



# **EMERGENCY RESPONSE GUIDE**

**Main Campus Police Office**

**(423) 697-4467**

**Office Numbers for Other Campuses**

**East (423) 697-4797**

**Eastgate (423) 468-1140**

**Dayton (423) 365-5010**

**Kimball (423) 837-1327**

**Sequatchie Valley (423) 554-4027**

**911 for all other Emergency Services**

**24-Hour Assistance  
(423) 697-4467**

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## Introduction

Chattanooga State Community College, Police Department has produced this Emergency Response Guide to assist you in the event of an emergency.

**Public Safety can be reached 24-hours a day at (423) 697-4467.**

This emergency response guide for Chattanooga State Community College should be reviewed and kept in a readily accessible location. This document is also available on the Chattanooga State website at <http://www.chattanoogastate.edu>. The information in this document relates to all Chattanooga State buildings and property at the main campus and at the off-campus sites, whether owned or leased, unless otherwise noted.

Posted in each building are maps that show the floor plan, and location of exits, tornado shelter areas, fire extinguishers, fire alarm pull stations, and Automated External Defibrillators (AEDs). These maps are affixed to walls in hallways and rooms. Building maps are also available in the back of the [campus telephone directory](#) and on the [college web site](#).

In the event that the College must close due to an emergency, the President or his/her designee will make any emergency declaration, determine the extent and duration of school closing, and will make any statements to the media.

In case of an emergency situation, **DO NOT PANIC**. The most important person during an emergency is the first person on the scene and the choices you make can affect yourself and many others. Follow these steps for the safety of everyone.

- Call for help. Either call **Chattanooga State Police Department at 697-4467 or your local public emergency services at 911**, or have someone nearby make the call. When describing the scene to emergency personnel, be able to give descriptions
  - Who
  - What
  - When
  - Where
  - Why
- It is best not to move a victim, especially if they are unconscious or dazed from a possible head injury.
- When dealing with any emergency, use your best judgment.

## Emergency Evacuation

When instructed to evacuate the building, walk quickly to the nearest marked exit and alert others to do the same.

Illuminated exit signs are located throughout the buildings. Follow these signs to evacuate the building during an emergency. Emergency evacuation routes can be found on the building maps located in each room and on the hallway walls.

In buildings with multiple stories, there are cabinets mounted near select stairwells. The cabinets contain emergency evacuation chairs that are used to evacuate disabled persons when the elevators are inoperable. Only trained personnel are authorized to operate the emergency evacuation chairs. The location of the emergency evacuation chairs are indicated on the campus maps.

In the event of an emergency evacuation, Police personnel will be posted near all entrances to insure no unauthorized individuals re-enter the building.

Once outside, move to a clear area at least 300 feet away from the affected building(s). Keep streets, fire lanes, hydrants, and walkways clear for emergency vehicles and crews. If requested, assist emergency crews as necessary.

**DO NOT RETURN TO AN EVACUATED BUILDING** unless told to do so by an official of The Chattanooga State Police Department.

## Severe Weather / Natural Disasters

Severe weather conditions may occur with little or no advance warning. If potential severe weather is predicted, the information will be communicated to you by the use of voicemail, e-mail, or word of mouth.

Once notified, you should immediately move to the nearest building shelter area. These areas include the bottom of interior stairwells, first floor interior hallways and rooms, interior doorways, restrooms, and other areas away from windows and exterior doors. Maps located in rooms and hallways detail the location of shelter areas.

In the event of severe weather, a determination regarding the cancellation of classes and activities at Chattanooga State will be made independent of other local schools' decisions. Announcements will be made as soon as possible in order to give all personnel adequate notice. Notification will be made by the following procedures:

- TIGER ALERTS <https://www.getrave.com/login/chattanoogaastate>
- The following media stations will be notified:
  - Television: Channels 3, 9, and 12
- Notices will be placed on employee office voicemail, which can be accessed remotely, the main switchboard at (423) 697-4400, the Chattanooga State website homepage, and Chattanooga State's Facebook webpage.
- If weather conditions deteriorate after school is in session, notification of closings will be made by voicemail, e-mail, and through the division secretaries.
- **Faculty, staff, and students are urged to use their best judgment when traveling to and from campus as road conditions can vary widely in this area.**

When the campus is closed due to inclement weather, no admittance will be allowed. Only essential Plant Operations personnel and Executive Staff will be permitted to remain on campus after the announced closing time.

## First Aid

Chattanooga State Police personnel are trained as First Responders, certified in administering Cardiopulmonary Resuscitation (CPR), emergency first aid, and operation of an Automated External Defibrillator (AED).

Police personnel are designated as first responders for all injuries and accidents that occur on College property. In the event of an emergency, call Campus Police immediately at **(423) 697-4467**. **Emergency services 911 may be called if the injury is deemed life threatening.** If 911 is called, Public Safety should be notified immediately.

## Automated External Defibrillators (AEDs)

AEDs are devices that by the application of electrical shock will assist in restarting the heart of an individual who is experiencing cardiac arrest. AEDs are located in clearly marked wall cabinets as indicated on the campus maps. AEDs have easy to read instructions so that you should be able to properly operate one in an emergency.

## Fire Emergencies

All buildings have portable fire extinguishers placed in strategic and well-marked locations. The locations of fire extinguishers and fire alarm pull stations are marked on the emergency evacuation maps located in the hallways and rooms.

In the event you notice an open fire or smoke, immediately pull the nearest fire alarm pull station and call Public Safety. You may choose to utilize a nearby fire extinguisher if you are familiar with the proper operation of fire extinguishers.

In the event of a fire alarm sounding on campus the procedures listed below shall be followed:

- Campus Police will immediately respond.
- All occupants should evacuate the building to a point at least 500 feet away or as directed.
- Campus Police or other Plant Operations personnel will assist disabled persons in the evacuation.
- No one will be allowed to re-enter the building until Campus Police gives the all clear.

## Elevator Emergencies

Each elevator on campus is equipped with a telephone that is to be used in case of an elevator malfunction that strands passengers on board. The procedure for use and response is as follows:

- Passengers should remain calm and push the button on the phone panel.
- The phone automatically rings the Public Safety office.
- Inform Public Safety of the location and problem.
- If the person on the elevator is not able to communicate, each elevator will be checked until the correct one is identified.

**No untrained personnel are allowed to evacuate persons from an elevator.**

## Threatening Individuals

If you see persons with weapons, suspicious packages, or other forms of danger to people and property, immediately call Campus Police. **Information needed for this notification should include the person's race, sex, other physical characteristics, and demeanor.**

In case of an active shooter situation,

- Establish a barricade between you and the threat.
- Stay in one location and hide.
- Wait for the police.
- Do not close windows or turn light switches off or on.
- Move all occupants away from door. If a closet, lab or other storage area is available place students in these areas. **DO NOT COVER WINDOWS.**
- Campus Police will be posted near all entrances to assist with evacuations and insure no unauthorized individuals re-enter the building. The area will remain closed to the public until the situation has been resolved.

The possession of weapons on campus is not allowed, except by certified or licensed safety professionals. A weapon is defined to include firearms (handguns, rifles, shotguns, etc.), knives with blades over three inches in length, archery equipment, explosives, and dangerous chemicals. If a weapon is seen or suspected, you should not approach or confront the individual, but should immediately call the Campus Police.

## **Violent or Criminal Behavior**

The following are the procedures to be taken by students, staff, and visitors to Chattanooga State Community College in the event of violent criminal behavior. The next section of the emergency management plan contains the Chattanooga Police Department Initial Incident Response Plans for specific incidents: Chattanooga State Police Department Office Amnicola Campus is located in the Plant Operations Building room M204. Campus Police provides 24-hour assistance and protection at East, Eastgate, Sequatchie, Dayton, and Kimball Campuses. This service is provided seven (7) days a week on a year round basis.

Campus Police may be contacted at Ext. 4467 Main Campus, East Campus 3355, Eastgate 468-1140, Sequatchie 554-4027, Dayton 365-5010, Kimball 837-1327.

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

### **1.) Important Information**

A. If you are a victim or witness to a crime, you must promptly notify Campus Police as soon as possible and report the incident.

Include the following:

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

B. If you observe a criminal act or whenever you observe a suspicious person on campus, immediately notify Campus Police and report the incident.

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

## 2.) **Gunfire**

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

### A.) Outside:

- 1.) 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.) Call the Campus Police at the location you are at (listed above) and inform them of:
  - Nature of incident
  - Location of incident
  - Number of and Description of person(s) involved (if known)
- 3.) Remain there until Police personnel tell you it is safe to come out.
- 4.) After the disturbance, seek emergency first aid if necessary and report to the Campus Police Department to give a statement.

### B.) Inside:

- 1.) 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.
- 2.) Call the Campus Police Office at the location you are at (listed above) and inform them of:
  - Nature of incident
  - Location of incident and your exact location
  - Number of and Description of person(s) involved (if known)
  - Number of people with you in the room
- 3.) Remain there until Police personnel tell you it is safe to come out.
- 4.) After the disturbance, seek emergency first aid if necessary and report to Campus Police to give a statement.

### C.) During Class:

- 1.) 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.
- 2.) Call the Campus Police Office at the location you are at (listed above) and inform them of:
  - Nature of incident
  - Location of incident and your exact location
  - Number of and Description of person(s) involved (if known)
  - Number of people with you in the room
- 3.) Remain there until Police personnel tell you it is safe to come out.
- 4.) After the disturbance, seek emergency first aid if necessary and report to the Campus Police Office to give a statement.

### 3.) 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:

- 1.) Contact the Campus Police Department at the location you are at.  
Give your name and the location and nature of the incident(s).  
**Police personnel will contact other appropriate personnel.**
- 2.) Try to keep the person calm or within your vision until assistance arrives.
- 3.) Maintain your own personal safety if you feel the situation is dangerous.

## Suspicious Package/Bomb Threat

If you see a suspicious package/item, or you receive a communication of a bomb threat immediately call Campus Police.

- 1.) If you observe a suspicious object or potential bomb on campus,  
**DO NOT HANDLE THE OBJECT!**
- 2.) Evacuate the area and immediately call Campus Police.
- 3.) If you cannot safely evacuate the area, secure a barrier between you and the item.
- 4.) Do not open drawers, cabinets, or turn lights on or off.
- 5.) Do not use your cell phone.
- 6.) Once outside, move to a clear area at least 300 feet away from the affected buildings(s). Keep streets, fire lanes, hydrants and walkways clear for emergency vehicles and crews.
- 7.) Any person receiving a phone call of a bomb threat is required to fill out the Bomb Threat reporting form on the following page.

## 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: \_\_\_\_\_

## Hazardous Materials

If you see a spill of chemicals or hazardous materials, or see someone with an exposure, and need a Material Safety Data Sheets (MSDS), contact 3E Company at [www.3ecompany.com](http://www.3ecompany.com) or by phone at **1-800-451-8346**.

You will need to tell 3E:

- Product name
- Product number
- Manufacturer name
- Manufacturer phone number
- UPC code

3E will send the MSDS immediately to you by fax. MSDS will provide about a product:

- Emergencies and First Aid actions
- Manufacturer information, as well as the emergency contact telephone number
- Any danger of fire, explosion, or reactivity
- Handling precautions

The phone number for Poison Control is **1-800-222-1222**.

Immediately also contact Campus Police for assistance.

## Utility Emergencies

Utilities on campus in the form of electricity, natural gas, or sewage can pose a health risk if normal distribution means are disrupted. Contact Campus Police or Plant Operations at **(423) 697-4495** if you suspect a hazard from utilities.

### Electricity

The buildings are equipped with emergency lights, exit signs and other devices to provide illumination during power outages.

### Natural Gas

In the event that a possible natural gas leak is detected, Campus Police should be notified immediately and the area evacuated. No phones, cell phones, alarms, electrical devices, radios, or any other devices that may cause a spark should be used. The area will remain off limits to the public until Plant Operations gives the all clear to resume normal activities in the area.