TENNESSEE TEMPLE UNIVERSITY

CRISIS MANAGEMENT PLAN
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# SCHOOL EMERGENCY COMMUNICATION PLAN

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<tr>
<th>Department</th>
<th>Contact Information</th>
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<tbody>
<tr>
<td>Police</td>
<td>911</td>
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<tr>
<td>Security</td>
<td>423-883-5771 cell</td>
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<tr>
<td></td>
<td>423-493-4100 switchboard</td>
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<tr>
<td>TTU Dining Hall</td>
<td>423-493-4404</td>
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<tr>
<td>Facilities</td>
<td>423-493-4338</td>
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</tbody>
</table>
ACCIDENT/SERIOUS INJURY/ILLNESS

DEFINITION

Emergency where one may be sick or injured
Immediate concern is to aid the sick or injured student

SIGNALS

None

STEPS OF ACTION

1. Contact switchboard, any school office, to contact Security and Student Development; stay with the sick/injured student
2. Disperse the crowd if necessary
3. Offer to contact emergency services if needed
4. Utilize first aid
5. Inform staff/students as needed

ROLES

Switchboard
   Contact Security
   Student Development
Security
   Supervise care of student with faculty and staff
   Wait for emergency personnel
   Stay with students, assess first aid needs, take attendance if appropriate
   Contact main office
   Complete accident report

PHONE NUMBERS

Police  911
Security  423-883-5771
AFTER-HOURS BUILDING EMERGENCY

DEFINITION

An emergency occurring before or after school

IGNALS

No signal

STEPS OF ACTION

See specific emergency and follow those procedures; use phone numbers below

ROLES

Facilities
  Contact emergency personnel
  If after-school groups are present, alert students and staff of emergency
  Contact Administrator at home/cell
  Follow appropriate procedure particular to situation

PHONE NUMBERS

Emergency  911          Security   423-883-5771 (cell)
Facilities 423-493-4338    Switchboard 423-493-4100
ALLERGIC REACTION PROCEDURES

DEFINITION

Person who shows signs of an allergic reaction: weakness, sweating, sneezing, short of breath, nasal itching, hives, vomiting, cough, restlessness, shock, hoarseness, swollen tongue, severe localized swelling

SIGNALS

Office will be contacted in person

STEPS OF ACTION

1. Report to Security
2. Stay with student
3. Only move if there is a safety issue

ROLES

Security/Student Development
   Call 911 and security
   Call poison control if necessary – identify source if possible (insect, peanuts, etc.)
   Assign rules to auxiliary persons as needed

Student Development
   Call parent or guardian
   Check student file for emergency information
   Give sting kit or medication as appropriate

PHONE NUMBERS

Emergency  911
Security    423-883-5771 cell
Switchboard 423-493-4100
BOMB/BOMB THREAT

DEFINITION

A device or threat of a device present in the school or on the premises which may or may not have exploded

SIGNALS

Fire alarm will be used to indicate a bomb threat and the building should be evacuated. Students should be moved to the TTU Dining Hall, McGilvray Gym, or Vance Gym.

STEPS OF ACTION

1. If phone threat is made, obtain as many details as possible (use check list)
2. Evacuate the building and move to area that is announced
3. Staff and faculty should look for unusual or suspicious noises, devices, or disturbances while evacuating the building
4. Protect face and head from flying debris with arms, books, coats, etc.
5. Take class rosters

ROLES

TTU Office/Staff
  Call Security and Facilities

Security/Facilities
  Call police
  Make decision to evacuate campus and notify staff
  Gather information from staff and faculty of anything suspicious
  Assess injuries if necessary and assign qualified personnel to assist
  Responsible for evacuation
  Notify other TTU Offices

Student Development
  Follow Administrator’s instructions
  Call emergency numbers listed below
  Take student list/phone #’s to evacuation site – TTU Dining Hall, Vance Gym

TTU/Staff
  Assist with evacuation of campus
  Stay with students and take attendance

Maintenance
  Secure building by shutting off gas and electricity
**PHONE NUMBERS**

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**Bomb Threat Call Checklist**

If possible keep caller on line and ask the following questions:

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

Identifying information

1. Sex of caller
2. Accent (if detectable)
3. Time of call
4. Did the voice sound like adult/child
5. Record as many of caller’s exact words as possible.

**CALLER’S VOICE**

- calm
- laughing
- lisp
- disguised
- angry
- crying
- raspy
- accent
- excited
- normal
- deep
- familiar
- slow
- distinct
- ragged
- (who?__________)
- rapid
- slurred
- clearing throat
- soft
- nasal
- deep breathing
- loud
- stutter
- cracking voice

**BACKGROUND NOISES**

- street noises
- house noises
- clear
- animal noises
- office machinery
- motor
- voices
- factory machinery
- static
- PA system

**THREATENING LANGUAGE**

- articulate
- irrational
- taped
- foul
- incoherent
REMARKS
Time call reported to police___________________________________________
Name and position of person who took call_____________________________
CAMPUS EMERGENCY EVACUATION PLAN

DEFINEITION

An emergency which results in removing students from campus to another location.

SIGNS

Security will notify staff to follow the campus emergency evacuation plan by the following method:
Security will notify the Facilities Office and Facilities will notify Student Development.
From that point offices will be notified in the following manner.

Facilities will notify: President’s Office, Office of Academic Services, HPBC Office, Academy, and Seminary

Student Development will notify: Resident Director’s, Resident Assistant’s, Library, Post Office, Book Store, Dining Hall, and Student Services Office

STEPS OF ACTION

1. Security will determine if the school needs to evacuate the campus
2. Security will inform the teachers of the need to evacuate
3. Students/Staff can go to McGilvray Gym or Vance Gym
4. Staff will keep students away from any media/reporters present

ROLES

Security
- Contact Police, Student Development, and Facilities
- Make decision to evacuate campus
- Contact media spokesperson
- Determine evacuation procedures

Secretary
- Follow Administrator’s instructions
- Man telephones – if evacuation is needed, roll the phone to HPBC

TTU Staff
- Assist with evacuation of campus to TTU Dining Hall or Vance Gym

Facilities/Security
- Traffic control
- Use radio/phone to call students to pick-up line

PHONE NUMBERS

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Crisis Management Plan
Tennessee Temple University
FIRE

DEFINITION

A fire in the building or on the premises requiring the evacuation of the building.

SIGNALS

Ringing of the fire alarm.

STEPS OF ACTION

1. Report fire to Security and Facilities, pull alarm if possible
2. Call 911
3. Evacuate building to TTU Dining Hall, McGilvray Gym or Vance Gym
4. For a fire alarm in a residence hall, all students are to meet across the street 100 feet from the building, where attendance will be taken.

ROLES

Security
Supervise evacuation and check for injuries
Assign roles to auxiliary persons as needed
Administer first aid
Check restrooms and other areas for students and faculty

Facilities
Assist with evacuation
Report to administration if anyone is missing

Security/Facilities
Keep access roads open

Residence Directors
Assist the RA’s with making sure all students are out of the residence hall and are accounted for.

PHONE NUMBERS

| Emergency | 911 | Facilities | 423-493-4338 |
| Security  | 423-883-5771 cell | Switchboard | 423-493-4100 |
HOSTAGE/TERRORIST

DEFINITION

Person who enters the school, apprehends someone and threatens violence

SIGNALS

No signal

STEPS OF ACTION

1. Call 911
2. Invoke intruder alarm announcement (may need to do so by word of mouth) (It might be wise to add here a policy of contacting professors/staff via email & text?)
3. Secure immediate area to confine problem
4. Secure building by locking appropriate doors (classrooms, offices, and entrances)
5. Await assistance
6. Send all clear to staff

ROLES

TTU Staff
   Call 911, Security, and Facilities

Classroom Instructors
   Close, lock doors (if possible), put paper over windows on doors, await further instructions
   Take attendance
   Have students sit on the floor as far away from windows as possible (if shooter is outside, next to windows is safer
   Keep students in classrooms and wait for further instructions

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*floor plans should be readily available
INTRUDER

DEFINITION

Unauthorized person(s) on the school premises

SIGNALS

No signal

If intruder is in hall, staff will call office or escort stranger to office. If in classroom, send a student to the office for help or use the intercom.

STEPS OF ACTION

1. Staff who spots intruder will inquire as to his/her business and will report situation to Security or switchboard
2. Security will assess situation
3. If required, Security will notify other offices to initiate a lockdown. All classrooms, offices, and doors to building should be locked.
4. Call 911, Student Development and Facilities
5. Follow police instructions

ROLES

Security
Call police, Student Development, and Facilities immediately
Give the all-clear signal

Facilities
Aid in communication with security and with police

Classroom Instructors
Lock doors and await further instructions
Take attendance

PHONE NUMBERS

Emergency 911
Security 423-883-5771 cell
Switchboard 423-493-4100
Facilities 423-991-1950

*floor plans should be readily available
SUICIDE AT SCHOOL

DEFINITION

Student or staff member terminating own life at school

SIGNS

Office will be contacted by intercom or in person

STEPS OF ACTION

1. Report accident immediately to Security or switchboard
2. Call security
3. Call 911
4. Keep students away from area
5. Follow steps in School Emergency Communication Plan

ROLES

Security
- Call Student Development and Facilities
- Give instructions to staff and faculty
- Initiate lock-down (all classroom doors, offices, and entrances) if necessary

Facilities
- Follow Administrator’s instructions
- Man telephones

Classroom Instructors
- Keep students in class and await further instructions
- If suicide occurred in a classroom, evacuate immediately and take attendance

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Crisis Management Plan
Tennessee Temple University
TORNADO WATCH/WARNING
SEVERE WEATHER WARNING

DEFINITION

Tornado Watch: Conditions are favorable for a tornado or severe weather. Make staff aware, but take no action.
Tornado Warning: Tornado has been sighted; take immediate shelter.

SIGNALS

Upon the forecast of severe, inclement weather, the Facilities will turn on the weather radio and TV to monitor the situation. If warning is issued Security and other TTU offices will be notified.

STEPS OF ACTION

1. Contact Student Development and other offices
2. Students should proceed to their designated position against the wall farthest from windows; assume a kneeling position, head down, hands covering head
3. Students in unsafe location at time of drill will go to a pre-designated location as directed by teachers
4. Students should not be permitted to leave building during a watch/warning.
   Students on field trips at this time will be alerted to return to bus and given further instructions
5. Students in mobile units should be moved to safe areas

ROLES

Facilities
   Notify offices
   Maintain contact with staff and students
   Give all-clear signal
   Man phones and monitor weather information on radio and TV
Classroom Instructors
   Close windows and doors
   Stay with students and take attendance
Residence Directors
   Assist RA’s in moving residents to a designated “safe” area and make sure all are present and accounted for.

PHONE NUMBERS

Emergency  911
Facilities    423-493-4338
Security      423-883-5771 cell
Switchboard  423-493-4100

Crisis Management Plan
Tennessee Temple University
UTILITY EMERGENCY

DEFINITION

Electrical power failure, gas line break, water main or sewer break, and/or electrical power break.

SIGNALS

Should building need to be evacuated, follow fire drill procedure with a verbal announcement on the intercom, followed by manually tripping the fire alarm. In the event of electrical failure and need to evacuate, verbal notification will be given on a class-by-class basis. A visual check of all school areas will be conducted by administration and other designated staff.

STEPS OF ACTION

<table>
<thead>
<tr>
<th>Electrical Power Failure</th>
<th>Water Main Break or Sewer Break</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electric Power Board</td>
<td>Tennessee American Water Company</td>
</tr>
<tr>
<td>423-756-2706</td>
<td>1-866-736-6420</td>
</tr>
</tbody>
</table>

Gas Line Break
Clear area immediately; evacuate building if necessary
E. Tenn. Natural Gas 423-344-1103

ROLES

Facilities
Contact Security and Student Development
Communicate appropriate procedures to staff and students
Make necessary phone contacts

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