guide is posted in every classroom and laboratory on all Cleveland State campuses.

E. PRACTICE DRILLS

1. Building Evacuation Drills

a. The Cleveland campus and extended campuses will conduct a fire and bomb-threat evacuation drill yearly. Plant Operations and Maintenance and the Campus Police will be responsible for coordinating the conduct of drills at the Cleveland campus and the directors of the extended campuses will be responsible for conducting drills at their individual locations.

b. During these drills, appointed staff will be located in each building/extended campus to monitor the evacuation procedures. After the drill, a meeting will be held with each building representative to report any problems encountered during the drill.

2. Tornado Drills

a. The Cleveland campus and extended campuses shall conduct a tornado drill yearly.

Plant Operations and Maintenance and the Campus Police will be responsible for coordinating the conduct of drills at the Cleveland campus and the directors of the extended campuses will be responsible for conducting drills at their individual locations.

b. During these drills, appointed staff shall be located in each building/extended campus to monitor the evacuation procedures. After the drills, a meeting will be held with each building representative to report any problems encountered during the drill.

3. Unknown Assailant or Mobile Threat Drills

a. The campus will not undergo a formal Unknown Assailant or Mobile Threat Drill; however, training for faculty and staff will be conducted annually. In addition, faculty will be provided with a “brief” card of procedures from which they will brief their respective students at the beginning of each new class start.

b. Unknown Assailant or Mobile Threat Drills may be a part of a campus wide emergency exercise package.

F. DAMAGE ASSESSMENT TEAM

1. In the event of a major emergency, the President or designee shall contact the executive director or the senior director of the Tennessee Board of Regents (TBR) facilities staff.

2. The on-site damage assessment team will consist of the Director of Plant Operations and qualified Maintenance, Buildings, and Grounds personnel. The damage assessment team will make an initial review and report to the Vice President for Finance and Administration the location and general extent of the damage.

3. The follow-up report will include a complete listing of damaged facilities and estimated resources necessary to return the facilities to operation.

4. As progress is made, the Director of Plant Operations will make situation reports to the Vice President for Finance and Administration.

Appendix A

Bomb Threat Checklist

DO NOT INTERRUPT THE CALLER EXCEPT TO ASK:

- 1 When will it go off? Certain hour _____ Time remaining _____
- 2 Where is it placed? Building/Department _____ Area _____
- 3 What does it look like? _____

INDICATE YOUR IMPRESSION OF THE ORIGIN OF THE CALL:

Local _____ Long Distance _____ Phone Booth _____ Internal _____

CHECK THE ITEMS THAT BEST DESCRIBE THE CALLER AND THE CALL:

- 1 Familiar with the building: Yes _____ No _____ Not Sure _____
- 2 Sex: Male _____ Female _____ Not Sure _____
- 3 Approximate age: Under 20 _____ 21-40 _____ Not Sure _____
- 4 Voice characteristics: Loud __ High Pitch __ Raspy __ Intoxicated __ Soft __ Deep __
Pleasant __ Other _____
- 5 Accent: New England __ Southern _____ Mid-Western _____ Western _____
Racial or Ethnic _____ Other _____
- 6 Language: Excellent _____ Good _____ Fair _____ Poor _____ Foul _____
Other _____
- 7 Speech: Fast _____ Distinct _____ Stutter _____ Slurred _____ Slow _____
Distorted _____ Nasal _____ Other _____
- 8 Manner: Calm _____ Rational _____ Coherent _____ Deliberate _____ Righteous _____
Angry _____ Irrational _____ Emotional _____ Laughing _____
Giggling _____ Nervous _____ Other _____
- 9 Background noises: Office machines _____ Factory machines _____ Street traffic _____
Airplanes _____ Trains _____ Animals _____ Music _____ Party _____ Quiet _____ Voices _____
Other _____

10 Use of certain words/phrases:

TAKE THE FOLLOWING STEPS IMMEDIATELY FOLLOWING THE CALL:

- 1. Notify Campus Police by dialing extension 236 or 9-618-1720
- 2. Notify your immediate supervisor/administrator
- 3. Call 9-911. Identify your location.

Printed name of person taking call-date Time