

TUSCULUM COLLEGE

Critical Incident Response Procedures

REPORTING AN EMERGENCY

1. The quickest and easiest way to obtain professional emergency assistance in any type of emergency is to phone 9-911. Campus Safety should also be contacted at ext. 5318, or 423/470-2710 to assist in emergency services personnel response.
2. When calling each of these emergency numbers, stay calm and carefully explain the problem and location.

State: "This is an emergency."

Give the Operator:

- The nature of the emergency
- Your name
- Phone number from which you are calling
- Your location

Do not hang up until you are sure no further information is required, unless there is an immediate threat to your safety.

3. Report any observed conditions that may impact access of the location by emergency personnel or interfere with evacuation of the building.

Emergency Dial 9-911

Campus Safety	423/470-2710 or ext. 5318
Campus Life/Student Affairs	ext. 5315
Tusculum College Switchboard	636-7300
Facilities Management	ext. 5319

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INTRODUCTION

Tusculum College recognizes that critical incidents affecting students will occur and can have a significant effect on its students, staff, and faculty, their families, and the extended College community. For this reason, the President has designated the Vice President/Chief Financial Officer to serve as the Crisis Response Coordinator for the Residential Campus* to develop and manage adaptive intervention efforts and protocols to identify, address, and resolve crises in a thorough and coordinated manner.

Proper prior planning can offset panic and allow College personnel to operate in an efficient manner to see that crisis does not degenerate to a chaotic state. This guide has been prepared to guide College personnel in responding to crisis situations and should be kept in an easily accessible location at all times. Employees are requested to read and become thoroughly familiar with the contents of this guide before an emergency occurs.

This procedural guide indicates that to assure that there is a proper communication and coordination of resources, all incidents are to be reported to Campus Safety at 423/470-2710 or campus ext. 5318. Of course, in an emergency or in the case of imminent danger (e.g. health – airway, heart or bleeding incidents; fire, gas leak, downed power line, etc.), the prudent course of action is to call 9-911 for immediate dispatch of emergency services. This course of action should be followed by communicating with Campus Safety so they may facilitate emergency response personnel being properly guided to the correct location to expedite emergency care arrival on-site, or communicate with other resources efficiently and effectively (e.g. facilities management who know where power cut-offs and gas lines are located, student affairs who have emergency care information on file, etc.).

The protocols identified in this procedural manual will help assure that we not only keep the best interests of the community close at hand, but exercise the best approach to safeguard our community. Your attention and assistance in this important institutional charge is greatly appreciated. Any questions or comments regarding the contents of this guide should be directed to the Vice President/Chief Financial Officer.

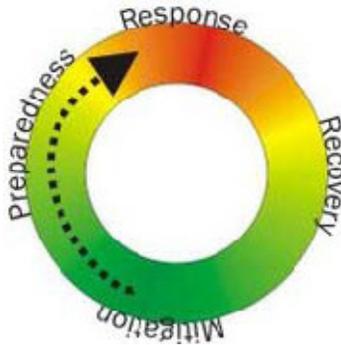
* *Consistent with the international Emergency Management standards of the Incident Command System, the College Critical Incident Response Plan follows the standard five-unit (team) structure as the basis for organizing emergency planning and response: Management, Operations, Planning, Logistics, and Finance & Administration. The directors of off-campus facilities will serve in this capacity of Crisis Response Coordinator at those campuses, and at other off-campus teaching sites, the faculty member teaching a class assumes this responsibility. In every instance, these individuals should take any and all measures as appropriate to ensure the safety of employees, students, and the general public.*

DEFINITIONS

The following key terms are used throughout this guide with specific meaning:

- CIRT/Critical Incident Response Team – a collaborative leadership team which serves to facilitate the stabilization of the situation in cooperation with emergency response personnel and provide necessary follow-up with members of the College community.
- Clery Act – the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act is a federal statute which requires all colleges and universities that participate in federal financial aid programs to keep and disclose information about crime in proximity to their facilities.
- CRC/Critical Response Coordinator – the designated response coordinator for critical incident management at a College site.
- EOC/Emergency Operations Center – the central operations location from which the CRC and the CIRT coordinate the institutional response to a crisis event.
- HIPAA/Health Insurance Portability and Accountability Act – as referenced herein, this federal statute serves to protect the privacy of individual's personal information related to their health.
- PSOC/Professional Staff On-Call – the designated Student Life professional staff member who is serving in an on-call capacity in the evening, over the weekend, or when the Student Affairs Office is not otherwise staffed.
- Shelter-In-Place – means to take cover in the location where one is currently located. Unless further defined, it means to stop circulating, move out of traffic ways (hallways, etc.) and into classrooms, etc. and get down out of sightpaths.

CRITICAL INCIDENT MANAGEMENT PARADIGM



In concert with the Federal Emergency Management Association guidelines for crisis management, the College utilizes the following structure in crisis management planning:

MITIGATION (Minimizing or Preventing a Crisis)

The plan contains a specific and distinct prevention and mitigation plan section. This plan section outlines the measures in use to prevent crime, violence, accidents and disruptive events as well as those designed to minimize the negative impact of those events that cannot be prevented or that may occur in spite of prevention efforts.

We are convinced that training, creating an awareness in all of our employees, and by practicing our crisis management and crisis communications plan on an annual basis, are the best ways to prevent, or at the very least, minimize a crisis before it happens.

PREPAREDNESS (Preparing for a Crisis)

The plan contains a specific and separate preparedness plan to provide specific guidance to staff in the event of an emergency, crisis or disaster. Each one of us must know our individual responsibilities, and train those under our supervision to understand the importance of knowing and being able to take the correct, complete and immediate action to safeguard people, mission critical data, information and facilities should an emergency or crisis occur.

RESPONSE

The plan contains a specific response plan which helps to ensure the preparedness plan is actually implemented while staff are functioning under what may be stressful and chaotic conditions.

RECOVERY

The plan contains a specific written recovery plan which outlines specific measures to be implemented to help students, staff, family members and public safety responders cope with the emotional aftermath of traumatic incidents. Recovery efforts take into consideration primary victims (directly impacted parties), secondary victims (those in area or connected to primary victim), and tertiary victims (those impacted by impact on community, etc. [e.g. loss of sense of security]).

CRISIS RESPONSE GENERAL CONSIDERATIONS

DEFINITION OF A CRITICAL INCIDENT

A critical incident is an adverse event that causes or has the potential to cause harm to an individual student, faculty, staff, or extended community member, a group of these individuals, the community at large, or the College and requires immediate response on behalf of the College. Incidents defined as critical incidents requiring special institutional response include:

Death in the Academy
Sexual Assault
Workplace Violence
Assault with Injury
Life Threatening Mental Health Crisis
Communicable Disease/ Epidemic
Drug/Alcohol Overdose
Hostage/Kidnapping Incident

Terrorist Threat
Bomb Threat
Suspicious Mail
Civil Disturbances/Riot/War

Bias-Related Incident
Drug-Related Arrests - Significant
Sabotage/Theft/Arson

Transportation Issue
--- Official Business Transportation
 Accident
--- No Property Access
--- Major Local Highway Disturbance

Utility Outage - Significant
Key Supplier Loss/Failure
Natural Disasters
---Tornado
---Earthquake
---Flood
---Lightning
---Fire
---Heavy Snowfall
---Ice or Ice Storms
---Sinkholes
---Extreme Cold/Heat
---Extended Severe Cold/Heat

Fire, Explosion or Similar Incident -
 Significant Impact
Chemical Spill/Radiological Incident
Gas Leak

Someone Else's Crisis on TC Property
Hazardous/Crisis at TC Neighbor
Communication Failure
Media Scare (Real or Not)

EMERGENCY OPERATIONS CENTER (EOC) & PERIMETER

At the discretion of the Vice President/Chief Financial Officer or his designee, depending upon the nature of the emergency, an Emergency Operations Center (EOC) may be activated. The purpose of the EOC is to establish a central location where the Vice President/Chief Financial Officer or his designee can gather key personnel so that critical and timely decisions can be made. The EOC also functions as a conduit where information can be collected and disseminated to the appropriate agency or person/s.

The EOC shall be established in a close, but safe, proximity to the targeted area, with sufficient support resources. Scale diagrams, situation maps, floorplans, and telephone rosters should be readily available at the emergency operations center whenever possible.

The emergency operations center shall provide the following elements: communications; security from the public and press; and facilities for the briefing and staging of personnel, equipment storage, and medical treatment. The President's Dining Room in the Niswonger Commons shall serve as the default location for the EOC.

Establishing safe traffic patterns around the disturbance scene shall be accomplished through the use of barricades, tape, signage, and point traffic control. Pedestrian traffic control shall be established and maintained to prevent unauthorized persons from entering the disturbance scene or hindering enforcement operations.

RESPONSE PERSONNEL

College personnel are expected to serve, as directed by the Crisis Response Coordinator, as part of a collaborative leadership team when crisis occurs to assist in the stabilization of the situation in cooperation with emergency response personnel and provide necessary follow-up with members of the College community.

Those individuals who serve as standard members of the Critical Incident Response Team for the College shall include:

- Vice President/Chief Financial Officer
- Dean of Students
- Director of Campus Safety
- Director of College Communications
- Director of Facilities Management

Others who may be regularly called into service include:

- Campus/Site Directors
- Counseling/Support - Campus Counselor, Campus Minister
- Campus Nurse
- Director of Campus Dining
- Director of Financial Aid
- Controller
- Director of Human Resources
- President- Student Government Association

In addition to the Critical Incident Response Team, the President of the College may activate an Executive Emergency Council to advise and assist her/him in preparing and executing all necessary and appropriate actions beyond primary incident management to assure the continuity of College business.

The Crisis Response Coordinator, or designee shall retain overall operational command of incidents occurring on college property until emergency response personnel are properly briefed and assume command (usually fire chief). Multi-jurisdictional efforts shall be conducted with each agency retaining its respective chain of command whenever possible.

RESPONSIBILITIES OF FACULTY AND STAFF

At the beginning of every semester, each faculty member teaching a class/es should become familiar with and inform students in the class/es of the nearest exit to be utilized and the route that should be followed to reach the exit. Faculty members teaching a class/es should react in an appropriate manner to fire alarms, unexpected loud noises, or other unordinary disturbances. Faculty members are responsible for maintaining control and providing leadership to their students during an emergency situation. In the event of a fire alarm or other direction to evacuate a building is received, all activity should cease and evacuation should begin immediately.

OUTLINE OF BASIC PROCEDURES IN A CRITICAL INCIDENT

Note: This outline is to provide general information only for a basic student centered incident. In the event of an actual Critical Incident, variations may occur depending on the nature of the Critical Incident and the appropriate response.

Step 1: Tusculum College Campus Safety is notified of a critical incident affecting Tusculum College. The incident could be on or off campus.

Step 2: Tusculum College Campus Safety notifies the Professional Staff On-Call. The PSOC gathers necessary information on the situation then contacts appropriate staff/individuals including the Dean of Students.

Step 3: The Dean of Students will assess the situation to determine type and severity of crisis and, if the situation warrants, he/she may notify the Crisis Response Coordinator to activate the CIRT. The CRC may dispatch members to the site of the incident or the hospital. The CRC will then work in conjunction with College Communications to coordinate any press releases or contact with media regarding the Critical Incident.

Step 4: The Dean of Students will coordinate whether official contact with the family should be made informing and offering appropriate support from the College. Contact with roommate(s), significant other/partner, and brother or sister, if Tusculum College students, may be made. Services necessary for the affected student and/or the student's friends, roommate, significant other, or brother or sister are provided.

Step 5: If the situation warrants, a campus visit is arranged for the family. Once the family arrives, an escort is designated for the family. The Dean of Students coordinates necessary arrangements to meet family needs including meeting with appropriate college administrators, police officers, campus minister (if desired), and other officials as requested or needed.

Step 6: The Dean of Students will see that appropriate follow-up programs or activities are engaged.

Step 7: The CRC convenes the CIRT to debrief and evaluate the procedures followed and make suggestions for revisions to the procedures.

Step 8: As appropriate, individuals involved in responding to critical incidents should participate in critical incident stress management program.

COMMUNICATIONS

EMERGENCY COORDINATION COMMUNICATIONS

The telephone will be used as the primary source of communications during an emergency situation. In the event of a power failure, the campus phone system has a limited battery back-up. If the telephone becomes disabled or an evacuation occurs, radios will be distributed and used as the alternate source of communication. Remember, anything you say on a radio is probably being monitored and can be recorded and replayed.

In case of bomb threats, all radios and cell phones must be turned off. Operating a radio or cell phone within 300 feet of a bomb could cause the device to ignite.

COMMUNITY MESSAGING

The College will maintain a notification service that will allow for e-mail, cellular text messaging, cellular voice messaging, and telephone messaging to be distributed automatically to keep the community notified of campus closure and other emergency information.

COMMUNICATION WITH MEDIA GUIDELINES

The media should be allowed access to a site near the scene after several things have occurred. One, is the complete evacuation of injured from the scene, and two, a thorough search for evidence has been conducted by local investigators. Then, and only then, should the media have access to the scene. There will be NO media statements made from the scene of an incident.

If any employee finds a media person on the property, who is pretending to be something other than media while there on assignment from their media outlet, notify the emergency operations center immediately. All media must sign in and get a badge. Don't argue with them, but politely insist that they go to the Media Area where personnel will issue them proper credentials. The media is on College property and must abide by College rules.

All statements to the media must be approved by the Crisis Response Coordinator. Only the designated spokesperson should be talking to the media. If you are approached, simply say, "I'm not the spokesperson, but if you'll wait right here, I'll let him (or her) know that you are here now and would like to speak to him (or her). Try not to use the phrase, "no comment," as it sounds guilty.

All personnel must collect information, facts, times, dates and other information that will be useful in preparing press statements, and give this information to the spokesperson. The spokesperson will be the only one who will be responding to media inquiries and conducting follow-up publicity to emphasize the fact that the crisis is over.

Where appropriate, efforts will be made to make an initial media release within the first hour of the crisis. This release must contain all of the information you can possibly give at the time. The first news release should go to all media in the area, regional and national wire services, and at the same time. If possible, this information will be sent to all newsrooms via facsimile.

Possible First Media Release Language

This is what we can confirm at this time. At approximately (time) _____, we learned that (give a brief, concise and complete statement _____

We cannot give you any more information at this time about the extent of the damage or possible injuries, other than to say that it has involved (*specific facility and location, if known*)

_____ and (*number*) _____ people. We will have to notify relatives of those involved before we can release information about their conditions, etc. We have requested emergency assistance from (*police, fire, etc.*) _____ and our management staff has been notified also. As soon as we have additional information, we will either call you personally, send a fax, or ask that you attend a news conference at our facility.

(If a reporter asks any additional questions, please use the following response)

That is all I can confirm at this time. I am sure you understand that our first concern is for those involved in the incident, and we are all very busy dealing with this situation. We know you have deadlines, and will try to accommodate you in every way possible. Please be patient. Thank you very much.

TELEPHONE TREE (FOR USE WITH ESSENTIAL PERSONNEL)

A telephone tree may be employed when appropriate in an effort to allow staff time to become emotionally prepared to meet the challenges of the day. This effort will be coordinated through Department Heads. Calling individuals should be encouraged not to provide additional conjecture or surmise, but provide only the basic facts and the means by which further information will be disseminated.

MEDICAL AND FIRST AID INSTRUCTIONS

1. If a serious injury or illness occurs on campus, immediately call 9-911 and then Campus Safety at ext. 5318 or 423/470-2710. Give your name, the severity of the medical problem, and the campus location of the victim.

Do Not Delay the Arrival of Emergency Responders by Trying to Contact the Nurse on Campus - the Campus Nurse, ext. 5499, will be contacted by Campus Safety when appropriate. The quickest and easiest way to obtain professional emergency assistance in any type of emergency is to phone 9-911. Campus Safety should also be contacted at ext. 5318, or 423/470-2710 to assist in emergency services personnel response.

When calling each of these emergency numbers, stay calm and carefully explain the problem and location.

State: "This is an emergency," and then give the Operator:

- The nature of the emergency
- Your name
- Phone number from which you are calling
- Your location

Do not hang up until you are sure no further information is required, unless there is an immediate threat to your safety.

Report any observed conditions that may impact access of the location by emergency personnel or interfere with evacuation of the building.

2. In case of serious injury or illness, personnel should quickly perform the following steps:
 - a. Immediately call 9-911 and report all injuries to Campus Safety.
 - b. Keep victim still and comfortable. **DO NOT MOVE THE VICTIM.**
 - c. Ask victim "Are you okay?" and "What is wrong?"
 - d. Check breathing and give artificial respiration if necessary.
 - e. Control serious bleeding by direct pressure on the wound.
 - f. Continue to assist the victim until help arrives.
 - g. Look for emergency medical ID, question witnesses, and give all information to the Emergency Personnel.
3. In case of minor injury or illness, refer to the Campus Nurse, ext. 5499. After hours, refer individual to a local hospital (Laughlin Memorial or Takoma Adventist).
4. Complete an Incident/Information Report with Campus Safety.
5. Departments/Area/Individuals are encouraged to obtain training in First Aid and CPR.

BOMB THREATS

INDIVIDUAL RESPONSE GUIDELINES

Any person receiving a bomb threat call should do the following:

1. Remain calm!
2. Keep the caller on the line. Ask the questions listed on the Bomb Threat Check List (see next page).
3. Check caller ID. Record the number.
4. Ask the caller the location of the bomb and the time of detonation.
5. Tell the caller the building is occupied and detonation would result in death and serious injury to innocent people.
6. Pay attention to background noises.
7. Listen closely to the caller's voice.
8. If practicable, have another person listen in on the bomb threat call.
9. ADVISE EVERY PERSON TO TURN ALL RADIOS AND CELL PHONES OFF UNTIL LAW ENFORCEMENT PERSONNEL GIVES AN "ALL CLEAR."

NOTE: ADVISE EVERY PERSON TO TURN ALL RADIOS AND CELL PHONES OFF UNTIL THE CAMPUS SAFETY GIVES AN "ALL CLEAR." Coordination between Campus Safety and the Crisis Response Coordinator should be face-to-face or by messenger.

IMPORTANT: IMMEDIATELY REPORT ALL BOMB THREATS TO EMERGENCY SERVICES 9-911 AND CAMPUS SAFETY, EXT. 5318 OR 423/470-2710.

BOMB THREAT CHECKLIST

TRY TO KEEP THE CALLER ON THE PHONE AS LONG AS POSSIBLE!

QUESTIONS TO ASK:

- When is the bomb going to explode? _____
- Where is the bomb right now? _____
- What does it look like? _____
- What kind of bomb is it? _____
- What will cause it to explode? _____
- Did you place the bomb? _____
- Why? _____
- What is your name? _____
- What is your address? _____
- What is the phone number you are calling from? _____

EXACT WORDING OF THE THREAT

TIME RECEIVED _____

DATE _____

TIME CALL ENDED _____

YOUR PHONE # _____

CALLER'S VOICE

Male _____ Female _____

Age _____ Accent _____

BACKGROUND SOUNDS

Voices _____ Clear _____

Other _____

Other identifiable voice characteristics (speech pattern, emotional state, etc.) _____

If voice is familiar, who does it sound like? _____

CALL CAMPUS SAFETY (423/470-2710) OR 9-911 IMMEDIATELY

SUSPICIOUS MAIL

SUSPICIOUS MAIL INDIVIDUAL RESPONSE GUIDELINES

If you receive or open suspicious mail:

- Don't panic!
- Do not shake or empty the contents of the package.
- Place the mail in a plastic bag or some other container. If you do not have a container, cover the mail and do not remove the cover.
- If the package spills, do not attempt to clean it up.
- Get out of the area and keep others away.
- Close the door if in a room.
- Wash your hands with soap and warm water.
- Call Campus Safety at 423/470-2710 or ext. 5318.

Characteristics of Suspicious Mail

- Unexpected or from someone unfamiliar to you
- Foreign mail, Air Mail, and Special Delivery
- Insufficient or excessive postage
- Incorrect titles
- Titles, no names
- Misspellings of common words
- Handwritten, poorly typed, or cut-and-paste lettering
- Oily stains, discolorations, or odor
- No return address or address that cannot be verified
- Return address and postmark not from same area
- Excessive weight
- Lopsided, uneven, or rigid envelope
- Protruding wires or aluminum foil
- Excessive masking tape, string, etc.
- Sloshing, buzzing, or ticking sound
- Restrictive markings such as Personal, Confidential, Rush Delivery, etc.

NOTE: SEE FOLLOWING PAGE FOR EXAMPLE

SUSPICIOUS MAIL OR PACKAGES

Protect yourself, your business, and your mailroom.

If you receive a suspicious letter or package:

- Stop. Don't handle.
- Isolate it immediately.
- Don't open, smell, or taste.
- Activate your emergency plan. Notify a supervisor.



If you suspect the mail or package contains a bomb (explosive), or radiological, biological, or chemical threat:

- Isolate area immediately
- Call 911
- Wash your hands with soap and water



CHEMICAL SPILL

EMERGENCY SPILLS

A chemical spill is classified as an Emergency Spill whenever it:

- Causes personal injury or chemical exposure that requires medical attention;
- Causes a fire hazard or uncontrollable volatility;
- Requires a need for breathing apparatus;
- Involves or contaminates a public area;
- Causes airborne contamination that requires local or building evacuation;
- Causes a spill that cannot be controlled or isolated by laboratory personnel;
- Causes damage to property that will require repairs;
- Involves any quantity of metallic mercury;
- Cannot be properly handled due to lack of local trained personnel and/or equipment to perform a safe, effective cleanup; or
- Involves an unknown substance.

The following primary procedures should be used for emergency spills:

EVACUATE

- Leave spill area immediately.
- Remove personnel from danger of spill
- Alert other building occupants

CONFINE

- Block area to unnecessary personnel.
- Use absorbents to contain liquids.
- Use doors to contain vapors.
- Pull fire alarm to shutdown ventilation.

NOTIFY

- Safety and Security at ext. 5318
- Physical Plant at ext. 5319
- Fire Department at 9-911, if needed

The following secondary procedures should be used for emergency spills:

Any spillage or reaction of a chemical causing an exposure reaction or an injury is to be reported immediately by dialing 9-911 and to Campus Safety, ext. 5318 or 423/470-2710. When reporting, be specific about the nature of the involved material and the location.

Eyes, if contaminated, should be flushed immediately, contaminated clothes removed, and chemicals washed from the victim. First Aid procedures should be started at once.

The instructor or supervisor should evacuate and limit access to the affected area at once to prevent further contamination of others until the arrival of safety personnel, who can determine if evacuation of the entire building is needed.

If evacuation is needed, move to a safe area crosswind or upwind to avoid exposure to fumes. Never go downhill.

Unless seeking medical attention, persons who are potentially exposed to a spill should report to emergency personnel at the site and give name, phone number and address. Supervisors and instructors should also report the names of potentially exposed persons to the emergency personnel at the scene.

Additional emergency assistance will be contacted by Campus Safety.

NOTE: DO NOT CLEAN UP THE SPILL UNLESS YOU HAVE THE PROPER TRAINING AND EQUIPMENT.

MINOR SPILLS

Minor spills are those spills that do not fit the requirements for Emergency Spills.

The following procedures should be used for minor spills:

- Attend to any person who may have been contaminated.
- Notify persons in the immediate area about the spill.
- Evacuate all nonessential personnel from the spill area.
- If the spilled material is flammable, turn off ignition and heat sources.
- Avoid breathing vapors of the spilled material. If respiratory protection is necessary, treat as an Emergency Spill.

SPILLED LIQUIDS

- Confine or contain the spill to a small area. Do not let it spread.
- For small quantities of inorganic acids or bases, use a neutralizing agent or an absorbent mixture (e.g., soda ash or diatomaceous earth). For small quantities of other material, absorb the spill with a non-reactive material (such as vermiculite, clay, dry sand, or towels).
- For larger amounts of inorganic acids and bases, flush with large amounts of water (providing the water will not cause additional damage.) Flooding is not recommended in storerooms where violent spattering may cause additional hazards or in areas where water-reactive chemicals may be present.
- Carefully pick up and clean any cartons or bottles that have been splashed or immersed.

CIVIL DISTURBANCES/RIOT

CAMPUS DISTURBANCES OR DEMONSTRATIONS

Most campus demonstrations such as authorized solicitors, marches, meetings, picketing and rallies will be peaceful and non-obstructive. A campus demonstration should not be disrupted unless one or more of the following conditions exists as a result of the demonstration:

- A. INTERFERENCE with the normal operations of Tusculum College.
- B. PREVENTION of access to office, buildings, or other Tusculum College facilities.
- C. THREAT of physical harm to persons or damage to Tusculum College facilities.

If any of these conditions exist, Campus Security should be notified and will be responsible for contacting and informing the Dean of Students and the Vice President/Chief Financial Officer. Depending on the nature of the demonstration, the appropriate procedures listed below should be followed:

PEACEFUL, NON-OBSTRUCTIVE DEMONSTRATIONS

- Generally, demonstrations of this kind should not be interrupted. Demonstrations should not be obstructed or provoked and efforts should be made to conduct Tusculum College business as normally as possible.
- If demonstrators are asked to leave but refuse to leave by regular facility closing time,
 - Arrangements will be made by the Director of Campus Safety to monitor the situation during non-business hours, or
 - Treat the situation as a violation of regular closing hours and, thus, a disruptive demonstration.
- When directed by the Vice President/Chief Financial Officer or designee, campus personnel should take the following action:
 - Alert all employees in the area to the situation.
 - Lock all doors, secure all files, documents, and equipment.
 - Stand by for further instructions.
 - Cease operations and evacuate.

NON-VIOLENT, DISRUPTIVE DEMONSTRATIONS

In the event that a demonstration blocks accesses to Tusculum College facilities or interferes with the operation of Tusculum College:

- Demonstrators will be asked by the Dean of Students or his/her designee to terminate the disruptive activity.
- The Dean of Students will consider having a photographer available.
- Key personnel and student leaders may be asked by the Dean of Students to go to the area and persuade the demonstrators to desist.
- The Dean of Students or his/her designee will go to the area and ask the demonstrators to leave and to discontinue the disruptive activities.

- 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 President will be consulted before civil authorities are brought onto campus.
- Efforts should be made to secure positive identification of demonstrators in violation to facilitate later testimony, including photographs if deemed advisable.
- The need for an injunction will be determined by the President, who may choose to consult the Dean of Students, and the Vice President for Business & Finance/Chief Financial Officer.
- If determination is made to seek the intervention of civil authorities, the demonstrators should be so informed. Upon arrival of law enforcement personnel, the remaining demonstrators will be warned of the intention to effect arrests (see Attachment B.)
- When directed by the Vice President/Chief Financial Officer or designee, campus personnel should take the following action:
 - Alert all employees in the area to the situation.
 - Lock all doors, secure all files, documents, and equipment.
 - Stand by for further instructions.
 - Cease operations and evacuate.

VIOLENT, DISRUPTIVE DEMONSTRATIONS

In the event that a violent demonstration in which injury to persons or property occurs or appears imminent, the Vice President/Chief Financial Officer or his/her designee will be notified:

During Business Hours:

- In coordination with the Vice President/Chief Financial Officer and Dean of Students, Campus Safety will contact law enforcement.
- The Vice President/Chief Financial Officer will have a photographer report to an advantageous location for photographing the demonstrators.
- The need for an injunction will be determined by the President, who may choose to consult the Dean of Students and the Vice President/Chief Financial Officer.

After Business Hours:

- Campus Safety should be immediately notified of the disturbance.
- Campus Safety will investigate the disruption and report and notify the Dean of Students and the Vice President/Chief Financial Officer.
- The Vice President/Chief Financial Officer will:
 - Report the circumstances to the President.
 - Notify key administrators and if appropriate, the administrator responsible for the building area.
 - If necessary, contact law enforcement.

Note: The Director of Campus Safety is empowered to call for law enforcement assistance without counsel from others if it is deemed to be of paramount importance to

the safety of persons involved. If this option is exercised, there will be a consultation with the Vice President/Chief Financial Officer and Dean of Students as soon as possible following the call for assistance.

- When directed by the Vice President/Chief Financial Officer or designee, campus personnel should take the following action:
 - Alert all employees in the area to the situation.
 - Lock all doors, secure all files, documents, and equipment.
 - Stand by for further instructions.
 - Cease operations and evacuate.

ATTACHMENT A - SAMPLE DIRECTIVE TO IMMEDIATELY TERMINATE DEMONSTRATION

“This assembly and the conduct of each participant is disrupting the operations of Tusculum College and is in violation of the rules of Tusculum College. 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 Tusculum College. 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 student who continues to participate in this demonstration is subject to Tusculum College disciplinary process and will also be subject to possible arrest for criminal violations.”

ATTACHMENT B - SAMPLE DIRECTIVE TO IMMEDIATELY TERMINATE DEMONSTRATION WITH THE ASSISTANCE OF LAW ENFORCEMENT PERSONNEL

“You have previously been directed to terminate this demonstration and you have been put on notice as to the consequences of your failures to do so. Since you have chosen to remain in violation of the rules and regulations of Tusculum College, each of you is hereby placed on interim suspension. Law enforcement personnel will now be called to assist Tusculum College 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...).”

CRIMINAL OR VIOLENT BEHAVIOR

1. Do not attempt to apprehend or interfere with the criminal except in cases of self-defense.
2. Everyone is asked to assist in making the campus a safe place by being alert to suspicious persons.
3. If you witness a criminal act or whenever you notice a person(s) acting suspiciously on Campus, immediately notify Campus Safety. Notify Campus Safety by dialing ext. 5318, or 423/470-2710 as soon as possible.
4. If you are a victim or observe any on-campus violation of the law such as assault, robbery, theft, etc., **DO NOT TAKE UNNECESSARY CHANCES!!** Notify Campus Safety by dialing ext. 5318, or 423/470-2710 as soon as possible.

ACTIVE SHOOTER

If you observe any suspicious activity on campus, immediately contact Campus Safety at 423/470-2710 or ext. 5318. If it is possible to do so safely, when you become aware of an "active shooter" incident, moving away from the immediate path of danger, and take the following steps:

1. Notify anyone you may encounter to move away from the danger area.
2. Evacuate to a safe indoor area away from the danger and take protective cover. If possible go to another College building. Stay there until assistance arrives.
3. Call 9-911 and Campus Safety at 423/470-2710 or ext. 5318, providing the following information:
 - a. Your name.
 - b. Location of the incident (be as specific as possible).
 - c. Number of shooters (if known).
 - d. Identification or description of shooter(s).
 - e. Number of persons who may be involved.
 - f. Your exact location.
 - g. Injuries to anyone, if known.
4. Individuals not immediately impacted by the situation are to take protective cover within their shelter-in-place location, staying away from windows and doors until notified otherwise.

If you are directly involved in an incident and exiting the building is not possible, the following actions are recommended:

1. Go to the nearest room or office.
2. Close and lock or barricade the door.
3. Turn off the lights.

4. Seek protective cover.
5. Keep quiet and act as if no one is in the room.
6. Do not answer the door.
7. Call 9-911 and Campus Safety at 423/470-2710 or ext. 5318, if it is safe to do so, providing each dispatcher with the following information:
 - a. Your name.
 - b. Your location (be as specific as possible).
 - c. Number of shooters (if known).
 - d. Identification or description of shooter.
 - e. Number of persons who may be involved.
 - f. Injuries if known.

Tactical law enforcement personnel will implement response protocols and notify the campus when it is safe to move out of “Shelter in Place” situation.

ASSAULT WITH INJURY

An assault incident should be reported to Campus Safety at 423/470-2710 or ext. 5318. Upon receiving a report of an assault, Campus Safety will:

- Assure the individual is not exposed to further harm and is in a place where she/he feels safe,
- Respect the victim’s confidentiality,
- Listen to the victim and find out what the victim’s most critical concern is and respond in a non-judgmental, informed way.
- Inquire as to whether individual would like to have law enforcement contacted such that a report can be generated and an investigation initiated, and
- Contact the Professional Staff Member On-Call.

The PSOC will determine the timeliness of the assault and the severity of the assault and communicate with the Dean of Students.

PSOC shall advise the victim of options regarding further steps in the process. Some options relate to personal, medical matters and some to legal, practical matters. The victim may choose to do one or more of the following:

- **Go to the Emergency Room:** the victim may wish to go directly to the local hospital for medical help.
- **Contact Counselor:** the victim will be informed and supported by the PSOC in seeking counseling support which will maintain confidentiality, help explain options, give information, and provide emotional support. Counselor will provide information and referrals to campus and community resources.
- **Call Family:** the victim may wish to speak to members of her/his family. The College strongly encourages open communication between parent(s)/guardian(s) and students. In the event that the victim is under 18, parents will be notified.
- **Contact a Friend:** the victim will be offered support in contacting an individual (trusted relative, friend, clergy member, etc.) who can be there to provide them with support.

- **Contact Authorities:** the victim has the option to notify law enforcement authorities and this matter will be reviewed and assistance provided upon the arrival of the Dean of Students or his/her designee.
- **Contact the Dean of Students:** the Dean is always available to provide personal and administrative support. Under appropriate circumstances, the Dean can assist in making arrangements to extend deadlines for class assignments, postpone exams, and change class schedules to separate victim and assailant. Due to the trauma associated with assault the victims may need to interrupt or alter campus employment, withdraw from courses, change their on-campus living arrangements, and/or leave the College altogether. Such changes may require exceptions to College academic and financial policies. Staff and faculty who are victims may have the same need for a leave of absence or changes in their work environment. To enhance the feeling of safety for victims, the College will try to accommodate all reasonable requests. Requests of this nature should be directed to the Human Resources Office ext. 5345 which will assist the victims insuring approval from the appropriate College official. Student victims may also contact the Student Affairs Office at ext. 5315.
- **File Report/Complaint:** Upon the victim's inquiry or upon the arrival of the Dean of Students, the victim's ability to file a formal complaint with the College such that the matter can be adjudicated, if appropriate, will be addressed. (Note: the victim may file a complaint without filing a police report.)
- **Take no action.** The victim may wish to do nothing other than have this conversation.

Upon conclusion of initial interaction, a report of the incident will need to be generated and submitted to Campus Safety to allow for Clery Act compliance. Unless victim authorizes, report should be limited to Clery Act required disclosures and will be guided by Director of Campus Safety or Dean of Students (to protect individual choice and confidentiality).

Subsequent Procedures - The Dean of Students shall contact the student approximately 24-48 hours later to check in and offer support; in particular if the student decided to do nothing, to ask if s/he changed their mind and review the options.

Comments - Confidentiality and the victim feeling a sense of control over what happens to her/him is extremely important. The victim should make most decisions with assistance from trained personnel, unless a minor.

SEXUAL ASSAULT/ RELATIONSHIP VIOLENCE

A sexual assault or relationship violence incident should be reported to Campus Safety at 423/470-2710 or ext. 5318. Upon receiving a report of sexual assault or relationship violence, Campus Safety will:

- Assure the individual is not exposed to further harm and is in a place where she/he feels safe,
- Respect the victim's confidentiality,

- Listen to the victim and find out what the victim's most critical concern is and respond in a non-judgmental, informed way. For example, do not ask "Why did you..." questions, but the following are appropriate remarks (remember a key predictor of whether or not a survivor gets the help they need, is often the reaction of the first person they tell - believe them, provide information, and support their decisions):
 - *I'm sorry this happened to you.*
 - *This wasn't your fault.*
 - *No one deserves to be raped.*
 - *I'm glad you chose to tell me.*
 - *You need and deserve to know your rights and options.*
 - *I want to help you.*
 - *Please take your time.*
 - *Let me know if you would like to stop, or take a break, at any time.*
- Inquire as to whether individual would like to have law enforcement contacted such that a report can be generated and an investigation initiated, and
- Contact the Professional Staff Member On-Call.

The PSOC will determine the timeliness of the assault and the severity of the assault and communicate with the Dean of Students.

PSOC shall advise the victim of options regarding further steps in the process. Some options relate to personal, medical matters and some to legal, practical matters. If the assault has just occurred, the victim will be informed that some of the medical options need to be addressed quickly. The victim should be advised that steps should be taken to preserve evidence immediately regardless of their current intent to prosecute (showering, combing hair or changing clothing will disrupt preservation of evidence should he/she choose to take any action in the future which would require evidence such as prosecution). The victim may choose to do one or more of the following:

- **Go to the Emergency Room:** the victim may wish to go directly to the local hospital for medical help and/or a forensics analysis. The hospital ER is the **ONLY** place where evidence necessary for medical and/or forensic evaluation and court testimony can be collected. Importance of seeking immediate and follow-up medical attention will be stressed for several reasons: (a) to assess and treat any physical injuries you may have sustained; (b) to determine the risk of sexually transmitted diseases, HIV, Hepatitis B or pregnancy and to take appropriate medical measures; and (c) to gather evidence which would aid criminal prosecution. Physical evidence should be collected immediately, ideally within the first 24 hours. It may be collected later than this, but the quality and quantity of evidence may be diminished.
- **Contact Counselor:** the victim will be informed and supported by the PSOC in seeking counseling support which will maintain confidentiality, help explain options, give information, and provide emotional support. Counselor will provide information about steps victims and their families can take following sexual assault or relationships violence, and provide information and referrals to campus and community resources.

- **Call Family:** the victim may wish to speak to members of her/his family. The College strongly encourages open communication between parent(s)/guardian(s) and students. In the event that the victim is under 18, parents will be notified.
- **Contact a Friend:** the victim will be offered support in contacting an individual (trusted relative, friend, clergy member, etc.) who can be there to provide them with support.
- **Contact Authorities:** the victim has the option to notify law enforcement authorities and this matter will be reviewed and assistance provided upon the arrival of the Dean of Students or his/her designee.
- **Contact the Dean of Students:** the Dean is always available to provide personal and administrative support. Under appropriate circumstances, the Dean can assist in making arrangements to extend deadlines for class assignments, postpone exams, and change class schedules to separate victim and assailant. Due to the trauma associated with sexual assault the victims may need to interrupt or alter campus employment, withdraw from courses, change their on- campus living arrangements, and/or leave the College altogether. Such changes may require exceptions to College academic and financial policies. Staff and faculty who are victims may have the same need for a leave of absence or changes in their work environment. To enhance the feeling of safety for victims, the College will try to accommodate all reasonable requests. Requests of this nature should be directed to the Human Resources Office ext. 5345 which will assist the victims insuring approval from the appropriate College official. Student victims may also contact the Student Affairs Office at ext. 5315.
- **File Report/Complaint:** Upon the victim's inquiry or upon the arrival of the Dean of Students, the victim's ability to file a formal complaint with the College such that the matter can be adjudicated, if appropriate, will be addressed. (Note: the victim may file a complaint without filing a police report.)
- **Take no action.** The victim may wish to do nothing other than have this conversation.

Upon conclusion of initial interaction, a report of the incident will need to be generated and submitted to Campus Safety to allow for Clery Act compliance. Unless victim authorizes, report should be limited to Clery Act required disclosures and will be guided by Director of Campus Safety or Dean of Students (to protect individual choice and confidentiality).

Subsequent Procedures - The DOS shall contact the student approximately 24-48 hours later to check in and offer support; in particular if the student decided to do nothing, to ask if s/he changed their mind and review the options.

Comments - Confidentiality and the victim feeling a sense of control over what happens to her/him is extremely important. The victim should make most decisions with assistance from trained personnel, unless a minor.

LIFE THREATENING ILLNESS/INJURY

COMMUNICABLE DISEASE

GENERAL

In the case of an outbreak of a communicable disease, the following steps should be engaged:

- Secure emergency medical treatment for injured student(s) (emergency medical services contacts family of student)
- Investigate public health threat of serious communicable disease (e.g. meningitis, measles, active tuberculosis, rabies exposure)
- Coordinate campus response to notify students of possible exposure and need for testing or treatment
- Provide evaluation, testing and treatment of students, faculty and staff when appropriate
- In the event of an epidemic level outbreak of a communicable disease, where applicable unimmunized students will be excluded from campus until epidemic has ended
- Provide individual psychological support to victims or witnesses including roommates, friends, significant others
- Provide support to affected student groups to discuss their reactions (critical incident debriefing)
- Provide assistance to student(s) impacted (e.g., roommates, friends, significant others) with absence letters and academic options
- Provide assistance to family of student(s) (e.g., locating personal belongings in extended absence)
- Provide assistance to student(s) regarding:
 - absence letters
 - attendance/enrollment options
 - information and referrals to campus and community resources

PANDEMIC INFLUENZA AND AVIAN FLU

PANDEMIC INFLUENZA

Pandemic influenza is a global outbreak of disease from a new influenza A virus that is unlike past influenza viruses. Because people have not been infected with a similar virus in the past, most or all people will not have any natural immunity to a new pandemic virus. There is no vaccine available at this time for a pandemic flu, and it is expected to take at least six months after a pandemic flu appears to develop a vaccine. A person infected with an influenza virus can be infected for 24 hours before the onset of symptoms, and for five to seven days thereafter, making it easy for the virus to spread rapidly to large numbers of people.

AVIAN FLU (BIRD FLU)

Avian flu virus is a virus that affects wild birds (such as ducks, gulls, and shorebirds) and domestic poultry (such as chickens, turkeys, ducks, and geese). When a bird is infected with avian flu, it sheds the flu virus in its feces, saliva and mucus. Other birds become infected by eating or inhaling the virus. Very rarely, the virus can infect people who are in close contact with infected birds – for example by people inhaling dried feces that have become trampled into dust. People cannot catch avian flu from eating cooked chickens. It is suggested that travelers to Asian countries affected by avian flu should avoid poultry markets and farms to minimize any risk of becoming infected.

RESPONDING TO PANDEMIC INFLUENZA AND AVIAN FLU

If a student is showing symptoms of pandemic influenza or avian flu they must immediately be isolated from campus and sent to the local hospital. Campus Safety will immediately notify Greene County Health Department. Tusculum College will work under the guidance of Greene County Health Department and the recommendations of the Center for Disease Control and Prevention to determine the best course of action to reduce the risk of spreading the infection.

All faculty/staff and students who have come in contact with the infected individual will need to notify Campus Safety. Campus Safety will need to send the contact information (name, number, home address) to the Health Department. Greene County Health Department can properly advise those individuals and their families as to the protocol needed to deal with the outbreak.

Public health officials have informed us that one means of minimizing the impact of an infectious disease outbreak in large populations is through “social distancing” of people. This term refers to limiting close contact of individuals so that they are less likely to spread infection. Therefore, if Greeneville City Schools or Greene County Schools close due to the outbreak of the flu Tusculum College will suspend classes and assess the possibility of closing residence halls and ask students to return to their homes. The difficulty in making the decision to close school is very important. In mathematical modeling, early school closure equates to a large decrease in infected persons. The increase of an attack rate from .01% to .05% to 1% is one week. Each week the increase in diagnosed infections increases tenfold. The second week, the infected persons equal 10%. Anything above 1% is diminishing returns. So, clearly action must be taken during the first week of diagnosed infections.

Many campuses are planning for a de-escalation following two to three weeks. Federal agencies are suggesting a much longer period prior to de-escalation of three to four months. This longer period goes well beyond many thoughts that a few weeks can be made up by extending semesters or instructing on weekends. For housing operations that close for that period of time, the loss of revenue can be devastating. Good accounting practices suggest maintaining a four month operating expense reserve account for situations not unlike a pandemic closing.

Preparedness and Planning

1. Complete an annual review of Emergency Operations Plans that include Pandemic Planning.
2. Identify and prepare lists of essential functions that designate essential personnel who will be expected to report to work during an emergency to continue business operations. This list should contain all pertinent contact information (i.e., home phone, cell phone, etc.).
3. Conduct succession planning and identify at least three staff members who can perform each essential function.
4. Encourage staff to keep work spaces clean. Disinfecting commonly touched work surfaces and items should be routinely practiced (i.e., computer keyboards, door handles, etc.).
5. Identify campus housing that may be used for quarantine or isolation units for students who may not be able to be housed off campus or at home.

Preparedness and Planning/Response

1. Review or establish plans for remote work strategies.
2. Prepare an employee sick leave/extended absence policy. Generally, peak absenteeism during a pandemic is estimated to be about 40%.
3. Consider using FEMA trailers for quarantine or isolation housing if current housing inventory does not provide separate bathrooms and does not eliminate recirculated air.
4. Stockpile soap, alcohol-based/waterless hand hygiene products, tissues, N95 masks, and disinfectant for housing purposes.
5. Establish a housing and dining command center where essential personnel report.
6. Develop plans to assure the on going provision of food services in the event of a reduction of work force.
7. Stockpile appropriate types and amounts of non-perishable food.
8. Stockpile appropriate amounts of prepackaged utensils.
9. Establish procedures to ensure that stockpiled foodstuffs that have expiration dates have not exceeded those dates.
10. Ensure that medical personnel have trained essential food service staff on the risks and response to flu exposure.

Response

1. Establish evaluation centers to send students who believe they have been exposed or who exhibit flu-like symptoms as identified by staff in the campus housing units used for quarantine or isolation.
2. Limit housing staff face-to-face meetings during pandemics.
3. Review event schedules and consider cancelling any events that are not critical.
4. Provide designated essential personnel to receive N95 mask barriers including providing fit testing and training on respirator protection from emergency personnel.
5. Plan for the monitoring/delivery of medications and other goods and services to isolation and quarantine cases within housing units.
6. Identify the meal delivery need and method for quarantine or isolated students.
7. Announce schedule changes for dining locations. Retain or establish take-out only options to minimize contact. Consider the use of web-based technology for ordering as well as for communicating schedule changes.

Recovery

1. Activate a business continuity plan program for essential personnel.
2. Work closely with health services staff regarding which students should be able to go home. To reduce infection, students who are sick should stay as well as roommates of sick students should stay. Consider plans to develop an “all clear” group that could go home.
3. Disinfect all surfaces and ductwork in rooms where students were held in isolation/quarantine once quarantined or isolated students have moved out.
4. Schedule a post-event debriefing to determine areas of process and procedure improvement.
5. Complete an event financial impact analysis.

The use of these non-pharmaceutical guidelines will greatly reduce the spread of a pandemic flu and the voracity of the virus. Pandemic flu planning is an essential aspect of the housing comprehensive crisis management plan. The pandemic flu aspect of the overall plan is one that necessitates constant review. Research is on-going at all levels of government to develop the best approaches, equipment, techniques, and processes when dealing with pandemics.

References: www.pandemicflu.gov, www.cdc.gov

MUMPS

Mumps is a self-limited viral illness typically associated with fever and painful swelling of salivary glands; it spreads like influenza. State law requires all full-time students in higher education institutions in Tennessee to have had two doses of mumps vaccine; two doses will protect 90-95% of recipients from disease.

Currently, no outbreak-associated cases have been identified in Tennessee, however planning with institutional health-care providers, assessing current policies for verifying appropriate immunization status of students, incoming students, and staff, and discussing possible response policies if cases are identified.

References: www.cdc.gov/nip/diseases/mumps/default.htm

STAPH INFECTION

With the primary means of transmission being person to person contact (rather than airborne or surface contact), the recommended protocol is to practice proper hygiene by encouraging showering as soon as possible upon cessation of work-out or exercise sessions and have the infected party keep any wounds/lesions covered to assure that transmission possibilities are limited.

If an incidence of staph infection is identified at the campus, the following actions shall be employed:

- 1) Initial responsive and prophylactic measures will include:
 - a) the Director of Facilities Management will assure that housekeeping/maintenance staff is observing proper personal protection measures and conducting proper disinfecting measures (especially as to athletic facilities and residential environments – bathrooms, etc.) and review disinfecting materials used in all facilities for applicability for intended use, as well as assuring that special focus is provided to areas of suspected contact as appropriate;
 - b) the Athletic Director will assure that disinfecting wipe products designed for individual users are readily available in weight room and exercise areas, and that a supplemental orientation for the student workers for said facilities is conducted to assure they are proper personal protection measures and conducting proper disinfecting measures;
 - c) the Athletic Director and the Head Trainer will assure that the coaching and training staff are orienting student athletes with information on good hygiene practices and have access to necessary materials, and will assure that coaching staff is notified such that they are able to restrict contact between student and others during recovery period;
 - d) the Campus Nurse will assure that proper and sufficient disinfectant materials are available for distribution to students who are diagnosed with illness or present with concerns for same in residential environment, and that they have been properly oriented as to good treatment and hygiene practices, and encourage the student to refrain from use of facilities such as weight room (where the potential for transmission is heightened) until the illness has passed the stage of contagion.
 - e) the Dean of Students will then endeavor to make available a residential space with private restroom facilities to the student, communicate the need for medical waiver from class to the Provost's Office, and try to coordinate delivery of meals for first two days (highest period of contagion); and
 - f) the Dean of Students will maintain a file on incidents to examine any information lending to the development of an identifiable pattern indicating further response, etc.

DRUG/ALCOHOL OVERDOSE

Call 9-911 immediately and then Campus Safety at 423/470-2710 or ext. 5318. Transportation to a local facility/hospital is the responsibility of local Emergency Medical Services (EMS). EMS transportation will be at the student's expense.

Try to keep student calm and do not leave student alone until medical personnel (EMS) and/or Campus Safety arrive.

Dean of Students or designee will transport to hospital to check student status. If student is a minor, legal guardian(s) should be contacted by Dean of Students or his/her designee.

Counselor should provide support in understanding, evaluating, and choosing how the student would like to proceed, and offer to facilitate such contact. Upon reviewing the support services available on campus and in the community.

PSYCHOLOGICAL CRISIS

A psychological crisis exists when an individual is threatening harm to himself/herself or to others or is out of touch with reality. Typically the disconnection with reality is due to severe drug or medical reactions or a psychotic break.

GENERAL RESPONSE

Students attending and faculty/staff working at the College are expected to be functioning well enough to manage and care for themselves and not be a threat to themselves or others. Occasionally, a student, faculty, or staff member might be experiencing mental health problems which interfere with their ability to function. The procedural list below serves as a general guideline to follow when you become aware of student, faculty, or staff member who might not be functioning well from a mental health standpoint.

General guidelines are as follows:

- Do not leave the student alone (unless you fear imminent bodily harm to yourself; protect yourself first) and keep them as calm as possible.
- If the person is in need of medical assistance, contact emergency services immediately at 9-911 and then Campus Safety at 423/470-2710 or ext. 5318.
- If the person is not in imminent harm, contact Campus Safety at 423/470-2710 or ext. 5318.
- Try to keep the student calm until police or a counselor arrives.

SUICIDE ATTEMPT

- Do not leave the student alone (unless you fear imminent bodily harm to yourself; protect yourself first) and keep them as calm as possible.
- If the person is in need of medical assistance, contact emergency services immediately at 9-911 and then Campus Safety at 423/470-2710 or ext. 5318.
- If the person is not in imminent harm, contact Campus Safety at 423/470-2710 or ext. 5318.
- Try to keep the student calm until campus safety or a counselor arrives.
- Counselor should evaluate suicidal ideation, the type and severity or lethality of the attempt.
- If the student agrees to treatment, Campus Safety will contact local Emergency Medical Services (EMS) to provide transportation to a local hospital.
- Hospital staff should be provided emergency contact information.

- If the student refuses to be transported to the hospital, the Dean of Students will determine whether to contact police so that they can evaluate whether mandatory transport is appropriate.
- Dean of Students will determine whether to contact parents/guardians. If the student is incapacitated, hospital staff make notification, so they can answer parents' medical questions.
- Due to HIPAA, hospital staff are often reticent to let staff go back to speak with the student. Staff are encouraged to take a copy of the student's emergency card/contact information to the hospital and introduce themselves to staff explaining professional role and possession of emergency contact information for a student brought in earlier. It is helpful to establish prior knowledge of the situation role in offering assistance in the student's care, as well as to follow up about the student's condition and provide buffer with parent's and other concerned parties.
- Once the staff member goes back, he/she has a short conversation with the student (if the student is conscious and alert), explaining that the staff member is there to see how the student is doing. The staff member usually asks if he/she can contact anyone for the student, and also leaves his/her business card, with the duty cell phone number on the back, and tells the student that he/she is required to contact a member of the staff prior to returning to campus. In most cases of actual suicide attempts, the student is involuntarily committed for a 72-hour mental health evaluation period to the psych ward of the hospital.
- Counselor provides individual psychological support to witnesses including roommates, friends, significant others
- Counselor provides support to affected student groups to help them discuss their reactions (critical incident debriefing)
- Dean of Students or designee provides assistance to students regarding:
 - absence letters
 - attendance/enrollment options
- Dean of Students or designee provides assistance to family of student (e.g., locating personal belongings in extended absence)
- Follow-up contact by a counselor will be made within 12-24 hours or upon the student's return to campus.

DEATH IN THE ACADEMY

- In the event of a death of a student on campus, any individual first to respond must contact emergency personnel (9-911) and Campus Safety (ext. 5318 or 423/470-2710).
- Campus Safety officers are in charge at the scene of the incident until all appropriate actions have been taken. Every effort should be made to preserve the scene of the incident exactly as discovered, and keep others from viewing the victim and the surroundings. Access to the body, or the area where the body was found, should not be permitted by anyone other than emergency personnel.
- Campus Safety officers, after arriving and initially securing the scene of the incident and assuring emergency care is being rendered, will contact the Dean of Students (or designee), and prepare an initial report to be promptly and confidentially provided to the Vice President/Chief Financial Officer including names of individuals who might provide information.
- If the situation warrants, the Vice President/Chief Financial Officer shall proceed immediately to the site of the incident or to the hospital, and assure the Dean of Students responds to the alternative location to assist in coordinating response efforts.
- The Vice President/Chief Financial Officer will verify the death of the student and the student's identity, and contact the President, who will, if warranted, contact:
 - appropriate Cabinet members, and
 - College counsel.
- The Vice President/Chief Financial Officer (or designee) will immediately contact any additional personnel who are indicated for managing the administrative aspects of the incident and coordinate the efforts of this team. Such personnel and efforts may include:
 - The Director of College Communications (or Associate Director of College Communications, if not available) to coordinate all information associated with the incident which is released by the College and respond to all requests for information from media personnel in consideration of the following:
 - The confidentiality of the deceased and their family.
 - It is important not to unnecessarily alienate the media while at the same time being sensitive to the needs of the family and the campus community. The needs of the family and campus come first but unfriendly media will exacerbate the situation.
 - All legal matters should be referred to investigating authorities, all requests for medical information should be referred to the care giving facility, and its communications office.
 - Collection of the salient facts of the student's enrollment, academic status, hometown, age, major, and perhaps even quotes from the faculty and staff on a fact list sheet should be prepared for quick reference.
 - A notification statement for the faculty, staff, and student body, should be prepared keeping details to a minimum.
 - The College switchboard operator should be directed to transfer all calls to the Emergency Operations Center or the Communications Office, as appropriate.

To insure accurate and consistent information, all College personnel must observe this requirement, directing all inquiries to the Director of College Communications.

- College Communications should prepare language for an official expression of sympathy on behalf of the College from the President to the next-of-kin to use as she/he deems appropriate.
- The Director of Facilities Management to see that the American Flag on campus is lowered to half-staff.
- The Dean of Students (or designee) will immediately contact any additional personnel who are indicated for managing the people aspect of the incident and coordinate the efforts of this team. Such personnel and efforts may include:
 - The Associate Dean of Students to immediately contact all Student Life Coordinators and Resident Assistants in preparation for support intervention and support efforts for those affected.
 - The Campus Counselor to respond to the scene to assist with immediate psychological and emotional needs, beginning with an assessment of individuals who might be affected by the death: family members, significant others, roommate(s), faculty members, work supervisor, close friends, etc.
 - The Director of Campus Safety to determine positive identification(s) and correct name of any student involved in the incident.
 - The Campus Minister to support the efforts of the Campus Counselor and make him-/herself available for support services.
- The Dean of Students will work through the Vice President/Chief Financial Officer and the Director of College Communications to coordinate:
 - Contact with family members of all students involved in the incident after assuring that police, hospital or other personnel have made contact with the family, as appropriate (considering issues warranting confidentiality and working through the local police and chaplains in the family's home jurisdiction as appropriate and possible).
 - Notification of families of students with the same name that their student is safe and not the one involved in any incident reported by the media.
- The Dean of Students (or designee) will serve as the primary contact person for the family of the students involved in the incident, and will contact the family of all students involved in the incident a second time to offer condolences on behalf of the College and confirm their understanding of the earlier call, mindful of the following considerations:
 - The need to answer as many specific questions as possible.
 - The need to make arrangements for them to come to campus, meeting with the family upon arrival, and designating an on-site escort/host.
 - The escort/host will see that the family meets with appropriate college administrators, police officers, campus minister (if desired), and other officials as requested or needed.
 - The need to offer other appropriate assistance.
- The Dean of Students (or designee) will meet with faculty members, advisors, and other staff who may be meeting with the family and gather information to be used in these meetings (prior to the arrival of the family).

- The Dean of Students (or designee) ascertain from the parents/guardians what their wishes are concerning funeral arrangements, memorial services, and disposition of the student's personal property
- The Dean of Students (or designee) will, with expedience, notify the following by memorandum and those offices will assume the outlined responsibilities (to allow for all official correspondence to be sent from DOS to the next of kin):
 - Provost: close the official academic records and coordinate the process of determining whether an honorary degree shall be conferred and advance/report back to DOS.
 - Director of College Communications: coordinate cessation of any mailings from institution and advance/report back to DOS.
 - Director of Financial Aid and Controller coordination of any funds owed to or by the student(s) and advance/report back to DOS.
 - Director of Human Resources: finalize any remaining wage payment and close any employment records and advance/report back to DOS.
 - Controller: calculate any allowable refund of tuition and fees, and advance/report back to DOS.
 - Director of the Library: renew all materials checked out to avoid inadvertent overdue/fine notices, and advance/report back to DOS.
 - Associate Dean of Students: process any allowable refund of room and meal plan, and return to library any materials on loan found in student room, and, secure personal property in individual's room until disposition instructions are received from the family and advance/report back to DOS.
 - Campus Counselor will be responsible for coordinating psychological counseling and emotional support to students in need of assistance as a result of the incident.
 - Areas to consider when providing support for survivors of an incident include living unit, classmates, clubs, organizations, academic departments.
 - When utilizing assistance from area professionals, provisions must be made for meeting space and support services.
 - As appropriate, individuals involved in responding to critical incidents should participate in critical incident stress management program.
 - Campus Minister will write a letter of condolence to family members of the deceased student(s), and provide assistance for those wishing to hold a campus memorial for the deceased student(s) (considering wishes of the family, student needs, location, and participating personnel).
- The official correspondence will be sent from the Dean of Students to the parents or guardians or appropriate relatives of the student. This letter will also contain any information and directives necessary to conclude official business between the student and the college. Such official business may include refunds or accounts receivable.
- If any college official receives a call or letter from the parents or guardians of a deceased student, the official should contact the staff member who served as the host to the parents or guardians, who will then coordinate all further communication between the college and the family.
- Both the Vice President/Chief Financial Officer and the Dean of Students (or their designees) will meet with responders involved with the incident to review activities

and progress of the team during the resolution of the incident. Following the completion of the work of the team, the Vice President/Chief Financial Officer (or designee) will organize a session for the members of the team to debrief and evaluate the procedures followed and make suggestions for revisions to the procedures.

NATURAL DISASTER

SEVERE WEATHER

SEVERE THUNDERSTORM WARNING

- Immediately go inside for protection
- Stay away from windows, water faucets, and other plumbing fixtures
- Do not use telephones, televisions, or computers since lightening can travel through wiring
- If outside, stay away from tall trees and other objects that are likely to be struck by lightening
- If caught in an open field, crouch close to or lie flat on the ground.

SEVERE THUNDERSTORM WATCH

- Listen to a local radio station or monitor the internet for additional information
- Be alert to weather conditions and signs of thunder and lightening
- Be prepared to implement severe weather procedures

TORNADO WATCH

The weather conditions are right for a tornado to form, although funnel clouds have not yet been spotted.

- Keep alert to weather and approaching storms.
- Be prepared to take emergency shelter.

TORNADO WARNING

A tornado has been sighted, the National Weather Service has issued a tornado warning, or you are informed by campus personnel.

- If a warning is issued via Pioneer Alert or other means, individuals should be directed to seek shelter immediately;
- The Student Life Coordinators need to encourage their respective residents to report to Niswonger Commons basement area below the Pioneer Arena;
- If time permits, doors should be closed, windows closed, electrical devices turned off and assistance offered to those in need;
- If individuals are unable to exit to the main shelter area, they should be encouraged to seek shelter in interior room with no windows and shelter under something sturdy; and
- Individuals should stay in the tornado shelter area until the “All Clear” is issued by the National Weather Service.

UTILITY OUTAGE – SIGNIFICANT IMPACT

1. In the event of a major failure occurring between 7:00 a.m. and 3:30 p.m., Monday through Friday, immediately notify Facilities Management, ext. 5319, or Campus Safety, ext. 5318 or 423/470-2710.
2. If there is potential danger to the building occupants, or if the utility failure occurs after 3:30 p.m., or before 7:00 a.m. on weekends, or holidays, notify Campus Safety, ext. 5318 or 423/470-2710.

Always observe steps 1 and 2 above whenever the following utility emergencies arise:

ELECTRICIAL/LIGHT FAILURE

Most campus buildings are equipped with an emergency light system that provides enough illumination in corridors and stairs for safe exiting for a short time. It is, however, advisable to have a flashlight available. If electrical short in equipment, immediately shut off electricity, pull electrical plug or shut off electrical breaker switch. Call Campus Safety if assistance is needed.

ELEVATOR FAILURE

If you are trapped in an elevator, use the emergency phone in the elevator to notify Campus Safety. If the elevator does not have an emergency phone, turn on the emergency alarm (on the front panel) which signals your need for help. If outside a stalled elevator, tell the person(s) inside that help is being contacted, and then call Campus Safety, ext. 5318 or 423/470-2710. Have someone stand by the elevator to keep person(s) inside informed until help arrives unless evacuation is imminent.

PLUMBING FAILURE/FLOODING

Cease using all electrical equipment. Notify Facilities Management, ext. 5319, or Campus Safety, ext. 5318 or 423/470-2710. If necessary, vacate the area of flooding. Shut off water and/or contain flooding, if possible.

During outdoor flooding on campus, use caution when driving on flooded streets.

GAS LEAK

Cease all operations and shut off sources of ignition. **DO NOT SWITCH ON LIGHTS OR ANY EQUIPMENT. REMEMBER**, electrical arcing (even the smallest sparks which occur when any type of electrical switch is toggled) can trigger an explosion! Vacate the area. Shut off gas, if gas line valve is convenient. Close doors.

VENTILATION PROBLEM

If smoke or offensive odors come from the ventilation system, immediately notify Campus Safety, ext. 5318 or 423/470-2710, or Facilities Management, ext. 5319. If necessary, cease all operations.

CONTAMINATED WATER SUPPLY

If it is determined that water supplies are at risk, the College will seek to lay in a two week supply of bottled water to accommodate the residential student population and staff required to stay on site to manage this population. For 600 students, that equates to approximately 8,400 gallons of water. The water supply will need to be monitored by Campus Safety.

If the water supplies were believed to be contaminated, all non-essential personnel would be sent home, all students encouraged to go home if possible, and the Campus Safety and Student Life personnel would manage the disbursement of water to the remaining residential population. Simultaneously, the Water Commission of Greeneville and the Green County Chapter of the American Red Cross would be contacted for further assistance:

Water Commission of Greeneville
516 N. Main Street
Greeneville, TN
423/638-3148

American Red Cross
Greene County Chapter
218 North Main Street, Suite 3
Greeneville, TN 37745
423/638-6441

In case the water supply was depleted before the contamination issue was resolved, the following emergency procedures would be placed into effect:

- Water can be boiled. Boiling water is the safest method to purify water. Bring water to a rolling boil for 3-5 minutes. Let the water cool before drinking it.
- For extreme emergencies, water may be collected from streams, lakes, rivers, and then boiled.

PHONE SYSTEM FAILURE

The College's primary phone system depends on two servers. In case of an emergency, the College has analog lines in the residence halls that can be used to connect a phone and the dedicated facsimile lines provide additional phone options. Once the phone is connected to one of these outside lines, a call may be dialed out.

TRAVEL ACCIDENTS

In the event of an emergency occurring while engaged in official College travel, the trip coordinator or driver should:

- Notify local authorities at 9-911.
- Assist in providing medical assistance.
- Notify Campus Safety at 423/470-2710 and leave a cellular phone number with the dispatcher.
- Do not attempt to make repairs, including changing a tire. Wait for roadside assistance.
- Communicate details of incident upon contact being made with Dean of Students or designee and implement directions provided.
- Meeting with Dean of Students as soon as feasibly possible after returning from the trip to investigate the incident.

FIRE, EXPLOSION OR SIMILAR INCIDENTS - SIGNIFICANT IMPACT

FIRE

1. Activate the alarm if not already activated;
2. Notify Campus Safety, ext. 5318 or 423/470-2710, or 9-911, if needed;
3. When faced with a minor fire that appears controllable, promptly obtain an extinguisher and direct the charge of the fire extinguisher toward the base of the flame. If you are unfamiliar with the effective operation of an extinguisher, or the fire is large, smoky, or rapidly spreading, **DO NOT ATTEMPT TO EXTINGUISH – EVACUATE THE BUILDING IMMEDIATELY (CAUTION: Do not use water type fire extinguishers (CLASS A) on chemical or electrical fires).**
4. Notify all occupants on your way out;
5. Begin evacuation – Use stairwells, NOT elevators. If possible, without placing yourself in jeopardy, check bathrooms and elevator entrances and assign individuals to assist the handicapped. CLOSE ALL DOORS;
6. Ensure all occupants have evacuated;
7. Tape off doors – Instruct people not to re-enter the building;
8. Go to the designated assembly area for your building at least 300 feet from the building;
9. Do not re-enter building unless directed to do so by campus safety; and
10. Verify count of building occupants – report any discrepancies to campus safety.
11. If you become trapped in a building during a fire and a window is available, place an article of clothing outside the window as a marker for emergency personnel. If there is no window, place yourself near the floor where the air will be more breathable. Shout at regular intervals to alert emergency personnel of your location.

Supervisors should routinely survey their areas of responsibility for fire safety concerns. All faculty and staff should report any concerns to their supervisors and Facilities Management for corrective action.

- Fire doors should remain closed
- Only use UL-approved outlet cords equipped with an internal surge protector
- Keep all walkways and stairways free from obstructions at all times
- Ensure all hazardous and flammable substances are properly stored

- Do not overload outlets with multiple outlet cords or multiple plug adapters
- Ensure all exit doors are functioning properly and are not locked from the inside
- Ensure evacuation signs are posted and current
- If someone is parked in a fire lane, notify security immediately
- Inspect fire extinguishers to make sure they have been checked by maintenance within the last month.
- Ensure emergency exits are visible, unobstructed, and accessible.
- Ensure exit lights and emergency lights are in proper working order.

EXPLOSION OR SIMILAR CATASTROPHIC INCIDENT

In the event a violent accident such as an explosion or airplane crash occurs on campus, which could render a building or area unsafe, take the following action:

1. Immediately take cover under tables, desk, and other such objects that will give protection against falling glass or debris.
2. After effects of the explosion and/or fire have subsided, notify Campus Safety ext. 5318 or 423/470-2710. Give your name and describe the location and nature of the emergency.

IF IT IS NECESSARY, EVACUATE THE BUILDING.

FAMILY EMERGENCY

In the case of immediate family life/death situations, the Dean of Students and the Campus Counselor will notify the student and provide psychological support to affected student as well as information and referrals to campus and community resources.

In the case of a death of an immediate family member a law enforcement officer will make the death notification and College personnel will be on hand for support.

At some point after the crisis, the Dean of Students and appropriate personnel may meet to assess how the crisis was handled and make future adjustments, if necessary.

“SHELTER IN PLACE” (LOCKDOWN) PROCEDURES

“Shelter in Place” is a phrase which does not necessarily mean to physically lock all doors. This protocol is used when there is a threat of some kind on campus and individuals need to get out of the hallways into a safe area. Security will immediately respond to where the threat is and keep the individual(s) in one area until outside law enforcement arrives.

- Remain calm!
- Briefly advise building occupants of the nature of emergency.
- Get occupants out of the hallways into a room. Advise them the best place to go is an inner office or closet and lock the door, if possible.
- Check bathrooms and elevators.
- Shut blinds or cover windows, if possible.
- Advise individuals to stay away from windows and take cover under desks or any place where they cannot be seen directly.
- Do not pull the fire alarm.
- Keep Campus Safety advised of your situation. Communication is key!
- Remain in your room until Campus Safety or law enforcement personnel arrive and begin evacuation.

EMERGENCY RESPONSE DEPARTMENT AND AGENCY RESOURCES

Alumni Office
McCormick Hall
ext.5156

American Red Cross
218 N Main St Ste 3
Greeneville, TN 37745
423/ 638-6555

Ask-A-Nurse
800/888-5551

Baptist Hospital for Women
10820 Parkside Drive
Knoxville, TN 37922
865/218-6011

Business Office
McCormick Hall
ext.5060

Campus Dining Services
Niswonger Commons
ext.5309

Campus Safety Office
Niswonger Commons
ext.5318

College Communications
McCormick Hall
ext.5310

Counseling Services
Niswonger Commons
ext.5368

Emergency Management
Agency
Greeneville Greene Co
310 S Main St # 2, Greeneville
423/798-1729

Facilities Management
ext.5319

Gray Fire Department
107 Gray Ruritan Dr
Gray, TN 37615
423/477-3851

[Greene County Constable](#)
129 Charles St
Greeneville, TN 37743
423/798-1714

Greene County Government
Offices
Greeneville, TN 37743-0000
423/798-1720

Greene County Sheriff's Office
Greeneville, TN 37743
423/798-1800

[Greeneville Fire Department](#)
710 W Summer St
Greeneville, TN 37743
423/638-4243

[Greeneville Police Department](#)
200 S College St
Greeneville, TN 37743
423/638-4243

Hamblen County Health
Department
331 West Main Street
Morristown, TN 37814
423/586-6431

Hamblen County Sherriff's
Department
Hamblen County Justice Center
510 Allison Street

Morristown, TN 37814
423/586-3781

[IndustriCare](#)
1021 Coolidge Street
Greeneville, TN 37743
423/636-9828

International Student Services
Academic Resource Center
ext.5379

Johnson City Fire Department
505 East Main Street
Johnson City, TN 37601
423/975-2840

Johnson City Medical Center
400 N. State of Franklin Rd.
Johnson City, TN 37604
423/431-6111

Knoxville Fire Department
900 Hill Ave., Suite 430
Knoxville, TN
865/595-4480
Emergency – 9-911
Fire Prevention Bureau
865/215-2283

Knoxville Police Department
800 Howard Baker Jr. Ave
Knoxville, TN 37915
865-215-7000
Emergency – 9/911

Laughlin Memorial Hospital
1420 Tusculum Blvd
Greeneville, TN 37745
423/787-5000

Parkwest Medical Center
9352 Park West Blvd.
Knoxville, TN 37923
865/373-1000

Registrar's Office
Virginia Hall
ext.5214

Student Government
Association
Rankin Hall
ext.5208

Takoma Adventist Hospital
www.takoma.org
401 Takoma Ave
Greeneville, TN 37743
Emergency Center – 423/636-
2360
423/639-3151

[Tusculum Volunteer Fire
Department](#)
Greeneville, TN 37743-4647
423/638-8068

Washington County Sherriff's
Office
101 E. Market Street
Johnson City, TN 37605
423/461-1414