

## GENERAL POPULATION RESPONSE PLANS

The following is an outline of procedures to follow in specific emergency situations

### A. Earthquake

During an earthquake remain calm and quickly follow the steps outlined below.

- (1) IF INDOORS, seek refuge in a doorway or under a desk or table. Stay away from glass windows, shelves, and heavy equipment.
- (2) IF OUTDOORS, move quickly away from buildings, utility poles, and other structures. Caution: Always avoid power or utility lines.
- (3) IF IN AN AUTOMOBILE, stop in the safest place available, preferably away from power lines and trees. Stop as quickly as safety permits, but stay in the vehicle for the shelter it offers.
- (4) After the initial shock, evaluate the situation and if emergency help is necessary, call the Department of Police Services/Public Safety. Protect yourself at all times and be prepared for after-shocks.
- (5) Damaged facilities should be reported to the Emergency Coordinator.  
NOTE: Leaks and power failures create special hazards. Please refer to the section on Utility Failures.
- (6) Once outside, move to your designated assembly points. Keep streets, fire lanes, hydrants, and walkways clear for emergency vehicles and crews. Know your designated assembly points.
- (7) DO NOT RETURN TO AN EVACUATED BUILDING, unless told to do so by Emergency Personnel.

## B. Fire

**IN ALL CASES OF FIRE, THE POLICE SERVICES/PUBLIC SAFETY DEPARTMENT MUST BE NOTIFIED IMMEDIATELY**

(Police Services/Public Safety can be reached at Ext. 5555 Union Campus, 4242 Macon Campus, 5970 Gill Center, 6005 Maxine A. Smith Center, and 6450 Whitehaven Center. )

- (1) Rescue anyone who might be in danger of fire or smoke inhalation.
- (2) Activate the fire alarm.
  - Pull the nearest fire alarm
  - Notify Police Services/Public Safety at ext. 5555 Union Campus, 4242 Macon Campus, 5970 Gill Center, 6005 Maxine A. Smith Center, and 6450 Whitehaven Center
- (3) Confine – close all doors, clear all exit routes, extinguish if you can do so safely, follow fire extinguisher procedures (PASS).
- (4) Evacuate – everyone will evacuate quickly to the nearest marked exit and alert others to do the same.
- (5) Once outside, building coordinators will escort individuals to the designated assembly point, a minimum of 500 feet away.
- (6) Do Not Re-enter the evacuated building unless told to do so.

### How to use a Fire Extinguisher

Pull – the pin.

Aim – at the base of the fire.

Squeeze – the handle/trigger.

Sweep – with extinguisher as you suppress the fire.

**IMPORTANT:** If you become trapped in a building during a fire and a window is available, place an article of clothing (shirt, coat, etc.) in the window as a marker for rescue crews. If there are no windows, stay near the floor where the air will be less toxic.

## C. Tornado

### (1) Tornado Situations

- a. There are two types of messages issued by the Weather Bureau dealing with tornados: Tornado Watch and Tornado Warning. Each message has a specific meaning and should not be confused with one another.
  1. Tornado Watch: Issued to alert persons of the possibility of a tornado development in a specified area for a specific period of time. It is not necessary to interrupt the normal operations of the College during a tornado watch.
  2. Tornado Warning: Issued when a tornado has actually been sighted in the area or indicated by radar. Warnings will indicate the location of the tornado, the time of detection, the area through which it is expected to move, and the time period during which the tornado will move through the affected area. When this warning is issued, the College should take immediate safety precautions.
- b. Knowledge of the following characteristics of tornados is useful in tornado detection, and tornado preparedness planning:
  1. TIME OF DAY: a tornado is most likely to occur in mid-afternoon, generally between 3 p.m. and 7 p.m., but they have occurred at all times of the day.
  2. DIRECTION OF THE PATH: a tornado's direction of travel is usually from the southwest to the northeast.
  3. LENGTH OF THE PATH: the length of the path of a tornado averages four (4) miles, but has reached as much as 300 miles.
  4. WIDTH OF THE PATH: the average width of the path of a tornado is 300 to 400 yards, but tornados have cut paths of a mile or more in width.
  5. SPEED OF TRAVEL: the average speed of a tornado ranges from 25 to 40 miles an hour. Speeds ranging from stationary to 68 miles an hour have been reported.
  6. APPEARANCE: the cloud directly associated with a tornado is a dark heavy cloud from which a whirling funnel shaped pendant extends to the ground.
  7. PRECIPITATION: precipitation associated with a tornado usually occurs first as rain, just preceding the storm,

frequently with hail, and as heavy downpour immediately to the left of the path of the tornado.

8. SOUND: sounds occurring during a tornado have been described as a roaring, rushing noise, closely resembling the sound of a train.

c. Monitoring

The Department of Police Services/Public Safety monitors the National Weather Service and officers are on alert for any tornado developments or sightings.

d. Emergency Tornado Procedures

1. Tornado Watch Procedures:

Police Services/Public Safety Personnel – Whenever Police Services/Public Safety personnel are alerted to a Tornado Watch situation by the U.S. Weather Service, they will notify the campus when the situation exists.

2. Tornado Warning Procedures:

Police Services/Public Safety personnel – Whenever Police Services/Public Safety personnel are alerted to a Tornado Warning situation by the U.S. Weather Service, they will notify the campus when the situation exists and provide direction.

If the tornado siren sounds do not leave the building you are in unless you are in a modular building, trailer, or the building you are in provides no shelter due to large windows. Listed below are recommended shelter procedures for each campus building.

(2) Procedures for Seeking Shelter in each Building

If sufficient time is available to evacuate persons to a safe area prior to a tornado, persons should seek shelter in the basement of the building or on the first floor along an interior wall, to avoid window and sky lights.

If there is no time to evacuate, persons should seek shelter under heavy furniture, desks, or in a closet to avoid injury from debris, (look around your area and select your shelter area after reading this policy).

Macon Campus

Building

Parris and Jennings

Thornton

Bert Bornblum Library

Richard Sulcer

Child Care

Trailers A & B

Modular 1 and 2

Whitehead

Nabors

Fulton

Physical Plant

Farris Building, A wing

Farris Building, B wing

Shelter

Hallway as far as possible from doors

First floor hallway or Library

First floor south end of Library

First floor south end of Library

Interior hallways and interior rooms

Jennings hallway of first floor south end of Library

Jennings hallway

Interior hallways, interior bathrooms and classrooms in the center of the building

Nabors 103,104,105,106,107

Interior hallways and interior bathrooms

evacuate to shelter nearest work area

first floor interior hallway and bathrooms

First floor Farris Auditorium, First floor bathrooms, vending area and FA1106

Union Campus

Building

Shelter

M

Hallways

A

Hallways

B

Hallways

C

Hallways

D(Vertie Sails)

Hallways

E

Hallways

F

Hallways

Physical Plant

Basement

Allied Health

Hallway and interior bathrooms

Nursing/Warehouse

Hallways ( Nursing side of building) Interior Bathrooms

Jess Parrish

Hallways

Gill Campus

First floor hallways and bathrooms

Maxine A.Smith Center

Hallways and bathrooms

Whitehaven Campus

Hallways and bathrooms

(3) Execution of Instructions

The Director of Police Services/Public Safety or his designee shall determine when to initiate emergency tornado procedures. Designees include:

Assistant Director of Police Services/Public Safety

Senior Police Services/Public Safety Officer on duty

(4) Miscellaneous

The emergency tornado procedures or plans are designed to be flexible as a response to the varying conditions of a tornado situation. Not all tornado situations will lead to a Tornado Warning. Thus the initiating of tornado plans has a judgment factor, particularly in terms of the tornado situation encountered.

#### D. Explosions on campus

In the event of an explosion on campus, take the following action:

- (1) Immediately take cover under tables, desks or other objects that will give protection against falling glass or debris.
  
- (2) After the effects of the explosion and/or fire have subsided, notify the Department of Police Services/Public Safety at Ext. 5555 Union Campus, 4242 Macon Campus, 5970 Gill Campus, 6005 Maxine A. Smith Center, and 6450 Whitehaven Campus. Give your name and describe the location and nature of the explosion(s).
  
- (3) When told to leave by College Officials, walk quickly to the nearest marked exit and ask others to do the same.
  
- (4) Building Coordinators are designated to assist disabled individuals during an emergency. If a building coordinator is not available, **OTHERS MUST ASSIST PERSONS WITH DISABILITIES IN EXITING THE BUILDING! DO NOT USE ELEVATORS IN CASE OF FIRE. DO NOT PANIC. USE STAIRWAYS.**
  
- (5) Once outside, move to a clear area that is at least 500 feet away from the affected building. Keep streets and walkways clear for emergency vehicles and crews. Know the designated area assembly points.
  
- (6) If requested, assist emergency crews as necessary.
  
- (7) A campus emergency command post may be set up near the disaster site. Keep clear of the command post unless you have official business. **DO NOT RETURN TO AN EVACUATED BUILDING** unless told to do so by a Campus Official.

**IMPORTANT:** After any evacuation, report to your designated area assembly point.

**Note:** USE FIRE ALARM/FIRE INITIAL INCIDENT RESPONSE PLAN FOR ORDERS OF OPERATIONS FOR EMERGENCY REPOSE PERSONNEL.

## E. Chemical Spill(s)

- (1) Spills involving chemicals with properties that are known to offer no significant hazards to employees may be cleaned up by the department personnel. It is the responsibility of supervisory and management staff to review department chemical use and related MSDS documents to identify hazard potential. If department personnel are not confident that the spill can be safely cleaned up the spill is to be treated as a hazardous spill. Hazardous spills should only be cleaned up by hazardous material trained and certified personnel. All spills cleaned up by the department should be reported and a written report of actions taken should be submitted.
- (2) Any spillage of a hazardous chemical material is to be reported immediately to the Department of Police Services/Public Safety at Ext. 5555 Union Campus, 4242 Macon Campus, 5970 Gill Campus, 6005 Maxine A. Smith Center, and 6450 Whitehaven Campus. The Department of Police Services/Public Safety will notify the Health & Safety Officer as required. Spillage of an unknown chemical or large quantity should be deemed as hazardous.
- (3) When reporting, be specific about the nature of the involved material and exact location. The Department of Police Services/Public Safety will contact the necessary specialized authorities and medical personnel.
- (4) The Building Coordinator should vacate the affected area at once and await arrival of Police Services/Public Safety Personnel.
- (5) Anyone who may be contaminated by the spill is to avoid contact with others as much as possible, remain in the vicinity and give their names to a Police Services/Public Safety Officer.
- (6) Required first aid and clean up by specialized authorities should be started at once.
- (7) Upon notification of an emergency, walk quickly to the nearest marked exit and alert others to do the same.
- (8) Assistants are designated to assist disabled individuals during an emergency. If an assistant is not available, **OTHERS MUST ASSIST PERSONS WITH DISABILITIES IN EXITING THE BUILDING! DO NOT USE ELEVATORS IN CASE OF FIRE. DO NOT PANIC! USE STAIRWAYS.**
- (9) Once outside, move to a clear area at least 500 feet away from the affected building(s) and up wind and if possible, up hill of the building. Keep streets, fire lanes, hydrants and walkways clear for emergency vehicles and crews.



- (10) If requested, assist emergency crews as necessary.
- (11) A Field Command Post may be set up near the emergency site. Keep clear of the Command Post unless you have official business.
- (12) **DO NOT RETURN TO AN EVACUATED BUILDING** unless told to do so by a Campus Official.

## F. Bomb Threat/Search

### Procedures to take if you find a suspicious package or receive a Bomb Threat

- (1) If you observe a suspicious object or potential bomb on campus,  
**DO NOT HANDLE THE OBJECT!**  
Clear the area and immediately call Police Services/Public Safety at Union Campus at Ext. 5555, Macon Campus 4242, Gill Campus 5970, Maxine A. Smith Center 6005, and Whitehaven Campus 6450.
- (2) Any person receiving a phone call bomb threat should fill out the Bomb Threat reporting form on the following page:
- (3) The Department of Police Services/Public Safety, in conjunction with others, will conduct a detailed bomb search in accordance with the preceding Bomb Threat Incident Action Plan.  
**DO NOT TOUCH THE OBJECT!!**

Do not open drawers, cabinets, or turn lights on or off.

- (4) Upon notification, walk quickly to the nearest marked exit and alert others to do the same.

**NOTE: AS YOU ARE EVACUATING THE AREA, BE AWARE FOR OTHER SUSPICIOUS OBJECTS/POTENTIAL BOMBS.**

- (5) Assistants are designated to assist disabled individuals during an emergency. If an assistant is not available, **OTHERS MUST ASSIST PERSONS WITH DISABILITIES IN EXITING THE BUILDING! DO NOT USE ELEVATORS IN CASE OF FIRE. DO NOT PANIC! USE STAIRWAYS.**
- (6) Once outside, move to a clear area at least 500 feet away from the affected buildings(s). Keep streets, fire lanes, hydrants and walkways clear for emergency vehicles and crews.
- (7) If requested, assist emergency crews as necessary.

# Bomb Threat Reporting Form

## QUESTIONS TO ASK PERSON CALLING WITH A BOMB THREAT:

1. When is the bomb going to explode? \_\_\_\_\_
2. Where is it right now? \_\_\_\_\_
3. What does it look like? \_\_\_\_\_
4. What kind of bomb is it? \_\_\_\_\_
5. What will cause it to explode? \_\_\_\_\_
6. Did you place the bomb? \_\_\_\_\_
7. Why? \_\_\_\_\_
8. What is your address? \_\_\_\_\_
9. What is your name? \_\_\_\_\_
10. Exact wording of threat: \_\_\_\_\_

Sex of caller: \_\_\_\_\_ Race: \_\_\_\_\_ Age: \_\_\_\_\_  
Length of Call: \_\_\_\_\_ Time: \_\_\_\_\_ Date: \_\_\_\_\_  
Number at which call was received: \_\_\_\_\_

### Caller sounded:

_____ calm	_____ nasal	_____ laughter
_____ angry	_____ stutter	_____ crying
_____ excited	_____ lisp	_____ distinct
_____ slow	_____ deep	_____ slurred
_____ rapid	_____ ragged	_____ whispered
_____ soft	_____ clearing throat	_____ accent
_____ loud	_____ deep breathing	_____ disguised
_____ cracked voice	_____ normal	

If the voice is familiar, who did it sound like? \_\_\_\_\_

### BACKGROUND SOUNDS:

_____ street noises	_____ factory machines
_____ crockery	_____ animal noises
_____ voices	_____ clear
_____ PA system	_____ static
_____ music	_____ local
_____ house noises	_____ long distance
_____ motor	_____ booth
_____ office machinery	_____ other

### THREAT LANGUAGE:

_____ well spoken (educated)	_____ incoherent
_____ foul	_____ taped
_____ irrational	_____ message read by threat maker

REPORTED CALL IMMEDIATELY TO: \_\_\_\_\_

Phone number: \_\_\_\_\_

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Phone number (of person taking call): \_\_\_\_\_

Position: \_\_\_\_\_

## G. Cardio-vascular Emergencies

### Officers Responsibility Standard Operating Procedure

- (1) Upon being notified of cardio vascular emergency the officer on duty will respond immediately to the location identified to assist with CPR procedures, crowd control, and coordinate with other emergency response personnel.
- (2) When a Police Services/Public Safety Officer arrives on the scene of a person requiring CPR, he/she will assess the situation, notify the dispatcher of the call status (False/True). If the call is false, EMS responders are to be notified.
- (3) If no dispatcher is on duty or officer is working alone, he is to notify EMS by department cellular phone or nearest phone.
- (4) Responding officer is responsible for completion of a Medical Incident Report to be turned in to supervisor.

### Faculty/Staff/Student/Citizen Responsibility

- (1) Upon being notified or assessing a situation on campus that requires CPR procedure the responding person should:
  - a. Notify Police Services/Public Safety as to the location/event
  - b. Begin CPR Procedure
  - d. After relieved of CPR responsibilities be available to answer questions for report purposes by Police Services/Public Safety Officer.

## **Southwest Tennessee Community College Pandemic Preparedness Plan**

### **Purpose:**

Southwest Tennessee Community College has created this Pandemic Preparedness Plan to guide the College in preparing for and responding to an influenza pandemic outbreak. The purpose of this plan is to minimize the impact of an influenza pandemic on students, faculty and staff by describing the specific actions to be taken by the College based on the following objectives and assumptions.

### **Objectives:**

- To protect the lives, safety, and health of all students, faculty, staff, and visitors at every Southwest Tennessee Community College campus.
- To effectively communicate with all involved parties throughout the duration of a pandemic.
- To provide for the continuation of as many College operations and services as possible as long as it is safe to do so.
- To prevent the spread of infection through health and hygiene education.

### **Assumptions:**

- In the event of a pandemic, the State of Tennessee will have minimal resources available for local assistance and local authorities will be responsible for community based response plans.
- A pandemic flu will easily and rapidly spread from person to person resulting in substantial absenteeism at the College.
- Vaccines and antiviral medications will be in short supply during the initial months after the onset of a pandemic.
- Direction to close schools, public events, restrict travel, and quarantine areas may come from TN Public Health and/or the Memphis and Shelby County Health Department.
- During a pandemic, Southwest Tennessee Community College may need to close facilities for eight weeks or longer.

### **Relationship to Current Plans:**

If a pandemic impacts the normal operations at Southwest Tennessee Community College, the College will implement the existing emergency management structure

in the All Hazards Emergency Action Plan to manage the response and recovery activities prior to, during and after a pandemic.

The Pandemic Preparedness Plan provides basic information about a Pandemic Incident. The College's Continuity of Operations Plan (CCOP) will address how individual departments within the College will operate during a Pandemic Incident.

The Pandemic Preparedness Plan, the All Hazards Emergency Response Plan and other related and non-related safety plans can be found on the Southwest Tennessee Community College Website at: <http://southwest.tn.edu>.

**Authority:**

The Southwest Tennessee Community College Pandemic Preparedness Plan will be authorized by the President of the College. The plan is designed to work in conjunction with plans by the Memphis and Shelby County Health Department and the Memphis/Shelby County Emergency Management Agency and shall be subordinate to all local, state and federal pandemic plans. A copy of the plan will be provided to the Memphis and Shelby County Health Department and the Memphis/Shelby County Emergency Management Agency.

**Communication:**

Information will be shared in order to communicate the response actions of the College and keep the College community informed. An information release shall be drafted in advance to address both internal and external communication during a pandemic. In addition, the Director of Communication and Marketing will collaborate with the Director of Public Safety and the Director of Information Systems to notify the College community of any updates, changes, and activities associated with the status of a potential pandemic.

**Pandemic Flu Website:**

The Tennessee Department of Health and Human Services, Division of Public Health will have information posted on the current situation concerning any activity on a potential influenza pandemic. Links to important sites including the World Health Organization, Center for Disease Control, Memphis/Shelby County Emergency Management Agency, TN Department of Health and Human Services, and the official Federal site, [pandemicflu.gov](http://pandemicflu.gov), will be available. Information about reducing the spread of infection, such as procedures for social distancing and hand washing also, will be available on the Center for Disease Control website.

## **Roles and Responsibilities:**

### **Incident Management Team and the Emergency Operations Center (EOC)**

The Incident Management Team consists of the College members as defined in the All Hazards Emergency Operation Plan.

During the early phases of the onset of a pandemic, the Incident Management Team may decide to open the EOC to discuss action plans for the College response based on information from the state and local authorities on how and when the pandemic is projected to affect the Memphis Metropolitan area.

### **Campus Chairs:**

During a pandemic, some areas may be affected before others due to increased employee and student absenteeism, area specific quarantines, travel restrictions, or other possible mandates from state and local government. Consequently, personnel at one campus may be impacted more in the initial stages. As mentioned above, the Campus Chairs should be included in the EOC meetings to ensure communication and information flow to and from their staff, faculty and students is taking place.

### **Faculty and Staff:**

Faculty and staff have a responsibility to stay informed about any emergency information from the College and to provide that information to their students and visitors. If a potential pandemic situation occurs, faculty and staff will be expected to follow the recommendations issued by the College, such as campus closings, social distancing policies, personal hygiene procedures, and share that information with students and visitors. All information will be posted in the Southwest Scoop and College website.

### **Students:**

Southwest Tennessee Community College is committed to providing a safe and healthy environment for students in all situations. Students have a responsibility to stay informed about current events and take the necessary precautions to ensure their personal safety and health. In a potential pandemic, students will be expected to follow all recommendations issued by the College.

## **Emergency Preparedness:**

The Director of Public Safety will be responsible for monitoring and disseminating the most updated pandemic information from public health sources including maintaining frequent communication with the Memphis and Shelby County Health Department Pandemic Preparedness Coordinator to keep Southwest Tennessee Community College personnel informed of the latest developments in the community. All information will be posted in the Southwest Scoop and College websites. Any new information will be sent to the College President prior to distribution.

## **Critical Functions and Essential Personnel**

Preparing for an influenza pandemic is significantly different than planning for manmade and natural emergencies. Since most disasters such as tornadoes, fires, or hazardous material releases are site specific and pose an immediate threat to personnel and property, recovery usually begins within days of the incident. In planning to respond to a pandemic, the focus will be on preparing for extended interruption of College activities, including long periods of class cancellations, campus closures, and significant increase in student and employee absenteeism. Recovery may not begin for four (4) to twelve (12) weeks. It is of the utmost importance to identify essential personnel and critical functions early in the planning process in order to continue to deliver the vital services required to keep the College functioning.

**Table 1** lists the critical functions that must be maintained at all times. In maintaining the critical functions, departments have been identified as having responsibility for either essential onsite personnel or essential remote personnel. Each responsible department in the list should identify specific individuals (and alternates) within their department and inform these individuals of their role.



**TABLE 1. CRITICAL FUNCTIONS**

**Southwest Tennessee Community College**

<b>Department or Function Name 1<sup>st</sup> Contact</b>	<b>2<sup>nd</sup> Contact</b>	<b>3<sup>rd</sup> Contact Offsite</b>
<b>Administrative Services:</b> Dr. Nathan L. Essex , President 901-333-4462 W <a href="mailto:nessex@southwest.tn.edu">nessex@southwest.tn.edu</a>	Mr. Ron Parr, VP Financial Svcs. 901-333-4737 W <a href="mailto:rgparr@southwest.tn.edu">rgparr@southwest.tn.edu</a>	Dr. Joanne Bassett, Provost, EVP 901-333-5020 W <a href="mailto:jbassett@southwest.tn.edu">jbassett@southwest.tn.edu</a>
<b>Communication</b> Robert G. Miller, Communications 901-333-4368 W <a href="mailto:rgmiller1@southwest.tn.edu">rgmiller1@southwest.tn.edu</a>	Karen Nippert, VP for IA 901-333-4238 W <a href="mailto:knippert@southwest.tn.edu">knippert@southwest.tn.edu</a>	Justin McGregor, Webmaster 901-333-4095 W <a href="mailto:jmcgregor@southwest.tn.edu">jmcgregor@southwest.tn.edu</a>
<b>Human Resources/Health</b> Paul D. Thomas, SPHR 901-333-5828 W (Assistant) <a href="mailto:pthomas@southwest.tn.edu">pthomas@southwest.tn.edu</a>	Krubah Sisuse, Compensation 901-333-5277 W <a href="mailto:ksisuse@southwest.tn.edu">ksisuse@southwest.tn.edu</a>	
<b>Information Systems</b> Jim Avery, Executive Director 901-333-4929 W <a href="mailto:jravery@southwest.tn.edu">jravery@southwest.tn.edu</a>	Woody Wall 901-333-4610 W <a href="mailto:wwall@southwest.tn.edu">wwall@southwest.tn.edu</a>	Renee Hancock 901-333-4206 <a href="mailto:rhancock@southwest.tn.edu">rhancock@southwest.tn.edu</a>
<b>Nursing Department</b> Mary Vines 901-333-5426 <a href="mailto:mvines@southwest.tn.edu">mvines@southwest.tn.edu</a>	Roma Magtoto 901-333-5435 W <a href="mailto:rmagtoto@southwest.tn.edu">rmagtoto@southwest.tn.edu</a>	Rose Cummings 901-333-5451 W <a href="mailto:rcummings@southwest.tn.edu">rcummings@southwest.tn.edu</a>
<b>Physical Plant</b> Stephanie Stephens, Director  901-333-4239 W <a href="mailto:sarussell@southwest.tn.edu">sarussell@southwest.tn.edu</a>	Murray Harris, Associate Director Construction & Special Projects 901-333-4797 W <a href="mailto:mharris@southwest.tn.edu">mharris@southwest.tn.edu</a>	H. Eric Moore, Coordinator Genl.Services &Landscape, Grounds 901-333-4583 W <a href="mailto:Hemoore2@southwest.tn.edu">Hemoore2@southwest.tn.edu</a>
<b>Public Safety</b> James H. Bolden, Director 901-333-5560 or 4560 W <a href="mailto:jhbolden@southwest.tn.edu">jhbolden@southwest.tn.edu</a>	Barbara Holmes, Asst. Director 901-333-5555 or 5107 <a href="mailto:bholmes@southwest.tn.edu">bholmes@southwest.tn.edu</a>	Linda Stanback, Asst. Director 901-333-4242 or 4965 <a href="mailto:lstanback@southwest.tn.edu">lstanback@southwest.tn.edu</a>

**TABLE 1. CRITICAL FUNCTIONS** Concluded **Southwest Tennessee Community College**

<b>Department or Function Name</b> <b>1<sup>st</sup> Contact</b>	<b>2<sup>nd</sup> Contact</b>	<b>3<sup>rd</sup> Contact Offsite</b>
<b>Risk Management</b> Dr. Ralph Chumbley 901-333-4946 W <a href="mailto:rchumbley@southwest.tn.edu">rchumbley@southwest.tn.edu</a>	J. Nevin Robbins 901-333-5258 W <a href="mailto:nrobbins@southwest.tn.edu">nrobbins@southwest.tn.edu</a>	Bernard McGhee 901-333-4147 W <a href="mailto:bmcghee@southwest.tn.edu">bmcghee@southwest.tn.edu</a>
<b>Student Services &amp; Enrollment</b> Dr. Carol A. Tosh, VP  Thalia Wilson, ED Admission Records 901-333-5112 W <a href="mailto:twilson@southwest.tn.edu">twilson@southwest.tn.edu</a>	Kathryn Johnson, Financial Aid 901-333-4144 W <a href="mailto:ktjohnson@southwest.tn.edu">ktjohnson@southwest.tn.edu</a>	Nikita Ashford, Student Activities 901-333-5384 W <a href="mailto:nlashford@southwest.tn.edu">nlashford@southwest.tn.edu</a>

**EOC Operations** (Monitor Southwest Tennessee Community College Incident Management overall situation, develop Team action plans, communicate with local authorities on pandemic status)

### **Recovery**

Planning for recovery from a pandemic will assist the Southwest Tennessee College Community in returning to normal operations as quickly and efficiently as possible. Recovery will be dependent on several factors such as the duration of the pandemic, the length of time the College is closed, the number of students, faculty and staff affected and the time of year (mid semester, summer...).

Topics that should be considered include:

#### Returning to Normal Operations

The Incident Management Team will make decisions on how the College will return to normal operations based on the situation and information from the state and local public health authorities. The resumption of College business plans will be communicated to employees and students by the procedures outlined in the Crisis Communication Plan. Recommendations may include making adjustments to the academic calendar and rescheduling special events.

## Support for Students, Faculty and Staff

Consideration should be made for providing psychological counseling and crisis debriefing to individuals affected by the pandemic. Effects may include loss of loved ones, health issues related to the disease, or financial hardship due to interruption of work.

## **Southwest Tennessee Community College Response**

### Federal Government Response Stages and the World Health Organization Phases

In February 2007, the Federal government issued the Pandemic Influenza Community Mitigation Interim Planning Guide for Colleges and Universities. Included in the document are recommendations for dismissing students from college and university classes based on the severity of the pandemic. As part of this guide, a Pandemic Severity Index has been established to be used as a tool by communities in their planning efforts and has assigned federal response stages aligned with the World Health Organization (WHO) Global Pandemic Phases ([www.pandemicflu.gov](http://www.pandemicflu.gov)).

## **Southwest Tennessee Community College Alert Levels and Response Actions**

**Table 2** outlines the general actions to be taken by the College during a pandemic event, based on the Federal Response Stages and WHO pandemic response alert phases.

Additional actions taken by the College related to the pandemic will be based on information provided by federal, state and local government, and/or through the Memphis and Shelby County Health Department.

## **Table 2**

### **SOUTHWEST TENNESSEE COMMUNITY COLLEGE ALERT LEVELS and RESPONSE ACTIONS**

#### **SOUTHWEST TENNESSEE COMMUNITY COLLEGE LEVEL 1**

No human-to-human spread of disease.

WHO PHASE 3 and Federal Government Response Stage 0

- Review and Approve Pandemic Preparedness Plan.
- Monitor situation through WHO, CDC, [www.pandemicflu.gov](http://www.pandemicflu.gov), Memphis and Shelby County Health Department.
- Identify all essential onsite personnel.
- Identify all essential off-site personnel.
- Director of Public Safety fit test all essential onsite personnel and order personal protection equipment (PPE).
- All departments identify critical departmental functions and report to VP for Financial and Administrative Services.
- Develop contingency plans for instruction and enrollment management procedures.
- Computer Services - prepare for support of remote critical functions, remote access and increased system usage.
- Develop templates for communicating pandemic events to faculty, students and staff
- Develop HR policies and procedures for handling work related issues during pandemic (Absences, travel, insurance...)
- Promote Stop the Spread of Germs Campaign

#### **SOUTHWEST TENNESSEE COMMUNITY COLLEGE LEVEL 2**

Human-to-Human transmission found but localized.

Confirmed Outbreak Overseas

WHO PHASE 4-5 and Federal Response Stage 1-2-3

- Alert Incident Management Team and activate SOUTHWEST TENNESSEE COMMUNITY COLLEGE EOC.
- Notify Essential Onsite and Off-site Personnel to prepare for shutdown operations.
- Distribute personal protection equipment (PPE) to Essential Onsite Personnel.
- Keep the College community updated on current status.

## **SOUTHWEST TENNESSEE COMMUNITY COLLEGE LEVEL 2 Contd.**

- Coordinate with Memphis and Shelby County Health Department and Memphis/Shelby County Emergency Management Agency.
- Monitor all travel abroad programs, and advise based on CDC Travel Warnings and locations.
- All departments prepare to integrate contingency plans.

## **SOUTHWEST TENNESSEE COMMUNITY COLLEGE LEVEL 3**

Widespread Outbreak in North America and Overseas

WHO PHASE 6 and Federal Response Stages 4 & 5

Level 3 actions will be based on the location of the disease within North America and the response of the local community.

- Virtual EOC Activated and Emergency Management Team continues to monitor the situation.
- All campuses closed.
- All classes cancelled.
- All Special Events and Activities cancelled.
- Essential Onsite Personnel report to Central Campus for shutdown operations.
- Essential Remote Personnel continue to perform critical functions.

## **SOUTHWEST TENNESSEE COMMUNITY COLLEGE RECOVERY**

Southwest returns to normal operations

- College facilities reopen and classes resume.
- Emergency Management Team holds debriefing session.

### **Potential Resources for the Community**

It is expected that the community resources will be overwhelmed during a pandemic.

The Memphis and Shelby County Health Department will be responsible for coordinating area health care services and may be requesting resources and volunteers from the community including area schools.

Some potential resources Southwest Tennessee Community College may be asked to provide are:

- Facilities

## I. Violent or Criminal Behavior

The following are the procedures to be taken by students, staff, and visitors to Southwest Tennessee Community College in the event of violent criminal behavior. The next section of the emergency management plan contains Police Services/Public Safety Initial Incident Response Plans for specific incidents:

Police Services/Public Safety Office on the Union Campus is located in the Parrish Building room P107 and on the Macon Campus in Farris Building room 1107. Union and Macon Campuses provide 24-hour assistance and protection. This service is provided seven (7) days a week on a year round basis. The Police Services/Public Safety Office at the Maxine A. Smith Center is located in room 128, at the Whitehaven Campus in room 114, and at the Gill Campus in room 105. Assistance and protection services are provided at these locations during hours of operation only.

Department of Police Services/Public Safety may be contacted at Ext. 5555 Union Campus, 4242 Macon Campus, 5970 Gill Campus, 6005 Maxine A. Smith Center, and 6450 Whitehaven Campus. Give your name and describe the location and nature of the incident(s).

(1) Everyone is asked to assist in making the campus a safe place by being alert to suspicious situations and promptly reporting them.

a. If you are a victim or witness to a crime, you must promptly notify Police Services/Public Safety as soon as possible and report the incident.

Include the following:

1. Nature of incident
2. Location of incident
3. Description of person(s) involved
4. Description of property involved

b. If you observe a criminal act or whenever you observe a suspicious person on campus, immediately notify Police Services/Public Safety and report the incident.

c. Assist the officers when they arrive by supplying them with all additional information and asking others to cooperate.

(2) Should gunfire be discharged on campus, you should take the following actions:

Outside:

a. If you are outside take cover immediately using all available concealment and remain there. If you are near a doorway go inside and lock the door. Stay away from the door in case the shooter attempts to shoot through the door and lie flat on the floor.

(2)

b. Call the Police Services/Public Safety office at the location you are at (listed above) and inform them of:

1. Nature of incident
2. Location of incident
3. Number of and Description of person(s) involved (if known)

c. Remain there until Police Services/Public Safety personnel tell you it is safe to come out.

d. After the disturbance, seek emergency first aid if necessary and report to the Police Services/Public Safety Division to give statement.

Inside:

a. If you are inside take cover immediately in a classroom or office, lock the door and remain there. Stay away from the door in case the shooter attempts to shoot through the door and lie flat on the floor.

b. Call the Police Services/Public Safety office at the location you are at (listed above) and inform them of:

1. Nature of incident
2. Location of incident and your exact location
3. Number of and Description of person(s) involved (if known)
4. Number of people with you in the room

c. Remain there until Police Services/Public Safety personnel tell you it is safe to come out.

d. After the disturbance, seek emergency first aid if necessary and report to the campus Police Services/Public Safety Division to give a statement.

During Class:

a. If you are in class when shots are fired on campus, lock the door and remain there. Stay away from the door in case the shooter attempts to shoot through the door and lie flat on the floor.

b. Call the Police Services/Public Safety office at the location you are at (listed above) and inform them of:

1. Nature of incident
2. Location of incident and your exact location
3. Number of and Description of person(s) involved (if known)
4. Number of people with you in the room

c. Remain there until Police Services/Public Safety personnel tell you it is safe to come out.

d. After the disturbance, seek emergency first aid if necessary and report to the campus Police Services/Public Safety to give a statement.

(3) WHAT TO DO IF TAKEN HOSTAGE:

- a. Be patient. Time is on your side. Avoid drastic action.
- b. The initial 45 minutes are the most dangerous. Follow instructions and be alert. Don't make mistakes which could endanger your well-being.
- c. Don't speak unless spoken to and then only when necessary. Don't talk down to or in an angry tone to the captor who may be in an agitated state. Avoid appearing hostile. Maintain eye contact with the captor at all times if possible, but do not stare. Treat the captor like royalty.
- d. Remain calm. Avoid speculating. Comply with instructions from the captor. Avoid arguments. Expect the unexpected.
- e. Be observant. You may be released or escape. The personal safety of others may depend on your memory.
- f. Be prepared to answer the police on the phone. Be patient and wait. Attempt to establish rapport with the captor. If medications, first aid, or restroom privileges are needed by anyone, say so. The captors in all probability do not want to harm the persons held by them.
- g. If Southwest Tennessee Community College Police Services/Public Safety personnel or the Memphis SWAT Team enter the area where you are being held hostage, drop to the floor, lie flat and follow all verbal commands given by the police. Prior to the arrival of the Memphis SWAT Team, entry will **not** be attempted by the Southwest Tennessee Community College Police Services/Public Safety officers unless shots are being fired.



## J. Peaceful, Non-Obstructive Demonstrations

- (1) Generally, demonstrations of this kind should not be interrupted. Demonstrations should not be obstructed or provoked. Efforts should be made to conduct Southwest Tennessee Community College business as normally as possible.
- (2) If demonstrators are asked to leave but refuse to leave by regular facility closing time:
  - a. Arrangements will be made by the Director of Police Services/ Public Safety to monitor the situation during non-business hours, or
  - b. Treat the situation as a violation of regular closing hours and, thus a disruptive demonstration. (See section on non-violent, disruptive demonstrations below)

## K. Non-violent, Disruptive Demonstrations

In the event that a demonstration blocks access to Southwest Tennessee Community College facilities or interferes with the operation of:

- (1) Demonstrators will be asked by the Director of Police Services/Public Safety or his/her designee to terminate the disruptive activity.
- (2) The Director of Police Services/Public Safety or his/her designee will consider having a photographer available.
- (3) Key College personnel and student leaders may be asked by the Director of Police Services/Public Safety or his/her designee to go to the area and persuade the demonstrators to discontinue their activities.
- (4) If the demonstrators persist in the disruptive activity, they will be apprised that failure to discontinue the specified action within a determined length of time may result in disciplinary action, including suspension and/or expulsion or possible intervention by civil authorities (see Attachment A) except in extreme emergencies. The College President will be consulted before civil authorities are brought onto campus.
- (5) Efforts should be made to secure positive identification of demonstrators in violation to facilitate later testimony, including photographs if deemed advisable.

- (6) The College President, in consultation with TBR Legal Counsel, and the Director of Police Services/Public Safety, will determine the possible need for a court injunction.

#### L. Violent, Disruptive Demonstrations

In the event that a violent demonstration in which injury to persons or property occurs or appears imminent, the College President or his/her designee and the Director of Police Services/Public Safety will be notified.

##### (1) During Business Hours:

- a. The Department of Police Services/Public Safety will contact the appropriate law enforcement agency.
- b. The Department of Police Services/Public Safety will then call a photographer to report to an advantageous location for photographing the demonstrators.
- c. The Police Services/Public Safety Department will provide an officer with a radio for communication between Southwest Tennessee Community College and appropriate law enforcement agency as needed.

##### (2) After Business Hours:

- a. The Department of Police Services/Public Safety should be immediately notified of the disturbance.
- b. The Police Services/Public Safety Department will investigate the disruption and report and notify the Director of Police Services/Public Safety.
- c. The Director of Police Services/Public Safety will report the circumstances to the College President.
- d. The Director of Police Services/Public Safety will notify key administrators and, if appropriate, the administrator responsible for the building area.
- e. If necessary, the Director of Police Services/Public Safety will call for local law enforcement agency assistance.

## M. Psychological Crisis

A psychological crisis exists when an individual is threatening harm to himself/herself, others, or is out of touch with reality. Typically, the disconnection with reality is due to drug, medical reactions or a psychotic break. A psychotic break may be manifested as hallucinations, uncontrollable behavior, or dissociate/multiple personality behavior.

If psychological crisis occurs:

- a. Contact the Police Services/Public Safety Department at Ext. 5555 Union Campus, 4242 Macon Campus, 5970 Gill Campus, 6005 Maxine A. Smith Center, and 6450 Whitehaven Campus. Give your name and the location and nature of the incident(s). Police Services/Public Safety will contact other appropriate personnel.
- b. Try to keep the person calm or within your vision until assistance arrives.
- c. Maintain your own personal safety if you feel the situation is dangerous.

## N. Utility Failure

- a. In the event of a major utility failure occurring during regular working hours (8 a.m. to 4:30 p.m., Monday through Friday), immediately notify Physical Plant Operations at Ext. 4240. If service is not restored within a reasonable amount of time, please contact Physical Plant.
- b. If the utility failure occurs after hours, weekends, or holidays, notify the office of Police Services/Public Safety at Ext. 5555 Union Campus, 4242 Macon Campus. Give your name and the location and nature of the incident(s).
- c. When instructed to evacuate the building, walk quickly to the nearest marked exit and alert others to do the same.
- d. Individuals are designated to assist disabled individuals during an emergency. If the designated individual is not available, **OTHERS MUST ASSIST PERSONS WITH DISABILITIES IN EXITING THE BUILDING!**  
**DO NOT USE ELEVATORS IN CASE OF FIRE.**  
**DO NOT PANIC! USE STAIRWAYS.**

- e. Once outside, move to a clear area at least 500 feet away from the affected building(s). Keep streets, fire lanes, hydrants, and walkways clear for emergency vehicles and crews.
- f. If requested, assist emergency crews as necessary.
- g. A Campus Emergency Command Post may be set up near the emergency site. Keep clear of the Command Post unless you have official business.
- h. **DO NOT RETURN TO AN EVACUATED BUILDING** unless told to do so by a Campus Emergency Resource Team Official.

Always observe the above steps when the following emergencies rise:

- a. **ELECTRICAL/LIGHT FAILURE** - Depending upon the severity of the emergency, building lighting may not provide sufficient illumination in corridors and stairs for safe exiting. It is, therefore, advisable to have a flashlight and portable radios available for emergencies.
- b. **ELEVATOR FAILURE** - If you become trapped in an elevator, use the emergency phone to notify Police Services/Public Safety. When the receiver is picked up, it will automatically dial the Police Services/Public Safety Department.
- c. **PLUMBING FAILURE/FLOODING** - Cease all operations. **DO NOT SWITCH ON LIGHTS OR ANY ELECTRICAL EQUIPMENT! REMEMBER: THIS COULD CAUSE AN EXPLOSION.**
- d. **STEAM LINE FAILURE** - Vacate the area immediately.
- e. **VENTILATION PROBLEM** - If smoke is present, cease all operations and vacate the area.

## SYSTEM FAILURE

FAILURE OF:	WHAT TO EXPECT:	WHO TO CONTACT:
Computer Systems	System down	Administrative/Academic Computing
Electrical Power, Emergency Generators work	Many lights are out	Physical Plant Operations
Electrical Power	All vertical movement will have to be done by stairs	Physical Plant Operations – if in elevator, use phone
Elevator stopped between floors	Elevator alarm bell sounding	Physical Plant Operations & Police Services/Public Safety
Fire Alarm System	No fire alarms or sprinklers	Physical Plant Operations
Natural Gas Failure or Leak	Odor, no flames on burners, etc.	Physical Plant Operations
Sewer stoppage	Drains backing up	Physical Plant Operations
Steam Failure	No building heat, sterilizers inoperative, limited cooking	Physical Plant Operations
Telephones	No phone service	Telecommunications
Water	Sinks and toilets inoperative	Physical Plant Operations
Water Non-Potable	Tap water unsafe to drink	Physical Plant Operations, all managers
Ventilation	No ventilation, no heating or cooling	Physical Plant Operations

If after normal business hours (8:00 am to 4:30 pm), notify the Department of Police Services/Public Safety at Ext. 5555 Union Campus, 4242 Macon Campus, 5970 Gill Campus, 6005 Maxine A. Smith Center, and 6450 Whitehaven Campus.

Give your name and describe the location and nature of the incident(s).

## N. Elevator Malfunction

To clarify standard operating procedures when elevators malfunction and individuals are contained in elevators.

(1) Background: Southwest Tennessee Community College has eight (8) elevators on the Union campus and four (4) elevators on the Macon Campus. Elevators are not to be used during thunderstorms. Instructions on how to contact Police Services/Public Safety are displayed inside the elevators. Once an elevator malfunctions, lifting the elevator receiver phone will automatically dial the Police Services/Public Safety Officer on duty.

(2) Action : Upon receiving a call for service for an elevator malfunction, the Police Services/Public Safety Officer will advise subjects to remain calm and that assistance is on the way. Upon arrival, the Police Services/Public Safety Officer will go directly to the designated electrical switch box and cut off the electrical power to the elevator, so the door can be manually opened by inserting the key in a hole located at the front of the elevator door and turning the key to the left. Once the door is opened, the officer can determine the location of the elevator and best possible route of escape for individuals. Officers must be sure that power to the elevator is shut off during rescue operation! Upon completion of rescue, Police Services/Public Safety Department will be responsible for contacting the following elevator service:

ThyssenKrupp elevator, 1650 Shelby Oaks Drive North  
Suite 6, Memphis Tennessee 38134, Phone number 901-  
377-1993

(3) Location of Switches

a. Macon Campus:

1. Farris Building B wing, Located on first floor in electrical closet to the left of the elevator.
2. Farris Building Cafeteria / Bookstore loading dock, Located in room 1146 on the loading dock.
3. Farris Building A wing, Located in room 1004 on panel ADP
4. Bert Bornblum Library, (No emergency telephone), Located in room 210A

b. Union Campus:

1. Parish 1st floor, Located directly across from the information booth (High Voltage)
2. Parrish Library, Located beside elevator.
3. 1st floor M, Located beside the elevator.
4. F building, 2nd floor, Located beside elevator.
5. C building, 1st floor, beside elevator.
6. Dock, located beside the elevator.
7. Gym, Located beside elevator.
8. Allied Health building, 1st floor, Located beside elevator.

c. Gill Campus:

1. Located outside at the north end of building, turn to the left and the door is on edge of the building.

## EMERGENCY and NON EMERGENCY FIRST AID

Police Services/Public Safety can be reached at Ext. 5555 Union Campus, 4242 Macon Campus, 5970 Gill Campus, 6005 Maxine A. Smith Center, and 6450 Whitehaven Campus. Human Resources can be reached at Ext. 5340.

### On-The-Job Injury/Illness

Non-Life Threatening Injuries/Illnesses are reported to the respective department supervisor, Police Services/Public Safety, and Human Resources at the above listed numbers immediately if occurring during normal business hours, or within twenty-four (24) hours following the accident.

In case of minor injury/illness at Millington or Fayette campus sites, the instructor will be the designated person to notify parent, spouse, or allow a friend to drive the individual home, to medical facility, or private physician. The individual will complete an accident report and return it to Police Services/Public Safety. Steps in reporting on-the-job injury/illnesses:

- (1) An initial evaluation of the injury will be completed by the Police Services/Public Safety personnel and a medical incident report filed by the officer.
- (2) A State Accident Report will be completed by the employee and supervisor and returned to Human Resources.
- (3) Sedgwick James Insurance Company will be notified by the Supervisor, Police Services/Public Safety or Human Resources Office, if applicable.

Serious Injury/Illness – Life threatening injuries are immediately responded to by Police Services/Public Safety personnel. For the Millington and Fayette campus sites, in the case of serious injury/illness, the instructor will determine the necessity to activate the emergency medical service (911). The parent/spouse/legal guardian will be notified without delay. The individual or responsible legal guardian must cover all medical expenses. Steps in reporting serious on-the-job injuries/illness:

- (1) An initial evaluation of injury will be made by Police Services/Public Safety Department and a medical incident report filed by the officer.
- (2) The Emergency Medical Service (911) will be activated.
- (3) Individual will be transported by ambulance to closest emergency facility.



- (4) Sedgwick James Insurance Company will be notified by the Police Services/Public Safety or Human Resources Office.
- (5) An Accident Report will be completed by the employee and supervisor and returned to Human Resources.