



NORTHEAST STATE

We're here to get you there

EMERGENCY PREPAREDNESS PLAN

JULY 2014

Northeast State Police Department
(423)323.0255

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Northeast State Community College

Emergency Preparedness Plan

I. Introduction

The college's *Emergency Preparedness Plan* is prepared in accordance with Tennessee Board of Regents Guideline B-100, *Institutional Emergency Preparedness Plan* and is designed to be used in conjunction with the *Building Coordinator and Assistant Building Coordinator Manual*.

Development of the college's emergency preparedness program is the responsibility of the chief of Police who is located in Room C2401 and can be reached at 423.279.7655, noncampus, or extension 3355, on campus, between the hours of 8:00 am to 4:30 pm, Monday thru Friday. Campus police/security officers may also be reached anytime at 423.323.0255. The Northeast State Police Department is staffed 365 days a year and is open 24 hours a day, 7 days a week. Emergencies may be reported by calling 423.677.7927 or 9.1.1.

The college employs a chief of Police who has an overall responsibility for maintaining a safe campus environment and for supervising the campus police/security staff. Police/security personnel have a close working relationship with city, county, state, and federal law enforcement agencies. Outside agencies will be requested for assistance in the event an emergency situation exceeds the college's capabilities and in accordance with applicable state and federal law. Additionally, the Northeast State Police Department currently provides seven (7) full-time sworn law enforcement officers to serve the students, staff, faculty, and visitors to the college at all campuses. The Northeast State Police Department also provides security officers to supplement the police staff.

Ultimately, the college's emergency preparedness program cannot be accomplished without the full cooperation and effort of students, staff, and faculty! Safety is the responsibility of everyone and does not belong to any one person or department. A "team" approach to issues regarding emergency preparedness and safety must be fostered and maintained at all times. Students, staff, and faculty should immediately report any crime or personal injury to the Northeast State Police Department at 423. 677.7927 or 9.1.1! Further, any suspicious behavior or issues relating to the overall safety of students, staff, faculty, and visitors to this college should be immediately reported to the Northeast State Police Department.

The college recognizes this plan is a "living document," suggestions for improving our overall emergency preparedness and safety programs are encouraged and welcomed. Students, staff, and faculty may submit any recommendations directly to the chief of Police by calling 423.279.7655 or e-mail jeedens@northeaststate.edu.

II. Emergency Procedures in the Event of Illness/Injury to an Employee, Student, or Visitor

In the event of illness or injury to an employee, student, or visitor, the Northeast State Police Department should immediately be contacted. Campus police, in coordination with the

Director of Health Services, will manage all emergency situations involving illness or injury. Depending upon the nature and seriousness of the illness/injury, the Northeast State Police Department may contact an external agency through 9.1.1 to provide emergency medical care. If an external agency responds to a request from the campus and provides emergency medical care, the individual receiving the care is financially responsible for the cost of the medical service, if applicable.

When the Northeast State Police Department is contacted regarding an illness or injury, a Personal Injury/Illness Report will be completed by a campus police/security officer. At satellite/satellite sites the individual with knowledge of the illness/injury will immediately contact the Northeast State Police Department, if the illness/injury is not life threatening. For possible life threatening emergencies, 9.1.1 should be called immediately followed by notification to the Northeast State Police Department.

The chief of Police is responsible for preparation, filing, and distribution of all Illness/Injury Reports. If the illness/injury occurs to a student, a copy of the report will be forwarded to the vice president for Student Affairs. If the injury occurs to an employee, the report will be forwarded to the director of Human Resources and Affirmative Action Officer. If the illness/injury occurs to a visitor, the report will be forwarded to the Chief Financial Officer.

III. Response to Emergency Situations

Advanced warnings of severe weather, earthquakes, or other potential natural disasters and sudden occurrences such as fires, bomb threats, hostile intruders on campus, and other sudden emergencies may require emergency action by the college's faculty and staff in order to safeguard students, visitors, and employees of the college. In cases such as these, the Northeast State Police Department should be notified immediately. Campus police will take immediate and appropriate action to address potential and unexpected emergencies up to and including notifying area law enforcement and/or other external agencies.

The Northeast State Police Department will notify the office of the President, or in the event the President's Office cannot be contacted, the vice president for Administrative Services will act for the President in dealing with emergency situations, unless a specific chain of command has been designated by the President, until the President can be contacted. In the event the President or the vice president for Administrative Services cannot be contacted, the vice president for Academic Affairs or the vice president for Student Affairs will be the decision making authority until the President can be contacted. The President, after receiving information about the situation, will decide the appropriate action to take in response to the emergency. However, it is understood immediate life or death situations, depending upon the situation, may require initial decisions from the responding police/security officer or the chief of Police.

Faculty and staff should review and become familiar with this plan along with the *Building Coordinator and Assistant Building Coordinator Manual* and provide assistance, as appropriate, in any emergency situation. As stated previously, it takes the cooperation and effort of all the students, staff, and faculty to respond effectively to any emergency situation. At a minimum, annual training opportunities will be available to the designated Building Coordinators and Assistant Building Coordinators. Faculty and staff are encouraged to attend

these sessions. Faculty is required to brief students at the beginning of each semester detailing the appropriate actions to take in emergency situations.

IV. Building Notification Procedures (Blountville)

If a situation requires the evacuation or shelter-in-place of buildings on campus, or the need arises where emergency information needs to be disseminated, the following actions will be taken:

The office of the President will contact the following offices and Building Coordinators advising them of the emergency situation or directing them on what actions to take in accordance with this plan and the *Building Coordinator and Assistant Building Coordinator Manual*:

- Northeast State Police Department , if the office has not been previously notified;
- Office of the Vice President for Academic Affairs;
- Office of the Vice President for Administrative Services;
- Office of the Vice President for Student Affairs;
- Director of Accounting Services (Pierce Building);
- Director of Plant Operations (Physical Plant and Automotive/Welding Buildings)
- Dean of Student Development (General Studies Building);
- Dean of Advanced Technologies (Student Services Building);
- Dean of Library Services (Library);
- Coordinator of Student Enrollment Services (Technical Education Buildings);
- Dean of Humanities (Humanities);
- Theater Manager (Fine Arts Building);
- Print Shop Supervisor (Print Shop);
- Dean of Science (Powers Math/Science Building); and
- Coordinator, Distance Education Programs and Services (Faculty Office Building).

Building Notification Procedures at Noncampus/Satellite Locations

The office of the President, if contacted first, will contact the appropriate noncampus/satellite Building Coordinator(s) advising them of the emergency situation and directing what actions to take.

At Northeast State at Kingsport, the vice president for Economic and Workforce Development will be contacted for any emergency response situations.

The Building Coordinators are the key individuals responsible for dissemination of the emergency information to all occupants of their respective buildings through the Assistant Building Coordinators both on the main campus and at satellite and noncampus sites.

Assistant Building Coordinators are responsible for implementing any directives from the Building Coordinator and assisting the Building Coordinator as requested.

V. Responsibilities of Building Coordinators/Assistant Building Coordinators

Each building on campus and at satellite/noncampus sites has an individual designated as a Building Coordinator. The Building Coordinator reports to the office of the President, through the Northeast State Police Department, and is responsible for notifying and directing all faculty, staff, visitors, and students in their building as to the emergency actions required to effectively deal with the immediate emergency. Buildings with more than one floor may have an Assistant Building Coordinator assigned to each floor. Assistant Building Coordinators report directly to the Building Coordinators and are responsible for implementing the emergency actions required on their assigned floor as well as any other directions given by the Building Coordinator.

Building Coordinators/Assistant Building Coordinators must be trained and thoroughly familiar with this plan and the campus *Building Coordinator and Assistant Building Coordinator Manual*. The chief of Police will conduct training, at a minimum, on an annual basis. Additional training sessions will be conducted upon request by contacting the chief of Police.

For periods of absence, Building Coordinators and Assistant Building Coordinators will formally designate a person to act in his/her absence. The person designated must be briefed on how to respond to emergency situations in accordance with the *Building Coordinator and Assistant Building Coordinator Manual* and be thoroughly familiar with this plan. Additionally, Building Coordinators must notify the Northeast State Police Department anytime an individual has been appointed to perform Building Coordinator/Assistant Building Coordinator duties in their absence.

Note: During any emergency, the college can implement the e2Campus emergency alert system which is designed to immediately notify students, staff, and faculty of an emergency that requires campus-wide notification. This notification can be sent by the Northeast State Police Department or the office of Information Technology. All students, staff, and faculty are strongly encouraged to sign up for the e2Campus emergency alert system! For more information contact the Northeast State Police Department.

The following is a list of Building Coordinators/Assistant Building Coordinators and their area of responsibility:

Blountville Campus

Pierce Administration Building

First Floor – Director of Accounting Services (Richard Hyland, ext. 3283) ***

Third Floor – Chief Financial Analyst (Ranee Baker, ext. 3318) *

Second Floor – Dean of Enrollment Management (Jennifer Starling, ext. 7635) *

General Studies Building

Second Floor – Dean of Student Development (Mr. Greg Walters, ext 5232) ***

First Floor – Director of Student Support Services (Jenny Reed, ext. 3339) *

Second Floor – Director of Health Services (Sue Robertson, ext. 3212) *

Humanities Building

First Floor - Dean of Humanities (William Wilson, ext. 3268) ***

Second Floor – Dean of Behavioral and Social Sciences (Xiaoping Wang, ext. 3352) *

Fine Arts Building

Theater Manager (Travis Brooks, ext. 5173)

Student Services Building

Second Floor –Dean of Advanced Technologies (Sam Rowell, ext 3382) ***,

First Floor – Director of Student Life (Keith Glover, ext. 3274) *

Powers Math/Science Building

First Floor –Dean of Science (Carolyn McCracken, ext. 3514) ***,

Second Floor – Secretary, Science Division (Angela Shrum, ext. 3508) *

Faculty Office Building

Second Floor – Dean of Business Technologies (Danny Lawson, ext. 3234) *

First Floor – Coordinator, Distance Education Programs and Services (J. Michael Ramey, ext. 3297) ***

Technical Education Lab Buildings

Director of Enrollment Services and Visitor Information (Jim Henrichs, ext 3275) ***

Automotive/Building

Director of Plant Operations (Pete Miller, ext. 2448) ***

Instructor of Automotive (Ernie Morelock, ext. 3463) *

Print Shop

Print Shop Supervisor (Jeff Grindstaff, ext 3256) ***

Physical Plant

Director of Plant Operations (Pete Miller, ext. 2448) ***

Library

Dean of Library Services (Duncan Parsons, ext. 3288) ***

Satellite/Noncampus Sites

Blazier-Wilson Hall

Blazier-Wilson Hall (Robin Dice, ext.2530) ***

Technical Clerk, Northeast State at Kingsport (Melisa May, ext. 2525) *

Regional Center for Health Professions (RCHP)

Dean of Health Related Professions (Connie Marshall, ext. 3680) ***

Dean of Nursing (Melessia Webb, ext. 5106) *

Kingsport Center for Higher Education (KCHE)

Director, Kingsport Center for Higher Education, (Teresa Dobbs, ext. 5151) ***

Administrative Assistant, KCHE (Shawna Shafer, ext. 5159) *

Librarian, Kingsport Center for Higher Education (Kelly Barton, ext. 5537) *

Evening Coordinator, Kingsport Center for Higher Education (Devin Neubrandner, ext. 5541) *

Regional Center for Advanced Manufacturing (RCAM)

Dean of RCAM (Jeff Frazier, ext. 5544) ***

Secretary II, RCAM, Puckett, ext. 5149) *

Northeast State at Elizabethton

Director, Northeast State at Elizabethton (Chris Hitechew, ext 7651)***

Secretary, Northeast State at Elizabethton (Joan Willis, ext 3286) *

Northeast State at Gray

Director, High School Transitions Programs (Gary Lee),ext. 3305 ***

Northeast State at Bristol

Enrollment Specialist, Northeast State at Bristol (Deb Johnson), ext. 5215 ***.

Mountain City ITV Classroom

Katherine Motsinger, Coordinator, Northeast State at Mountain City (423.471.1903) ***

Unicoi County ITV Classroom

Dustin Street, Northeast State at Unicoi County (423.220.9735) ***

* Assistant Building Coordinator

*** Building Coordinator

Communications

The telephone will be used as the primary source of communications during an emergency situation that does not require an evacuation or shelter-in-place. However, in the event of a shelter-in-place, the telephone may be used on a limited basis to communicate with students, staff, or faculty as the situation permits. In the event of a power failure, the campus phone system has a four (4) hour battery backup. Cell phones can be used as a backup to the college's landline system.

If the telephone becomes disabled or an evacuation/shelter-in-place occurs that makes landline phones not practical, radios will be used as the alternate source of communication. In any emergency situation, other than a bomb threat, Building Coordinators/Assistant Building Coordinators should immediately turn their radios to Channel 1 for all communication needs. Building Coordinators, through radio transmissions, will keep the President advised, through campus police, of the current status of their particular building and occupants as well as receiving instructions on what actions to take. In the event of poor radio communications, Building Coordinators can communicate with the Northeast State Police Department through cell phone by calling the emergency number (423.677.7927) or the non-emergency number (423.323.0255) until radio communication can be restored.

In case of bomb threats, all radios and cell phones should be turned off. Operating a radio or cell phone within 300 feet of a bomb could cause the device to ignite. Communication must be by landline telephone, face-to-face, or by messenger.

VI. Responsibilities of Faculty and Staff

Employees of Northeast State should become familiar with this plan and the procedures this college takes in emergency situations as found in this plan and the *Building Coordinator and Assistant Building Coordinator Manual*. This plan along with the *Building Coordinator and Assistant Building Coordinator Manual* may be reviewed at Northeast State Community College's Northeast State Police Department Web page under "Emergency Preparedness Plan" and "Building Coordinator and Assistant Building Coordinator Manual" (<http://cwis.northeaststate.edu/Security/BuildingCoordinatorManual.pdf>).

At the beginning of every semester, faculty members are required to inform students of the exit/s to be utilized and the route that should be followed to reach the exit in the event of an emergency. Faculty members will brief students on any safety issues directed by the vice president for Academic Affairs.

Faculty and staff should react in an appropriate manner to fire alarms, severe weather threats/warnings, unexpected loud noises, or any other unexpected disturbance. Building Coordinators, Assistant Building Coordinators or law enforcement personnel will give instructions as to what action to take. Faculty and staff should stay calm and assist Building Coordinators and Assistant Building Coordinators as instructed.

At satellite/noncampus sites, especially after 4:30 pm and on weekends, faculty/ staff could encounter an emergency situation with no Building Coordinator/Assistant Building Coordinator present. If this occurs, faculty/staff should take the appropriate measures as outlined in this plan and the *Building Coordinator and Assistant Coordinator Manual*. During any emergency situation faculty/staff should immediately contact 9.1.1 or campus police. Additionally, any illness/injury that occurs to students, staff, faculty or visitors at a satellite/noncampus site should be immediately reported to campus police or 9.1.1 if it is a life threatening situation.

If unexpected distractions such as loud noises (other than gun fire) or other unordinary disturbances occur, the faculty member should close the door and remain in the classroom with the students until notified by the Building Coordinator, Assistant Building Coordinator, or law enforcement of what actions to take.

In the event of an active shooter or armed intruder on campus, faculty and staff should immediately go into a "shelter-in-place" situation if they cannot safely evacuate the immediate area where the shooter is located. Faculty members are responsible for maintaining control and providing leadership to their students during an emergency situation. Staff and faculty should immediately lock/barricade the door and shut blinds, if possible. All individuals in the room should take cover whether going into a closet, getting behind desks, chairs, or using any other means of protection that is readily available. Occupant(s) inside the room with cell phones should be identified and instructed to silence their cell phones. Lights should be turned off, door locked (if possible), cell phones turned to vibrate, and windows covered (if possible). As the situation dictates, call 9.1.1 and advise law enforcement of your current situation. Faculty and staff should not open the door until instructed to do so by law enforcement personnel.

When notification to evacuate a building is received, all activity should cease and evacuation to a severe weather safe area or assembly area should begin immediately! All faculty and staff members should be familiar with the tornado safe areas and the assembly areas for each building in which they teach or work. Generally, during severe weather, individuals should immediately go to the first floor of the building they are in and seek shelter in interior rooms with no glass. Severe weather safe areas are found in the *Building Coordinator and Assistant Building Coordinator Manual*. Assembly area locations are displayed on the Campus Evacuation Maps located at or near the entrance/exits of each building. The three Assembly Areas on the main campus are physically identified in the parking lots with an 18" x 2 ½" bright yellow sign with black "Assembly Area" lettering attached to light poles.

VII. Responsibilities of Students

Students must follow all instructions given by a staff/faculty member during an emergency situation. Further, students are encouraged to assist by remaining calm in any situation, following instructions given by staff and faculty, and encouraging others to do the same. Any questions regarding actions during an emergency situation should be addressed to the appropriate staff/faculty member for resolution.

VIII. Procedures for Individuals with Disabilities

It is the responsibility of staff, faculty, and students with disabilities to plan ahead and be prepared for emergencies by considering what actions they would take if an emergency were to arise. Students with disabilities are encouraged to register with the Center for Students with Disabilities to ensure that individuals who may require assistance during an emergency will receive accurate information about emergency procedures and so that campus personnel may be notified of individual needs.

During an evacuation, individuals with disabilities should notify faculty or staff of the need for assistance. Individuals with disabilities should identify two routes out of each building, excluding elevators. Sound and visual alarms are installed in some buildings to alert students to emergencies.

Instructors will be notified of individual student's needs through Faculty Accommodation Forms for individuals who use wheelchairs or have mobility, visual, or hearing impairments. It is the responsibility of students with disabilities to plan ahead for emergencies and to notify campus personnel of the need for assistance. The following guidelines are provided to assist faculty and staff in being prepared to assist students with disabilities during emergency situations or building evacuations:

- Students with disabilities who are in need of assistance should notify faculty or staff.
- Persons who are blind or visually impaired may be paired with a sighted guide when necessary. A guide allows the individual to grasp his/her arm or shoulder and walks slightly ahead and to one side of the individual, identifying obstacles such as doorframes and curbs. Individuals who use guide dogs should be allowed to proceed with the animal's assistance and should be assisted if any unexpected barriers are present.
- Persons who are deaf or hard-of-hearing may be unaware of an emergency unless a strobe-type alarm system is activated in their area. It is important to get the person's

attention and provide the information in an understandable manner. The use of an interpreter or paper and pen may be necessary. Do not assume that the individual is able to “read lips.”

- Individuals who use wheelchairs or have mobility impairments should be assisted by the most efficient and safest means possible. An all-out emergency may leave no alternative but to carry an individual with mobility impairment out of the building; however, other alternatives should be considered in lesser emergencies due to the severe risk to an individual with mobility impairment when carried down stairs by any method.
- Individuals with disabilities should participate fully in all drills.
- Building Coordinators should provide assistance or locate others who are able to provide assistance to individuals with disabilities as needed.
- Keep in mind that the individual with a disability is the best authority on how to move him/her out of a building.

IX. Emergency Operations Center (EOC)

General

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

Members of the EOC include:

- President
- Vice President for Administrative Services***
- Vice President for Academic Affairs
- Vice President for Student Affairs
- Chief Financial Officer
- Business Manager
- Director of Human Resources and Affirmative Action Officer
- Vice President for Information Technology
- Director of Plant Operations and Maintenance
- Director of Community Relations and Marketing
- Chief of Police or his representative
- Assistant Vice President of Evening and Distance Education
- Outside law enforcement/EMS/Fire personnel (if notified)
- Recorder (from Student Services)
- Any other person/s at the discretion of the President

*** Acts as EOC manager in the absence of the President

The Command Post (CP) is a location closer to the emergency where key personnel are located to manage the emergency at hand. Requests for personnel, equipment and supplies are monitored and coordinated to insure the best use of resources at hand. Communication will be maintained between the CP and EOC at all times. Primary

means of communication is the telephone system and back up communication is the radio. Members of the CP include:

- Chief of Police or his representative ***
- Assistant Director of Plant Operations and Maintenance
- Representative from Information Technology
- Outside law enforcement/EMS/Fire personnel (if notified)
- Director of Health Services
- Recorder (from Student Services)
- Any other person/s, department or outside agency needed to manage the emergency.

*** Acts as CP manager

EOC/CP Locations

- President's Conference Room (Pierce Building)
- "Main Room" (Maintenance Building)
- L114 (Library ITV Room)

Note: The CP/EOC locations can serve either as the EOC or CP depending upon the location of the emergency. As stated above, the CP will be located closer to the emergency where critical assets can be managed. The EOC will contain the college leadership and act as a supervising/decision making body in managing the emergency.

X. Emergency Situations During the Evening, Weekends, and at Satellite/Off Campus Facilities (Elizabethton, Kingsport, Bristol, Gray, Mountain City, and Unicoi)

During the evening hours and weekends when classes/activities are scheduled, the assistant vice president of Evening and Distance Education or his designee is responsible for determining the appropriate action/s to be taken in emergency situations. The President will be contacted as soon as reasonably possible. In the event the assistant vice president of Evening and Distance Education cannot be contacted, the decision making authority will be the vice president for Administrative Services unless otherwise designated by the President.

The directors/supervisors at Elizabethton, Gray, Mountain City, Bristol, and Kingsport make this determination at these satellite/noncampus locations. At any other satellite/noncampus teaching site, the faculty member teaching a class assumes this responsibility. In every instance, these individuals should take any and all measures to ensure the safety of employees, students, and the general public. At any noncampus site, 9.1.1 should be utilized for incidents that require police, fire, or medical support. Follow up with the Northeast State Police Department should be made as soon as possible.

More detailed information concerning emergency procedures during the evening and at noncampus sites is found at appendix Y.

As stated above, recommendations for this plan are encouraged and welcomed. Please submit all recommendations directly to the chief of Police.

**Northeast State Police Department
Northeast State Community College
P.O. Box 246
2425 Highway 75
Blountville, TN 37617
Phone: 423.323.0255 (noncampus)
Extension 3255 (on campus)
Emergency Cell 423.677.7927
E-mail: jeedens@northeaststate.edu**

APPENDIX A ADMINISTRATORS RESPONSIBILITIES

PRESIDENT

1. Activate the *Emergency Preparedness Plan*.
2. If noncampus, designate a person to act on his/her behalf until relieved by the President.
3. Be responsible for the overall operation and management of the *Emergency Preparedness Plan*.
4. Move to the EOC and supervise the personnel and equipment needed to manage the emergency.
5. Notify the Tennessee Board of Regents System Office and other state, local, and federal offices as necessary.
6. If needed, be prepared to request National Guard support through the Chancellor to the Governor.
7. Maintain contacts with TBR Central Office, city, county, state, and federal officials.
8. De-activate the plan when appropriate.

VICE PRESIDENT FOR ACADEMIC AFFAIRS

1. Report to the EOC when activated.
2. Recommend institutional faculty with needed expertise to assist in the emergency.
3. Decide if classes will be suspended or canceled.
4. Coordinate the relocation of classes.
5. Ensure the integrity of academic records to the greatest extent possible.
6. Facilitate support of employees, and families of employees, who are casualties as a result of the emergency.
7. Other duties as directed by the President.

CHIEF FINANCIAL OFFICER

1. Report to the EOC when activated.
2. Provide assistance in activation of the *Emergency Preparedness Plan* and ensure that key personnel are notified.
3. Report to the EOC when activated and act as manager of the EOC.
4. Ensure that the appropriate building managers have been contacted and advised of current events.
5. Acquire needed resources from outside the Institution.
6. Coordinate food services for the college during the emergency.
7. Facilitate and track emergency related external expenditures.
8. Assist in the risk assessment process.
9. Coordinate the preparation of the college's damage assessment report.
10. Other duties as directed by the President.

VICE PRESIDENT FOR STUDENT AFFAIRS

- Report to the EOC when activated.
- Maintain a log of actions taken by EOC and CP.
- Maintain a log of communications to/ from the EOC.
- Coordinate all activities related to shelters, evacuation locations, and other matters regarding students' safety and well-being.
- Maintain a log of external resources used (e.g., local law enforcement, TEMA, Red Cross etc.).
- Coordinate through the Director of Health Services medical support during the emergency and counseling services during the recovery phase.
- Establish an information system for inquiries concerning the wellbeing of students.
- Manage the establishment of an information system in a central location in conjunction with Information Technology and Community Relations and Marketing to deal with inquiries regarding the well-being of the members of the institutional community.
- Other duties as directed by the President.

VICE PRESIDENT FOR ADMINISTRATIVE SERVICES

- Supervise and coordinate the actions of the chief of Police.
- Serve as a member of the EOC.
- Issue emergency notification information through e2Campus.
- Provide computer support to the EOC and CP.
- Maintain Internet and e-mail communication at all campus and satellite/noncampus locations.
- Other duties as directed by the President.

DIRECTOR OF COMMUNITY RELATIONS

- Report to the EOC when activated.
- Establish and control a media staging area.
- Schedule the time and location of media briefings.
- Schedule media tours.
- Prepare press releases for approval by the President.
- Coordinate press releases with members of the EOC.
- Maintain liaison with news media sources.
- Verify and/or issue media credentials.
- Coordinate donations in conjunction with the vice president for Business Affairs and the Director of Institutional Advancement.
- Other duties as directed by the President.

CHIEF OF POLICE

- Assist in identifying personnel for support positions in EOC and CP.
- Be the primary liaison with local law enforcement and other outside agencies on scene.
- Make recommendations to the President concerning actions to take and implement all directives given.

- Provide technical assistance pertaining to chemical, biological, and physical hazards.
- Assist in notifying key personnel required to implement the *Emergency Preparedness Plan*.
- Take immediate action to care for injured persons.
- Take immediate action to reduce the threat of potential casualties and property damage.
- Provide and/or coordinate security to all areas of the campus insuring an orderly flow of events occurs.
- Coordinate the utilization of supplies and equipment from the staging area.
- Survey the emergency area for damages and injuries in order and request additional internal and external support needed.
- Establish and maintain a CP in the vicinity of the emergency.
- Control criminal activity.
- Serve as the commander of the command post.
- Maintain communications with the EOC.
- Other duties as directed by the President.

DIRECTOR OF HEALTH SERVICES

- Provide initial care, in coordination with law enforcement, to the injured.
- Serve in the CP.
- Coordinate medical response with local agencies.
- Establish triage area for minor injuries.
- Coordinate with noncampus medical personnel to staff major triage areas.
- Insure medical supplies (e.g., basic first aid material, nebulizer, crutches, splints, medications, stethoscopes, blood pressure cuffs, and suture supplies) are available at the triage area.
- Coordinate counseling services during the recovery phase.
- Other duties as directed by the President.

DIRECTOR OF PLANT OPERATIONS, MAINTENANCE, AND SAFETY

- Render the emergency area safe from utility and physical hazards.
- Provide vehicles and operators necessary for evacuations.
- Provide personnel for maintenance of shelter areas.
- Serve in the EOC or CP as the situation demands.
- Insure the assistant director of Plant Operations serves in the EOC or CP as the situation demands.
- Inspect buildings for signs of structural defects.
- Exercise operational control of outside contractors and utility providers utilized to perform work on campus.
- Provide equipment and personnel as needed for extraction of injured persons.
- Insure the site of the emergency is properly cleaned.
- Provide personnel to assist in traffic control.
- Serve as commander of the CP in the absence of the chief of Police.
- Ensure that utilities are available for EOC/CP and other essential functions.
- Maintain communications between the EOC and CP.

- Provide personnel to man the three campus entrance/exit points when requested by campus police.
- Other duties as directed by the President.

DIRECTOR OF PURCHASING

- Provide telephone lines and instruments required to support emergency operations.
- Insure all campus and satellite/noncampus locations have telephone service.
- Implement emergency requisition procedures, if requested.
- Other duties as directed by the President.

APPENDIX B

KEY PERSONNEL TELEPHONE NUMBERS

Title	Name	Direct Dial	Ext:	Home	Cell
President	Janice Gilliam	323.0201	3401	574.1996	817.8600
Executive Assistant to the President	Megan Jones	323.0201	3201	N/A	605.3735
Vice President for Academic Affairs	Allana Hamilton	279.7632	7632	276.386.2772	967.8353
Chief Financial Officer	Steve Campbell	323.0205	3205	753.7256	794.6482
Vice President for Student Affairs	Matt DeLozier	323.0231	3231		(828)400 .1575
Vice President for Administrative Services	Fred Lewis	279.7665	7665	926.6929	335.2603
Executive Director of Human Resources and Organizational Effectiveness	Tyra Copas	354.5259	5259	245.9291	963.8296
Director of Fiscal Services	Cindy Roberts	323.0283	3283	247.6487	741.4689
Director of Plant Operations	Pete Miller	354.2448	2448	343.7798	726.0379
Chief of Police	John Edens	279.7655	3355	477.4459	483.4279
Dean of Student Development	Greg Walters	354.5120	5120	915.6120	502.5138
Asst. VP of Evening and Distance Education	Chris Lefler	354.2425	3469	753.3628	676.5967
Director of Health Services	Sue Robertson	323.0212	3212	323.2046	956.4011
Director of Community Relations	Robert Carpenter	323-0259	3259	477.9289	943.2626
Vice President for Economic and Workforce Development	Jeff McCord	354.5207	5207		863.6346

APPENDIX C

EVACUATION PROCEDURES

Building Evacuation

The *Building Coordinator and Assistant Building Coordinator Manual* lists specific actions to be taken during most emergency situations. Please refer to this document during any emergency situation. The below listed procedures are general in nature and not meant to substitute for the *Building Coordinator and Assistant Building Coordinator Manual* and is offered as a guide for everyone to follow:

- All building evacuations will occur when an alarm sounds and/or upon notification by institutional personnel.
- When the building evacuation alarm is activated during an emergency, those present are to leave by the emergency evacuation route for the area in which they are located. If the exit is blocked, use the nearest marked exit and alert others to do the same.
- Building Coordinators, Assistant Building Coordinators, staff and faculty should assist those with disabilities in exiting the building. Administrators should enlist the help of students, if needed.
- Do not use elevators in case of fire and/or potential power loss.
- Once outside, proceed to the marked Assembly Areas which are located 1000 feet away from the buildings. Assembly Areas are marked (18" x 2 ½" bright yellow sign with black "Assembly Area" lettering) on the north, east, and south sides of the main campus. Individuals are to remain behind the marked sign until instructed by institutional personnel or law enforcement to return by giving the "All Clear" notice.

Campus Evacuation

If directed, individuals will vacate the area in question and move to another part of campus or to a satellite/noncampus site. Again, students with disabilities should be assisted by institutional personnel. Depending upon the situation, the following areas may be used to temporarily house individuals:

- Fine Arts Building Auditorium
- Student Services Building Auditorium
- Hallways of any building
- Automotive Building
- Maintenance Building
- Tri-City Airport terminal (satellite/noncampus site)
- Any outside area approved by the President

If needed, campus vehicles will be used to transport individuals for relocation purposes. Additionally, outside resources such as school buses, charter bus services, or other emergency vehicles could be utilized.

If needed, the chief, Financial Officer will coordinate any food needs during the emergency. Coordination with Subway, the primary vendor supplying food services to Northeast State, will be required along with other vendors and/or charitable organizations such as local churches, Red Cross, etc.

To assist in aftercare, the college will coordinate with local support agencies to insure counselors are available during the recovery phase.

As stated above, no person(s) should enter a building or the campus, if evacuated, until the "All Clear" is given by the Northeast State Police Department.

APPENDIX D

SHELTER-IN-PLACE PROCEDURES

The *Building Coordinator and Assistant Building Coordinator Manual* list specific actions to be taken during a shelter-in-place/shelter-in-place. Please refer to this document during any emergency situation. The below listed procedures are general in nature and not meant to substitute for the *Building Coordinator and Assistant Building Coordinator Manual* and is offered as a guide for everyone to follow:

Communications

- The individual making the discovery of an emergency situation or receiving a report of such should immediately contact the Northeast State Police Department or 9.1.1 and provide as much information as possible.
- If shelter-in-place/shelter-in-place is required, an emergency announcement will be made through e2Campus, Building Coordinators, Assistant Building Coordinators, and campus police.
- During a shelter-in-place/shelter-in-place fire alarms or any other type of announcement that would make an individual leave should not be utilized. If the fire alarm is sounded during a shelter-in-place, do not evacuate the room unless you have first-hand knowledge that there is a fire in the building or you have been advised by an official or there is imminent danger in the immediate area.

Procedures

- Close and lock classroom and other doors
- In case of an active shooter, consider evacuating to a safe area if the shooter is near your location and you can safely leave.
- Close windows and blinds/curtains, if applicable
- Remain quiet and do not leave the room
- Stay away from doors and windows
- Individuals in hallways should seek shelter in the nearest classroom or office
- Those in outdoor areas should immediately take cover at a safe location.

APPENDIX E

CRISIS MEDIA RELATIONS

The following are the guidelines for implementation of a Crisis Media Relations Plan. If directed by the President or his/her designee, the director of Community Relations will:

- Consult with the President and designate a spokesperson for the College. In a crisis, all inquiries should be directed to the Community Relations Office. The director may designate other staff members or College staff to handle specific responsibilities.
- Work with members of the EOC/CP to collect all pertinent facts. Anticipate questions. Make lists of expected questions and appropriate answers and review with the EOC.
- Create an advisory or statement that gives pertinent information about the situation. This advisory will be available for distribution to the media, Northeast State students and personnel, and the community. The advisory will be updated as the situation changes. The College will also use the e2Campus alert system to send updates to students, faculty, and staff. These alerts are received via cell phones, PDA's, and e-mail.
- Notify the media of situation. A list of media contacts is provided below. Depending on the situation, press conferences may be scheduled at a location near the President's Conference Room, the Plant Operations meeting room, or Room L114 in the Basler Library.
- An emergency Web site should replace the College's normal Web site. The emergency site contains the advisory as well as other information, phone numbers, photographs, etc. This site will be updated as necessary. The Web site will be a 24/7 source of information about the crisis.
- Insure the college submits timely responses to media requests.
- Television crews, reporters, and/or photographers may be permitted on the scene if safe and permitted by the President. News representatives must be escorted by a college representative and this will be coordinated through the office of Community Relations.
- Determine the need to assign photographers/videographers to take photographs or video footage of the scene. This could prove helpful in responding to media inquiries, possible later litigation, as well as documenting the events.
- After the situation has been resolved, the EOC will complete an assessment of the communications plan and suggest improvements or changes.

MEDIA LIST

All area codes 423 unless otherwise specified.
The @link identifies Twitter pages of media members.

KINGSPORT TIMES NEWS

Rick Wagner	392.1391	rwagner@timesnews.net / @RickWagnerKTN
Hank Hayes	392.1383	hhayes@timesnews.net
Nick Shepherd	392.1380	nshepherd@timesnews.net / @Nick_KTN
Carmen Musick	392.1361	cmusick@timesnews.net / @KTNMusick
Stephanie McClellan	392.1374	smcclellan@timesnews.net

BRISTOL HERALD COURIER

Kevin Castle	276.645.2145	kcastle@bristolnews.com / @BHCCastle
Jan Patrick	276.669.2181	jpatrick@bristolnews.com
Robert Sorrell	276.645.2531	rsorrell@bristolnews.com / @RSorrellBHC
Allie Gibson	276.791.5459	agibson@bristolnews.com / @BHC_Allie

JOHNSON CITY PRESS

Nathan Baker	929.3111	nbaker@johnsoncitypress.com / @jcpressbaker
Jennifer Sprouse	434.8394	jsprouse@johnsoncitypress.com / @jcpressJSprouse
Sam Watson	929.3111	swatson@johnsoncitypress.com / @SWatsonJCPress

WJHL-TV

Nate Morabito	232.8751	nmorabito@wjhl.com / @WJHL_Nate
Sara Diamond	434.4504	sdiamond@wjhl.com / @WJHL_Sara
Laura Haviland	434.4504	lhaviland@wjhl.com / @LaurenWJHL
Mike Lamia	434.4504	mlamia@wjhl.com / @WJHL_MikeLamia
Chris McIntosh	434.4504	cmintosh@wjhl.com

WKPT-TV

Jim Bailey (Editor)	224.2001	jim@wkpttv.com
Ashton Bishop	224.2011	ashton@wkpttv.com / @AshtonAnchors4U
Kelsey Leyrer	224.2020	kelsey@wkpttv.com / @kelseyleyrer
Katy Booher	246.9578	katy@wkpttv.com / @WKPT_Kathy

WCYB-TV

Jim Conrad	423.943.5039	jconrad@wcyb.com / @WCYB_Conrad
Olivia Caridi	276.645.1522	ocaridi@wcyb.com / @WCYB_Olivia
Preston Ayers	276.645.1522	payers@wcyb.com / @WCYB_Preston
Callan Gray	27.6645.1522	cgray@wcyb.com / @WCYB_Gray

FOX TRI-CITIES

Paul Johnson	276.821.9296	pjohnosn@foxtricity.com / @WCYB_TheRealPJ
Rebecca Pepin	276.821.9296	rpepin@foxtricity.com / @WCYB_PepTalk

ELIZABETHTON STAR

Abby Frye (News) 542.4151 / 297.9059 abby.frye@elizabethton.com / [@ESTarAbbyFrye](https://www.instagram.com/ESTarAbbyFrye)

ROGERSVILLE REVIEW

Tommy Campbell 272.7422 x124 tommy.campbell@therogersvillereview.com

Joel Spears 272.7422 x130 joel.spears@therogersvillereview.com

ERWIN RECORD

Keith Whitson 743.4112 kwhitson@erwinrecord.net

Keeli Parkey 743.4113 kparkey@erwinrecord.net / [@keeli12](https://www.instagram.com/@keeli12)

BRISTOL BROADCASTING - WXBQ

Steve Stroud 276.669.8112 steve@wxbq.com / [@THE_WXBQ_RABBIT](https://www.instagram.com/@THE_WXBQ_RABBIT)

Reggie Neal 276.669.8112 reggie@wxbq.com / [@THE_WXBQ_RABBIT](https://www.instagram.com/@THE_WXBQ_RABBIT)

WFHG 92.7 FM Bristol – Abingdon

Steve Hawkins 276.466.0098 / 800.469.0098 steve@supertalkwfhg.com / [@supertalksteve](https://www.instagram.com/@supertalksteve)

HOLSTON VALLEY BROADCASTING WTFM – WRZK – WKPT – WMEV – WOPI

Roger Epperson 245.9898 / 723.1435 roger@hvbcgroup.com / [@roger34](https://www.instagram.com/@roger34)

CUMULUS BROADCASTING WJCW – WQUT – WXSM – WKOS - WGOE

Richard Lovette 477.1010 richard.lovette@cumulus.com

Wayne Sizemore 477.1010 / 477.1091 wayne.sizemore@cumulus.com

Bob Lawrence 477.1010 bob.lawrence@cumulus.com

WEMB/WXIS Erwin/Unicoi County

A.J. Rose (News) 743.6123 / wembnews@hotmail.com

THE TOMAHAWK – MOUNTAIN CITY

Angie Gambill (News) 423.727.6121 ext. 23 editor@thetomahawk.com

Paula Walker (News) 423.727.6121 ext. 20 classifieds@thetomahawk.com

APPENDIX F

VOLUNTEER REGISTRATION FORM/



STATEMENT OF UNDERSTANDING/AGREEMENT

BETWEEN

**NORTHEAST STATE COMMUNITY COLLEGE
AND**

_____, **VOLUNTEER**

1. The volunteer understands that he/she is not to be considered an employee or independent contractor employed by the College for any purpose. The volunteer acknowledges that he/she will neither accept nor claim entitlement to any salary or benefits of employment, including but not limited to insurance, retirement benefits, worker's compensation, travel expenses, or any other form of compensation of any kind.
2. The volunteer understands that he/she has no actual authority to bind or represent the College with regard to any third parties. Moreover, the volunteer agrees to avoid giving the impression of having apparent authority to bind or represent the College with regard to third parties. Accordingly, the volunteer may not sign or enter into any agreements or contracts on behalf of the College.
3. The volunteer understands that {T.C.A. 9-8-307(h) 8-42-101(a)(3)} extends certain protections to individuals who are participants in volunteer programs which are operated under the authorization of a state agency or department. For actions taken in the course of performing volunteer services, which are neither willful, malicious nor criminal, or acts or omissions done for personal gain, an authorized volunteer is immune from suit in the same manner as state employees. Persons injured by the actions of a volunteer are able to file a claim directly against the state.
4. The volunteer acknowledges that the College shall have no liability for personal injury or property damage which may be suffered by the volunteer, unless such injury or damage directly results from the negligent act or omissions of state employees or authorized volunteers. Any and all negligence claims shall be expressly limited to claims approved by the Claims Commission.
5. The volunteer acknowledges that he/she may not operate automotive or other state owned equipment of the College without specific written authorization of the president of the College.
6. The volunteer and the College agree that no person shall be subjected to discrimination on the basis of race, color, religion, sex, age, handicap, or national origin in the execution or performance of this agreement.
7. Northeast State Community College, the Tennessee Board of Regents, the State of Tennessee and their respective employees shall have no liability unless specifically provided for in this Agreement.
8. This agreement may be terminated at any time upon written notice of the volunteer or the President of Northeast State Community College.

ACKNOWLEDGEMENT

I, _____ (name of volunteer), SSN: _____ - _____ - _____,
have read and understand the above statement/agreement and agree to abide by its terms and conditions while I am
participating in volunteer activities at Northeast State Community College. This agreement is effective from _____
(date) through _____(date).

Signature of Volunteer: _____ Date: _____

Recommendation of Approval of Statement of Understanding/Agreement:

Administrative Supervisor of Volunteer: _____ Date: _____

Approval of Statement of Understanding/Agreement:

President: _____ Date: _____

Copies to: Office of Human Resources Volunteer Division/Department File

APPENDIX G

INSTITUTIONAL VEHICLES

At any given time, certain individual vehicles may be in use for institutional travel. Therefore, all vehicles may not be present on campus at the time of a disaster. These vehicles are maintained at the Maintenance Building and can be used to move supplies or personnel during an emergency as needed.

NUMBER OF VEHICLES	TYPE OF VEHICLE
1	2002 Chevy Malibu Police Car, Marked
1	2012 Chevy Tahoe SUV, Police Marked
1	2002 Ford Crown Victoria, Police, Marked
1	2012 Ford Truck, Silver
1	2006 Ford Pick-up Truck, Silver
1	2003 Ford Pick-up Truck, White
1	1999 Dodge Cargo Van, White
1	2008 Buick Lucerne, Silver
1	2001 Dodge Caravan, Silver**
1	2013 Dodge Caravan
1	Electric Forklift (located in Kingsport)
1	1998 Chevy Pick-up Truck, White (located in Kingsport)
1	2005 Dodge Caravan, Silver
1	E-Z-GO Cart, Police, Marked*
1	1998 Club Car Golf Cart*
1	Nissan 50 Forklift*
1	2011 Ford Truck (located in Kingsport)
1	1993 Chevy S-10 Pick-up Truck, Red*
1	1990 Isuzu Pick-up Truck, Black*
1	4610 1987 Ford Tractor*
1	TC24D New Holland Tractor*
1	2013 Ford Fusion
2	John Deere Gator Utility Vehicle
2	Club Car Golf Carts
1	2010 Ford Escape SUV

**Vehicle not tagged; for on-campus use only*

***Normally parked in Faculty/Staff Lot #1*

The institution maintains ten (10) 5-gallon gasoline cans and one (1) 288-gallon diesel storage tank. Gasoline cans are stored in a metal shed located behind the Maintenance Building. The diesel storage tank is located behind the Maintenance Building. Six propane cylinders are stored in a metal cage behind the Maintenance Building.

APPENDIX H

CAMPUS RADIOS

Department/Location	Building Coordinator	Radio	Plant Operations Frequency	Police/ Building Coordinators Frequency
Pierce Administration	1 st floor- Richard Hyland	UHF	464.57500	461.80000
	2 nd floor-Jennifer Starling	UHF	464.57500	461.80000
	3 rd floor-Ranee Baker	UHF	464.57500	461.80000
General Studies	1 st floor-Jenny Reed	UHF	464.57500	461.80000
	2 nd floor- Sue Robertson	UHF	464.57500	461.80000
	2 nd floor-Greg Walters	UHF	464.57500	461.80000
Humanities	1 st floor- William Wilson	UHF	464.57500	461.80000
	2 nd floor-Xiaoping Wang	UHF	464.57500	461.80000
Fine Arts	All – Travis Brooks	UHF	464.57500	461.80000
Student Services	1 st floor- Keith Glover	UHF	464.57500	461.80000
	2 nd floor- Sam Rowell	UHF	464.57500	461.80000
Powers Math/Science	1 st floor- Carolyn McCracken	UHF	464.57500	461.80000
	2 nd floor- Angela Shrum	UHF	464.57500	461.80000
Faculty Office	1 st floor- J. Michael Ramey	UHF	464.57500	461.80000
		UHF	464.57500	461.80000
	2 nd floor- Danny Lawson			
Technical Education Lab	Jim Henricks	UHF	464.57500	461.80000
Automotive	Ernie Morelock	UHF	464.57500	461.80000
	Pete Miller	UHF	464.57500	461.80000
Print Shop	Jeff Grindstaff	UHF	464.57500	461.80000
Physical Plant	Pete Miller	UHF	464.57500	461.80000
Library	Duncan Parsons	UHF	464.57500	461.80000
Office of Evening Services	Tammy Bartlett	UHF	464.57500	461.80000
Welcome Center	On duty officer *	UHF/ 800 MHz	464.57500 **	461.80000 **
C2401	John Edens/On Duty Officer *	UHF/ 800 MHz	464.57500 **	461.80000 **

Note: 1. Building Coordinators/Assistant Building Coordinators at Northeast State at Kingsport have UHF radios for emergency communication.

2. The Elizabethton campus has direct radio communication with the Elizabethton Police Department for emergency communication.

* Police and Security officers on duty and the chief of Police carry 800 MHz series radios which have the capability of immediate communications with following Police/Sheriff's Departments: Sullivan County Sheriff's Office, Kingsport City Police Department, Bristol Tennessee Police Department, and the Tri-City Airport Police.

**800 MHz series radios do not operate on one single frequency like the UHF radios we have employed for emergency situations. Instead, the 800 MHz radios currently employed by the Northeast State Northeast State Police Department operate on the following frequencies: 860.4625, 859.4625, 858.4625, 857.4625, 860.2625, 859.2625, 860.7375, and 859.7375. Northeast State currently has five (5) 800 MHz radios to accommodate all police/security officers on duty.

APPENDIX I

STUDENT BEHAVIOR INFORMATION

Student Misconduct Reports

Any student who engages in behavior prohibited by the institutional *Code of Conduct* should be reported to the Vice President for Student Affairs. To make a referral, persons are required to submit written documentation outlining the specific facts about the incident including the names of those students involved. The person submitting the information should also include their contact information in the event that a staff member needs to follow up on the report. Forms are provided online or persons may submit reports in their own format.

Once a report is received, a staff member will review the report as soon as possible. The staff member will determine if it is likely that institutional rules have been violated and decide the level of severity of the case.

If the student described poses an immediate threat to the institutional community, an interim suspension will be issued to the student through established institutional procedures. During an interim suspension, the student shall be denied access to the campus (including class attendance), and/or all other institutional activities or privileges for which the student might otherwise be eligible. A preliminary hearing will be held within a reasonable time period after imposition of the interim or summary suspension to determine if the interim suspension should continue until a formal hearing of the charges by an institutional adjudicating body can be held. During this preliminary hearing, the student will be given notice of the allegations against him or her and a summary of the evidence that supports the allegations. The student will be afforded an opportunity to respond to the allegations. If the interim or summary suspension is upheld, the formal hearing concerning suspension or expulsion shall be held within a reasonable amount of time after the beginning of the interim suspension. If the interim suspension is lifted, the student's privileges are reinstated while awaiting further resolution of the case.

If the student does not pose an immediate threat to the institutional community, disciplinary charges will be issued via email and a letter will be sent to the student. An initial meeting will be scheduled for the staff to meet with the student, discuss the judicial process, and discuss the details of the incident. A decision will be made at that time whether or not a formal disciplinary hearing will be needed. The case will be handled administratively unless otherwise determined. Cases in which the institution is seeking suspension or expulsion may go before the appropriate discipline committee or may be adjudicated via the *Tennessee Uniform Administrative Procedures Act*. Cases may also be referred to the institutional discipline committee when a student refutes the charge of academic misconduct.

Students who are suspended or expelled from the institution are barred from being present on campus during the term of the suspension or permanently in the case of expulsion.

All disciplinary case files are maintained for a minimum period of time as prescribed in TBR or institutional policy. Pursuant to TBR policy, cases resulting in suspension or expulsion are maintained permanently or until such time that the institution receives proof of the student's

death. Cases that remain pending are kept indefinitely or until the student chooses to resolve the matter through the disciplinary process.

For additional information, please see the *Northeast State Catalog and Student Handbook*.

Procedure for Reporting of Student Behavior of Concern

Training

Training regarding the recognition and reporting of distressed, disturbing, disruptive, and/or dangerous student behavior is available to all college faculty and staff, and can be found online on the Northeast State Web page. This information should be reviewed on an annual basis, at a minimum.

Consultation Regarding Students of Concern

Information regarding procedures for reporting problematic student behavior is included in these training materials. Faculty and staff are advised to contact the office of Student Affairs to discuss a student of concern and to seek advice about referral and/or intervention.

Disruptive/dangerous students

If a student is actively disruptive in a classroom and fails to modify his/her behavior at your request, OR if you believe the student poses an immediate threat to you, classmates, or him/herself, call Campus Police immediately.

Violations of the Code of Conduct

Any student who engages in behavior prohibited by the institutional *Code of Conduct* should be reported to the office of Student Affairs. Referral forms are available online.

Students with Disabilities

Occasionally a student will tell you s/he has a learning or psychological disability and may request special academic accommodations. In these circumstances a referral to the Center for Students with Disabilities is appropriate. The Center for Students with Disabilities will make specific recommendations regarding reasonable academic accommodations that are compliant with federal regulations.

Disturbing Class Assignments

As a proactive strategy, class syllabi should include ground rules for assignments and classroom discussion. Faculty should state their expectations with regard to how students address one another, how they address the instructor, how class members can disagree without becoming disagreeable, and what topics are or are not acceptable as the basis for assignments.

However, a student may still submit a class assignment which includes content that the faculty member finds to be disturbing or threatening. If this should happen, the faculty member should

consult with the department chair, as well as with other appropriate offices, to determine the best plan of action based on the specific circumstances of the case. If a specific threat has been made, the Northeast State Police Department should be contacted immediately.

Early Alert Program

Faculty are encouraged to file a “Early Alert” form if they wish to inform an academic advisor of a potential academic performance or personal issue in the life of a student with whom they are working. The form is available online. All “Early Alert” forms that are received are reviewed by the staff of the office of Student Affairs. Once a contact with the student has been made, staff will send a follow-up note to the referring faculty member to confirm that contact with the student has been made and to communicate any other appropriate information. **IMPORTANT:** If you need assistance in working with a student that you believe needs immediate mental health intervention, please do not use the “Early Alert” form. Instead, call the office of Student Affairs or the appropriate administrator for crisis intervention services.

Safe Campus Committee

The institutional Safe Campus Committee should meet monthly, or more often as necessary, to review and coordinate interventions for students who are exhibiting early signs of serious risk or who are becoming disruptive to the campus community. The committee may be comprised of representatives from the office of Student Affairs, the office of Academic Affairs, Center for Students with Disabilities, Title IX Coordinator, Health Clinic, Student Success Center, Student Development and Activities, and Northeast State Police Department . Students may be referred to the committee for further review by contacting the office of the Vice President for Student Affairs.

Civility Codes

Statement of Community Standards and Expectations

The institution is committed to the ideal of developing and nurturing a community of scholars. The choice to associate or affiliate with the institutional community is freely made by students, staff, and faculty; nevertheless, it is assumed that each person who joins the community will accept and practice the following core values and expectations:

Value of Honesty

The notion of personal honesty and academic integrity is central to the existence of the institutional community. Community members will not engage in cheating, plagiarism, or fabrications of any type. All members of the community will strive to achieve and maintain the highest standards of academic achievement.

Respect for Diversity

The institutional community is composed of individuals representing different races, ethnicities, and cultures. The community embraces and celebrates this diversity as a pillar of its strength.

Commitment to the Community

Citizens of the institutional community will be good stewards of the Institution's resources and will not engage in conduct which damages or exploits the community.

Freedom of Expression

The institutional community is a marketplace of ideas and opinions. Community members are encouraged to freely communicate their ideas and opinions on issues both within and outside the community.

Student Rights and Responsibilities

Introduction

The following statement of student rights and responsibilities is intended to reflect the philosophical base upon which student behavior is defined and measured. This philosophy identifies the rights and responsibilities that each student bears when they enter the institution. These rights shall not be construed, interpreted, or applied in any manner that would be detrimental to the privileges, purposes, aims, and goals of the institution and the Tennessee Board of Regents.

Article I. Student Rights

1. Students are entitled to all rights granted to him/her by the Constitution of the United States, the Constitution of the State of Tennessee and to the full protection of the law. There shall be no institutional rule or administrative rule that in any way abridges the rights of freedom of speech, expression, petition, and peaceful assembly as set forth in the U.S. Constitution.
2. Each student shall have the right to participate in all areas and activities of the institution, free from any form of discrimination, including harassment, on the basis of race, color, national or ethnic origin, religion, sex, disability, age, sexual orientation, or veteran status in accordance with applicable federal and state laws.
3. Each student shall have the right to pursue his/her educational goals and to enjoy the opportunity to participate in the various educational and extracurricular activities present on campus.
4. Each student shall have limited rights to personal privacy. This privacy includes the maintenance of confidential records except under compulsion by an institutional or civil court, the Tennessee Board of Regents, or as allowed by state and federal law.
5. Each student shall have the right to procedural due process in institutional disciplinary proceedings as described in this publication.
6. Each student shall have the right to be protected from prejudiced academic evaluation not related to a student's academic performance.
7. Each student shall have the right to examine, discuss, and express opinions publicly and privately.
8. Each student shall have the right to participate in self-governance and to be represented in the Council for Leadership, Advocacy, and Student Success (C.L.A.S.S.), student organizations, and on institutional committees whose charge is to review and/or formulate institutional policy regarding academic and student affairs.

9. Each student shall have the right to join and/or participate in recognized student organizations.
10. The student press is to be free of censorship. The editors and managers shall not be arbitrarily suspended because of student, faculty, administration, alumni, or community disapproval of editorial policy or content.
11. All students shall have the right to be secure from having their rights infringed upon by institutional administrators, faculty, support staff, or fellow students.

1. Each student shall have the right to expect:

- A Drug-Free and Alcohol-Free campus
- A campus community that is conducive to learning both in and outside of the academic classroom
- A campus community that respects diversity of race, ethnicity, sexual orientation, culture, and personal beliefs
- A campus community that is built on honesty and integrity, both in academic and social pursuits
- A campus community that embraces freedom of expression and exchange of ideas

Article II. Student Responsibilities

Students voluntarily assume certain responsibilities that are necessary for promoting the welfare of the community. Although no definitive list of responsibilities can ever truly be developed, the following represent the main responsibilities students assume by becoming citizens of the institutional community.

1. Each student shall have the responsibility to pursue his/her academics honestly and to attend class regularly and in good faith. Students shall be honest in all interactions with other students, faculty, and staff.
2. Each student shall have the responsibility to respect the rights and property of others, including students, faculty, staff, and university guests and visitors.
3. Each student shall have the responsibility of upholding the community standards and expectations as set forth by the institution which includes honesty, a respect for diversity, commitment to community, and freedom of expression.
4. Each student shall have the responsibility of being fully acquainted with and complying with all published university rules and regulations.
5. Each student is expected to comply with directives of institutional officials who are acting in the performance of institution-related duties.
6. Each student shall be responsible for carrying identification with them at all times that clearly indicates he or she is a student of the institution.
7. Each student shall have the responsibility of recognizing that his or her behavior reflects not only on the individual but also on the entire institutional community.
8. Each student shall have the responsibility of recognizing the responsibility of the institution to insure an educational environment for all students.
9. Each student shall have the responsibility of being a responsible community member and encouraging behaviors in others that are in compliance with institutional rules and regulations.

Each student shall have the responsibility of being good stewards of the institution's resources.

For additional information about student rights and freedoms, as well as expectations of students, please see the *Northeast State Catalog and Student Handbook* (under *Student Guidelines, Policy and Procedures*)

APPENDIX J

FIRE SAFETY

The *Building Coordinator and Assistant Building Coordinator Manual* lists specific actions to be taken during a fire. Please refer to this manual during any emergency situation. The below listed procedures are general in nature and not meant to substitute for the *Building Coordinator and Assistant Building Coordinator Manual* and is offered as a guide for everyone to follow:

GENERAL

All incidents of unintentional/non control burn fires must be reported to the office of Police of Safety or 9.1.1 immediately regardless of the need of fire department personnel. All department supervisors and Building Coordinators/Assistant Building Coordinators should ensure building occupants/employees know the location of fire extinguishers and fire alarm pull boxes in their buildings.

All building occupants should be made aware of evacuation routes and the fact elevators should not be used during a fire evacuation. Additionally, the following information concerning fire safety should be reviewed with building occupants:

FIRE SAFETY

Although the potential for fire always exists, routine inspections, maintenance, and training are effective elements in reducing bodily injury, loss of life, and damage to property.

All faculty, staff, and students should be knowledgeable of those elements which cause fires and of procedures to eliminate them. Everyone should be aware of basic fire safety regulations and conditions that have potential to start a fire. Examples include, but are not limited to, use of improper extension cords, office heaters, lighting of candles in the workplace, improper storage of chemicals, paints, rags, paper, etc.

Monthly inspections and maintenance of fire extinguishers, sprinkler systems, fire hydrants, smoke alarms, and firefighting equipment are conducted through the director of Plant Operations and the Northeast State Police Department . Each building has posted emergency evacuation routes at or near each entrance/exit. Exit signs and functional emergency lights are present in accordance with applicable state law.

Fires present a danger to individuals within a limited area and usually will not require action of the Emergency Operations Center (EOC) unless the fire is out of control and numerous potential or actual casualties are involved. After defining the hazard area, personnel will be evacuated from buildings by activating the fire alarm system and will be moved a safe distance (at least 100 yards) away to the designated Assembly Areas. The area should then be secured until the firefighting personnel arrive. Supervisory personnel will make every effort to account for faculty, staff, and students and prevent unauthorized personnel from entering the building.

WHAT TO DO IN CASE OF A FIRE

- When the fire alarm is sounded or notice from an institutional employee of a fire all occupants of the building should immediately clear the building by the nearest exit and proceed to the designated assembly area for the particular building.
- Individuals with disabilities should be assisted by institutional personnel.
- Do not return to the building until the “all clear” is given.

Note: Portable fire extinguisher use training is available through the assistant director of Environmental Health and Safety.

APPENDIX K

BOMB THREATS

The *Building Coordinator and Assistant Building Coordinator Manual* lists specific actions to be taken during a bomb threat. Please refer to this manual during any emergency situation. The below listed procedures are general in nature and not meant to substitute for the *Building Coordinator and Assistant Building Coordinator Manual* and is offered as a guide for everyone to follow:

General Bomb Threat Guidelines

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

- Remain calm and keep the caller on the line as long as possible. Ask the caller to repeat the message and record every word on the Bomb Threat Report.
- If the caller does not indicate the location of the bomb or the time of detonation, ask for this information.
- Advise the caller that the building is occupied and detonation could result in death or serious injury to innocent people.
- Pay particular attention to background noises, such as motors running, music, or any other noises which may indicate the location from which the call is being made.
- Listen closely to the voice to determine voice quality, accents, speech impediments, sex, or unusual characteristics, and complete threat data form.
- If the caller can be kept talking, ask specific questions as indicated on the attached "Bomb Threat Report."
- It is desirable, but not always practicable, to have more than one person listen in on the bomb threat call.
- Immediately notify campus police.

Campus police will do the following:

- Respond to the area/building in question.
- Notify the office of the President.
- Establish a command post in or close to the threatened area(s), if needed.
- Assign an officer to interview the individual(s) who received the bomb threat.
- Notify the appropriate Building Coordinator(s) and advise on what action to take.

Procedures for Evacuation Decision

- Review known facts and decide whether an evacuation is appropriate. Evacuation upon receipt of a threat is not an automatic decision, but depends upon perceived credibility of the threat.
- When appropriate, the threatened area will be searched without evacuation and with as little disruption as possible. As a threat's credibility increases, a decision to evacuate the affected area may be made by the office of the President after consulting with the vice president for Business Affairs and the chief of Police.

- Contact the Building Coordinator(s) in the threatened building to conduct a preliminary search of the area utilizing employees in the building. Employees will know what is out of place, what belongs, and what does not. As many officers as possible will assist in the search.
- Do not operate cell phones, radios, or pagers as they could trigger the explosive.
- Insure that everyone knows not to touch anything suspicious.
- Establish an open telephone line with the chief of Police. Elicit assistance from employees.
- Relate pertinent information to the chief of Police so that a decision can be made on the need to be evacuated.
- The decision to evacuate will be made by the President in consultation with the chief of Police and the Building Coordinator.

Evacuation Procedures

- The vice president for Academic Affairs will be notified so arrangements can be made for the scheduled classes to meet at an alternate location, if needed.
- Building Coordinators/Assistant Building Coordinators should direct students and faculty to the designated Assembly Areas.
- Evacuation should be conducted in an orderly manner advising everyone to remain calm.
- If an explosive device is discovered, evacuate this area first.
- Next, evacuate from the highest floors and work down.
- Do not empty entire building at once. This could cause panic.

Search Procedures

- After evacuation, a more thorough search of the area will be completed to insure that no one remains in the building and for further evidence of a possible bomb.
- If a bomb or suspect package is found, the law enforcement officials on the scene will notify the local bomb squad unit and local law enforcement.
- Officers will enlarge the outside perimeter to include parking lots or roads close to the buildings.
- When bomb specialists arrive, they will decide if the fire department and ambulance service should be called.
- Officers will assist the specialist in any way possible and will remain in the area to secure the perimeter.
- If no evidence of a bomb is found, the chief of Police will contact the appropriate Building Coordinator(s) and the office of the President to determine how long the building should remain closed. As a general rule, the building should remain closed until after the reported detonation time.

Special Events

- The event coordinator on duty will coordinate with the campus police/security officer on scene working the special event and advise them of the bomb threat.
- The campus police/security officer will immediately notify the chief of Police and follow his directions for further notifications.
- If the area is to be evacuated, the event coordinator in charge will announce it over the public address system.
- Personnel will be stationed at each seating area to point out the nearest exit and direct people to leave in an orderly fashion —one row at a time, if possible.

Bomb Threat Report

Try to keep the caller on the phone as long as possible!

QUESTIONS TO ASK:

- When is the bomb going to explode? _____
- Where is the bomb right now? _____
- What does it look like? _____
- What kind of bomb is it? _____
- What will cause it to explode? _____
- Did you place the bomb? _____
- Why? _____

- What is your name? _____
- What is your address? _____
- What is the phone number you are calling from? _____

EXACT WORDING OF THE THREAT (use additional paper if necessary)

TIME RECEIVED _____

DATE _____

TIME CALL ENDED _____

YOUR PHONE # _____

CALLER'S VOICE

BACKGROUND SOUNDS

Male _____ Female _____

Voices _____ Clear _____

Age _____ Angry _____

Other _____

Other identifiable voice characteristics _____

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

CALL CAMPUS POLICE (677.7927) OR 9.1.1 IMMEDIATELY

APPENDIX L

SEVERE WEATHER PROCEDURES

The *Building Coordinator and Assistant Building Coordinator Manual* lists specific actions to be taken during a tornado or severe weather alert. Please refer to this manual during any emergency situation. The below listed procedures are general in nature and not meant to substitute for the *Building Coordinator and Assistant Building Coordinator Manual* and is offered as a guide for everyone to follow:

Definitions

Tornado Watch: A tornado watch is issued when the conditions are favorable for the formation of a tornado.

Tornado Warning: A tornado warning is issued when a tornado is actually sighted visually or by radar.

General Information

- Tornadoes are most likely to occur in mid-afternoon, generally between 3 and 7 PM. Movement is generally from Southwest to Northeast.
- The length of the path ranges from 4 to 16 miles and the width is generally 300 to 400 yards. Speed ranges from 25 to 40 miles per hour with estimated speeds within the tornado of 500 miles per hour.
- The cloud associated with a tornado is a dark, heavy cumulonimbus (thunderstorm) from which a whirling funnel-shaped pendent extends to or near the ground.
- Precipitation usually occurs preceding the storm first as rain, frequently with hail, and as a heavy downpour immediately to the left of the tornado's path.
- The sound of a tornado has been described as a roaring, rushing noise, like the sound of a train going through a tunnel or over a trestle.

Communication

Communications of Tornado Warning to the campus community will be made primarily by Building Coordinators/Assistant Building Coordinators, the e2Campus emergency notification system, and e-mails.

Protection

Personnel and students should immediately seek shelter in the lowest levels of buildings on an interior hallway remaining clear of exterior windows and doors. The *Building Coordinator and Assistant Building Coordinator Manual* lists specific areas in which to seek shelter. The college has also added Severe Weather Shelter Area signs to areas. These areas are recommended in the event of severe weather.

Immediately evacuate buildings without reinforced construction such as the Automotive Building. If caught in open country, move away from the tornado's path at a right angle. If there is no time to escape, lie flat in the nearest depression, such as a ravine or ditch.

APPENDIX M

EARTHQUAKE PROCEDURES

The *Building Coordinator and Assistant Building Coordinator Manual* lists specific actions to be taken during an earthquake. Please refer to this manual during any emergency situation. The below listed procedures are general in nature and not meant to substitute for the *Building Coordinator and Assistant Building Coordinator Manual* and is offered as a guide for everyone to follow:

Before an Earthquake Occurs

- Keep a flashlight and possibly a portable radio, both with fresh batteries, on hand.
- Place large and heavy objects on lower shelves. Bottled goods, glass and other breakables should also not be stored in high places or left where they can freely slide on shelves.
- Remove picture frames, mirrors, and other heavy objects over the bed or desk.

During an Earthquake

- First and foremost, stay calm! Think through the consequences of any action taken.
- If outdoors, stay outdoors; if indoors, stay indoors. Most injuries during quakes occur as people are entering or leaving buildings.
- If indoors, take cover under a heavy desk or table, in doorways or halls, or against inside walls. Stay away from glass.
- If outdoors, move away from buildings and utility wires. The greatest danger comes from falling debris just outside of doorways or outer walls. Once in the open, stay there until shaking stops.
- If in a moving car, stop as soon as possible, but stay in the car. A car may jiggle violently on its springs, but it is a good place to stay until the shaking stops. When driving on, watch for hazards created by the quake. Some of these hazards include fallen or falling objects, downed electrical wires, or broken or undermined roadways.

After an Earthquake

Be prepared for additional earthquake shocks called “after shocks.” Although most of these are smaller than the main shock, some may be large enough to cause additional damage.

- Stay out of severely damaged buildings. After shocks can shake them down.
- Check for injuries. Don’t attempt to move seriously injured persons unless they are in immediate danger of further injury.
- If water pipes are damaged, shut off the supply at the main valve. Emergency water may be drawn from water heaters, toilet tanks (not bowl), and melted ice.
- Check to see that sewage lines are intact before using sanitary facilities.
- If applicable, cut off the gas supply or contact the gas utility company.
- Report the incident to campus police.
- Plant Operations will direct the clean-up of debris.

APPENDIX N

BIOLOGICAL HAZARDS

The *Building Coordinator and Assistant Building Coordinator Manual* lists specific actions to be taken in the event of a biological threat. Please refer to this manual during any emergency situation. The below listed procedures are general in nature and not meant to substitute for the *Building Coordinator and Assistant Building Coordinator Manual* and is offered as a guide for everyone to follow:

Handling of Suspicious Letters/Packages and Chemical Spills

Suspicious Letters / Packages

Complainant

- Do not touch the suspicious letter or package. If you picked it up immediately set it down.
- Call campus police or 9.1.1.
- Get away from the suspicious letter or package and do not let anyone else in the immediate area.
- Remain on scene until told to leave by campus police.

Campus Police

- Obtain pertinent information about the location and status of the suspected item.
- Note the location and ‘pop-up’ number indicated on the telephone ID display, if reported by telephone.
- Obtain a complete description of the item.
- Determine if the item has been opened.
- Instruct the complainant to refrain from opening or further handling of the item.
- Instruct the complainant to discuss the situation only with persons on a “need to know” basis.
- Instruct the complainant to cover the letter/package/powder with paper, article of clothing or trash can (unless the caller has already left the room where the item is).
- Instruct the complainant to leave the room where the item is located, close the door, and allow nobody to enter the room until the first officer arrives.
- Instruct the complainant to limit his/her contacts with other persons to the greatest extent possible.
- Immediately notify the chief of Police.

THE FIRST RESPONDING OFFICER WILL:

- Go directly to the building involved and call the 9.1.1 dispatcher by phone.
- Receive all pertinent information from the 9.1.1 dispatcher including whether or not the item has been opened.
- Proceed to the area where the item is located, without entering the room if possible.

- Ensure that the room/area where the device is located is secure (treat the area as a crime scene).
- Interview the complainant to ascertain all pertinent information about the item.
- Make an initial determination concerning whether or not the item is a questionable, possible, or probable threat.

Questionable Threat

Item is suspicious but no reason to believe it is a biological threat. If the item is a questionable threat:

- Secure the item by triple sealing in sealed evidence bags or trash bags, remove from the building, and transport to a location given by 9.1.1.

Possible Threat

If the item is a Possible Threat:

- Evacuate all persons out of the immediate area.
- Turn off fans, air ventilators, and HVAC.
- Notify the chief of Police.
- Obtain a list of the names of all persons who came into contact with the item or were in the presence of the item.
- Allow exposed persons to wash with soap and water.
- Stay on scene until relieved by the chief of Police.

Probable Threat

If the item is a Probable Threat:

- Evacuate all persons out of the building, establish a perimeter -Turn off fans, air ventilators, and HVAC.
- Notify 9.1.1 and request the fire department.
- Notify the chief of Police.
- Keep persons exposed to the item at the scene, in a secure location.
- Coordinate decontamination process with fire department personnel.
- Two-way radios and cell phones should not be used within 1,500 feet of the threat.
- Establish a command post.
- Ensure no person goes into the “danger area” without protection.
- Assist the Hazardous Materials Response Team in any way possible.

Chemical Spills

Hazardous chemicals are utilized at our main campus and at satellite/noncampus sites. Tractor trailers and other vehicles that may be traveling on or near the main campus and satellite/noncampus locations may contain hazardous chemicals that could threaten the environment.

The following steps will be followed in the event of a chemical or radiation spill:

- Any spillage of a hazardous material will be immediately reported to the campus police.
- When reporting, be specific about the material involved and approximate quantities. Personnel will initiate the response of appropriate hazardous material response teams to clean-up the spill effectively.
- The site should be evacuated immediately and seal it off to prevent further contamination of other areas. At no time should anyone re-enter the area that has been evacuated.
- If the evacuation is required, the person on site should activate the building alarm and follow standard evacuation routes that do not cross the area where the spill is located.
- Call 9-1-1 or the campus police at (423)677.7927.

Note: MSDS/SDS sheets can now be accessed online in the event of an emergency. For more information please contact the assistant director of Environmental Health and Safety.

APPENDIX O

HOSTILE INTRUDER/VIOLENT PERSON

The *Building Coordinator and Assistant Building Coordinator Manual* lists specific actions to be taken in the event of a hostile intruder or violent person. Please refer to this manual during any emergency situation. The below listed procedures are general in nature and not meant to substitute for the *Building Coordinator and Assistant Building Coordinator Manual* and is offered as a guide for everyone to follow:

Gunshots Heard

- If gunshots are heard on campus, the individual making the discovery shall immediately contact the Northeast State Police Department or 9.1.1 and provide as much information as possible. Do not approach the intruder or attempt to intervene. At a minimum, provide a description of the intruder(s) and any specific characteristics (height, weight, hair color, race, and type and color of clothing) and type of weapon(s).
- If gunshots are heard within a building, faculty/staff will close and lock or barricade room doors, turn off the lights, and stay away from doors and windows. Faculty/staff should remain calm and keep students/others as quiet as possible. Faculty/staff will stay in the locked/barricaded room until informed by law enforcement officials that it is safe to leave. Faculty/staff should use cell phones to notify campus police of the situation.
- Under no circumstances should any attempts be made to evacuate the building, unless in the room or immediate area where the shots are being fired and you feel you are in imminent threat of bodily harm.
- Should the fire alarm sound, do not evacuate the building unless:
 1. There is firsthand knowledge that there is a fire in the building;
 2. Law enforcement officials advise evacuation from the building;
 3. Imminent danger exists.
- Office personnel in the affected building will close and secure their office areas and immediately call campus police.
- Campus police and local law enforcement will be stationed to ensure no one enters the building(s) until the area is determined to be safe.
- Only trained law enforcement personnel should attempt to perform a search of the building or area in which a hostile intruder is located.
- Law enforcement officers will provide notice when re-entry can be safely made.

APPENDIX P

TERRORIST ATTACK

The *Building Coordinator and Assistant Building Coordinator Manual* lists specific actions to be taken during in the event of a terrorist attack. Please refer to this manual during any emergency situation. The below listed procedures are general in nature and not meant to substitute for the *Building Coordinator and Assistant Building Coordinator Manual* and is offered as a guide for everyone to follow:

Weapon of Mass Destruction – Definition

A weapon of mass destruction includes biological, chemical, incendiary, nuclear or highly explosive material and any combination thereof.

General Guidelines

Emergency action steps will depend upon the type of device and/or agent used and whether it is used on-campus, in a campus building, or noncampus. Anyone who happens to discover a terrorist attack should immediately call campus police or 9.1.1.

Complainant

- Notify campus police or 9.1.1 and evacuate the area.
- Avoid contamination by staying upwind of the hazard, away from the point of the release, and exposed individuals.
- Do not touch or move any suspicious objects.
- Minimize the use of cell phones.
- Affected individuals should quarantine themselves at a safe location, upwind of the hazard.
- If a hazardous release occurs at the campus perimeter or noncampus, remain indoors.

Campus Police

- Contact 9.1.1 for outside resources.
- Notify the President.
- Establish a Command Post.
- Notify Plant Operations for possible shut down of ventilation system.
- Secure the area.

APPENDIX Q

INCLEMENT WEATHER

The college has developed inclement weather procedures in the event of any weather phenomenon that could adversely affect students, staff, and faculty ability to commute to the main campus or any satellite/noncampus site. The following procedures are in place:

- The Northeast State Police Department continuously monitors the local weather to determine if any conditions exist that could pose a danger to the students, staff, and faculty.
- Upon receiving information that conditions exist that may pose a danger to the campus community, the Northeast State Police Department will contact either the vice president for Academic Affairs or the assistant vice president for Evening and Distance Education who will determine what action to take.
- A decision will be made to close the college, cancel or delay classes, or continue on a normal schedule.

In case of severe weather, students, staff and faculty are encouraged to visit the college's Web site or monitor the local media outlets for current information regarding the actions the college is taking.

APPENDIX R

HOSTAGE

The *Building Coordinator and Assistant Building Coordinator Manual* lists specific actions to be taken in the event of a hostage situation. Please refer to this manual during any emergency situation. The below listed procedures are general in nature and not meant to substitute for the *Building Coordinator and Assistant Building Coordinator Manual* and is offered as a guide for everyone to follow:

If you are taken hostage or contained in a specific area, the following should be followed:

- Appear as calm as possible.
- The initial 45 minutes are often the most dangerous. Follow instructions, be alert, and stay alive. Captors are emotionally disturbed and it is difficult to predict their response to a given situation.
- Don't speak unless spoken to and then only when necessary. Don't talk down or attempt to rationalize with the captor.
- Avoid appearing hostile.
- Maintain eye contact with the captor at all times, if possible, but do not stare.
- Do not make quick or sudden moves. Ask your captors before going to the bathroom, taking medication, or receiving first aid.
- Be observant and try to remember as many details about the captors as possible. In the event of release or escape, the personal safety of others may depend on facts remembered about the situation.
- Displaying some fear may work to one's advantage.
- Be prepared for action in the event entry by police is made. Often they will shout instructions. Follow them immediately.

If not taken hostage, the following should be followed:

- Immediately evacuate the building, using the established evacuation route. Carefully avoid the attention of those taking hostages.
- Take no action to intervene.
- Call campus police or 9.1.1. Provide as much accurate information as possible. Stay on the line until told to hang up.

APPENDIX S

PROTESTS/DEMONSTRATIONS

Civil Disturbance or Demonstration

Most campus demonstrations such as marches, meetings, picketing and/or rallies will be peaceful and non-obstructive. Demonstrations in a designated area will not be stopped unless one or more of the following conditions exist:

- INTERFERENCE with normal institutional operations,
- PREVENTION of access to offices, buildings, or other institutional facilities,
- THREAT of physical harm to persons or damage to institutional grounds or facilities.

If any of these conditions exist, immediately contact campus police or 9.1.1. Campus police will make notifications depending on the nature of the demonstration; the appropriate procedures listed below should be followed:

Peaceful, Non-obstructive Demonstration

- Generally demonstrations of this kind will not be interrupted. The demonstrations will not be obstructed or provoked, and efforts should be made to continue normal operations.
- If demonstrators are asked to leave but refuse to leave by regular facility closing time(s), arrangements will be made by campus police to monitor the situation during non-business hours until a determination can be made by the college leadership as to how to treat the situation.

Non-violent, Disruptive Demonstration

In the event that a demonstration blocks access to facilities or interferes with operations:

- Demonstrators will be asked to terminate the disruptive activity.
- Campus police will attempt to obtain photographs or video to document the proceedings.
- A representative from the college and, depending upon the situation, student leaders may be asked to go to the area to persuade the demonstrators to cease their disruptive behavior.
- A representative from the college will go to the area to ask the demonstrators to leave or to discontinue the disruptive activities, if needed.
- If the demonstrators persist in the disruptive activity, they will be advised that failure to discontinue within a determined length of time may result in disciplinary action, including suspension or expulsion or possible intervention by law enforcement. Note: Except in extreme emergencies, the President will be consulted before such actions are taken.
- Efforts should be made to secure positive identification, including photographs, of demonstrators in violation for later testimony.
- Legal Counsel will be consulted to determine the need for an injunction of civil authorities.

- If a court injunction is obtained, the demonstrators will be so informed. Those demonstrators who refuse to comply will be warned of the intention to arrest.

Violent Disruptive Demonstrations

In the event that a violent demonstration, one in which injury to persons or property occurs or appears imminent, the President will be immediately notified. Law enforcement will implement any measures necessary to safeguard life and property. The following actions will take place:

- Campus police will be summoned to the scene.
- If necessary, campus police will coordinate with local law enforcement to ensure sufficient officers are present to contain the violent/disruptive demonstrators.
- Campus police will make the initial determination of what actions to take to best safeguard lives and property. For example, decisions such as conducting a building shelter-in-place, campus-wide shelter-in-place, or evacuation must be made.
- At the earliest possible opportunity, the President will be kept up to date on the situation and be the primary decision making authority on the best course of action to take.
- Be prepared to activate the EOC if directed by the President.

Witnesses to the Protest

Any witnesses to violent, hostile, or criminal behavior should immediately contact campus police or call 9.1.1. In addition, witnesses should do the following:

- Leave the immediate area, whenever possible, and direct others to do so.
- If the offender has weapons or is suspected of having weapons, take cover immediately using all available concealment. Close and lock doors, when possible, to separate everyone from any armed offender.
- As soon as possible, notify campus police that you are a witness and be prepared to document everything you witnessed.

APPENDIX T

EXPLOSION OR AIRPLANE CRASH ON OR NEAR CAMPUS

The college has developed procedures in the event of an explosion or airplane crash on or near campus that could adversely affect students, staff, and faculty ability to commute to the main campus or any satellite/off-campus site. The following procedures are in place:

- Immediately take cover under tables, desks, and other objects for protection against falling glass or debris that may result from secondary explosions or facility damage.
- Notify campus police as soon as possible.
- If necessary, or when directed to do so, activate the building fire alarm. Note: This is not a substitute for notifying the campus police.
- Assist individuals with disabilities in exiting the building. Do not use the elevators in case of fire.
- Once outside, move to a clear area that is at least 1,000 feet away from the affected area. Keep streets and walkways clear for emergency vehicles and crews.
- If requested, assist emergency personnel as necessary.
- Do not return to an affected area unless instructed to do so. Stay clear of the emergency area and/or affected buildings to reduce the chances of interference with responding emergency personnel.

Appendix U

Emergency Telephone Numbers

Agency	Emergency Phone Number
TENNESSEE BOARD OF REGENTS	
TBR (Central Office)	615.366.4400
TBR (Legal)	615.366.4438
NORTHEAST STATE	
Northeast State Police	423.677.7927 or 9.1.1
STATE OF TENNESSEE	
Tennessee Highway Patrol (Fall Branch)	423.348.6147
Tennessee Highway Patrol (Nashville)	615.741.0015
Tennessee Bureau of Investigation (Johnson City)	423.434.6424
TOSHA (Nashville)	800.249-8510 or 615.741.2793
Poison Control Center	800.222.1222
Emergency Management	800.262.3400
Tennessee Dept. of Public Health	615.741.7305
Division of Water Control (Nashville)	615.532.0625
Federal	
Federal Bureau of Investigation (Johnson City)	423.282.8090
Local	
Sullivan County Sheriff's Office	9.1.1 or 423.279.7330
Tri-City Airport Police	423.325.6333
Kingsport Police	423.246.9111
Carter County Sheriff's Office	423.543.0313
Elizabethton Police	423.542.4141
Washington County Sheriff's Office	423.461.1414
Johnson County Sheriff's Office	423.727.7761 or 423.727.7769
Mountain City Police Department	423.727.2909 or 423.727.7669
Other	
Atmos Energy (Gas Leak)	800.556.5469
Elevator Emergency (Person Trapped)	877.276.8691

APPENDIX V

BUILDING CONTACT TELEPHONE NUMBERS

TITLE	NAME	OFFICE	EXT	HOME	CELL
Dean of Student Development	Greg Walters***	354.5120	5232	915.6120	502.5138
Dean of Advanced Technologies	Sam Rowell *	354.2582	3382	276.944.5068	276.608.2567
Chair of Science Division	Carolyn McCracken***	354.2509	3514	477.7731	737.5901
Science Division Secretary	Angela Shrum *	354.2508	3508		367.8490
Coordinator, Distance Education Programs and Services	J. Michael Ramey***	354.2497	3297	245.1509	863.7250
Director of Student Support Services	Jenny Reed *	354.2491	3291		
Director of Health Services	Sue Robertson *	323.0212	3212	323.2046	956.4011
Dean of Business Technologies	Danny Lawson*	354.2495	3234	323.1787	
Dean of Library	Duncan Parsons***	354.2588	3288	276.628.2607	
Chief Financial Analyst	Ranee Baker *	354.2518	3318	921.8933	361.2770
Director of Accounting Services	Richard Hyland ***	354.2513	3313		646.9226
Dean of Enrollment Management	Jennifer Starling *	279.7635	7635	384.4197	797.0888
Dean of Humanities	William Wilson***	354.2541	3341	538.6379	817.2805
Dean of Behavioral and Social Sciences	Xiaoping Wang *	354.2552	3352	388.4115	943.1571
Theater Manager	Travis Brooks	354.5173	5173		620.1036
Director of Enrollment Services	Jim Henricks***	354.2451	3275	282.5521	767.4669
Instructor Automotive	Ernie Morelock *	354.2401	3463	245.9090	921.2862
Director of Plant Operations	Pete Miller***	354.2448	2448	343.7798	726.0379
Director, Northeast State at Elizabethton	Chris Hitechew***	279.7651	7651		
Administrative Assistant, Northeast State at Elizabethton	Joan Willis *	547.8450	3530		220.9176
Northeast State at Bristol	Deb Johnson***	354.5215	5215		677.9855
Blazier-Wilson Hall	Robin Dice***	354.2530	2530	343.9668	416.7111
Secretary, Blazier-Wilson Hall	Melissa May*	354.2525	2525		502.2862
Northeast State at Kingsport	Jeff McCord	354.5544	3544		863.6346
Director, Kingsport Center for Higher Education	Teressa Dobbs ***	354.5151	5151	357.9014	923.8286
Administrative Assistant, Kingsport Center for Higher Education	Shawna Shafer *	354.5159	5159		972.7239
Librarian, Kingsport Center for Higher Education	Kelly Barton *	354.5537	5537		202.1772
Evening Coordinator, KCHE	Devin Neubrandner	354.5541	5541		747.4656
Dean of Health Related Professions	Connie Marshall***	354.2533	3680	246.1741	647.1741
Dean of Nursing	Melissa Webb *	354.5106	5106	773.9323	773.9323
Coordinator, Northeast State Mountain City	Katherine Motsinger***	727.5223			471.1903
Dean, Regional Center for Advanced Manufacturing (RCAM)	Jeff Frazier ***	354.5544	5544		677.2918
Secretary, RCAM	Jennifer Puckett *	354.5149	5149		
Coordinator at Gray	Gary Lee***	354.2505	3305	357.3972	817.8649

*** Building Coordinator

* Assistant Building Coordinator

APPENDIX W

LOCAL UTILITY COMPANY TELEPHONE NUMBERS

- **GAS SERVICE – ATMOS ENERGY 866.322.8667 (Emergency Department)**
During an emergency, gas lines will be closed off as quickly as possible, when necessary, to prevent fire. Disruption of service could be complicated by broken or damaged gas lines, in which case reinstating service would take longer.
- **WATER SERVICE – JOHNSON CITY WATER & SEWER 434.6062**
Emergency, Daytime 461.1645
Emergency, After-hours/Holidays/Weekends 461.1643
Only Northeast State personnel, representatives of Johnson City Water and Sewer, and appropriate emergency responders have the authority to turn off main water valves to the campus. A natural spring, located on the southeast corner of the campus property, is available as an emergency water source. It is not advisable to use this water source for drinking water due to the unknown contaminants that may be in the water. However, this water source can be used for bathing, firefighting, or sanitary needs.
- **ELECTRICITY – BRISTOL TENNESSEE ESSENTIAL SERVICES 968.1526**
Power Outage 968.2837
During a power outage there are emergency lights located strategically throughout the campus buildings. These battery-operated lights should operate a minimum of two hours before beginning to lose power. The Library, the Humanities Building, and the Fine Arts Building each have emergency generators to provide power for emergency lighting. Bristol Tennessee Essential Services has underground and above-ground lines running through the campus.
- **SEWER/WASTE REMOVAL – JOHNSON CITY WATER & SEWER 434.6062**
Emergency, Daytime 461.1645
Emergency, After-hours/Holidays/Weekends 461.1643

APPENDIX X

EMERGENCY RESPONSE CAMPUS RESOURCES

1. FIRE FIGHTING EQUIPMENT

The following campus buildings are equipped with a sprinkler protection system:

Humanities Building	Fine Arts Building
New Maintenance/Print Shop	Student Services
Powers Building	Pierce Building
Library	Faculty Building
RCAM	RCAT
KCHE	RCHP
Bristol	RCAP

The following campus buildings are not equipped with a sprinkler protection system:

Technical Education Buildings	Welcome Center
Maintenance Building	Gray Campus
General Studies	Chiller Building
Auto/Welding Shop	

All buildings are equipped with fire extinguishers throughout. Additionally, the Pierce Building computer room on the second floor has an Energen fire suppression system. Fire hydrants are located across campus and are marked with a red reflector mounted on the curb nearest to the hydrant. Locations of fire department connections at buildings are marked with a sign affixed directly to the building.

2. MEDICAL SERVICES

The Student Health Clinic is located in room C2113 of the General Studies Building and is staffed by one nurse who is on campus during normal business hours and works a 10-month contract.

Major local hospitals include:

Holston Valley Medical Center	224.4000
Indian Path Medical Center	857.5500
Bristol Regional Medical Center	844.1121
Johnson City Medical Center	431.6111

3. PRINTS AND SITE MAPS OF CAMPUS FACILITIES

The prints of all campus facilities are stored in the Maintenance Building. Most are stored in flat file cabinets in M101; others are stored in M101C and M101E.

4. GENERATORS

The Library is equipped with an emergency power generator located near the loading dock on the east side of the building. The Humanities and Fine Arts buildings are each equipped with emergency power generators. Both generators are located on the north side of the buildings in

Student Parking Lot #1. A portable 4000 watt generator is located in the storage area of the Maintenance Building.

5. EMERGENCY EQUIPMENT

Listed below are emergency equipment and their locations:

(1) Jackhammer	Shipping/Receiving, Maintenance Building
(1) Acetylene torch	Maintenance Shop
(1) Chainsaw	Maintenance Shop
(1) Power pole saw	Maintenance Shop
(1) Concrete/metal saw	Storage area of Maintenance Building
(1) Lever chain hoist	Shipping/Receiving, Maintenance Building
Assorted hand and power tools	Maintenance Shop tool room
Assorted torches	Maintenance Shop tool room
Assorted torches and welders	Welding Shop, Auto/Welding Building
(4) Tents	Storage Building

Appendix Y

Emergency Response during Evening and Weekend Hours

Northeast State Community College operates classes on numerous schedules during the year depending upon many factors. Along with the different schedules, staff/department levels fluctuate dramatically to meet the need of students. Primarily based upon these two factors, the Northeast State Police Department is the principle office responsible to the assistant vice president for Evening and Distance Education for implementing emergency procedures during the evening and/or weekends hours (all hours other than 8:00 am to 4:30 pm, Monday through Friday). Any other department or office that may be open must assist in any way requested by the on-duty police/security officer.

When an emergency situation occurs during the evening or on weekends the assistant vice president of Evening and Distance Education and the chief of Police will be notified immediately. The assistant vice president for Evening and Distance Education will manage the emergency until relieved by the President.

The Northeast State Police Department is the department that has overall responsibility to manage the emergency until relieved and must be aware of what buildings are occupied during the hours of 4:30 PM to 8:00 AM, Monday through Friday and during the weekend hours. It is critical that all students, staff, and faculty on campus after hours follow the campus *After Hours Building Access* policy (Policy 04:34:00). The above listed responsibilities may change depending upon staff presence during the emergency. If any department cannot be contacted in the event of an emergency, the Northeast State Police Department has the responsibility to manage the emergency in that particular building.

Listed below are the most common schedules the college utilizes. During these hours, the below officer/departments are responsible for the following buildings/floors:

Monday through Thursday 4:30 PM – 6:00 PM

Department	Building and floor responsibilities	
Library	Library 1 st , 2 nd and 3 rd floors	Humanities/Fine Arts 1 st and 2 nd floors
Admissions and Records	Pierce 2 nd floor	Pierce 3 rd floor
Evening and Distance Education	General Studies 1 st and 2 nd floors	
Business Office	Pierce 1 st floor	
Campus Police	Student Services 1 st and 2 nd floors	Powers Math/Science 1 st and 2 nd floors
	Automotive and Welding	Print Shop
	Faculty Office 1 st and 2 nd floors	Technical Education Buildings

Monday through Thursday 6:00 PM – 9:30 PM

Department	Building and floor responsibilities	
Library	Library 1 st , 2 nd and 3 rd floors	Humanities/Fine Arts 1 st and 2 nd floors
Evening and Distance Education	General Studies 1 st and 2 nd floors	Technical Education Buildings
Campus Police	Student Services 1 st and 2 nd floors	Powers Math/Science 1 st and 2 nd floors
	Automotive and Welding	Print Shop
	Pierce Building 1 st , 2 nd , and 3 rd floors	Humanities 1 st and 2 nd floors
	Faculty Office 1 st and 2 nd floors	Library 1 st , 2 nd and 3 rd floors

Weekends and Fridays after 4:30 PM

The Northeast State Police Department is responsible for emergency preparedness procedures in all buildings during weekend hours and on Fridays unless the office of Evening and Distance Education and/or the Library is open. In the event the office of Evening and Distance Education is open, the office of Evening and Distance Education will be responsible for the 1st and 2nd floor of the General Studies Building. In the event the Library is open, the Library staff will be responsible for the Humanities and Fine Arts Building. The Northeast State Police Department will be responsible for the remainder of campus.

Note: If any of the offices cannot be contacted during an emergency after 4:30 pm, Monday through Friday and on weekends, the Northeast State Police Department is responsible for implementing emergency preparedness procedures for the particular building and/or floor.

APPENDIX Z

SATELLITE/NONCAMPUS EMERGENCY PREPAREDNESS PLAN

Emergency procedures at all satellite/noncampus sites are the same as on the main campus. Directors, site coordinators, faculty and staff who work at these locations should be familiar with this plan and be prepared to implement the procedures outlined in dealing with emergency situations. Directors/Site Coordinators should make available a written copy of this plan along with the *Building Coordinator and Assistant Building Coordinator Manual* for review by any individual at their site.

Building Coordinators are responsible for posting evacuation maps at or near each entrance/exit to their buildings along with maps designating the appropriate assembly areas. Building Coordinators should also designate "safe areas" for building occupants to go to in case of severe weather. These areas should generally be on the first floor of buildings in the southwest corner, if possible, away from glass and other hazards. Additionally, Building Coordinators should conduct periodic safety checks and report any hazards immediately to the chief of Police.

In cases where an emergency occurs at a satellite/noncampus site, Northeast State Community College is dependent upon outside resources to handle the emergency at hand until relieved by Northeast State personnel. In these cases 9.1.1 will be contacted along with the Northeast State Police Department who will notify the appropriate college leadership of the situation. Local police, fire, or medical personnel will establish CP's and EOC's in accordance with their local plans.