

EMERGENCY PREPAREDNESS RESOURCE GUIDE FOR CERT AND CERMT

The Resource Guide for College Emergency Response Team (CERT) and College Emergency Management Team (CERMT) is designed to provide information relative to the actions of Lockdown/Shelter-in-Place, Evacuation, Relocation and provide coordinator checklists to carry out these actions.

Provided by the office
of: Campus Police and
Emergency
Preparedness
Coordinator

08/15/2024

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Introduction

Thank you for serving as a WSCC Building, Floor or Area coordinator. These roles are paramount in enhancing and meeting the safety and operational needs of your building. The College Emergency Response Team (CERT) program is designed to facilitate planning, communication, safety, and emergency response needs. The goal of the CERT team is to execute the Building Emergency Action Plan (BEAP) in an efficient manner in an effort to preserve life and safety. Primary and Secondary building coordinators are the points of contact for the building and will be involved in the development, scheduling, and coordination of emergency planning for the building as well as assisting with organizing emergency preparedness training for CERT team members. All CERT members will be required to attend regularly scheduled meetings and participate in training.

As we work together on behalf of the students, faculty and staff at WSCC, please feel free to provide feedback regarding this program and efforts to support you in your role. We look forward to working as team to continuously improve our services and our emergency planning efforts. If there are any questions, concerns or suggestions, please feel free to contact the following:

Nathan Antrican, Director of Campus Police

Email: nathan.antrican@ws.edu

Telephone: 423-318-2747

Gregory Coker, Chief of Police

Email: gregory.coker@ws.edu

Telephone: 423-585-6882

Adam Stanley, Emergency Preparedness Coordinator

Email: adam.stanley@ws.edu

Telephone: 423-585-4903

Thank you for your support and commitment to WSCC and for your dedication to helping us fulfill the institution's preparedness goals.

Important Contact Numbers

Campus Police

Claiborne Campus – 423-851-4778

Morristown and Expo Campus - 423-585-6752

Niswonger Campus – 423-798-7961

Sevierville Campus – 865-774-5813

Newport Campus – 423-532-1006 ext: 2006

Local law enforcement

911 (emergency only)

Facilities Management

Morristown Campus – 423-585-6907

1.0 Emergency Preparedness Structure

1.1 Emergency Defined

A **LEVEL 1 MINOR EMERGENCY** is any potential or actual incident that does not seriously affect the overall functional capacity of the institution. Emergencies in this category will be handled according to the established procedures of those work sections responsible for responding to these emergencies. Notifications to senior administrators regarding the incident will be made consistent with the standard policy and procedures.

A **LEVEL 2 MAJOR EMERGENCY** is any potential or actual incident that substantially disrupts a significant portion of the overall operations of the institution. Outside emergency services, as well as major commitment of college support services, may be required. The institution's police department or the local emergency response agency, once notified, will take immediate action to respond to the emergency and safeguard persons and property. Major policy considerations will be required from higher levels of college authority. The Emergency Preparedness Plan may be activated at the direction of the President or his/her designee in the event of a major emergency.

A **LEVEL 3 BUILDING EMERGENCY** is a condition during which a specific building and its occupants are subjected to special precautions/actions necessary to maintain order and to safeguard institutional personnel and property. Upon

determination that conditions exist which could lead to a state of emergency or have the potential of existing in a single building through events restricted to a building such as a bomb threat, equipment malfunction, or etc., the designated administrator (e.g., physical plant director) shall be notified immediately. The administrator will immediately inform the President or designee of the situation. The appropriate administrators shall implement the necessary procedures and notify appropriate personnel to ensure the safety and protection of the persons and property in the building. Members of the College Emergency Management Response Team shall be informed as determined by the President.

A **LEVEL 4 Disaster** is a disaster is an event or incident that seriously impairs or halts the operations of the institution. A disaster may result in multiple casualties and severe property damage. A coordinated effort of all college services and outside emergency resources will be required. The President or his/her designee will activate the College Emergency Preparedness Plan.

1.2 Protocol for Reporting Safety Concerns

CERT team members, faculty, staff and students confronted with an emergency situation on campus requiring emergency response should always call 911 first. 911-dispatchers will have emergency responders in route and likely will contact the on-duty campus police officer (reference page 2 for contact numbers). However, it is good practice to also contact campus police as soon as you can or have a bystander to call campus police at the same time you are on the phone with 911. Remain on the line with 911 as long as needed. Give them

complete information concerning the incident and where you or the injured party may be located.

Minor incidents requiring first aid only please contact an on-duty officer or access a building first aid kit located on the wall near the AED in the building. AED's are generally located in a central location of the lobby each building. Kits contain basic first aid items such as adhesive bandages, adhesive tape, antiseptic wipes, cold pack, nitrile gloves, gauze, gauze pads, eye wash, scissors, antibiotic ointment, **burn cream, etc.** **College Emergency Response Management TEAM (CERMT)**

1.3 Executive Policy Group

An integral part of the College Emergency Response Management Team (CERMT) is the Executive Policy Group. This group is comprised of the following members:

- A. President,
- B. Vice President for Strategic Communication and Effectiveness
- C. Vice President for Business and Finance,
 1. Executive Director for Facilities Management
 2. Director/Chief of Campus Police and Emergency Preparedness/ EPP Coordinator
 3. Executive Director for Human Resources
 4. Vice President for Strategic Communication & Effectiveness
- D. Vice President for Academic Affairs,
 1. Dean of the Sevierville Campus
 2. Dean of the Niswonger Campus
 3. Dean of the Claiborne Campus
- E. Vice President for Student Services

At the request or direction of the President and relative to the campus that is affected, members of the Executive Policy Group will convene in the designated Emergency Operations Center location at the affected campus. The President will be briefed by the members of this group concerning the circumstances of the emergency and will consult with them during the decision-making process of managing the emergency at hand. If circumstances of the emergency warrant full activation of the Emergency Operations Center, each Vice President will be responsible for notifying personnel assigned to them. The executive policy group organizational chart is illustrated in Figure 1 located on page 53.

1.4 College Command Structure

All administrative staff and department chairpersons are required to be familiar with the college's Emergency Preparedness Plan. Additionally, members of the College Emergency Response Management Team (CERMT) may have special designations and associated responsibilities during an actual event. Figure 2 located on page 54 shows the organizational chart for the College Emergency Response Management Team. The College Emergency Response Management Team is made up of the following campus members:

- A. President
 1. Vice President for Strategic Communications and Effectiveness
- B. Vice President for Business and Finance
 1. Executive Director for Facilities Management
 2. Director or Chief of Campus Police and Emergency Preparedness
 3. Executive Director of Human Resources

4. Vice President for Strategic Communications & Effectiveness
- C. Vice President for Academic Affairs
 1. Campus Deans
 2. Campus Directors
 3. Dean of High School Programs
 4. Faculty Council President
- D. Vice President for Student Services
 1. Student Government President

1.5 Emergency Contact and Accountability Information

Because it is necessary to communicate quickly during a critical event, emergency contact information of all members of the College Emergency Response Management Team will be maintained by the Campus Police Department office of Emergency Management. Primary Building Coordinators will be responsible for maintaining emergency contact information for members of the designated building CERT team.

Coordinators are encouraged to also utilize the emergency contact listing as a method of accountability of personnel during drills and actual emergency situations.

2.0 College Emergency Response Management Team (CERMT)

2.1 Responsibilities

Critical disasters or emergencies and/or pandemic events can cause disruption to services. Response management activities will involve members of the College Emergency Response Management Team. The President, or his/her designee, will decide the necessity of establishing the Emergency Operations Center during a critical event. At that time, the President or his/her designee, will contact members of CERMT to assemble in the designated area to establish the administrative Emergency Operations Center. In all instances, team members will remain calm, execute or comply with emergency alerts and instructions as needed for the situation occurring, turn on any communication devices available when the act of doing so does not jeopardize safety or alert an intruder as to their location. When it is safe to do so, obtain, monitor and utilize issued emergency communication equipment. Ensure that emergency communication equipment is on and volume is up. The College Emergency Response Management Team will:

- A. Remain calm
- B. Collaborate on decisions relative to critical issues associated with managing and recovering from the event
- C. Campus Police will provide police coverage for buildings and grounds, as well as establish and direct communication to emergency service agencies needed to assist in management of the incident

- D. Facilities Management will respond according to their established response plan for damage assessment, increased sanitation, disinfection, establishing relocation areas for continued business services, and other routines vital to the management of an incident

In the event a catastrophic event occurs at a campus, key members of the College Emergency Response Management Team as directed by the President, will immediately travel to the site to assist with management of the incident as well as continued business and student learning services.

2.2 President

During the progression of any critical incident or pandemic event, the college President is responsible for the executive authority and overall management of the incident. The college President will:

- A. Activate the Emergency Response Plan and designate an on-scene commander
- B. Be responsible for the overall operation and management of the Emergency Response Plan
- C. After the command post has been established, the President will be notified by the on-duty campus police officer when and if it is safe to proceed to the command post location.
- D. Updates will be provided to the President by the on-scene campus police officer.
- E. Notify the Tennessee Board of Regents System Office and other state, local and federal offices as necessary.
- F. After consulting with the on-scene Incident Commander and after observation of the incident scene, the President will determine if a campus state of emergency should be declared.

- G. Establish contact for National Guard support, which will be obtained via a request to the Governor through the Chancellor.
- H. Will notify Vice Presidents to activate the Executive Policy Group.
- I. Inform and brief members of the policy group concerning the event via emergency communication equipment, telephone or in person contact
- J. After receiving as much information as possible and consultation with the Executive Policy Group, and if warranted to manage the event, the Emergency Operations Center (EOC) will be established
- K. If the situation warrants full activation of the EOC, the President will direct Vice Presidents to make necessary contacts with assigned personnel
- L. Through the on-scene Incident Commander, the President will monitor the extent of casualties, injuries, and damage, as well as damage to the surrounding local community.
- M. If, after observation of the incident scene and if warranted, the President will sign the Declaration of Campus State of Emergency
- N. With the given circumstances the President will decide:
 1. Need for campus closure
 2. Length of campus closure
 3. Information to be relayed to students and staff
- O. Issue any necessary public statements through the Associate Vice President for Communication and Marketing.
- P. Notify the Tennessee Board of Regents System Office and other state, local, and federal offices as necessary and if warranted
- Q. The President will coordinate with the Tennessee Board of Regents (TBR) as to

further emergency support needs. Maintain communication and contact with the TBR, and all emergency response agencies.

- R. De-activate or delegate de-activation of the emergency preparedness plan when appropriate.

Continuing Considerations:

- a. **Keep Informed:** Obtain periodic situation updates from the on-scene Incident Commander
- b. **Share Information:** Review and approve all media releases

End of Emergency Incident:

- a. **Campus State of Emergency Over:** Authorize the Incident Commander to announce the end of the State of Campus Emergency when appropriate.
- b. **Recovery Expectations:** The President, along with other advisors, will decide when the academic process should resume

2.3 Vice President for Strategic Communications and Effectiveness

For purposes of controlling and addressing the media, areas should be designated on each campus site to establish a pressroom. The press room should be located in a location away from the incident scene, but within relatively close proximity to the administrative command post to afford the Vice President of Strategic Communications and Effectiveness or his/her designee ease of communication with the College Emergency Response Management Team. The Vice President for Strategic Communications and Effectiveness has the authority to establish alternate sites as the situation warrants and based upon pre-

designated areas being affected by the incident.

The Vice President for Strategic Communication and Effectiveness will:

- A. When advised by the President or Director or Chief of Campus Police, establish a media staging area.
- B. Ensure that all information is clear, concise, confirmed and approved by appropriate authority before release to the media or public. Unconfirmed information or speculation on the extent of the emergency will not occur despite urging by reporters to do so.
- C. Gather information on the emergency situation and response actions
- D. Prepare press releases for approval by the President / director of Tennessee Board of Regents (TBR) central office
- E. Keep the Campus Emergency Response Management Team advised of press inquiries
- F. Schedule the time and location of media briefings
- G. Schedule media tours of the scene when appropriate
- H. Maintain liaison with news media sources
- I. Verify and/or issue media credentials
- J. Coordinate donations in conjunction with the associate Vice President for College Advancement
- K. Other duties as assigned by the President /Director or Chief of Police

2.4 Vice President for Business and Finance

The Vice President for Business and Finance will ensure that adequate personnel and finances are available to support the college during a crisis or pandemic event. At the time of a crisis, human and financial resources at the college could be strained and continuity of business could be affected.

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Walters State will need to adapt to different operational levels as determined by the severity of the situation. The campus may be open, partially functioning, or closed.

The Vice President of Business Affairs, as a member of the College Emergency Response Management Team and will:

- A. Wait for instruction from the President and assist in the activation of the Emergency Response Plan and the Executive Policy Group and/or full activation of the Emergency Operations Center and ensure that key personnel are notified
- B. Ensure that the assigned building coordinators have been contacted and advised of current events
- C. Be responsible for acquisition of resources from outside the institution
- D. Work with the Vice President for Student Services to provide housing or food services if the situation warrants
- E. Acquisition of resources from outside the Institution and facilitate and track emergency related external expenditures
- F. Assist appropriate personnel in making risk assessments related to the incident
- G. Coordinate the preparation of the college's damage assessment report

2.5 Director/Chief of Police

The Director/Chief of Police serves as a member of the College Emergency Response Management Team and will assume lead police command during a critical event. However, in the absence of the Director or Chief the Emergency Preparedness Coordinator or senior officer will assume command. The Director or Chief or person in command will:

- A. Assess the situation and gather information relative to the event
- B. Implement the Incident Command System.
- C. Consult with the President, time permitting, with regard to activation of emergency response plan
- D. In situations where consultation is not possible, the emergency response plan will be activated and procedures outlined in the emergency preparedness manual followed
- E. Activate the Emergency Message System if warranted
- F. Determine emergency response resources needed and make necessary contacts for local police, emergency management and rescue personnel
- G. Isolate the area to prevent suspect escape or contamination of the crime scene
- H. If possible, obtain information on location of any suspects
- I. If upon arrival of the on-duty campus police officer to the scene involving hybrid targeted violence (HTV), hostage, or barricaded suspect, the opportunity presents itself to the campus police officer to neutralize the threat the on-duty campus police officer should do so according to department guidelines for the situation
- J. If upon arrival, the on-duty officer does not contact the suspect and only 1-2 campus police officers are on duty, and if the incident involves hybrid targeted violence (HTV), hostage, or barricaded suspect for which building entry is necessary, the on-duty campus police officer(s) should make immediate tactical entry into the building advising dispatch of his/her location and any known details of the assailant. The officer(s) should attempt to locate, isolate and neutralize the threat
- K. Establish a field command post near the scene of the incident
- L. Designate staging areas for arriving emergency responders
- M. Advise the President and Strategic Communications and Effectiveness officer when it is safe to proceed to the command post
- N. Work with local officers to form a rescue entry team if warranted
- O. Coordinate communications with local EMA
- P. Release incident command to the appropriate agency with resources to manage event
- Q. If needed, assist in identifying personnel for support positions in Emergency Operations Center
- R. Assist in appointing personnel to maintain a log of action taken by the Emergency Operations Center staff
- S. Appoint personnel to maintain a log of communications to / from the Emergency Operations Center
- T. Maintain a log of external resources used (e.g., local law enforcement, TEMA, Red Cross etc.)
- U. Be the primary liaison with the local law enforcement department / local emergency management office
- V. Make recommendations concerning further emergency actions to be taken
- W. Provide security of emergency area, evacuation routes, and ingress routes
- X. Survey emergency area for damages and injuries in order to request additional internal and external support required
- Y. Provide police services to secure scene and control campus access
- Z. Serve as scene Incident Commander the command post

- AA. Maintain communications with the Emergency Operations Center and field operations

2.6 Executive Director of Facilities Management

The Executive Director for Facilities Management serves as a member of the College Emergency Response Management Team and will:

- A. As a matter of time priority, the director for Facilities Management should gather as much information as possible and prepare to advise the President. When needed, assist in rendering the emergency area safe from utility and physical hazards
- B. Provide vehicles and operators necessary for evacuations or other needs
- C. Provide personnel for maintenance of shelter areas
- D. Inspect buildings for signs of structural defects
- E. Exercise operational control of outside contractors and utility providers utilized to perform work on campus
- F. Provide equipment and personnel as needed for extraction of injured persons in conjunction with emergency medical personnel
- G. Perform clean-up responsibilities at the site of the emergency
- H. Provide personnel to assist in traffic control
- I. Ensure that utilities are available for Emergency Operations Center and other essential functions
- J. Maintain communications with the Emergency Operations Center

2.7 Executive Director of Human Resources

The primary effects of a critical incident and/or pandemic are on staffing and student levels. Absenteeism may be for a variety of reasons: illness/incapacity caring for other family members, other business interruptions, or school closures. High absentee rates will be reported to immediate supervisors who in turn will notify the appropriate Vice President for consideration in the decision-making process. The Human Resource Department has developed a plan to address issues associated with critical incidents. The Executive Director of Human Resources will serve as a member of the College Emergency Response Management Team and will:

- A. Advise the College Emergency Response Management Team and the President on all matters pertaining to Human Resource issues.
- B. Communicate actively with the Vice President for Business and Finance to remain current on such matters as employee furloughs, modified employee leaves policies, etc.
- C. Closely monitor employee staffing and absenteeism during an emergency event and offer recommendations regarding employee reassignments to maintain essential functions
- D. Coordinate the employee assistance program and other counseling services for staff and faculty as required.

2.8 Director for Information and Educational Technologies

Our institution's efficiency, both academically and administratively, is highly dependent on the availability of an information technology infrastructure for

voice and data communications. During a critical incident or pandemic event, it is likely that those systems will become less reliable as they become overloaded with increased volume. During a pandemic, if public health plans call for social isolation, directing the closure of schools and public events and encouraging the public to stay home, more staff, students, and faculty will be trying to “telecommute”. This will result in a change in normal network traffic Procedures and increased demand placed upon network equipment and communication links to the internet. In addition, any critical incident involving mass destruction will likely have the same results. The Information Education Technology Department will develop and maintain plans to address these issues and will provide guidance as needed.

The Vice President for Strategic Effectiveness and Communications will serve as members of the College Emergency Response Management Team and will:

- A. Maintain communications and coordination with off-campus service providers
- B. Provide telephone lines and instruments required to support emergency operations

2.9 Vice President for Academic Affairs

The Vice President for Academic Affairs will be responsible for directing development and maintenance of individual academic departmental emergency or pandemic response plans. The Vice President for Academic Affairs is a member of the College Emergency Response Management Team and will:

- A. Await briefing / direction from the President

- B. If directed convene with the Executive Policy Group in the designated EOC location
- C. Assist in activation of the EOC if so directed
- D. Implement department phone tree contacting deans and faculty as the situation warrants
- E. Acquisition of needed scientific expertise from institutional faculty.
- F. Decide if classes will be suspended or canceled or coordinate the relocation of classes
- G. Ensure the integrity of academic records to the greatest extent possible
- H. Facilitate support of employees, and families of employees, who are casualties as a result of the emergency.
- I. Other duties as assigned by the President/director

2.10 Campus Deans

The Campus Dean will serve as a member of the College Emergency Response Management Team. Campus Deans will serve the same function as the President until his/her arrival on the scene. Campus deans serve as members of the College Emergency Response Management Team and during the progression of a critical incident or pandemic, the campus dean or director will:

- A. After the command post has been established, and if the situation warrants, the President will be notified by the on-duty campus police officer when and if it is safe to proceed to the command post location.
- B. Obtain initial information via telephone or emergency communication equipment from the on-scene Incident Commander (Director of Campus Police

- and Emergency Preparedness or senior on duty campus police officer)
- C. When alerted by the on-scene Incident Commander that the field command post has been established, proceed to the given location when it is safe to do so or as directed
 - D. After consulting with the on-scene Incident Commander and after observation of the incident scene, determine if a campus state of emergency should be declared and consult with the President as appropriate
 - E. If warranted, contact the Vice President for Academic Affairs and/or his/her designee consult with the Vice President for Academic Affairs to determine the need to assemble or activate the Executive Policy Group on the affected campus
 - F. If the Executive Policy Group is activated and responds to the campus, upon arrival inform and brief members concerning the event via emergency communication equipment, telephone or personal contact
 - G. If the situation warrants full activation of the EOC, in consultation with the Vice President for Academic Affairs, direct Vice Presidents to make necessary contacts with assigned personnel
 - H. Through the on-scene Incident Commander, monitor the campus condition:
 1. Extent of casualties, injuries, and damage
 2. Extent of the damage to the surrounding local community
 - I. With the given circumstances decide:
 1. Need for campus closure
 2. Length of campus closure
 3. Information to be relayed to students and staff

- J. Issue any necessary public statements through the Vice President of Strategic Communications and Effectiveness after consultation with the Vice President for Academic Affairs and/or the President
- K. De-activate Emergency Preparedness Plan when appropriate

Continuing Considerations:

- a. **Keep Informed:** Obtain periodic situation updates from the on-scene Incident Commander
- b. **Share Information:** Provide to the Vice President for Academic Affairs and/or the President for review and approval any information for media releases

End of Emergency Incident:

- a. **Campus State of Emergency Over:** Consult with the Vice President for Academic Affairs and/or the President to authorize the on-scene Incident Commander to announce the end of the State of Campus Emergency when appropriate.
- b. **Recovery Expectations:** When will the academic process resume?

2.11 Campus Directors

In instances where a facility does not operate under the supervision of a dean, the director will assume the responsibilities of the dean until the President or his/her representative arrives on site. In all instances, the director will assume the following responsibilities until the arrival of the Vice President for Student Services or his/her designee:

The Director will serve as a member of the College Emergency Response Management Team and will:

- A. After the command post has been established, and if the situation

- warrants, the President will be notified by the on-duty campus police officer when and if it is safe to proceed to the command post location.
- B. Obtain initial information via telephone or emergency communication equipment from the on-scene Incident Commander (Director or Chief of Campus Police and Emergency Preparedness or senior on duty campus police officer)
 - C. When alerted by the on-scene Incident Commander that the field command post has been established, proceed to the given location when it is safe to do so or as directed
 - D. After consulting with the on-scene Incident Commander and after observation of the incident scene, determine if a campus state of emergency should be declared
 - E. If warranted, contact the Vice President for Academic Affairs and/or his/her designee
 - F. Consult with the Vice President for Academic Affairs to determine the need to assemble or activate the Executive Policy Group on the affected campus
 - G. If the Executive Policy Group is activated and responds to the campus, upon arrival inform and brief members concerning the event via emergency communication equipment, telephone or personal contact
 - H. If the situation warrants full activation of the EOC, in consultation with the Vice President for Academic Affairs, direct Vice Presidents to make necessary contacts with assigned personnel
 - I. Through the on-scene Incident Commander, monitor the campus condition:
 - a. Extent of casualties, injuries, and damage
 - b. Extent of the damage to the surrounding local community
 - J. With the given circumstances decide:
 1. Need for campus closure.
 2. Length of campus closure.
 3. Information to be relayed to students and staff.
 - K. Issue any necessary public statements through the Strategic Communications and Effectiveness Department after consultation with the Vice President for Academic Affairs and/or the President.
 - L. De-activate Emergency Preparedness Plan when appropriate.
- Continuing Considerations:**
- a. **Keep Informed:** Obtain periodic situation updates from the on-scene Incident Commander.
 - b. **Share Information:** Provide to the Assistant Vice President for Academic Affairs and/or the President for review and approval any information for media releases.
- End of Emergency Incident:**
- a. **Campus State of Emergency Over:** Consult with the Vice President for Academic Affairs and/or the President to authorize the on-scene Incident Commander to announce the end of the State of Campus Emergency when appropriate.
 - b. **Recovery Expectations:** When will the academic process resume?

2.12 Dean of High School Programs

The dean of High School Programs will serve as a member of the College Emergency Response Management Team. The dean of High School Programs will serve the same function as the President during critical events occurring during evening hours 4:30

p.m. – 10:00 p.m. or until the President’s arrival on the scene. During the progression of a critical incident or pandemic, the dean of Evening and Distance will:

- A. After the command post has been established, and if the situation warrants, the President will be notified by the on-duty campus police officer when and if it is safe to proceed to the command post location.
- B. Obtain initial information via telephone or emergency communication equipment from the on-scene Incident Commander (Director/Chief of Campus Police and Emergency Preparedness or senior on duty campus police officer).
- C. When alerted by the on-scene Incident Commander that the field command post has been established, proceed to the given location when it is safe to do so or as directed.
- D. After consulting with the on-scene Incident Commander and after observation of the incident scene, determine if a campus state of emergency should be declared.
- E. If warranted, contact the Vice President for Academic Affairs and/or his/her designee.
- F. Consult with the Vice President for Academic Affairs to determine the need to assemble or activate the Executive Policy Group on the affected campus.
- G. If the Executive Policy Group is activated and responds to the campus, upon arrival inform and brief members concerning the event via emergency communication equipment, telephone or personal contact.
- H. If the situation warrants full activation of the EOC, in consultation with the Vice President for Academic Affairs, direct

Vice Presidents to make necessary contacts with assigned personnel.

- I. Through the on-scene Incident Commander, monitor the campus condition:
 1. Extent of casualties, injuries, and damage
 2. Extent of the damage to the surrounding local community
 3. With the given circumstances decide:
 - a. Need for campus closure.
 - b. Length of campus closure.
 - c. Information to be relayed to students and staff.
- J. Issue any necessary public statements through the Strategic Communications and Effectiveness Department after consultation with the Vice President for Academic Affairs and/or the President.
- K. De-activate Emergency Preparedness Plan when appropriate.

Continuing Considerations:

- a. **Keep Informed:** Obtain periodic situation updates from the on-scene Incident Commander.
- b. **Share Information:** Provide to the Vice President for Academic Affairs and/or the President for review and approval any information for media releases.

End of Emergency Incident:

- a. **Campus State of Emergency Over:** Consult with the Vice President for Academic Affairs and/or the President to authorize the on-scene Incident Commander to announce the end of the State of Campus Emergency when appropriate.
- b. **Recovery Expectations:** When will the academic process resume?

2.13 Faculty Senate President and Faculty Representative

The Faculty Senate President will serve as a member of the College Emergency Response Management Team, representing the faculty of the college. The faculty council President will:

- A. Attend College Emergency Response Management Team meetings.
- B. Present faculty concerns to the committee.
- C. Assist with Emergency Operations Center activities carrying out assignments as needed.
- D. Assist in communicating with and accounting for faculty members.
- E. Assist the Assistant Vice President for Academic Affairs as needed.

2.14 Vice President for Student Services

The Vice President for Student Services will serve as a member of the College Emergency Response Management Team and will:

- A. Coordinate all activities related to housing, shelters, evacuation locations, and other matters regarding institutional community members' safety and well-being.
- B. Coordinate activities related to providing food services to the institutional community.
- C. Coordinate the use of existing campus Health Clinic and Nursing Department personnel.
- D. Coordinate the delivery of psychological attention to trauma victims.
- E. Facilitate moral and counseling support of employees and families of employees who are casualties as a result of the emergency.

- F. Establish an information system for inquiries concerning the well-being of students.
- G. Other duties as assigned by the President / director.
- H. Manage the establishment of an information system in a central location in conjunction with Information Technology and Communications and Marketing to deal with inquiries regarding the well-being of the members of the institutional community.

2.15 Student Government Association President (Current Serving)

The student government association President will serve as a member of the College Emergency Response Management Team as a representative of the student body. The Student Government Association President will:

- A. Attend College Emergency Response Management Team committee meetings
- B. Present student concerns to the committee
- C. Serve as an Emergency Operations Center assistant, carrying out assignments as needed
- D. Assist the Vice President for Student Services as needed

2.16 Vice President for Academic Affairs (Continued).

The Vice President for Institutional Effectiveness will serve as a member of the College Emergency Response Management Team. During the progression of a critical incident or pandemic, the Vice President for Institutional Effectiveness will:

- A. Attend College Emergency Response Management Team meetings.
- B. Present concerns to the committee.

- C. Assist with Emergency Operations Center activities, carrying out assignments as needed.
- D. Assist in after action review and research as needed.

2.17 Behavioral Intervention Team (BIT)

In compliance with Tennessee Board of Regents policy, institutions shall have a Behavioral Intervention Team that meets regularly to discuss the needs of concerning behaviors, which may include but not be limited to distressed, disturbed, disruptive, and/or dangerous student or employee behaviors. As a sub-unit of the College Emergency Response Management Team, Walters State established the Behavioral Intervention Team (BIT) in 2007.

It was determined that the Vice President of Academic Affairs would be made aware of all disruptive behavior occurring in the academic arena; the Vice President for Student Services would be notified of any disruptive behavior outside the classroom setting; the Director of Counseling would be alerted to student's who express problems through counseling services; Disability Services would be notified of student's whose special situations could become potential issues; and Campus Police would be given knowledge of violent , criminal offenses or campus policy violations. Collectively, these individuals will share information and appropriate assessments made.

3.0 College Emergency Response Team (CERT)

3.1 Emergency Coordinator and Staff Roles and Responsibilities

Emergency preparedness for the college campuses is the responsibility of all employees working together as a team to plan for all hazards that may occur. Generally, coordinators are assigned to the building that they primarily occupy. The President of the college appoints all Primary Building Coordinators. Primary Building Coordinators then work with the employees of their building to assign College Emergency Response Team (CERT) members and to develop the Building Emergency Action Plan (BEAP) for the assigned building. The college has chosen a tiered approach to the assignments so that each position has a secondary and designees that can carry out the planning in the event of the primary's absence at the time of an occurrence.

All employees are required to be familiar with the college's Emergency Preparedness Plan (EPP) or at a minimum, the Building Emergency Action Plan (BEAP) for the building they occupy. However, some personnel may be assigned special coordinator designations as a member of the College Emergency Response Team (CERT) and have specific responsibilities during an actual event. The Primary and Secondary Building coordinators should work together to assign roles to personnel in their building of responsibility and should maintain emergency contact list all team members. The BEAP and CERT roles and responsibilities should be reviewed with the team on a regular basis. Primary Building

Coordinators should review building plans every six months and update them accordingly noting any personnel or CERT role changes. Changes and updates should be forwarded to the Director of Campus Police.

The College Emergency Response Team consists of the following members:

- Director and/or Chief of Campus Police/ Lead Officer
- Emergency Preparedness Coordinator
- Primary and secondary building coordinator and their designees
- Primary and secondary floor coordinator and their designees
- Primary and secondary area coordinator and their designees
- Faculty / Instructors
- Facilities Management
- Campus police staff
- Supervisory staff
- Group leaders
- Exit door guard

3.2 Emergency Preparedness Coordinator

The lead Emergency Preparedness Coordinator (EPC) will provide leadership and guidance to those appointed to serve as members of the College Emergency Response Team. The Emergency Preparedness Coordinator will be responsible for:

- A. Composition of the Emergency Preparedness Plan for the college
- B. Provide leadership, guidance, direction and delegate emergency preparedness duties to the campus police staff as needed.
- C. Assist in developing, organizing, reviewing and approving various training and drills

- D. Appointment and establishment of various emergency preparedness teams and planning committees.
- E. Develop a method of evaluation for training and drills
- F. Ensure that emergency communications at all campuses are up-to-date and reliable.
- G. Coordinate and develop of the campus emergency preparedness program and training.
- H. Coordinates incident response.
- I. Coordinates emergency communication and ensures maintenance of emergency communication equipment
- J. Leads, educates, informs, and motivates College Emergency Response Management Team (CERMT) and College Emergency Response Teams (CERT) in emergency planning and strategies.
- K. Educates and prepares the CERMT in preparation of staffing the Emergency Operations Center (EOC)
- L. Conducts training sessions and drills to prepare campus for emergencies
- M. Maintains relationships with local and state emergency management personnel and agencies.
- N. Conducts emergency management communication tests
- O. Provides and/or oversees emergency equipment operations training
- P. Meets with first responders after emergency or disaster events to review emergency response and plan for campus recovery
- Q. Performs after-action reviews

3.3 Appointment of Coordinators

In order to effectively execute the emergency preparedness plan campus wide

or in a particular building it is necessary that members of the College Emergency Response Team (CERT) assist in executing Building Emergency Action Plans. The CERT team members are appointed in the following manner:

The President appoints the Primary Building Coordinator. The Primary Building Coordinator is responsible for assisting the Director and/or Chief of Campus Police and Emergency Preparedness in formulating the plan for the assigned building, meeting with and reviewing the plan with building staff, particularly those with emergency preparedness roles and will appoint the following additional team members:

- A. Secondary Building Coordinator and designee
- B. Primary Floor Coordinators and designees

The Primary floor coordinator is responsible for being familiar with the building emergency action plan and will appoint the following team members:

- A. Primary floor coordinator designee
- B. Secondary floor coordinator and designee
- C. Area Coordinators and designees

This structure allows for depth in planning for absences of response team members during a critical situation and provides structure in formulating building emergency action plans for multi-level buildings. In the absence of the primary building coordinator, the primary building coordinator designee will assume the responsibilities of executing the building emergency action plan. In the absence of both the primary building coordinator and the primary building coordinator designee, the secondary

building coordinator assumes responsibility for executing the building emergency action plan. In the absence of the primary building coordinator, primary building coordinator designee and secondary building coordinator, the secondary building coordinator designee is responsible for executing the building emergency action plan. For this reason, it is necessary for all coordinators and designees to becoming familiar with the building emergency action plan and participate in any training that is made available on an ongoing basis. Levels of organization are illustrated in Figure 3 on page 55.

Upon activation of the Emergency Message System, or when notified verbally or in any other manner of the need to evacuate or relocate, the primary and secondary building coordinator and/or designees, will ensure that all members of the CERT team are notified and/or are following the Building Emergency Action Plan (BEAP) procedure outlined for the building occupied.

- A. The building and floor coordinators should establish emergency communication equipment, when it does not jeopardize the safety of their location, to monitor the progression of the building emergency action plan execution.
- B. Area coordinators will check and clear assigned building areas, close doors and turn out lights to indicate the areas have been checked and direct building occupants to the appropriate outside evacuation rally point or inside relocation area.
- C. In instances of fire area coordinators **SHOULD NOT LOCK** doors as emergency personnel may need to quickly enter the area
- D. Once assigned areas have been checked and cleared the area coordinator will notify the primary floor coordinator, or their designee, that assigned areas of the building have been checked and cleared.
- E. Once building coordinators or their designee have been notified that all areas of the building are checked and cleared, building coordinators or their designee will contact campus police to report the building has been cleared.
- F. All response team members should then proceed with the building occupants to the outside evacuation, or inside relocation area to account for building staff and await further instruction.
- G. In the event of lock down all team, members will comply with lock down instructions.
- H. It will be the primary building coordinator's responsibility to ensure that posted emergency evacuation plans are present in appropriate locations of the building; plans that have been damaged or need replacement should be reported to the Executive Director of Facilities Management for updating or replacement
- I. Primary and secondary building coordinators will have input into the formulation, evaluation, and execution of drills associated with the Emergency Preparedness Plan
- J. Primary and secondary building coordinators will be responsible for conducting and arranging training and/or review of building emergency action plans with assigned building staff and faculty.
- K. Primary and secondary building coordinators, primary and secondary floor coordinators and their designees will be required to participate in various

emergency preparedness training and safety/rescue equipment training, to include but not limited to:

1. National Incident Management System/Incident Command System (NIMS/ICS)
 2. Emergency Communication Equipment
 3. CPR/AED
 4. Evacu-trac chair
 5. Fire extinguishers
- L. CERT members will be required to attend meetings and participate in training.

3.4 Faculty/Adjunct Faculty

Faculty/Adjunct Faculty, by virtue of the instructional position, are responsible for:

- A. Leading students to the outside evacuation rally point or inside relocation area.
- B. As classrooms are cleared, faculty/instructors should turn out lights, shut doors and, when possible lock doors to indicate, the area has been cleared.
- C. Faculty/instructors should proceed to the designated outside evacuation rally point or inside relocation area and report to the primary or secondary building coordinator that their classroom has been cleared.
- D. In instances of fire, **DO NOT LOCK** doors, as firefighters may need to enter
- E. Taking roll each class period and taking the roll book to the evacuation rally point or relocation area.
- F. Knowing the location of all emergency exits, evacuation routes, fire alarms and extinguishers for the assigned work area.
- G. Assisting any disabled persons to the designated refuge area and contact

Campus Police by telephone for assistance.

- H. Announcing to his/her students on a regular basis that there is an Emergency Evacuation Plan for the building and that **anytime** the **fire alarm** sounds, the building will be evacuated to the **outside** of the building.
- I. Ensuring students are made aware of the evacuation plan location and instructed to follow this plan when evacuation **outside** of the building becomes necessary.

3.5 Facilities Management Staff

Certain facilities management staff will have special assignments delegated by the Executive Director for Facilities Management. It is important for facilities management staff to be familiar with the building emergency action plan for the building in which he/she is assigned. Custodial staff should be familiar with emergency exits, location of fire extinguishers, automated external defibrillators and Evacu-Trac chairs. Should there be an incident during the regular work day, custodial staff should aid the building, floor and area coordinators as needed and may be asked to serve as group leaders to aid in leading individuals, or groups of individuals, to either the evacuation rally point or relocation area for the building assigned. Other facilities management staff members may be assigned to execute the Emergency Preparedness Plan for various recreational areas and other outdoor areas. During evening shift operations, custodial staff, when notified by Campus Police, local law enforcement, rescue, or other WSCC personnel, will assist in notifying building occupants of the need to evacuate or relocate. In the event a building cannot be

re-entered after evacuation, the Executive Director for Facilities Management, or his/her designee, in conjunction with Campus Police, will designate a building to be used as temporary shelter if needed.

3.6 Campus Police Staff

At the occurrence of a disaster or catastrophic event, all full-time campus police officers should be prepared to be placed on 12-hour shifts with all leave being cancelled. All personnel who may be available will be subject to recall to duty based upon need.

When notified of an emergency requiring outside evacuation or inside relocation, the Director or Chief of Campus Police and Emergency Preparedness or the senior officer on duty, will be responsible for:

- A. Notifying appropriate administrative staff, when time permits, of any incident or impending emergency that would require outside evacuation or inside relocation.
- B. Taking immediate action to initiate the Emergency Preparedness Plan, by activating the emergency messaging system for the building/buildings or campus/campuses affected.
- C. If the emergency messaging system is not functional, the alternate call tree method of notification will be utilized to alert building coordinator and/or designees to initiate building emergency action plans. Campus police staff will communicate the need to evacuate or relocate by any means possible if contact with coordinators cannot be made. In some instances, this could mean door to door, in person notification, messenger, public address system, or bullhorn.

Once the Emergency Preparedness Plan is initiated, or upon response to an emergency, campus police staff will be in charge of securing the perimeter of any incident scene after making immediate and direct notification to local and state emergency and police agencies that need to be involved in response, investigation, rescue, recovery and other actions. The on-duty officer has the authority, granted by the Director or Chief of Campus Police and Emergency Preparedness to delegate individuals to assist with securing the perimeter to incident scene until emergency responders arrive. In addition, because of limited availability of campus police staff, at any given time, it may be necessary for the on-duty officer to request available facilities management personnel to also assist in securing the perimeter of an incident, preventing persons from entering or re-entering the area, until other campus police officers or emergency responders arrive to take control of the scene. Police staff will work closely with administrative staff to keep them informed of the progress of the event. Figure 4 located on page 56 illustrates Campus Police response.

3.7 Students and Visitors

It is the responsibility of students and visitors to cooperate with college and emergency agency officials as directed during any campus crisis. Students and visitors who refuse to cooperate do so at their own risk. When directed, students will, remain as calm as possible and follow the instructor's or other college staff's directions as to what to do and where to go.

3.8 Supervisory Staff

Supervisory staff is responsible for ensuring all employees within the division are made aware of, and properly execute, the Emergency Preparedness Plan during any actual event or drill. All supervisory staff should follow protocol during all drills and actual events. After ensuring that all staff is following the proper procedures and as employees leave the work area, turn off lights and close doors. Ensure that no one is ever left in any area of the building. Never assume the alert is just a drill. In addition, supervisory staff is responsible for employee accountability. Completion of the Personnel Emergency Contact and Accountability List Template is recommended for use during emergencies and drills (See Appendix C).

3.9 Group Leader

A group leader is any person who is willing to lead or direct groups of individuals to the designated evacuation or relocation area, or who remains with a group during a lockdown. Group leaders may be faculty, staff or volunteers.

3.10 Exit Door Guard

The Exit Door Guard is appointed by the primary building coordinator and assigned to major exits of buildings, in the event of evacuation, to prevent entry or re-entry into the building during the evacuation process. Exit door guards will then take position at least 100 feet away from the building to prevent others from entering the building. Exit door guards will await instruction from the primary or secondary building coordinators, floor coordinators, area coordinators or police for re-entry into the building, or other instructions. In cases where there is a possibility of explosion, the

exit door guard should proceed to the designated evacuation rally point.

3.11 Returning to the Building

Building coordinators have been assigned emergency communication equipment for communication with Campus Police during emergencies. Once Campus Police has determined that a building is clear for re-entry, the on-duty campus police officer will contact the building coordinator and declare the building safe for re-entry.

3.12 Importance of Following Emergency Instructions

Emergency alerts and instructions are issued with everyone's safety and survivability taken into consideration based upon the circumstances at hand. It is important for everyone to comply with the instructions given or alerts received. Failing to obey policy or lawful orders during a critical event may result in serious harm or death. In addition, while it is not the desire of campus police or other law enforcement personnel to do so, according to **T.C.A. 39-17-305 - Disorderly Conduct: anyone refusing to obey an official order to disperse issued to maintain public safety in dangerous proximity to a fire, hazard or other emergency may be arrested**

4.0 Evacuation

Evacuation is the **removal** of **all** persons **from** a building to a designated rally point **outside** the building in the wake of impending or immediate danger, including but not limited to, fire, explosion, and structural damage.

Emergency Evacuation Plans will be posted in appropriate locations in the corridors of all buildings. Each plan will indicate the direction of travel to the nearest exit from the rooms shown on Emergency Preparedness Plan in the event it becomes necessary to evacuate to the **outside** of the building as a result of fire or other emergency. The building coordinator will be responsible for ensuring that posted emergency evacuation plans are present in appropriate locations.

Faculty or other college staff should lead all persons evacuated outside buildings to the designated evacuation rally point, as noted on the emergency evacuation plans posted in each building. If the designated evacuation rally point should be in a hazardous zone, the primary or secondary building coordinator should designate a new evacuation rally point. See Tables 1-5 beginning on page 55-60.

Never return to an evacuated building unless told to do so by a College Emergency Response Management or Response Team member to include campus police.

4.1 Evacuation Routes

Emergency evacuation plans will be posted in appropriate locations in the corridors of

all buildings. Each plan will indicate the direction of travel to the nearest exit from the rooms shown on Emergency Preparedness Plan in the event it becomes necessary to evacuate the building as a result of fire or other emergency. The building coordinator will be responsible for ensuring that posted emergency evacuation plans are present in appropriate locations. See Appendix B for locations of evacuation rally points for each building.

4.2 Procedure to Follow During Evacuation to an Outside Location

An evacuation can be initiated in three ways: 1) the activation of the fire alarm, or 2) verbal communication either by phone or in person, 3) Emergency Message System Notification

Evacuation Procedure: Evacuation from a building to the **outside** rally point should be via the closest exit not affected by the event. Consult posted building evacuation routes to determine the closest exit from your location. Exit door guards should be posted at least fifteen feet from major exits to prevent entry into the building during the evacuation process. Doors should not be locked during evacuation for a fire. Fire department personnel may need immediate access to areas. After areas are checked and cleared, all doors should be closed so that a fire will not be fueled by the flow of oxygen.

4.3 Procedure to Follow During Activation of Fire Alarm

Anytime the fire alarm sounds, there will **not** be phone calls from floor coordinators or department contacts. **Do not** call

Campus Police or Maintenance. Leave the building **IMMEDIATELY**.

When the fire alarm sounds, follow procedures as outlined in the Emergency Preparedness Plan for evacuation and:

- A. Assist staff/students/guests in your area with evacuation.
 - B. Allow building occupants to gather personal items as long as it is safe to do so
 - C. Check your area to make sure everyone is out.
 - D. Close doors (**Do Not Lock**) as you exit to indicate the area has been checked and cleared.
 - E. Proceed, via nearest exit, to the evacuation rally point located outside the building.
 - F. Do not return to the building unless instructed to do so.
- A. Assist staff/students/guests in your area with evacuation.
 - B. Allow building occupants to gather personal items as long as it is safe to do so
 - C. Check assigned area to ensure everyone is out.
 - D. Close doors (**Do Not Lock**) and turn off lights when exiting to indicate the area has been checked and cleared.
 - E. Proceed via the nearest exit to the evacuation rally point.

4.4 Procedure to Follow During Evacuation to an Outside Location, Other Than By Activation of Fire Alarm

When the Emergency Preparedness Plan to evacuate **outside** the building has been placed in effect, verbally or by other means, the following call procedure will be followed if advanced warning permits:

- A. President will telephone administrative staff.
- B. Administrative staff will contact building coordinators.
- C. Building coordinators will contact floor coordinators.
- D. Floor coordinators will contact area coordinators in area of assigned responsibility.

When information is received, evacuate the building as follows:

5.0 Relocation

Relocation is the moving of individuals to areas *inside* a building believed to offer better or increased cover and protection in the wake of impending or immediate danger, including, but not limited to, severe weather. Building and floor coordinators, custodians, faculty/instructors, office staff and those designated by building coordinators should direct groups to the relocation area. Upon arriving at the relocation area, individuals should sit down, draw knees to their chest and cover head with hands. Remain in this position and await further instructions. If any designated relocation area **inside** the building is perceived as an area of threat, the primary or secondary building coordinator should designate a new relocation area. For planning purposes, floor plans may be referred to (See Appendix Q).

5.1 Procedure to Follow During Relocation to an Inside Location

Relocation will generally be initiated by verbal communication either emergency message system, by phone, or in person.

Relocation Procedure: When alerted, students, staff and visitors should be directed by Walters State personnel, in a calm orderly fashion, to the designated relocation area. When the designated area becomes congested, or if time does not permit moving to the relocation area, rooms or stairwells not containing windows may be used as relocation areas. See Tables 1-5 beginning on page 54.

5.2 Relocation Notification Procedure

When the Emergency Preparedness Plan to relocate to an area **inside** the building has been placed into effect, if time permits, the following call procedure may be followed:

- A. Emergency Message System, to include texting (SET) will be activated
- B. In the event the emergency message system cannot be utilized the following call tree system and in person contact will be implemented:
- C. Telephone call tree/contact tree:
 1. President will telephone administrative staff.
 2. Administrative staff will contact building coordinators.
 3. Building coordinators will contact floor coordinators.
 4. Floor coordinators will contact area coordinators in their area of assigned responsibility.

When Information is received from any WSCC personnel that relocation is necessary, relocate **inside** the building as follows:

- A. Assist staff/students/guests in your area with relocation
- B. Allow building occupants to gather personal items as long as it is safe to do so
- C. Check your area to ensure everyone is out.
- D. Close doors (**Do Not Lock**) and turn off lights to indicate the area has been checked and cleared.
- E. Proceed to the relocation area designated for the building occupied.
- F. Figure 5 located on page 53 illustrate the initial emergency response for evacuation and relocation.

6.0 Lockdown/Shelter-In-Place

6.1 Specific Procedures for Faculty, Student, Staff, and Guest in Response to a Hostile Intruder or Hybrid Targeted Violence (HTV) Scenario

A lockdown is the act of securing doors and windows of an occupied area so that authorized personnel can only gain entry via the use of a key. A lockdown can be initiated to provide protection from an imminent or immediate threat within the building or it may be initiated to prevent a threat from entering a building. It is important that all faculty and staff obtain keys to work areas and keep them in their possession at all times. Classroom doors are now equipped with locking mechanisms that can be secured from the inside of the room with a key.

7.0 Evening and Off-Site Operations

In the event a hostage or a situation involving weapons occurs, the following procedure should be followed:

- A. Remain as calm as possible. Try to keep others around you calm as well.
- B. If possible, call 911 to report the incident and alert Campus Police.
- C. All building occupants, once alerted by sight, sound, or action within the building affected by the incident, should retreat inside of a classroom or office that offers the maximum security from the intruder.
- D. Secure the immediate area by:
 1. Locking or barricading the door. Block the door using whatever is available.
 2. After securing the door, stay behind a solid object and away from the door as much as possible.
 3. If the shooter enters your room and leaves, lock and barricade the door behind them.
 4. If safe to do so, allow others to seek refuge with you.
- E. Protective Actions: Take appropriate steps to reduce your vulnerability like:
 1. Close blinds, block windows, turn off radios, and computers.
 2. Silence cell phones and place signs in windows; but remember the attacker may see these as well.
 3. Place signs in exterior windows identifying location and injured.
 4. Keep calm and quiet.
 5. After securing the room, people should be positioned out of sight and behind items that may offer protection.
- F. Unsecured areas: If you find yourself in an open area, immediately seek protection by:
 1. Putting something between you and the assailant.
 2. Consider trying to escape, if you know where the assailant is and there appears to be an escape route immediately available to you.
 3. If in doubt, find the safest areas available and secure it the best way you can.
- G. Provide situational intelligence. If safe to do so, call 911 and provide the following:
 1. What is happening?
 2. Where you are located, including the building name and room number.
 3. Injuries, if any, including the number of injured and types of injuries.
 4. Your name and other information requested.
 5. Try to provide information in a calm manner so that the 911 operator can quickly relay information to emergency personnel.
- H. Provide emergency first aid to those in need by utilizing trained and certified staff where possible from nursing, paramedic, and E.M.T. programs and instructors.
- I. What to do if faced with an assailant actively shooting or aggressively attacking people:
 1. Look for improvised weapons – chairs, fire extinguishers, tables, phones, etc.
 2. Attack the attacker with multiple people as aggressively and as forcibly as possible.
 3. Attack the attacker's weapon, strip the weapon away, and hold the

attacker's hands and feet; he may have multiple weapons. Ask others, who are willing to help, to hold him down.

4. Call police. **DO NOT HAVE WEAPONS IN YOUR HANDS WHEN THE POLICE ARRIVE!**
- J. WSCC police will immediately respond to the area once notified.
1. Police will pass by injured persons until the active threat is neutralized.
 2. Remain in secure area until instructed otherwise.
 3. You may be instructed to place your hands on your head while evacuated, follow all police instructions.
 4. You may be searched.

The lockdown/shelter-in-place response is illustrated in Figure 6 located on page 54.

7.1 Local Emergency Response

In all instances call 911, when safe and possible to do so. Provide as much information as possible. Remain on the line if possible or leave the line open so that what is happening can be heard or monitored by the dispatcher.

8.0 Weekend Operations

In all situations where Campus Police cannot be contacted, call local emergency dispatch by dialing 911. Steps should be taken to evacuate or relocate as appropriate.

In the event an emergency requiring evacuation or relocation occurs during weekend operations, primary responsibility for emergency notification rests with the Campus Police Department. In most occurrences, the Campus Police Office will be first alerted to impending disaster information. The on-duty officer will activate the Emergency Message System for the affected building/campus. Faculty and staff should then activate the emergency preparedness plan for the building occupied.

Procedures for activating the Emergency Preparedness Plan:

- A. Notify Campus Police and provide:
 1. Name
 2. Location to include building, room number or area
 3. Details concerning what is occurring and if there are injuries
- B. If contact cannot be made with Campus Police, dial 911 and provide:
 1. Name
 2. Location to include building, room number or other location
 3. Details concerning what is occurring and if there are injuries
 4. Remain on the line to answer any questions needed
- C. After contacting campus and/or local police, immediately initiate the building

emergency plan for outside evacuation, inside relocation, or lockdown plan as the situation warrants.

- D. If contact is first made with Campus Police, the on-duty officer will notify outside emergency service agencies of the incident as warranted.
- E. The on-duty campus police officer will establish a command post at or near the incident scene and direct arriving emergency responders to a designated staging area.
- F. When the situation is under control, Campus Police will notify individuals at the designated evacuation rally points and/or relocation areas with further instructions.

9.0 Cover and Concealment

It is important to understand the difference between cover and concealment and to learn what in the area that you find yourself in provides.

To take “cover” refers to an object that a bullet or other projectile to could not easily penetrate. Concealment does not provide physical protection but it will hide you so that you cannot be easily seen or found.

Everyone is encouraged to assess your work areas or buildings and determine where you can access either one or both. The campus police department provides periodic training in this area.

Appendices

A. COORDINATOR CHECKLISTS



Walters State Community College
PRIMARY AND/OR SECONDARY
BUILDING COORDINATOR CHECKLIST

REMEMBER: RUN, HIDE, FIGHT!

PRIOR TO AN EMERGENCY NOTIFICATION

- Assign both the primary building coordinator designee and the secondary building coordinator. (*The secondary coordinator will assign floor coordinators and floor coordinators will assign area coordinators*).
- Be familiar with and regularly review with your team the Building Emergency Action Plan (BEAP), your role, and the roles assigned to individuals within the plan.
- Review and update your BEAP twice each year (January and June).
- Be familiar with the areas of the building or assigned tasks your team members have responsibility for.
- Be familiar with evacuation routes out of the building and the location of the outside rally point.
- Be familiar with the indoor relocation protocol, and the location of the relocation area for the building.
- Be familiar with the lock down/shelter-in-place protocol.
- Ensure that your team members attend training as it is offered.
- Be prepared to lead/direct others to safe locations, and to assist law enforcement/emergency responders should you be requested to provide information or direction.

UPON NOTIFICATION OF EMERGENCY

- Remain calm, follow through with initiation of the Building Emergency Action Plan (BEAP) based on the circumstances at hand for evacuation, relocation or lockdown/shelter-in-place. Follow instructions or take action that you deem necessary.
- If it is safe to do so, retrieve your EPP vest and put it on to identify you to responders as a member of the CERT team.
- If possible, begin to document or make note of times and events occurring at your location. Be prepared to submit a written statement and/or log sheet regarding the incident and actions taken.
- If your building/area is the location of the event:
 - Contact 911 to relay as much information as possible. Remain on the line with 911 if instructed to do so. When it is safe to do so, relay as much information as possible to the floor coordinator. Provide updates as needed.
 - If the building occupied is NOT the location of the emergency event, monitor emergency communication equipment for information/instruction and/or await updates from the EMS system.

IF EVACUATION OR RELOCATION IS DETERMINED OR ORDERED:

- If evacuating or relocating, your team should check and clear all assigned rooms in the areas they have been assigned. (Close doors and turn off lights to indicate the area has been cleared).

NOTE: IF EVACUATING FOR FIRE, CLOSE, BUT DO NOT LOCK, DOORS.

- Position yourself at a central location to direct occupants to exit AWAY from known threats and to communicate with floor and area coordinators.
- Once all areas are cleared, you may proceed, along with floor and area coordinators to the rally point or the relocation area.
- Along the way you may need to give direction to building occupants to achieve an orderly evacuation/relocation.
 - BE VISIBLE and HEARD.
 - Keep everyone as calm and orderly as possible and direct groups and individuals to the rally or relocation point.
 - Once assembled, remind them that your actions are for their protection and safety.
- Once at the rally/relocation point follow protocol and await further instructions.

IF LOCKDOWN / SHELTER-IN-PLACE IS DETERMINED OR ORDERED:

- Initiate Building Emergency Action Plan (BEAP) protocol for Lockdown/ Shelter-in-Place.
- Close, lock and/or barricade the door to prevent intruder entry.
- Turn out the lights, silence phones and computers.
- If in a classroom have everyone gather in the corner, either to left or right, of the door. *(If intruder gains entry you are in position to overtake him and not be situated directly in front of them upon entry).* If in an office take cover/refuge under or behind heavy furniture.
- Attempt to keep everyone in the area contained until you are notified that all danger has passed. *(do not attempt to restrain or argue with any one intent on leaving. Do explain the danger to them and others).*
- If ALL CLEAR is given, attempt to verify before moving from your location.
- Be prepared, to accompany Law Enforcement/First Responders through the building if requested to do so. Be prepared to follow instructions.
- Report status to floor coordinator and provide them with your incident log information as soon as is practical.



Walters State Community College
PRIMARY OR SECONDARY
FLOOR COORDINATOR CHECKLIST

REMEMBER: RUN, HIDE, FIGHT!

PRIOR TO AN EMERGENCY NOTIFICATION

- Assign both the primary floor coordinator designee and the secondary floor coordinator.
(*The secondary floor coordinator will assign area coordinators*).
- Be familiar with and regularly review the Building Emergency Action Plan (BEAP), your role, and the roles assigned to individuals within the plan.
- Assist the Primary Building Coordinator by assisting with review and update of the BEAP at least twice each year (January and June) or as deemed necessary should assignments change.
- Be familiar with the areas of the building or assigned tasks that area coordinators have responsibility for.
- Be familiar with evacuation routes out of the building and the location of the outside rally point.
- Be familiar with the indoor relocation protocol, and the location of the relocation area for the building.
- Be familiar with the lock down/shelter-in-place protocol.
- Ensure that your team members attend training as it is offered.
- Be prepared to lead/direct others to safe locations, and to assist law enforcement/emergency responders should you be requested to provide information or direction.

UPON NOTIFICATION OF EMERGENCY

- Remain calm, follow through with initiation of the Building Emergency Action Plan (BEAP) based on the circumstances at hand for evacuation, relocation or lockdown/shelter-in-place. Follow instructions or take action that you deem necessary.
- If it is safe to do so, retrieve your EPP vest and put it on to identify you to responders as a member of the CERT team.
- If possible, begin to document or make note of times and events occurring at your location. Be prepared to submit a written statement and/or log sheet regarding the incident and actions taken.
- If your building/area is the location of the event:
 - Contact 911 to relay as much information as possible. Remain on the line with 911 if instructed to do so. When it is safe to do so, relay as much information as possible to the floor coordinator. Provide updates as needed.
 - If the building occupied is NOT the location of the emergency event, monitor emergency communication equipment for information/instruction and/or await updates from the EMS system.

IF EVACUATION OR RELOCATION IS DETERMINED OR ORDERED:

- If evacuating or relocating, area coordinators should check and clear all assigned rooms in the areas they have been assigned. (Close doors and turn off lights to indicate the area has been cleared).

NOTE: IF EVACUATING FOR FIRE, CLOSE, BUT DO NOT LOCK, DOORS.

- Lead or direct building occupants to exit AWAY from known threats to the appropriate outside rally or indoor relocation point.
- Once all areas are cleared, you may proceed, along with floor and building coordinators to the rally point or the relocation area.
- Along the way you may need to give direction to building occupants to achieve an orderly evacuation/relocation.
 - BE VISIBLE and HEARD.
 - Keep everyone as calm and orderly as possible and direct groups and individuals to the rally or relocation point.
 - Once assembled, remind them that your actions are for their protection and safety.
- Once at the rally/relocation point, follow protocol and await further instructions.

IF LOCKDOWN / SHELTER-IN-PLACE IS DETERMINED OR ORDERED:

- Initiate Building Emergency Action Plan (BEAP) protocol for Lockdown/ Shelter-in-Place.
- Close, lock and/or barricade the door to prevent intruder entry.
- Turn out the lights, silence phones and computers.
- If in a classroom have everyone gather in the corner, either to left or right, of the door. *(If intruder gains entry you are in position to overtake him and not be situated directly in front of them upon entry)*. If in an office take cover/refuge under or behind heavy furniture or a predetermined area that can provide cover and concealment.
- Attempt to keep everyone in the area quiet and contained until you are notified that all danger has passed. *(do not attempt to restrain or argue with any one intent on leaving. **Do explain the danger to them and others**)*.
- If ALL CLEAR is given, attempt to verify before moving from your location.
- Be prepared, to accompany, direct or assist Law Enforcement/First Responders through the building if requested to do so. Be prepared to follow specific instructions of law enforcement and responders.
- Report status to building coordinator and provide them with your incident log information as soon as is practical.



Walters State Community College

AREA COORDINATOR CHECKLIST

PRIOR TO AN EMERGENCY NOTIFICATION

- Regularly review and be familiar with the Building Emergency Action Plan (BEAP) and your role within the plan.
- Be familiar with who your fellow area, building and floor coordinators are.
- Be familiar with evacuation routes out of the building and the location of the outside rally point.
- Be familiar with the indoor relocation protocol, and the location of the relocation area for the building.
- Be familiar with the lock down/shelter-in-place protocol.
- Be familiar with the areas that you have been assigned to clear.
- Be prepared to lead/direct others to safe locations, and to assist law enforcement/emergency responders should you be requested to provide information or direction.

UPON NOTIFICATION OF AN EMERGENCY

- Remain calm, and initiate the Building Emergency Action Plan (BEAP) based on the circumstances at hand for evacuation, relocation or lockdown/shelter-in-place.
- If possible, begin to document times and events occurring at your location.
- If your building/area is the location of the event:
 - Contact 911 to relay as much information as possible. Remain on the line with them if instructed to do so. Relay as much information as possible to the floor coordinator, when it is safe to do so. Provide updates as needed.
 - If the building occupied is NOT the location of the emergency event, monitor radio for information/instruction and/or await updates from the EMS system.

IF EVACUATION OR RELOCATION IS DETERMINED OR ORDERED:

- If evacuating or relocating, clear all assigned rooms in your area. (Close doors and turn off lights to indicate the area has been cleared).

NOTE: IF EVACUATING FOR FIRE, CLOSE, BUT DO NOT LOCK, DOORS.

- Position yourself to direct occupants to exit AWAY from known threats.
- Give direction to achieve an orderly evacuation/relocation.
- BE VISIBLE and HEARD.
 - Advise occupants to keep calm and orderly.
 - Direct individuals and groups to the rally or relocation point.
- Advise the floor coordinator when your area is cleared.
- Proceed, along with floor coordinator, to the building coordinator location.
- Assist building coordinator, as needed or requested.
- Proceed to rally/relocation point to await further instructions.

IF LOCKDOWN / SHELTER-IN-PLACE IS DETERMINED OR ORDERED:

- Initiate Building Emergency Action Plan (BEAP) protocol for Lockdown/ Shelter-in-Place.
- Close, lock and/or barricade your door to prevent intruder entry.
- Attempt to keep everyone in the area contained until you are notified that all danger has passed.
- If ALL CLEAR is given, attempt to verify before moving from your location.
- Be prepared, to accompany Law Enforcement/First Responders through the building if requested to do so.
- Report status to floor coordinator and provide them with your incident log information as soon as is practical.



Walters State Community College
COLLEGE EMERGENCY RESPONSE MANAGEMENT TEAM
(CERMT)
EOC Activation/Operation Checklist

Initial Notification of Incident

- Dispatch on duty officers to respond to incident scene or take appropriate action as determined by circumstances.
- Gather as much information as possible to relay to administration
- Discuss strategy with key campus officials
- Campus officials make determinations to:
 - Notify Members of CERMT/CERT
 - Implementation of campus Emergency Preparedness Plan
 - Establish Emergency Operations Center (EOC)
 - Establish level of activation

Establishment of EOC Facility

- Determine appropriate facility for use as an EOC
 - Anticipate size of event response, including time
(NOTE: It is not desirable to move EOC once established.)
- Notify facility/location representatives on need for the facility activation.
- Establish communications assets in facility (IET)
(WiFi, phones at each position, video, fax, radio, etc.)
- Establish credentialing and security for EOC.

Secondary Notification

- All response agencies involved in this response that the EOC is established and to send representative.
- Hamblen County/Morristown EMA:
 - That EOC has been established, location, phone, etc.
 - Any known expectations, resource needs.
 - Request representative for EOC
- Any campus emergency management/support personnel not already notified.

Establish Incident Command Structure with EOC and Assign Positions

- EOC manager identified.
 - Assign record keeper/scribe.
 - Establish operating periods for EOC.
 - Assigns Section Chiefs for Operations, Planning, Logistics, Finance.
 - Requests appropriate liaisons to EOC representing response agencies and other groups that may be involved with response (i.e. utilities, ambulance service, hospital, Red Cross, TEMA, etc.)
 - Introduces Section Chiefs.
- Chief Campus official appoints PIO and Safety Officer.
 - PIO initiates contact with local media, establishes press briefing.
 - Safety officer works with Planning Section to formulate EOC Safety Plan.
- Hold Command and General Staff Meeting
 - Review situation status
 - Conduct any needed staff introductions
 - Set objectives, long/short term.
 - Review assignments.
 - Set staff meeting/briefing/reporting schedules.
 - Set media briefing schedule.
- All Section Chiefs and unit managers shall maintain a Unit Log. (ICS Form 214)

Operations Section Chief

- Review Job Description, Position Check list
- Coordinates mission requests and assignments.
- Oversees coordination of units within EOC including liaisons.
- Stands up functional units, if required (i.e. Mental health/counseling, donations, volunteers, etc.)
- Assigns assistants and Branch Managers as needed (i.e. Geographical or function).

Logistics Section Chief

- Review Job Description, Position Check List
- Provides communications assets for EOC (IET) to include appointing Communications Unit leader, if needed.
- Responsible for maintenance and operations of facilities.
- Responsible for food, drink, supplies for EOC staff.
- Fills appropriate Support or Service Branch positions, as needed.
- Obtains those resources needed to support operation.

Planning Section Chief

- Review Job Description, Position Check List
- Begin assembling Incident Action Plan (IAP)
 - Incident Objectives (ICS 202)
 - Organizational Assignments (ICS 203)
 - Communications Plan (ICS 205)
 - Medical Plan (ICS 206)
 - Develop and Post organizational Chart (ICS 207)
 - Site Safety Plan (ICS 208)
- Assign Situation Unit Leader
- Assign Resource Unit Leader
- Assign Documentation Unit Leader

Planning Section Chief (Cont.)

- Activate any other unit necessary to accomplish required tasks
- Determine format and time of situation report
- Establish schedule for planning meetings.

Finance Section Chief

- Review Job Description and Position Check List
- Document costs and personnel time
- Determine purchasing policy
- Determine methods to finance commodities required for response
- Assigns positions as required.

Demobilization Plan

- A Demobilization Unit Leader shall be designated.
- Develops plan for return of resources to respective agencies.
- Develops plan for demobilization of staff and facilities, to include rehab and return to normal operations

Figures

College Emergency Response Management Team, Executive Policy Group Organizational Chart

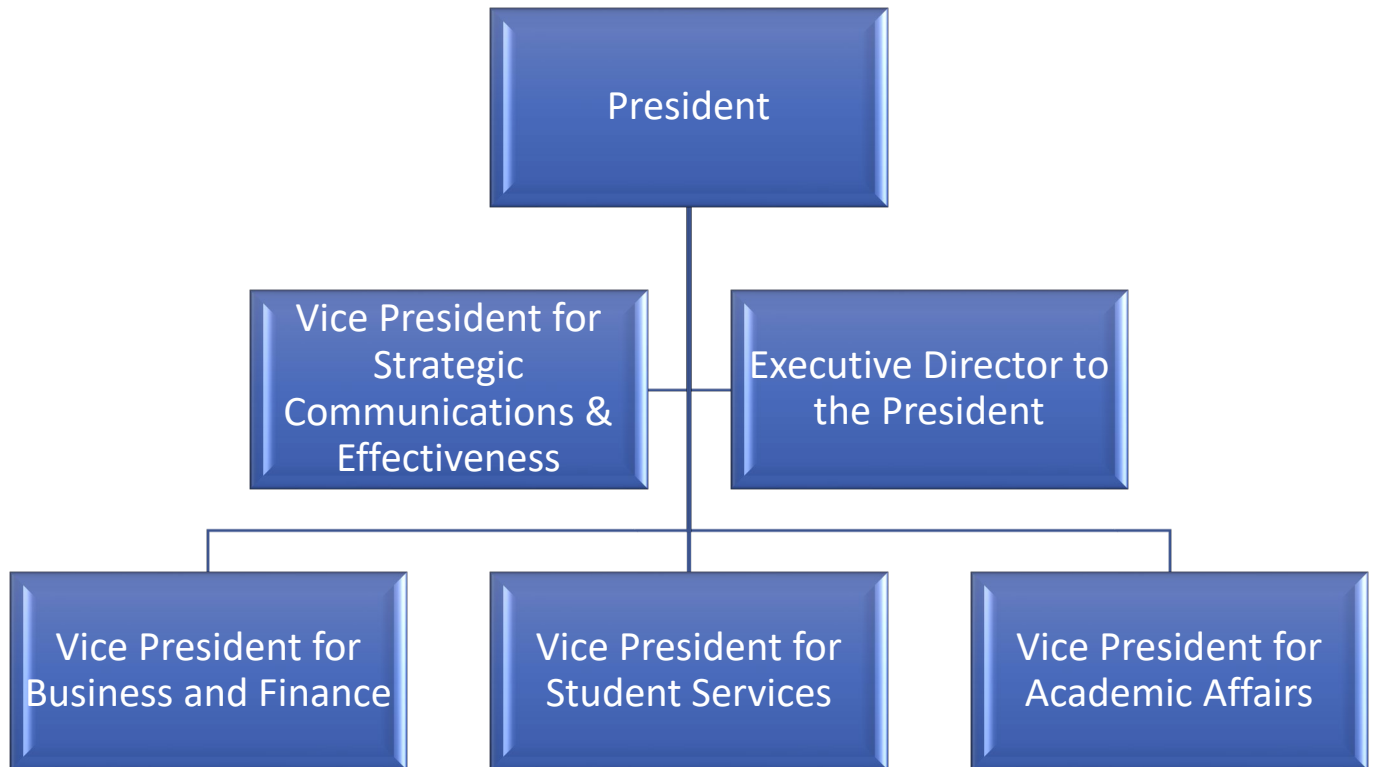


Figure 1
College Emergency Response Management Team, Executive Policy Group Organizational Chart

College Emergency Response Management Team Organizational Chart

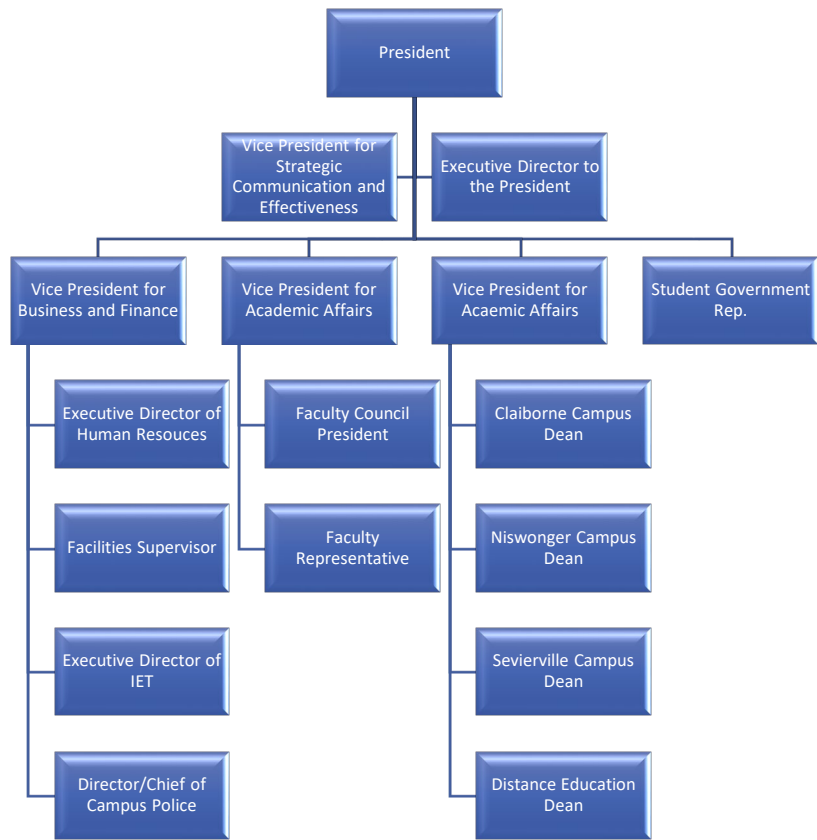
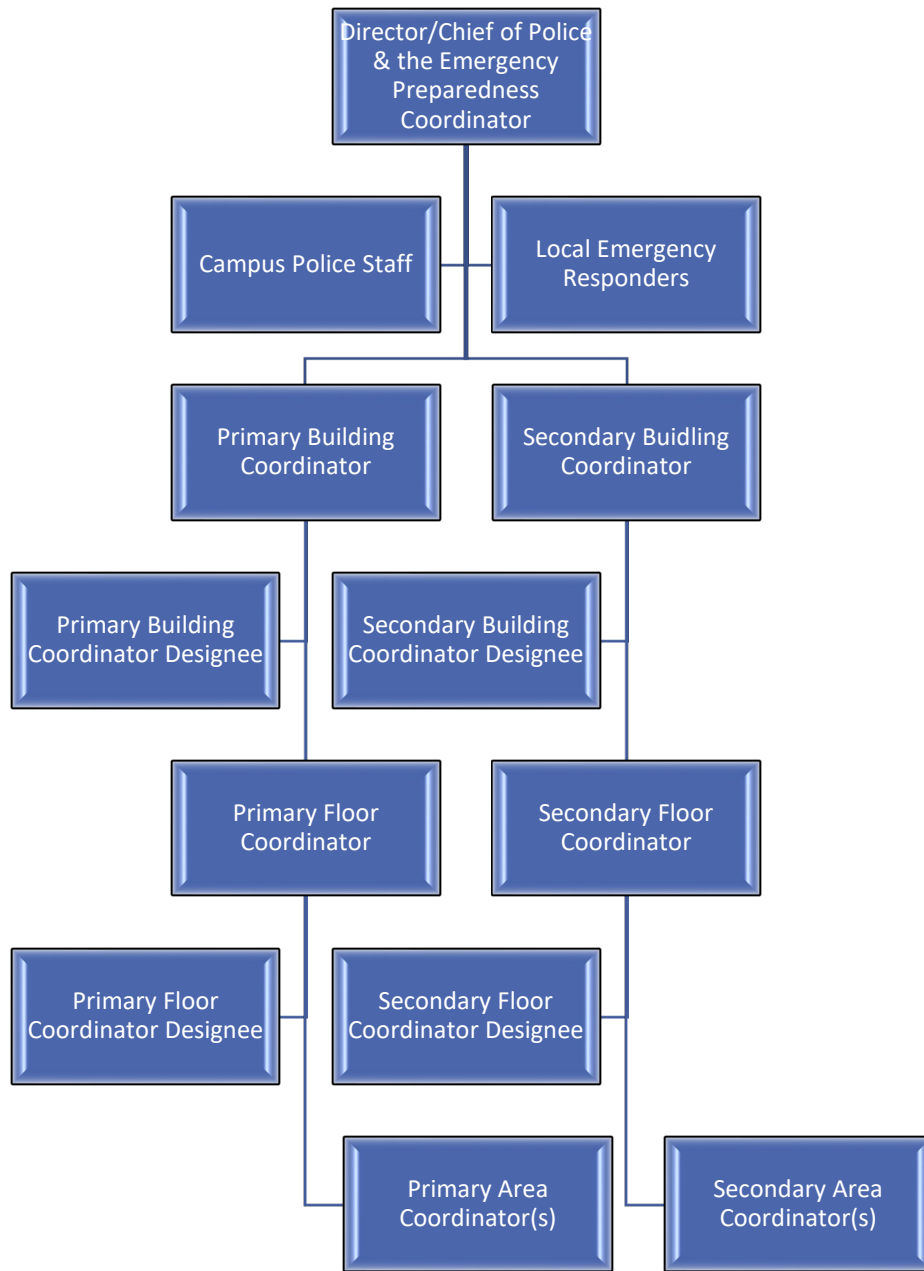


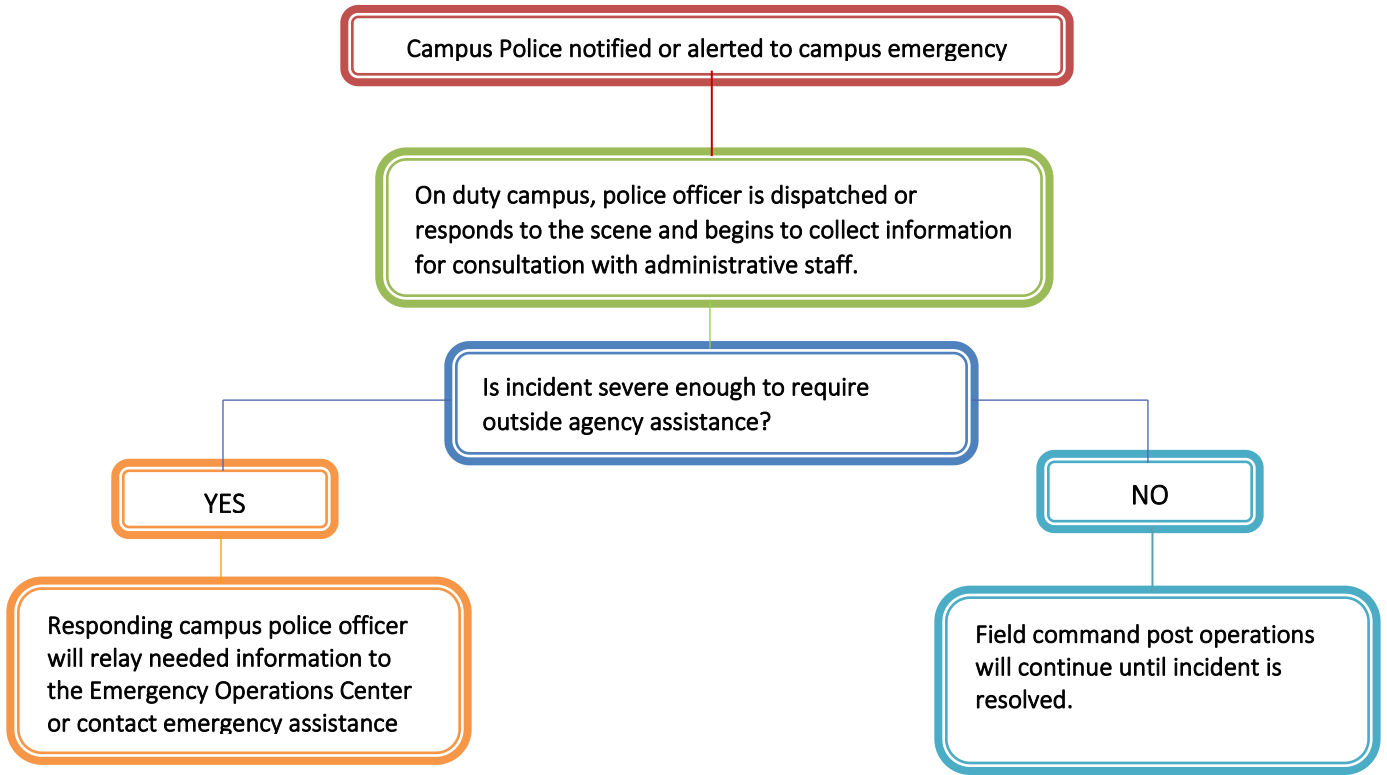
Figure 2
College Emergency Response Management Team Organizational Chart

College Emergency Response Team Leaders



*Figure 3
College Emergency Response Team Leaders Organizational Chart*

Campus Police Response



*Figure 4
Campus Police Response Flow Chart*

Initial Emergency Response for Evacuation and Relocation



*Figure 5
Initial Emergency Incident Response for Evacuation or Relocation Flow Chart*

Lockdown / Shelter-in-Place Response

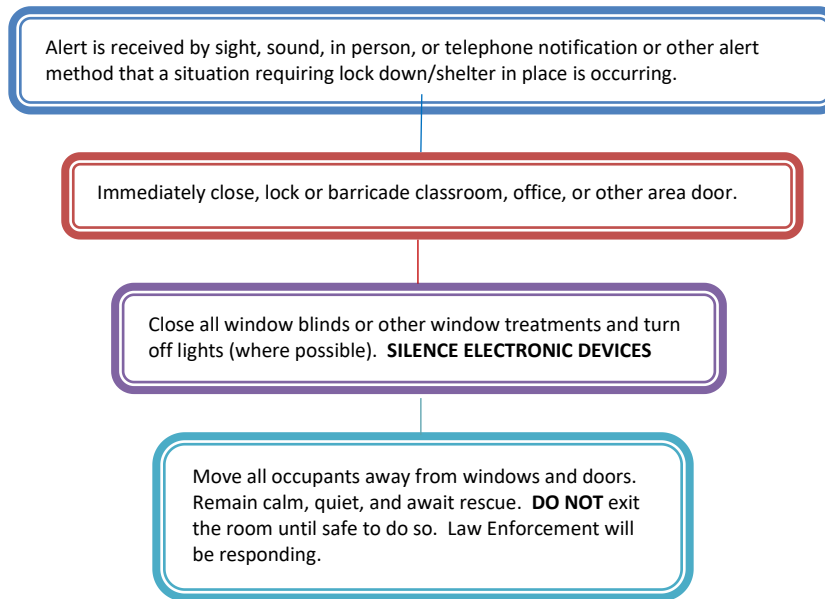


Figure 6
Lockdown / Shelter-in-Place Response Flow Chart

Tables

Evacuation, Relocation, Lockdown/Shelter-In-Place Procedures

Evacuation:

Exit building via the nearest unobstructed exit to the designated outside rally point.

Relocation:

Exit/clear work or classroom area and advance to the designated interior relocation area within the building occupied.

Lockdown/Shelter-in-Place Procedure:

Close, lock, barricade door, turn out lights, move away from windows and doors. During shelter-in-place block, turn off, or close off any outside air sources. Do not leave the area until contact is made with, or you are instructed to do so, by emergency responders.

Refuge Areas:

Location designated for physically challenged persons to await rescue.

Evacuation Rally Points, Relocation/Shelter-in-Place, and Refuge Areas

Claiborne			
Building	Evacuation Rally Point	Relocation Area Location	Refuge Area
Claiborne	Front student parking lot	Rooms 075, 076, 080	In front of Elevator ground and first floor

Table 1 – Claiborne Rally Points

Newport			
Building	Evacuation Rally Point	Relocation Area Location	Refuge Area
Newport	Edge of Parking Lot/Community Center Parking	Tanner Cultural Room	Stairwells/Museum Center

Table 2 – Newport Rally Points

Morristown			
Building	Evacuation Rally Point	Relocation Area Location	Refuge Area
Jack E. Campbell College Center	North End – Staff Parking Lot B2 South End – Student Parking Lot C3	Ramp and stairwell areas, without glass windows.	None designated, ramp access provided inside to all levels.
Judge William H. Inman Humanities Complex	Student parking lot A1	Interior hall located in center of building, Hall in front of rooms 134-138	None designated, one level ground floor building.
McGuffin-Jolley Natural Science Building	Student parking lot K2	South interior hallway, first floor, located at bottom of stairwell B & room 141	Vending area in front of elevator 2 nd floor.
Clifford “Bo” Henry Center for Business and Technology	Disabled parking lot N	Room 150 or other designated areas	Second floor lobby area near room 278, elevator and Evacu-trac chair.
Doggett Mathematics, Behavioral, and Social Science Building	Outside of the rear gate of baseball field located below the BCM building	First floor hall (Avoid Lobby)	Area in front of second floor elevator.
East Tennessee Regional Public Safety Center	Driving track	Interior rooms 108, 109, 132, 134, 144, and 159. Interior offices 136, 139. Hall in front of rooms 120, 127, 140, 155, 156, 159.	None designated, one level ground floor building.
Public Safety Center “MILO” Range Building	Driving track	Stairwell near classroom and hall “A”	None designated, one level ground floor building.
Hamblen County International Center and Office of Congress	Exit through interior wooden door to Public Safety are to be escorted to driving track.	Exit through interior wooden doors to Public Safety area to take refuge in any of the following areas: interior rooms 108, 109, 132, 134, 144, and 159. Interior offices 136, 139. Hall in front of rooms 120, 127, 140, 155, 156, 159.	None designated, one level ground floor building.

Morristown (Cont.)			
Building	Evacuation Rally Point	Relocation Area Location	Refuge Area
Campus Police Office	Staff lot B2	Duty office or restroom	None designated, one level ground floor building.
Facilities Management	Student lot J4	Natural Science Building, first floor hall at stairwell B	None designated, one level ground floor building.
Golf/Cross Country Complex	Parking lot front of building	Left rear corner of classroom	None designated, one level ground floor building.
Softball Complex	Open field across from entrance gate	Interior dressing area	None designated, one level ground floor building.
Baseball Complex	Staff lot E	Interior dressing area	None designated, one level ground floor building.
R. Jack Fishman Library	Student parking lot A2	First floor room 102 and adjacent hall	Third floor lobby near elevator.
Student Services Building	Student Lot A2	First Floor (lower level) hallway between tutoring and Lyceum café	Second floor (upper level) hallway leading to Lyceum and game room.

Table 3 – Morristown Rally Points

Niswonger			
Building	Evacuation Rally Point	Relocation Area Location	Refuge Area
Niswonger	Faculty and staff parking lot #3 on Main Street and parking lot of Tusculum Monument Company across Tusculum Blvd. Police Academy 2 nd and 3 rd floor – across Main Street in the doctor office parking lots	First floor in the Lyceum Theater and Room 155	Front of elevator, on each floor not ground level

Table 4 – Niswonger Rally Points

Sevierville			
Building	Evacuation Rally Point	Relocation Area Location	Refuge Area
Cates-Cutshaw Hall	Soccer Fields adjacent to parking lot I	Stairwells at either end of building	East end of hall near room 208, Evacu-Trac chair and stairway
Conner-Short Center	Soccer Fields adjacent to parking lot I	Rooms 130 Demo Kitchen, and 139 Band Room	None designated, ground level building
Kile-Ogle Hall	Soccer Fields adjacent to parking lot I	First floor East and West Hallways	Men's and Women's 1 st floor restrooms West Hallway
Maples-Marshall Hall	Soccer Fields adjacent to parking lot I	Room 126, stairwells and/or other designated areas not containing windows	Second Floor near room 210 and 214

Table 5 – Sevierville Rally Points

White Pine (Expo)

Building	Evacuation Rally Point	Relocation Area Location	Refuge Area
Expo	Parking Lot, front entrance side of building near Agriculture Blvd.	Stairwell in judge's stand and North, South, East, West corners of the arena	None designated, all floors at ground level

Table 6 – Expo Rally Points

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