

**TENNESSEE TEMPLE  
UNIVERSITY**

**CRISIS  
MANAGEMENT  
PLAN**

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# SCHOOL EMERGENCY COMMUNICATION PLAN

Police	911
Security	423-883-5771 cell 423-493-4100 switchboard
TTU Dining Hall	423-493-4404
Facilities	423-493-4338

# **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

## **SIGNALS**

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

Facilities 423-493-4338

Security 423-883-5771 (cell)

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**

Emergency	911	Facilities	423-493-4338
Student Development	423-443-4225	TTU Dining Hall	423-493-4404
Security	423-883-5771 cell	Switchboard	423-493-4100

**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**

## **DEFINITION**

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

## **SIGNALS**

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**

Emergency	911	TTU Dining Hall	423-493-4404
Security	423-883-5771 cell	Switchboard	423-493-4100

# **FIRE**

## **DEFINITION**

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

## **SIGNALS**

Ringling 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

## PHONE NUMBERS

Emergency 911

Facilities 423-493-4338

Security 423-883-5771 cell

Switchboard 423-493-4100

\*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 Facilities 423-991-1950

Security 423-883-5771 cell

Switchboard 423-493-4100

\*floor plans should be readily available

# SUICIDE AT SCHOOL

## **DEFINITION**

Student or staff member terminating own life at school

## **SIGNALS**

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

## **PHONE NUMBERS**

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

# **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	Security	423-883-5771 cell
Facilities	423-493-4338	Switchboard	423-493-4100

# 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

Electrical Power Failure  
Electric Power Board  
423-756-2706

Water Main Break or Sewer Break  
Tennessee American Water Company  
1-866-736-6420

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

## PHONE NUMBERS

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