



# **Crisis Management Plan**

Tennessee Wesleyan College is committed to overseeing the health, well-being and safety of the students, staff, faculty and visitors to our campus. Our goal is to minimize any and all danger to life resulting from the effects of a natural disaster or civil disturbance. When such an emergency condition arises, we want a Crisis Management Team to be able and ready to respond. This Crisis Management Plan ensures that our response will be timely and effective, no matter what the crises. I hereby establish the policy that Tennessee Wesleyan College will commit the necessary resources to minimize the loss of life and destruction. A successful Crisis Management Team, requires the support and cooperation of all faculty, staff, students and supportive services involved, and campus-wide teamwork partnering with our community.

DR. STEPHEN CONDON, PRESIDENT

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**Any questions about the Tennessee Wesleyan College Crisis Management Plan should be directed to the Tennessee Wesleyan College Public Relations Office at 423-746-5332.**

## **I. PURPOSE**

The basic emergency procedures outlined in this guide are to enhance the protection of lives and property through effective use of Tennessee Wesleyan College and community resources. Whenever an emergency affecting the campus reaches proportions THAT CANNOT BE HANDLED BY ROUTINE MEASURES, the president or his/her designee may declare a state of emergency, and these contingency guidelines may be implemented. There are two general types of emergencies that may result in the implementation of this plan. These are (1) large-scale natural/man-made disaster, and (2) large -scale disorder. The Plan describes the responsibilities of the Crisis Management Team and information necessary for them to request additional assistance from the community as required to assist with the impact of a crisis. The Crisis Management Plan exists to:

- ❑ Implement a swift, unified and comprehensive response to a serious incident
- ❑ Investigate and evaluate serious incidents for the purpose of preventing or minimizing the impact of a future incident
- ❑ Handle public and internal communication related to the event

### **SCOPE**

For the purpose of this plan, "crisis" shall be defined as any condition—man-made or natural—that results in a significant disruption to the academic mission of Tennessee Wesleyan College. The **Crisis Management Plan (CMP)** and **Crisis Management Team (CMT)** will only be activated for serious incidents, defined as any of the following:

1. Disaster which impairs any major function of the college (e.g. destruction of a building, explosion, tornado)
2. Death on campus, at a college-sanctioned or sponsored event, or in/around the campus facility
3. Death of a student or employee traveling to, from, or on behalf of the college
4. Assault or near fatal accident or incident (e.g. sexual assault, attempted suicide, mental health crisis, drug/alcohol overdose)
5. Serious damage to college property (e.g. fire, flood, natural disasters)
6. Threat to the health, safety, or welfare of college community
7. Incidents unique to campus demanding special attention, such as serious injury to visitor or extraordinary damage to community property by students
8. Incidents which, in judgment of campus, require or would benefit from crisis management response

Routine management for isolated incidents will not require the Crisis Management Plan to be implemented. Situations that are controversial or sensitive in nature but are not crises or emergencies (e.g. lawsuits, arrests, regulatory investigations, negative news coverage) will be handled by the president or the appropriate Senior Staff member(s).

## **II. DIRECTION & COORDINATION**

### **A. CRISIS MANAGEMENT TEAM (CMT)**

In a crisis situation, maximum resources and personnel will be applied to the management of the crisis under the direction of the Crisis Management Team (those noted with \* are the individuals that should be notified first in the event of an emergency/crisis). The following individuals have been selected and given the authority to make any necessary changes to College procedures in the process of handling the crisis, including:

<u>Name</u>	<u>Office #</u>	<u>Home #</u>	<u>Cell #</u>
*Stephen Condon President	746-5201	507-0873	744-4305
*Scott Mashburn Vice President for Student Life	746-5216	746-1639	368-3298
*Larry Wallace Vice President for External Affairs	746-5329	745-3235	829-7327
Stan Harrison Vice President for Enrollment Services	746-5253	745-1920	462-1684
Suzanne Hine Vice President for Academic Affairs	746-5205	865-986-0760	368-8052
Martha Chambers Vice President for Business Affairs	746-5204	337-6885	836-0672
Angie Wilcox Assistant Dean of Students	746-5206	NA	435-1292
Mike Ingram Service Manager – Facilities	746-5292		887-4665
Blake McCaslin Director of Public Relations	746-5332	745-0084	506-0879
Traci Williams Registrar	746-5214	NA	368-5376
William McDonald Chaplain	746-5283	745-9874	920-2635
CAMPUS SAFETY	746-5223	NA	887-3976
Communication and clerical staff as appointed.			

## **B. RESPONSIBILITIES**

### **1. THE PRESIDENT**

The President will be the primary point of contact for the on-scene coordination and the Crisis Management Team (CMT). Only the President, his designated representative or in the case of his absence, a Senior Staff member, can activate the Crisis Management Plan. If the President is not available, the Vice President for Student Life will assume control and responsibility of the CMT. These responsibilities include:

- Assume responsibility for the overall operation and management of the Crisis Management Plan.
- Convene the CMT in the event that the Crisis Management Plan needs to be activated.
- Manage all activities with the assistance of the CMT and all other support personnel.
- Arrange for external advisors (i.e., crisis management experts) if needed.
- Arrange for campus debriefing and evaluation of plan following the crisis.

### **2. VICE PRESIDENT FOR STUDENT LIFE**

In his/her absence, the Assistant Dean of Students will act on his/her behalf.

- Ensure that the Crisis Management Plan is maintained and kept current.
- Schedule and initiate crisis management drills and training.
- Ensure regular safety inspections of the college campus.
- Evaluate each drill and submit findings and recommendations to the President.
- Establish student counseling services appropriate to the crisis.
- Reschedule student activities as necessary.
- Communicate necessary information to the student body and parents, if necessary.
- Ensure that student records are updated according to the nature of the crisis.
- Secure temporary shelter for the residence hall evacuees in cases of evacuation.
- Secure storage for any and all property removed from the crisis area.
- Ensure that all residence hall occupants are aware of fire safety measures and evacuation plan for each building.
- Ensure that monthly fire safety inspections are performed by residence hall staff.
- Maintain (update annually) a listing of personnel working in each building, as well as residence hall lists.
- Oversee the Campus Safety staff and their functions as outlined in the Campus Safety Manual.

### **3. VICE PRESIDENT OF EXTERNAL AFFAIRS**

The Vice President for External Affairs will work with the Facilities Department and the CMT to oversee physical logistics. In his/her absence, the Vice President for Financial Affairs will act on his/her behalf.

- Ensure all key personnel are in place and operating effectively.
- Ensure all building coordinators are informed and apprised of current events.
- Ensure that all city, state and federal officials have been appropriately notified.

- Notify insurance representatives, if necessary, in event of loss or damages.
- Monitor all activities as related to External Affairs.
- Help oversee the Public Relations response to crisis.
- Ensure all key personnel are in place and operating effectively.
- Communicate nature of crisis to alumni, donors and churches as necessary.

#### **4. VICE PRESIDENT FOR ACADEMIC AFFAIRS**

In his/her absence, the Registrar will act on his/her behalf.

- Monitor all activities as related to the Academic Affairs Office, the Registrar's Office, and the Library.
- Adjust class schedules as necessary.
- Ensure all key personnel are in place and operating effectively.
- Ensure all faculty are informed and apprised of the current events and future plans.
- Inform CIT and make appropriate adjustments to the website.

#### **5. VICE PRESIDENT FOR ENROLLMENT SERVICES**

In his/her absence, the Director of Financial Aid will act on his/her behalf. In the absence of the Director of Financial Aid, the Director of Enrollment Services will so act.

- Monitor all activities as related to Enrollment Services.
- Ensure all personnel are in place and operating effectively.
- Ensure all Directors (Enrollment, Financial Aid, Athletics) are informed and apprised of current events.
- Maintain a back up plan for day to day operations in the event of loss of a building.
- Maintain a backup plan in the event of the loss of network/telephone function.
- Communicate as necessary to potential students/parents.
- Communicate as necessary to the Department of Education relative to student aid.

#### **6. FACILITIES MANAGER (Under the Supervision of Vice President for External Affairs)**

In his/her absence, a designee of the Facilities Department will act on his/her behalf.

- Report to, advise, and update the President and VPs for Student Life and External Relations.
- Activate the appropriate emergency response procedures upon approval from the President.
- Take immediate action to reduce the threat of injury, loss of life, and loss of property. Activate evacuation when required.
- Provide logistical support for the CMT, including buildings, equipment and required resources.
- Provide necessary vehicles and operators required for CMT. First priority is given to Tennessee Wesleyan College vehicles and equipment.
- Assist with maintaining order and keeping routes clear for all safety and support vehicles, including local agencies.
- Provide access and detailed building plans to police or appropriate response personnel.

**Routine responsibilities:**

- ❑ Ensure that floor diagrams and evacuation routes are listed on each floor of every building, as well as kept in a central location and accessible in case of crisis.
- ❑ Review all fire safety inspections and coordinate any necessary corrective actions.
- ❑ Maintain appropriate emergency response equipment (e.g. 2-way radios, weather radio, reference materials, flashlights, etc.)

**7. DIRECTOR OF PUBLIC RELATIONS**

The Director of Public Relations is responsible for the preparation and release of all public announcements and for implementing the procedures in the CRISIS COMMUNICATION PLAN (page 31). In his/her absence, the Director of Communications will act on his/her behalf.

**8. RESIDENCE HALL STAFF**

Director of Residence Life is the key person responsible for managing safety, fire, and health matters in the residence halls. In his/her absence, the Assistant Dean and/or assigned Resident Assistants will act on their behalf.

- ❑ Follow emergency procedures outlined in R.A. Handbook.
- ❑ Identify any students needing counseling service during or after the crisis.
- ❑ Maintain order in the residence halls.
- ❑ Ensure that all floor diagrams and evacuation plans are adequately posted on each floor and semester fire safety drills are conducted for each building.
- ❑ Designate Resident Assistants who will assist with crisis management plans.
- ❑ Ensure that residence hall staff is familiar with crisis management plans and evacuation plans.
- ❑ In case of an evacuation, residents should go to designated areas (see Evacuation Plan, page 26) to leave the way clear for emergency personnel and equipment. Further instructions, if necessary, will be given at the assembly areas.
- ❑ Residence Halls should have the following:
  - a. First Aid kit
  - b. AM/FM weather radio
  - c. Flashlight and spare batteries
  - d. Pocket knife and scissors
  - e. Candles and lighter
  - f. Emergency Manual
  - g. Walkie-Talkies

**9. COLLEGE CHAPLAIN**

As directed by the Vice President for Student Life, the Chaplain should:

- ❑ Provide support sessions as needed for individuals or groups.
- ❑ Communicate with local church community regarding the immediate needs of the campus community.
- ❑ Provide support for families of students, faculty or staff as needed.

## **10. FACULTY AND STAFF**

Faculty and Staff will provide support as called upon and will help identify students in need of counseling services during and after the crisis situation.

### **B. CRISIS MANAGEMENT COMMAND CENTER (CMCC)**

The Crisis Management Command Center is directed by the President or his/her designee and is the single point for monitoring and coordinating all responses to a crisis situation. Access to the CMCC will be limited to the Crisis Management Team or appointed representatives. The CMCC will be located at one of the following sites:

- (1) President's Office/Mayfield Room
- (2) Vice President of Student Life's Office
- (3) Elliot Hall, Room 110
- (4) Wesley Commons Multipurpose Room/Lower Level
- (5) Sullins Board Room
- (6) Brammer House (Admissions Office)

### III. **STANDARD RESPONSE PROCEDURES**

The following steps are designed to provide efficient and immediate responses to **any crisis situation** on or near the Tennessee Wesleyan College campus:

#### **A. PROCEDURES**

1. Contact emergency services via 911 system (fire, rescue squad, police, etc.).
2. Notify the President or Vice President for Student Life who will notify the CMT. CMT will establish the Crisis Management Command Center, identify and initiate appropriate Crisis Response Plan, and activate the Crisis Communication Plan.

#### **B. CONSIDERATIONS FOR CMT**

- ❑ **Situation Analysis:** Determine the type, extent, and location of emergency. Identify potential vulnerabilities. Check the facts.
- ❑ **Strategic Considerations:** What are the four or five absolutely critical issues, questions, people, or problems the college needs to anticipate and think about?
- ❑ **Response Team:** Who does what, when, with whom?
- ❑ **Operational Response/Action Steps:** List the essential operational steps the college needs to take to correct the problem. See responses to specific crises. (e.g. evacuate, shut down operations, protect vital records, restore operations, etc.)

THE **GOAL** IS TO ESTABLISH FEELINGS OF SAFETY, STABILITY, CONTROL, and NORMALCY AS QUICKLY AND COST-EFFECTIVELY AS POSSIBLE. REMEMBER TO COMMUNICATE with ALL CONSTITUENT GROUPS (see Crisis Communication Plan, page 31).

## IV. **PROCEDURES FOR SPECIFIC CRISES**

### A. BOMB THREAT

#### **1. Telephone threat**

- ❑ Remain calm and keep the caller on the line as long as possible. Ask the caller to repeat the message and record as much as possible on the Bomb Threat Form (page 12).
- ❑ If the caller does not indicate the location of the bomb or the time of detonation, ask for this information.
- ❑ Advise caller that the building is occupied and detonation could result in death or serious injury to innocent people.
- ❑ If possible, try to have more than one person listen in on the bomb threat call.
- ❑ Use "Bomb Threat Report Form" to collect and recall as much as possible.

#### **2. Procedures**

- ❑ Call 911 and alert the President or Vice President for Student Life.
- ❑ Evacuate buildings and proceed to Emergency Assembly Areas to take roll (see EVACUATION, page 26).
- ❑ Buildings should not be re-entered until **CMT** advises it is safe to do so.
- ❑ Under no circumstances should an untrained faculty or staff member attempt to locate and/or move a suspicious device.
- ❑ When it has been determined that building re-entry is permitted, visually inspect area for unusual items before settling in.

**BOMB THREAT REPORT FORM**

**Questions to Ask**

1. When is 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?

**Exact wording of threat:**

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**Time:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Sex of caller:** \_\_\_\_\_

**Culture:** \_\_\_\_\_

**Age:** \_\_\_\_\_

**Length of call:** \_\_\_\_\_

**Number at which call was received:**

**Form Completed by:**

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**Caller's Voice**

- |                                    |  |
|------------------------------------|--|
| <input type="checkbox"/> Calm      | <input type="checkbox"/> Nasal           |
| <input type="checkbox"/> Angry     | <input type="checkbox"/> Stutter         |
| <input type="checkbox"/> Excited   | <input type="checkbox"/> Lisp            |
| <input type="checkbox"/> Slow      | <input type="checkbox"/> Raspy           |
| <input type="checkbox"/> Rapid     | <input type="checkbox"/> Deep            |
| <input type="checkbox"/> Soft      | <input type="checkbox"/> Ragged          |
| <input type="checkbox"/> Loud      | <input type="checkbox"/> Clearing Throat |
| <input type="checkbox"/> Laughter  | <input type="checkbox"/> Deep Breathing  |
| <input type="checkbox"/> Crying    | <input type="checkbox"/> Cracking Voice  |
| <input type="checkbox"/> Normal    | <input type="checkbox"/> Disguised       |
| <input type="checkbox"/> Distinct  | <input type="checkbox"/> Accent          |
| <input type="checkbox"/> Slurred   | <input type="checkbox"/> Familiar        |
| <input type="checkbox"/> Whispered |  |

**If voice is familiar, who did it sound like?**

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**Background Sounds**

- |                                    |   |
|------------------------------------|---|
| <input type="checkbox"/> Street    | <input type="checkbox"/> Animal Noises    |
| <input type="checkbox"/> PA System | <input type="checkbox"/> Static           |
| <input type="checkbox"/> Voices    | <input type="checkbox"/> Music            |
| <input type="checkbox"/> Motor     | <input type="checkbox"/> House Noises     |
| <input type="checkbox"/> Local     | <input type="checkbox"/> Office Machinery |
| <input type="checkbox"/> Booth     | <input type="checkbox"/> Long Distance    |

**Threat Language**

- Well spoken (educated)
- Foul
- Irrational
- Incoherent
- Taped
- Message read by threat maker:

Remarks:

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## **B. DEATH OR SERIOUS INJURY**

These procedures apply when addressing a situation involving serious injury or the loss of life of a Tennessee Wesleyan College student, employee, or visitor on campus.

### **General Response**

- ❑ Follow notification procedures below for family and campus community.
- ❑ Notify Chaplain so he can assist students, faculty, staff, and families.
- ❑ Establish student counseling services.
- ❑ Hold residence hall meetings as needed to discuss crisis. Emphasize facts and squelch rumors.
- ❑ Identify students in need of counseling.
- ❑ Adjust class schedule as necessary.
- ❑ Discuss and prepare a campus memorial service.
- ❑ Notify external constituents as appropriate.
- ❑ Secure student's personal belongings (see below)
- ❑ Make adjustments to student records and all student mailing lists.

### **On Site Procedures**

- ❑ Designate person "in charge." The "on the scene" college staff member with the most authority will be responsible for coordinating events and will be considered the official "in charge" until such time as a chief administrator is present.
- ❑ Notify Authorities, in the following order when possible:
  1. Emergency Medical Service (911)
  2. President, Vice President of Student Life, Vice President for External Relations
  3. Campus Safety
- ❑ Identification of injured/deceased. The administrator in charge should immediately locate an individual who can assist the medical personnel in identifying the injured/deceased.
- ❑ Secure scene of incident
  - Every effort should be made to secure the accident scene.
  - The area should be evacuated of all persons except for college officials, medical personnel, or police officers.
  - Staff members should be assigned to address crowd control concerns.
  - If the accident occurs outdoors, secure a reasonable distance from the scene (75' -100'). If the accident occurs indoors, the adjacent rooms or offices should be vacated until permission is given by authorities to re-enter the area.
  - The individual's personal belongings should be maintained in a secure manner until the family is able to indicate to college personnel when and how the items will be removed from campus.

## **Notification and Release of Information**

(also see **CRISIS COMMUNICATION PLAN—CCP, page 31**):

- ❑ Information needed (obtainable from the Registrar or Student Life Office)
  - Complete name
  - Home address and telephone number
  - Parent/Guardian's name
  - Minister's name and telephone number
  - The persons contacted should be given a college telephone number and the name of a responsible individual to call for additional information.
- ❑ Notify appropriate persons
  - In incidents involving students, the Vice President for Student Life (or his designee), and in incidents involving college employees, the President (or his designee), should notify the following persons and offices listed below, giving the details limited to the facts as known at the time. (Read #2-4 of this section **first**.)
    - President
    - Chaplain
    - Immediate family members
    - Family's Minister
    - Residence Hall Staff (in cases of students)
    - Family Center
    - Human Resources (in cases of employees)
    - Appropriate members of the campus community
  - Care should be taken not to speculate on cause of death or other details which cannot be substantiated.
  - No notification should be made, in cases involving death, until after the coroner has confirmed the identity of the deceased. Once the coroner has authorized notification, the family members should be notified in person by one of the following individuals (in order of preference):
    - a. Family minister (with police officer when possible)
    - b. Family relative/close friend (with police officer when possible)
    - c. Police officer.
  - The family members will need to know the name and telephone number of the hospital, in cases of injury, or the mortuary, in case of death.
- ❑ Release of Information
  - Information released to the campus community or general public shall be limited to a statement of facts, including name and directory information, having been first approved by the President or the Vice President for Student Life, in his absence.
  - Information shall be made available through the Public Relations Office with requests for additional details referred to the appropriate chief administrator.

## **Follow Up**

- Campus Community
  - Every effort should be made to identify all persons who actually viewed the incident.
  - Close friends of the victim should be interview.
  - Staff should be assigned to meet any special emotional and psychological needs evident.
  - The Chaplain and the Family Center should be notified of these individuals.
- Miscellaneous Concerns
  - President shall notify the Board of Trustees.
  - Student Life shall inform campus community of support services provided by the Chaplain and the Family Center.
  - Student Life shall inform campus community of funeral location and time.
  - President's Office shall send flowers from college for funeral.
  - Student Life shall provide profile of individual's involvement in the College for the minister/family.
  - College representatives at funeral.
  - On-campus memorial service (when appropriate)
  - Memorial fund (when appropriate)
  - In cases of death, remove name from college mailing lists, billings, etc. maintained in Alumni/Development Office, Business Office, Registrar's Office, and Human Resources.
  - Prepare information for release to the larger constituency, via Bulldog Bytes Magazine, Web site, etc.

### **C. FIRE**

- ❑ Call 911 and alert the President or the Vice President for Student Life.
- ❑ Evacuate premises. See EVACUATION, page 26.
- ❑ Take whatever steps necessary and possible to protect the school's vital records.
- ❑ Keep communication open with the local police and fire officials.
- ❑ Call the police department with crowd and traffic control, if necessary.
- ❑ Notify utility companies of a break or suspected break in lines. Record time called and the person reported to at utilities company.
- ❑ Initiate other crisis responses as necessary, e.g. evacuation, death or serious injury, etc.
- ❑ Plans for housing of students (hotels, other halls, etc.).
- ❑ Coordination for cleaning of Personnel items.
- ❑ TWC insurance does not cover lost or damage property. Faculty, staff, and students should be directed to their homeowner's insurance for possible coverage and claims.

#### **D. HAZARDOUS MATERIALS ACCIDENT**

Hazardous materials are substances that are either flammable or combustible, explosive, toxic, noxious, corrosive, oxidizable, an irritant or radioactive. Some hazardous materials accidents will be minor and only involve the immediate evacuation of a site and others may be large enough to necessitate relocating all students, staff, and other persons to either a safer location on campus site or to an evacuation area away from the site. The nature, severity, and potential for health injury of the hazardous materials accident will determine the type of response required. Whatever the severity of the hazardous materials accident, *college personnel should not attempt to take it upon themselves to remove a known or possibly hazardous chemical or substance.* There are personnel trained and equipped to do so.

##### **On-Site Chemical Accidents**

- ❑ Be aware of the chemical and avoid contamination.
- ❑ Notify the department head, or designee, of type of chemical and location.
- ❑ Attempt to contain the spill—if the on-site staff cannot safely do this, request assistance. College personnel should not attempt to clean up or remove the spill; leave that for trained personnel.
- ❑ Isolate the area. Re-locate students/staff to safe areas (See EVACUATION, page 26).
- ❑ If the nature of the chemical accident poses an immediate health hazard or potential for explosion or destruction of property, the police/fire emergency system should be activated by calling 911.
- ❑ If the substance should pose an ecological hazard by entering the storm drain system or by a major ground leak, we are required by law to immediately contact the authorities through the 911 emergency system.
- ❑ If necessary, the Vice President for External Relations will notify EPA and OSHA.

##### **Off-Site Chemical Accidents**

Chemical accidents of disaster magnitude would probably be the result of a tank truck, railroad, or industrial accident in the release of large quantities of toxic gases. In these instances the College will probably be contacted directly by the police and/or fire departments. When evacuation of the area is necessary, College personnel will probably be directed to a specific relocation area by the local response agencies involved (fire, police, etc.). These are some actions/considerations to be addressed in the case of a major chemical accident posing a potential hazard to the College:

- ❑ As appropriate, notify fire/police by calling 911.
- ❑ Determine the need to *remain inside or outside.*
- ❑ Determine whether the students and staff should leave the College grounds. (See EVACUATION, page 26)
- ❑ Maintain control of students in a safe area.
- ❑ Render first aid, as necessary.
- ❑ Return to site/building after government agency officials (fire department/police/HAZMAT Team) have declared area safe.

## **E. HOSTAGE SITUATION**

A hostage situation is any situation in which a person or persons are forced to stay in one location by one or more individuals. Weapons are usually in the possession of the hostage taker(s) and hostages are threatened with some degree of bodily harm should they not comply with the directives of the hostage taker(s). Certain demands are usually made of outside officials in return for the release of hostages.

All hostage situations are dangerous events and each is different. Variables such as hostage takers, hostages, motivation for the act, and location of the incident make each occurrence unique.

- ❑ Call 911 and notify the President or Vice President for Student Life.
- ❑ Police will take appropriate actions to isolate the hostage taker and the victims under his/her control.  
Immediately evacuate the building (see EVACUATION, page 26).
- ❑ Ensure that no individuals enter or re-enter the building.
- ❑ Follow directives from the police department, who will likely take direction in responding to a hostage situation.
- ❑ Provide police with keys, and maps of buildings and grounds.
- ❑ Upon the arrest of the hostage taker and the release of the hostages, and clearance from law enforcement, resume control of the campus and ensure normal operations are resumed (see RESUMING OPERATIONS, page 28).
- ❑ Provide support services for hostages with the Chaplain or the Family Center.

## **F. INFECTIOUS DISEASE OUTBREAK**

Outbreaks of meningitis, hepatitis, salmonella, anthrax, botulism, smallpox, or other serious health problems which can cause an epidemic constitute an crisis situation for the campus community. The American College Health Association Guidelines (as found at [www.acha.org](http://www.acha.org)) relating to infectious diseases will be used as guidelines for handling such incidents.

- ❑ Report incident to President or Vice President for Student Life.
- ❑ Contact will be made with local health department by the CMT.
- ❑ CMT will obtain as much information as possible, type of problem, where, and how many people are affected.
- ❑ In conjunction with the Health Department staff, the CMT will assess the problem, determine the risks to the community, and if needed, begin preventive measures to hinder the spread (if communicable disease).
- ❑ CMT will notify necessary faculty and staff members.
- ❑ If quarantine is necessary, secure the area and allow only authorized personnel to enter.
- ❑ Health Department will coordinate with other local, state or regional agencies in the following: collection of specimens, laboratory testing, immunization, and treatment of victims.
- ❑ Appropriate CMT member will notify the families of affected students. Student Life Office will provide information to remainder of student body.
- ❑ Office of Public Relations will coordinate any media releases that are necessary.
- ❑ Students and personnel in need of counseling services will be referred to the Family Center and/or Chaplain.

### Resources:

See Emergency Contacts, pages 33 and 34.

## **G. PHYSICAL VIOLENCE**

Harassment, threats, or intimidation, whether verbal or physical, of any member of the College community is considered a very serious offense and will be dealt with accordingly. **See Student Handbook or Faculty/Staff Handbook for further details and policies.**

### 1. ASSAULT

- Call 911 -- emergency squad/medical
- Pastoral notification of family --- President or designee
- Assign staff member of same sex to accompany victim as needed through medical attention, police investigation

### 2. HOMICIDE

- Call 911 -- emergency squad/medical
- Call Athens Police Department, 423-744-2730
- Pastoral notification of family – President or designee
- Report to OSHA if employee-related
- File worker’s compensation report
- See DEATH, page 13

### 3. KIDNAPPING

- Call 911 -- emergency squad/medical
- Call Athens Police Department, 423-744-2730
- Pastoral notification of family --- President or designee

### 4. RAPE/SEXUAL ABUSE (FORCIBLE SEX OFFENSE)

- Call 911 -- emergency squad/medical
- Call Athens Police Department, 423-744-2730
- Pastoral notification of family -- President or designee
- Assign staff member of same sex to accompany victim as needed through medical attention (hospital care, rape kit, exam procedures) and the police investigation (collection of evidence and questioning by law enforcement).
- Pursue counseling possibilities for victim

### 5. ROBBERY

- Call 911 -- emergency squad/medical if injuries involved
- Call Athens Police Department, 423-744-2730
- Contact insurance company to report loss

## H. POWER FAILURE

The response procedures are dependent upon whether we have or do not have advance warning and whether classes are in session or not in session.

### 1. Power outage WITH ADVANCE warning

- ❑ If after consultation with Vice President for Academic Affairs and Registrar, classes will be cancelled or the daily class schedule changed, notify:
  1. Area radio and TV stations by Director of Public Relations
  2. Facilities Department by VP for Student Life or designee
  3. Faculty, staff and residence hall staff by VP for Student Life or designee
- ❑ Alert key personnel to specific responsibilities.
- ❑ Each individual should turn off all electrical equipment (computers, printers, typewriters, copiers, etc.).
- ❑ Facilities should shut off all electrical switches at the electrical panel.
- ❑ When power is restored, Facilities will check the effect of the power outage on the site (refrigerated food, clocks, timers, etc.).

### 2. Power outage WITHOUT ADVANCE warning

- ❑ Tune to the Emergency Broadcast System on battery-powered radio.
- ❑ The Director of Facilities and staff will survey the campus for any power problems or potential safety concerns that may have caused or resulted from the power outage.
- ❑ The Director of Facilities should contact the local power station to determine the nature of the power outage and whether any action is necessary by College personnel.
- ❑ If after consultation with Vice President for Academic Affairs and Registrar, classes will be cancelled or the daily class schedule changed, notify:
  1. Area radio and TV stations by Director of Public Relations
  2. Facilities Department by VP for Student Life or designee
  3. Faculty, staff and residence hall staff by VP for Student Life or designee
- ❑ Alert key personnel to specific responsibilities.
- ❑ Each individual should turn off all electrical equipment (computers, printers, typewriters, copiers, etc.).
- ❑ Facilities should shut off all electrical switches at the electrical panel.
- ❑ When power is restored, Facilities will check the effect of the power outage on the site (refrigerated food, clocks, timers, etc.).

## I. TERRORISM

The terrorist attacks in September 2001 have brought to light the need for college crisis management plans to include strategies to protect students and staff in the event of subsequent attacks. Two key variables in responding to a terrorist attack are the nature of terrorist threat and how much warning time there is. In all cases of terrorist threat, college officials should establish and maintain close communication with local public safety officials.

The Federal Bureau of Investigation (FBI) categorizes terrorism in the United States as one of two types—domestic terrorism or international terrorism. **Domestic terrorism** involves groups or individuals whose terrorist activities are directed at elements of our government or population without foreign direction. **International terrorism** involves groups or individuals whose terrorist activities are foreign-based and/or directed by countries or groups outside the U.S. or whose activities transcend national boundaries.

**Heightened security procedures** during times of terrorist threats should include:

- Making faculty and staff aware of emergency response plans
- Evaluating and refine security plans
- Encouraging college personnel to maintain a “heightened awareness” for suspicious activity on campus and to report same.
- Providing special attention to perimeter security.
- Maintaining a proactive effort of visitor access and control.
- Verifying the identity of service personnel and vendors visiting campus.
- Securing access to utilities, boiler rooms, HVAC systems and campus buildings.
- Evaluating food and water service stock, storage and protection.
- Assessing college health and medical preparedness.
- Conducting a status check of emergency communications mechanisms (two-way radios and cell phones, fire alarm systems, etc.)

According to the Federal Emergency Management Administration (FEMA), the weapons of mass destruction (WMD) likely to be used by terrorists fall into four categories:

1. **Conventional Weapons:** Include bombs and other explosive devices. The goal is to place students and personnel in a protected space and/or to increase the distance from the blast area. See BOMB THREAT for further guidelines.
2. **Chemical Weapons:** Include poisonous gases, liquids or solids that have toxic effects on people, animals or plants. Most chemical agents cause serious injuries or death. See HAZARDOUS MATERIALS for further guidelines. VP for Student Life, Assistant Dean of Students and Campus Safety should consider:
  - In the absence of gas masks, get all students and personnel into buildings, close all windows and doors, shut off heat, ventilation, and air conditioning (HVAC) systems.
  - Ground level spaces are preferable to basement areas because vapors may settle and become trapped in basements.
  - Decisions to evacuate should be based on reliable information from public safety officials about the location of the chemical release and the direction and speed of winds carrying the agent toward or away from the school.

3. **Biological Weapons** (bio-hazard): Include organisms or toxins that have illness-producing effects on people, livestock and crops, including anthrax, smallpox, and chemical agents. They can be dispersed as aerosols or airborne particles. Biological weapons present a particular challenge because symptoms may not present for days or weeks following exposure. Colleges must rely on medical expertise in the development of procedures for responding to biological attack. Follow procedures established by local emergency responders (fire department, police, SEMA, HAZMAT, etc.).
- ❑ Call 911 and alert the Crisis Command Team.
  - ❑ If an attack is identified while it is occurring, VP for Student Life or designee should move students into buildings, close all doors and windows, and shut down HVAC systems. Just as with chemical weapons, the goal is to prevent or reduce exposure to the substance.
  - ❑ The person(s) immediately exposed to the potential agent **MUST** remain where they are. They should try to avoid inhaling or touching the substance.
  - ❑ Try to contain the substance in the package in which it came. Don't attempt to clean any spilled contents. Cover the spilled contents and the package or letter with anything handy – trashcan, cardboard box, paper, etc.
  - ❑ Inform Facilities staff to shut down the heating and air-handling units in the affected area.
  - ❑ Proceed with lock-down procedures. Use a code and explain that information will be forthcoming. Try to dispel alarm and panic by keeping information basic. All students and personnel should remain in their respective areas until notified otherwise.
  - ❑ Do not evacuate students outside or send them off-campus until the emergency responders have done their investigation.
  - ❑ If it is necessary to move or evacuate students and personnel to a different location, the HAZMAT team or other emergency responder will provide instructions to administrators as to how it will be done. See EVACUATION, page 26.
  - ❑ Keep faculty, staff and students as informed as necessary. Work with emergency personnel who will provide the necessary and accurate information.
  - ❑ Debrief students and personnel after the incident.
4. **Nuclear Weapons**: Just as with conventional weapons, the goal is to place students and personnel in a protected space and/or to increase the distance from the blast area. Such weapons present a threat of not only blast effect but also exposure to radiation. Defense is extremely limited and survival depends on distance from the point of detonation.
- ❑ Move students and personnel to basement rooms if possible.
  - ❑ Move to interior hallways, away from windows, close doors to exterior rooms.
  - ❑ Students/personnel assume "duck and cover" position.
  - ❑ Shut off gas utilities.

## **J. WEAPONS SITUATION**

- ❑ Assess the situation.
- ❑ Call 911 and alert Crisis Command Team.
- ❑ CCT should gather as much detailed information as possible about location, identity and detailed description of individual; location and description of weapon; any pertinent background information on individual, including possible reason for carrying weapon and convey to local law enforcement upon arrival.
- ❑ **Do not use force or touch the person or weapon.**
- ❑ Evacuate appropriate areas of campus and/or building as necessary. (See EVACUATION, page 26).
- ❑ Remain calm and try not to raise your voice. Avoid heroics. Don't threaten.
- ❑ Police will advise you on how they intend to proceed.

## **K. VIOLENT WEATHER**

TWC utilizes the NOAA Public Alert Radio from the Department of Homeland Security as a means to monitor weather conditions and potential warnings for our area. The NOAA radio is in the Campus Safety Office for routine monitoring.

### **1. TORNADO SIGHTING OR SEVERE WINDSTORM**

**Tornado Watch:** A tornado watch is issued when the conditions are favorable for the formation of a tornado. The local National Weather Service will issue a watch bulletin to the local authorities and the local media.

**Tornado Warning:** A tornado warning is issued when a tornado is actually sighted visually or by radar. When you hear a "warning," take immediate protective action:

- Retain all students, staff, and visitors inside the building.
- Seek shelter in the lowest levels of buildings or an interior hallway, remaining clear of exterior windows and doors.
- If it is safe to do so, evacuate rooms having large roof spans (fieldhouse, auditoriums, etc.) or those that are located where they will receive the full force of the wind.
- Open windows and blinds and remain close to inside walls.
- Those personnel en route to campus should take shelter, if possible, at a safe location. Their supervisor should be contacted as quickly as possible informing him/her of their location.
- Faculty will account for all students in their classes, Residence Life/Student Life staff will account for residents, and Director of HR should account for faculty and staff.
- Monitor the am/fm radio and NOAA Public Alert Radio for information and warning notices.
- Notify utility companies of any break or suspected break.
- Shut off all electrical utilities. (When services are restored, check the effects of the storm on the facilities (broken windows, safety hazards, refrigeration, clocks, etc.)
- Designated individuals above will provide status reports on a regular basis to President and Crisis Command Team.

### **2. WINTER STORM: SNOW OR ICE**

- Assess the situation.
- If snow schedule is announced, campus schedules and operations will be adjusted accordingly.
- If school needs to close for more than one day, initiate Crisis Command Team, if needed.
- Consider implications for students and employees.
- Monitor campus for facilities damage or power outages.

## **V. EVACUATION PLAN**

Where there is sufficient advance warning of a natural or human caused disaster and the College population is considered to be in immediate danger, timely and systematic evacuation may be required.

### **A. ON CAMPUS**

- Activate fire alarm.
- Call 911 and alert Crisis Management Team.
- VP for Student Life or designee will alert classrooms, offices, and residence halls as necessary via Alert System.
- Evacuate building and go to designated location.
- Do NOT use elevators to evacuate a burning building.
- An appropriate faculty or staff member should take roll (collect the names of everyone present) at each Assembly Area.
- Do not re-enter any building until officials declare area safe.

### **B. OFF CAMPUS**

- Contact the Athens Police Department (423-744-2730) for traffic support to direct traffic flow away from the source of danger. Routes of egress will be chosen in relation to the crisis.
- Contact the Athens School System to provide necessary evacuation transportation for students and college personnel under the coordination of the Civil Defense Agency.

### **C. LOCKDOWN / SHELTER-IN-PLACE**

In some cases, evacuation is not the best response or not possible. When conditions inside are safer than outside, a reverse evacuation may be necessary. To protect building occupants from potential dangers in the building or from external dangers:

- Clear students and personnel from halls and report to nearest available classroom or gathering place.
- Close and lock all windows and doors and do not leave for any reason.
- In case of gas/chemical release, tape all windows and doors and seal the gap between bottom of door and floor if possible.
- Cover and stay away from all room and door windows.
- Move students to interior walls and drop.
- Shut off lights and be quiet.
- Wait for further instructions.

## **VI. NOTIFICATION/ALERT SYSTEM**

The College notification and alert system will be coordinated through the Student Life Office. In the event of inclement weather or emergency notifications, the VP for Student Life or designee will use the system to inform students, faculty, and staff. The alert system will be used in conjunction with other notification processes (email, campus webpage, local media).

## **VI. RESUMING OPERATIONS**

- ❑ Immediately after an emergency, the President and Crisis Management Team (CMT) will take steps to resume operations.
- ❑ The President will establish a recovery team, if necessary and establish priorities for resuming operations.
- ❑ The VP for Student Life, his designee and/or Campus Safety will continue to ensure the safety of personnel and students on the property, assess hazards, and maintain security at the incident site.
- ❑ The President or his designee will conduct an employee briefing.
- ❑ VP for External Relations will keep detailed records. The Director of Public Relations will take photographs of or videotape the damage.
- ❑ The VP for External Relations and Facilities will account for all damage-related costs, establish special job order numbers, and charge codes for purchases and repair work.
- ❑ Follow notification procedures (as outlined in this document).
  - Notify employees' families about the status of personnel on the property.
  - Notify off-duty personnel about work status.
  - Notify insurance carriers and appropriate government agencies.
- ❑ Campus Safety will protect undamaged property and close up building openings.
- ❑ Facilities will coordinate the removal of smoke, water and debris. Additionally, if needed, Facilities will protect equipment against moisture, restore sprinkler systems, physically secure the property, and restore power.
- ❑ The President or his designee will conduct an investigation and coordinate actions with appropriate government agencies.
- ❑ Facilities will conduct salvage operations while segregating damaged from undamaged property. They will keep damaged goods on hand until an insurance adjuster has visited to the premises. Materials that are seriously in the way of efforts will be moved to a location that will minimize exposure to the elements.
- ❑ The VP for External Relations and Facilities will take an inventory of damaged goods. This is usually done with the insurance adjuster, if there is any appreciable amount of goods or value. Goods released to an insurance adjuster should be documented and signed on an inventory stating the quantity and type of goods being removed.
- ❑ Facilities will restore equipment and property. For major repair work, review restoration plans with the insurance adjuster and appropriate government agencies.
- ❑ The VP for External Relations will assess the value of damaged property and assess the impact of business interruption.
- ❑ Appropriate individuals will maintain contact with suppliers.

## **VII. EVALUATION OF CRISIS MANAGEMENT**

### **A. REVIEW INTERNAL PLANS AND POLICIES**

- Evacuation plan
- Fire protection plan
- Safety and health program
- Environmental policies
- Security procedures
- Insurance programs
- Finance and purchasing procedures
- Campus closing policy
- Employee manuals
- Hazardous materials plan
- Process safety assessment
- Risk management plan
- Capital improvement program
- Mutual aid agreements with the community

### **B. MEET WITH OUTSIDE GROUPS**

- Community emergency management office
- Mayor or community administrator's office
- Local emergency planning committee (LEPC)
- Fire department
- Police department
- Emergency Medical Services Organization
- American Red Cross
- National Weather Service
- Public Works Department
- Planning Commission
- Telephone companies
- Electric utilities
- Neighboring businesses

### **C. IDENTIFY CODES AND REGULATIONS**

- Identify applicable federal, state and local regulations such as:
  - Occupational safety and health regulations
  - Environmental regulations
  - Fire codes
  - Seismic safety codes
  - Transportation regulations
  - Zoning regulations
  - Administration policies

### **D. IDENTIFY AND REVIEW CRITICAL SERVICES AND OPERATIONS**

- College services and the facilities and equipment needed to maintain them
- Lifeline services such as electrical power, water, sewer, gas, telecommunications and transportation
- Operations, equipment and personnel vital to the continued functioning of the facility

**CRISIS SITUATION REPORT**

(File with Vice President for Student Life's Office within 5 days of incident)

**Description of incident (include date, time, place):**

**Immediate actions by Crisis Command Team:**

**Describe assistance provided by Emergency Services:**

**Describe assistance provided by other community agencies/organizations:**

**Follow-up which has occurred/is occurring:**

With students:

With faculty/staff:

With parents:

With community:

**Recommendations to improve responses to such crises in future:**

**Person filing report:** \_\_\_\_\_

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

**Copy to be provided to the President's Office**

\*Attach a list of individuals directly involved in the incident.

## **VII. CRISIS COMMUNICATION PLAN**

Overseen by Director of Public Relations

### **A. OBJECTIVES**

- ❑ Communicate timely, accurate, and truthful information to the involved publics
- ❑ Retain public confidence in the college by reducing rumor and uncertainty
- ❑ Protect the welfare of students and employees

### **B. INITIAL RESPONSE TO CRISIS**

- ❑ The President or his designee will serve as College spokesperson.
- ❑ Determine an appropriate media response.
- ❑ Notify key constituencies.
- ❑ Alert the media.
  1. Prepare regular (hourly/daily/weekly depending on situation) statements for the media
    - confirm facts known
    - position Tennessee Wesleyan College as responsible and responsive to situation
    - prepare additional background information from reliable sources and fact sheets, if needed and to respond to telephone inquiries quickly
  2. Distribute all statements as follows: fax to media, email to media, email campus, post to the Tennessee Wesleyan College webpage.
- ❑ Establish a media center for media representatives. (Located in Glenn Lowe or in close proximity to the Crisis Management Command Center.) Should be staffed by an official from the External Affairs Department and provide multiple telephone lines. Work study students and support staff will be used to answer phones and serve as escorts for media to and from site as needed. General guidelines for Media Center:
  - Be cooperative and helpful to media and public
  - Absorb all "front line" media pressure
  - Report interview requests to the spokesperson for scheduling
  - Provide approved updates to telephone inquiries
  - Provide background information as available
  - Report any problems or unexpected issues with media relations
- ❑ Hold regular news briefings/conferences in the Glenn Lowe room, depending on nature, location and extent of crisis, detailing the information from news release.
- ❑ Work with Campus Safety to arrange for media personnel (photographers and videographers) on site as warranted by circumstances and safety.
- ❑ Keep a record log (hourly if possible) of the information that has been released, rumors heard and rumor control efforts. Include notes, news clippings and records of statements to help evaluate the incident and resulting action.
- ❑ Switchboard. Notify the Switchboard of the key facts (fact sheet) and where to refer calls pertaining to the crisis.
- ❑ Photography. Assign videographers and photographers to take pictures on the scene, as deemed appropriate and necessary.

### **C. RELEASE OF INFORMATION POLICY**

Depending on the nature of the crisis, the news media *may be given* any or all of the following information about the crisis, at the discretion of the Public Relations Office:

- Nature and location of the crisis
- Current status of crisis
- Person(s) or issue(s) involved
- Tennessee Wesleyan College's official response to the crisis
- Number of deaths/injuries (if any)
- Names of dead/injured (only after families have been notified)
- Approximate time event happened and when it came under control
- Damage (avoid giving specific dollar figures until insurance companies approve)
- Effect on Tennessee Wesleyan College's operation for the following day/week/month
- Basic facts about Tennessee Wesleyan College, its mission and programs
- When the next information will be available
- Name and title of spokesperson(s) to whom the facts can be attributed
- With approval from the Vice President for Student Life, the following "*directory information*" about students may be disclosed, according to the **Family Educational Rights and Privacy Act (FERPA)**:
  1. name and address
  2. date and place of birth
  3. major field of study
  4. participation in officially recognized sports and activities
  5. weight and heights of athletes
  6. dates of attendance
  7. degrees and awards received and other similar information

### **D. MEDIA RELATIONS POLICY - Dealing with the media and general inquiries**

- Follow guidelines of the above "Release of Information Policy".
- No reporter or photographer is to wander unescorted on campus during a crisis. If an escort is unavailable, a media ID tag will be issued at the media center. The College has no control of photographers, videographers or interviews made off-campus but *can* control those made on-campus.
- No reporter is to enter a residence hall without prior permission from the Vice President for Student Life.
- All inquiries, including telephone, by the media or general public during a crisis will be referred and routed to the Tennessee Wesleyan College Director of Public Relations Office at 423-746-5332.
- All telephone inquiries will be answered with a prepared statement issued by the spokesperson. This is the only information to be given over the phone. Inquiries from parents should be directed to the Student Life Office.
- No "off-the-record" statements should be made by campus personnel.
- Do not speculate; share candid but appropriate information and control rumors.
- Information is made available only after facts have been determined.
- Remember our real audience is our constituencies, not just the media.

**E. EVALUATION**

- ❑ Call a meeting of all staff involved in Crisis Communication.
- ❑ Review all internal and external communication about the crisis.
- ❑ Review all media coverage.
- ❑ Determine strengths and weaknesses of plan's execution.
- ❑ Make amendments to the plan as determined by evaluation.

**APPENDIX A**  
**WHERE TO CALL FOR HELP ON CAMPUS**

Updated: Summer 2007

**College's main # 423-745-7504. To call student housing from off campus,  
you must dial 746 then the extension number.**

<b>Question</b>	<b>Who</b>	<b>Where</b>	<b>Phone Ext.</b>
Academic Affairs, VP	Suzanne Hine	108 Lawrence Hall	5205
Academic Success Center	Patti Jones	Sherman Hall	5219
Evening Program	Stephanie West	Elliott Hall	252-1114
Alumni	Cindy Runyan	Old College	5331
Athletics	Donny Mayfield	James Robb Gymnasium	5290
Audio/Visual	Blake McCaslin	Lawrence Hall	5332
Bills	Business Office	Lawrence Hall	5262
Bookstore	Traci Bailey	Townsend Hall	5227
Business Affairs, VP	Martha Chambers	Lawrence Hall	5204
Campus Dining	Ansley Wilder	Sherman Hall	745-6985
Campus Minister	William McDonald	201 Sherman Hall	5283
Campus Safety		Townsend Hall	5223
		Cell Phone	887-3976
Career Development	Holland Vibbert	Townsend Hall	5224
Communications	Nicole Gibbs	Lawrence Hall	5312
Convocations	Holland Vibbert	Townsend Hall	5224
Drop/Add	Registrar's Office	Lawrence Hall	5282
Enrollment Services, VP	Stan Harrison	Lawrence Hall	5253
External Affairs, VP	Larry Wallace	Lawrence Hall	5329
Financial Aid	Robert Perry	Lawrence Hall	5209
Housing	Kathryn Paden	Townsend Hall	5255
Information Systems	Joe Passmore	Lawrence Hall	5339
Library	Sandra Clariday	Merner Pfeiffer Library	5249
Maintenance/Facilities	Mike Ingram	Facilities Building	5292
Parking Regulations	Student Life	Townsend Hall	5216
President	Stephen Condon	Old College	5201
Public Relations	Blake McCaslin	Lawrence Hall	5332
Registrar	Traci Williams	Lawrence Hall	5214
Sports Information	Donny Mayfield	James Robb Gymnasium	5290
SGA President	Jessica Robinson, Pres	Student Life Office	5216
Student Activities	Angela Wilcox	Townsend Hall	5206
Student Life, VP	Scott Mashburn	Townsend Hall	5203
Student Life	Marsha Zaleta	Townsend Hall	5216
Testing/Assessment	Jessica Dunsmore	Lawrence Hall	5213
<i>The New Exponent</i>		Townsend Hall	5294
Transcripts	Registrar's Office	Lawrence Hall	5282
Withdrawals	Registrar's Office	Lawrence Hall	5282
Workstudy	Bobbie Pennington	Lawrence Hall	5215

**APPENDIX B**

**EMERGENCY LIST OFF CAMPUS**

Updated 7/07

Emergency Contacts	Numbers	Special Contacts
911 Dispatcher*	911	
911 Office - Administration	(423) 745-7698	Marvin Kelly, Director
American Red Cross	(865) 584-2999	Knoxville
Athens City Public Works	(423) 744-2770 (423) 744-2745 (423) 744-2770	Garage
Athens Fire Department (non-emergency)	(423) 744-2720	Use 911 for emergencies
Athens Police Dept. (non-emergency)	(423) 744-2720	
Athens Regional Medical Center	(423) 745-1411	
Athens Utility Board	(423) 745-3131 (423) 745-4501	Power Outages Nights, Sundays, Holidays
Chemical Toxic & Oil Spills	(800) 262-3300	Also, natural disasters
Construction Information Hotline	(800) 858-6349	
Crime, Trauma, Death Scene & Bio Terrorism Clean-Up	(888) 979-2272	
FBI	(423) 472-1272 (865) 544-0751	Cleveland Knoxville
McMinn County Emergency Mgmt. Agency	(423) 744-5256	Non-emergency
McMinn County Health Department	(423) 745-7431	Jeannie Bentley, Director
McMinn County Highway Dept.	(423) 745-1820	
McMinn County Rescue Squad	(423) 745-6666	Also fire rescue
McMinn County Sheriff's Department	(423) 745-5622	
McMinn County Water Quality	(423) 745-3137	
Murray Guard	(423) 892-4308	
Poison Control Center (Asheville)	(828) 255-4490	
Tennessee Bureau of Investigation	(423) 634-3044	
Tennessee Emergency Management	(865) 981-2387	
Tennessee Highway Patrol Emergency	(423) 634-6890	Chattanooga
Tennessee Road Conditions	(800) 858-6349	
The Family Center	(423) 745-8942 office (423) 596-1429 cell	Cindy Ensminger
U.S. Marshals Service (Knoxville)	(865) 545-4182	
U.S. Secret Service (Knoxville)	(865) 545-4627	
Woods Memorial Hospital	(423) 263-3600	

\* All campus phones in offices and residence halls will appear up on 911's new enhanced systems. When a call is made to 911 the phone number and location will appear. When a call is made to 911 the person making the call must give their identity, the nature of the emergency and the exact location of emergency. The designated caller should also contact Tennessee Wesleyan College Campus Safety and the Facilities Office.

## **APPENDIX C**

### **EMERGENCY MANAGEMENT OFFICES AND RESOURCES**

Updated 7/07

#### **FEMA Headquarters**

Federal Emergency Management Agency  
500 C Street, SW  
Washington, DC 20472  
202-566-1600  
[www.fema.gov](http://www.fema.gov)

#### **State Emergency Management Agencies**

Tennessee (FEMA Region 4)  
Tennessee Emergency Management Agency  
3041 Sidaco Drive  
Nashville, TN 37204-1502  
615-741-4332  
[www.tnema.org](http://www.tnema.org)

#### **FEMA Regional Offices**

Region 1: Boston 617-223-9540	Region 6: Denton, TX 940-898-5399
Region 2: New York 212-680-3600	Region 7: Kansas City, MO 816-283-7061
Region 3: Philadelphia 215-931-5608	Region 8: Denver 303-235-4800
Region 4: Atlanta 770-220-5200	Region 9: Oakland, CA 510-627-7100
Region 5: Chicago 312-408-5500	Region 10: Bothell, WA 425-487-4600

**APPENDIX D**

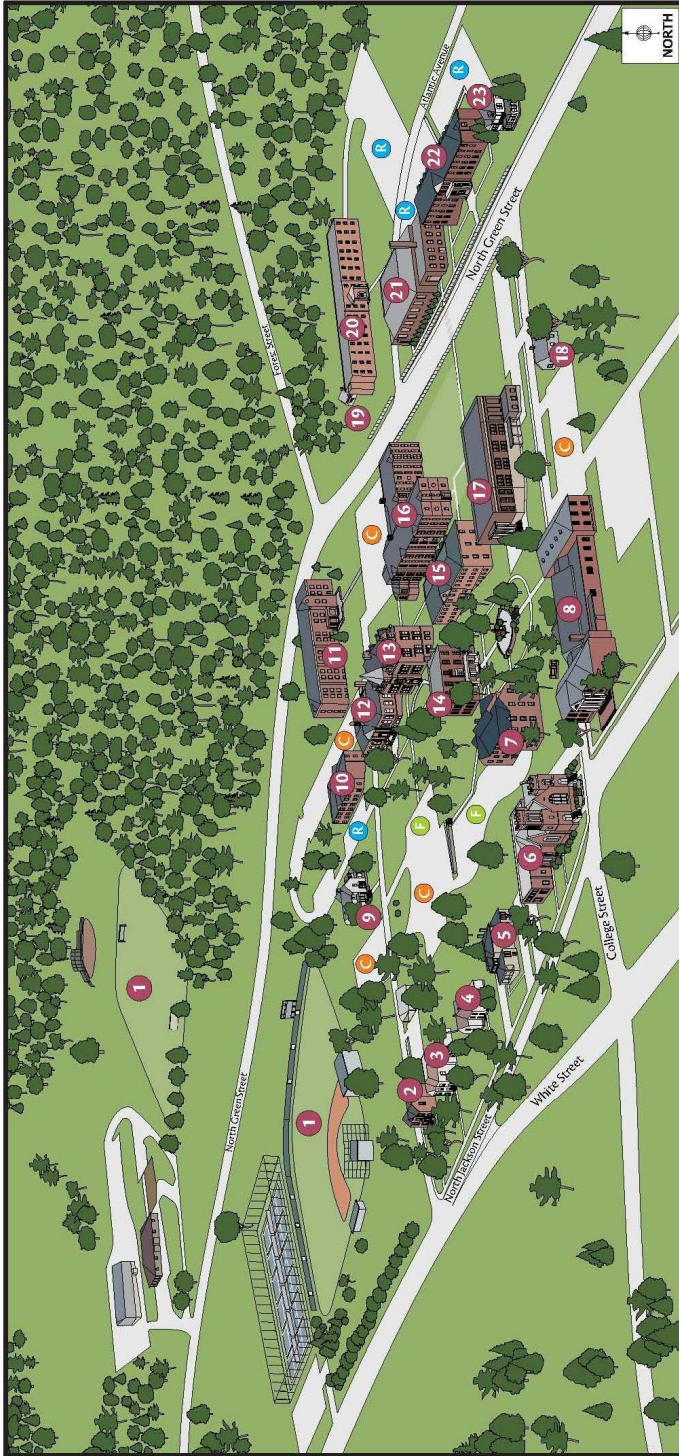
REGIONAL MAP





# APPENDIX F

## TENNESSEE WESLEYAN COLLEGE CAMPUS MAP



Produced and last updated for Tennessee Wesleyan College in September 2007 by mapinformation

### Tennessee Wesleyan College

#### Buildings:

1. Athletic Fields
2. Blakeslee Hall - Home of President
3. Wright House
4. Campus Residence
5. Brammer House - Office of Enrollment Services
6. Trinity United Methodist Church
7. Lawrence Administration Building

8. Sherman Fine Arts Building
9. Willson House - Home of VP for Student Life
10. Nocatula Apartments
11. Elliott Hall
12. Merner Pfeiffer Library
13. Banfield-Durham Hall
14. Old College
15. Fisher Hall of Science

16. Wesley Commons (student housing)
17. Townsend Memorial Hall
18. Johnson House
19. Roberts Maintenance Building
20. Keith Residence Hall
21. James L. Robb Gymnasium
22. Fowler Residence Hall
23. Brown House - Koinonia Center

- Parking:**
- Faculty/Staff Parking
  - Resident Parking
  - Commuter

## **APPENDIX G**

### **TERMS AND DEFINITIONS**

- A. STATE OF EMERGENCY: A condition that requires immediate action in order to save lives and maintain control of Tennessee Wesleyan College campus. A state of emergency will be declared and terminated by the President.
- B. CAMPUS EMERGENCY: Any emergency that might endanger the lives of Tennessee Wesleyan College population or buildings.
- C. COMMUNITY EMERGENCY: Any emergency in the surrounding McMinn County or Athens area that might endanger the Tennessee Wesleyan College population.
- D. STATE OR NATIONAL EMERGENCY: This type of an emergency will be managed by the McMinn County Emergency Management Agency. The Tennessee Wesleyan College Crisis Management Team (CMT) may be called on to assist in this event.
- E. CRISIS MANAGEMENT COMMAND CENTER (CMCC): The location from which the CMT will monitor, support and give direction during an emergency situation. Giving appropriate protective action and guiding supportive personnel services to and from the site of emergency.
- F. CRISIS MANAGEMENT TEAM (CMT): Individuals listed in this policy who will direct the College through a disaster or civil disturbance.
- G. EARLY WARNING SYSTEM: Warning of danger may come from sources such as television and radio. When the Crisis Management Plan (CMP) is implemented by the President, key CMT members or their designated representative will begin the first stage of the Crisis Management Plan.