



TENNESSEE COLLEGE OF APPLIED TECHNOLOGY

MURFREESBORO

MAIN CAMPUS & SMYRNA BRANCH CAMPUS

Crisis Response Manual

CODE	Content	Page
	Introduction	2
GREEN	Crisis Response/Communication Protocol	3
"W", "E"	Severe Weather: Weather Events / Earthquake	4
RED	Evacuation: Fire, Explosion, Chemical Spill, Gas Leak	5-6
BLUE	Medical Emergency/Body Fluid Spill	7
ORANGE	Student Fight/Disturbance, Suicide Threat	8
YELLOW	Lockdown: Gun on Campus, Hostage, Intruder, Kidnapping	9-10
BLACK	Evacuation: Bomb/Bomb Threat	10-11
	Bomb Threat Call Checklist	12
	Emergency Numbers - Murfreesboro / Smyrna / Rutherford Co.	13

INTRODUCTION

In an effort to be prepared for all types of emergencies/crises, TCAT Murfreesboro has established the following crisis management procedures. The purpose of these procedures is to provide an orderly course of action in response to specific situations which may occur on the campus.

The director or designee is the **person in charge** of any emergency situation at the school. The director/designee will establish the location of the **command center** and may call upon Crisis Response Team members, staff, or other non-school emergency responders when the need arises.

Upon arrival of non-school emergency responders, the director/designee will assist in coordinating emergency activities. During the course of the crisis, the director/designee will analyze the situation, adapting as needed.

In certain situations, the director/designee may assign instructors and/or staff members to assist in actions which deviate from normal operating procedures. Faculty and staff members will be notified of such mandates by means of a code system or other communication. In-house communication will be delivered personally to instructors and staff members by administrators.

Code GREEN	All administrators report immediately to the front lobby, Crisis Response Team on standby
Code W	Weather-related emergency, such as tornado warning or severe thunderstorm warning
Code E	Earthquake
Code RED	In case of fire or activation of fire alarm system, explosion, or chemical spill which requires evacuation of the building
Code BLUE	Medical emergency; any condition which could be/become life threatening, result in serious loss of blood, result in the victim going into shock; may be result of injury or existing medical condition (seizures, heart problems, diabetes, etc.)
Code ORANGE	Behavioral emergency; student fight/disturbance; impending student fight/disturbance; student suicide threat Announce: "Code ORANGE; Location: _____"
Code YELLOW	Lockdown; prompted by PA announcement, "Code YELLOW"
Code BLACK	Bomb threat

A code will be cancelled by the Director or his designee announcing "**Code __ - All CLEAR**"

CRISIS RESPONSE/COMMUNICATION PROTOCOL

1. Emergency Services

Dial 911 for Police, Fire, Ambulance, First Responders

- All emergencies should be reported to a senior administrator. All administrators will report to the front lobby upon notification of "Code GREEN". Instructors / staff will proceed with business as usual.
- Senior administrator will immediately notify all appropriate emergency personnel.
 - Tell dispatcher specifically where you are and what the emergency is. Remain there until help arrives.
 - If it is necessary to send anyone to the hospital by ambulance, send a staff member to serve as a liaison between the hospital and school administration. Relay progress reports as soon as possible.

2. Chain of Command

President - - - - - Dr. Carol Puryear
Vice President - - - - - Dr. Echell Eady
Coordinator of Financial Services - - - - - Michael Cole
Facilities Associate Lead - - - - - Jeremy Cloud

3. Crisis Response Team

President - - - - - Dr. Carol Puryear x112
Vice President - - - - - Dr. Echell Eady x116
Coordinator of Business Operations - - - - - Michael Cole x138
Facilities Associate Lead - - - - - Jeremy Cloud x240
Director of Allied Health - - - - - Trudy Kettenbach x148

4. Communication with the Media

TCAT Murfreesboro personnel must NOT provide any information to the public or to the media unless authorized to do so by the office of the Director. Only those individuals who are authorized to speak with the media may do so. The message is limited to that which is authorized by law enforcement officials and/or the Director. Use the message scripted below (revised to apply to the specific situation).

Communication with the Public / Media

"At the present time, these are the facts as we know them: There has been an incident at the Tennessee College of Applied Technology Murfreesboro. We are doing everything we can to ensure the safety of all personnel. This is a police matter, and the investigation continues."

After a crisis situation, only staff should answer the school phone for the remainder of the day.

WEATHER EVENTS SHELTER IN PLACE DROP, COVER, and HOLD

CODE “W”

Tornado or Other Severe Weather Conditions

The code for Severe Weather (“Code W”) will be announced by administration at which time all instructional equipment / electrical devices will be shut down. Students will be required to go to their classroom. Instructors will verify class rosters at this time. Instructors may maintain lecture instruction.

In case of a power failure all areas will be notified by members of the Crisis Response Team.

In the event of Imminent Threat:

- Faculty take roll book and students to their marked designated safe weather zone. SIT on floor and face wall. Stay away from doors. Maintain silence until all-clear signal is given. Refrain from cell phone use.
- If necessary, instructors should give the command, “EVERYBODY DOWN!” Students will respond by initiating - “Drop, Cover, and Hold”
- Remain in designated safe weather zone until “**Code W - ALL CLEAR**” is given.

In the event of damage:

- Shut off or disconnect any electrical or gas operated appliances
- Be alert for developing threats such as broken water pipes or electrical wires
- Communicate roll count of students to Office of Director at Murfreesboro Campus and Campus Coordinator's Office at Smyrna Campus as soon as possible
- Be prepared to evacuate if advised to do so
- If advised to evacuate, follow the fire drill plan

CODE E Earthquake

- Get under a desk, table, or any piece of heavy furniture away from outside walls and windows
- Leave doors to room open to prevent jamming
- All personnel drop to knees, make bodies as small as possible, bury face in arms, close eyes, cover ears and as much skin surface as possible
- If outside, move away from buildings and power lines to an open space; lie on stomach with face away from source of the event; initiate above actions
- Maintain “Drop, Cover, and Hold” position until a recognizable school staff person directs relocation or resumption of normal activities
- Faculty take roll book and students to designated evacuation meeting point.
- Keep students assembled and take roll
- After event, faculty and instructors keep students assembled in designated evacuation meeting point and check roll
- Do not enter any building until authorized to do so or until “**Code E - ALL CLEAR**” is given.

EVACUATION

CODE RED

Fire Procedures * Explosion * Chemical Spill * Gas Leak

Fire Drill Procedures

1. The signal for a fire drill will be the fire alarm. In case of power loss, all areas will be notified by a member of the crisis management team.
2. On the signal, all instructors should exit their classroom through the nearest doors located to the classroom. Students should be taken to their evacuation meeting points.
3. All instructors should have their roll book with them and check roll. Account for 100% of students and staff and report to Director's Office.
4. All School staff evacuate building to their assigned evacuation meeting point.
5. Facilities Coordinator or designee gathers building plans and reports to Command Center.
6. Students and instructors will re-enter the building as soon as the **"Code Red – ALL CLEAR"** signal is given.

In the event of an actual emergency, the fire alarm will sound, and/or the director/designee will announce "Code Red." At the signal, all school personnel, except Crisis Management Team, shall begin evacuation procedures. Instructors and students will evacuate the building via the nearest fire exit not impeded by fire. Evacuation routes are displayed on a map in each room. Instructors will call roll once they have assembled their respective students in their designated evacuation area at least 100 feet from the building. If any student is missing, the Office of Director will be notified and a search/rescue team will be formed to locate the missing student.

A member of the Office of Director will telephone 911.

Explosions

Individual and Group Safety:

The following should be followed in the event of an explosion:

- Know the exit/escape routes in advance from your office, classroom, and building.
- Be aware of the location of fire extinguishers and how to use them.
- If you are unable to evacuate because of the explosion, once in an area of refuge, immediately contact the Office of the Director.
- Once outside of the explosion area, go to designated evacuation meeting point and stay a safe distance away from the scene.

Gas Leak

The following are important safety considerations during a gas leak:

Initial Assessment:

- Do not spend undue time assessing the release.
- Report injuries.
- Provide as many details as possible to the Facilities Coordinator (the identification of the source of the release of gas, chemical or substance).
- Provide your location and the location of the odor to the Facilities Coordinator.

- Clear the area immediately, providing assistance to those with special needs.
- Notify others to leave other areas in close proximity to the location.
- Report to your department's designated evacuation point, a safe distance away from the affected area.

Source Control:

If known, identify emergency shutoff devices before exiting the affected area.

If release occurs indoors, close doors and windows and turn off HVAC systems.

Evacuation of Building or Area:

Move to designated evacuation point a safe distance away from the gas leak area.

Do not smoke or use a cigarette lighter anywhere near the area of the gas leak.

Chemical Spill

- The wide range and quantities of hazardous chemical substances used in TCAT Murfreesboro facilities require preplanning in order for accidental releases to be handled in a safe manner.
- The cleanup of a chemical spill should only be taken by knowledgeable and experienced personnel.

Minor Chemical Spill

- A **minor** spill is one where the individual(s) responsible for the spill feel that they are capable of handling the spill safely without the use of respiratory protection or the assistance of specially trained emergency response personnel.
- In the event of a minor chemical spill:
 - Alert people in the immediate area of the spill.
 - Wear protective equipment as needed, including safety goggles or face shield, gloves and long sleeved clothing and lab coat.
 - Avoid breathing vapors from the spill.
 - Confine the spill to a small area with absorbent materials.
 - Use an appropriate spill kit to neutralize and absorb inorganic acids and bases. For other chemicals, use appropriate kit or absorb with vermiculite, sand or other inert materials.
 - Collect all residue, place in a solid container with a screw cap, label the container, and call Coordinator of Facilities for disposal information.
 - Clean the spill area with water.

Major Chemical Spill

- All other chemical spills are considered **major**. The Office of the Director or Facilities Coordinator should be contacted immediately so that they can contact the necessary response. In any case, if a spill or leak occurs and there is the possibility of an adverse exposure to occupants of the affected area(s), the personnel should evacuate immediately.
- In the event of a major spill of a hazardous material:
 - Evacuate immediately and call the Office of the Director and the Facilities Coordinator.
 - Alert people in the surrounding area to evacuate.
 - If there is no health or safety risk, turn off ignition and heat sources and maintain fume hood ventilation.
 - Close doors to the affected area once the area is evacuated.
 - Have someone knowledgeable of the incident and the facility assist the emergency personnel upon their arrival.

CODE BLUE

Accident/Medical Emergency Procedure/Body Fluid Spill

Accident Procedure

In the event of serious or extensive injury, the faculty to whom the student is assigned (or the first staff upon the scene in the event that injury occurs when the student is not under specific teacher observation) shall adhere to the following procedures:

- Do NOT move the injured party unless there is immediate danger. Render first aid ONLY.
- In case of seizures, do not physically restrain or try to force anything between the teeth. Protect head, arms and legs from injury from surrounding objects.
- Notify the Office of the Director by the most expedient method possible.
 - Give injured party's name
 - Describe possible extent of injury

Life Threatening Injury - Unconscious, Difficulty Breathing/Choking, Seizures, Chest Pain, Major Bleed

- IF ALONE go immediately to nearest telephone and dial 911
- IF NOT ALONE, stay with person and send someone to nearest telephone to dial 911
- Be prepared to give 911 personnel nature of injury and location of school
- Notify Office of Director as soon as possible – Code Blue is announced
- After event is contained Office of Director will announce **“Code Blue – ALL CLEAR”**

Serious Injury/Illness —Allergic reactions, rape/assault, injuries with controllable bleeding, etc

- Notify Office of Director – Code Blue is announced
- Initial response will be by a member of the Crisis Response Team.
- Contact Emergency Medical Service (EMS) and transport by ambulance.
- Initial evaluation of injury and documentation completed by Crisis Response Team.
- After event is contained Office of Director will announce **“Code Blue – ALL CLEAR”**

Minor injury/illness – Non- Life Threatening – Fever, vomiting, headache, small cuts, etc

The individual will be allowed to notify or asked if they would like for someone to notify a parent, spouse or significant other. The injured party can be allowed to have a responsible individual drive him/her home, to an approved medical facility, or to an approved physician. The instructor will complete an accident report and return it to the Assistant Director's Office.

Body Fluid Spills Universal Precautions

Universal Precautions is a term used to describe the procedure for treating all blood and human body fluids as if they are infectious. This procedure should be followed in order to prevent the spread of infectious diseases such as hepatitis and AIDS.

In a situation where there is a need to clean a body fluid spill, use the following procedure:

1. Notify the Office of the Director.
2. Always use latex gloves. A box of gloves is available in the front office at all times.
3. Do not allow students to come into contact with the fluid.
4. If bleeding is occurring freely, apply pressure to stop or slow the bleeding.
5. Once the bleeding has been stopped it may be necessary to get the student clean clothing.
6. If there is blood on the floor, summon the custodial staff clean to it.
7. If the soiled area is small, use a solution of 1 part bleach and 4 parts water to clean the area. For large areas, Spill Kits are available in First Aid Kits and from Facilities Coordinator.

CODE ORANGE Student Fights * Student Disturbances * Suicide Threat

Student-Student Fights

Training is required to break up a fight safely. However, the following outlines some tips if training has not been made available to stop a fight before it becomes physically violent.

Several keys to early intervention/prevention:

- Don't ignore warning signs
- Get assistance
- Remove students from the area
- Approach calmly and confidently
- Use a distraction such as a shout, blink the lights, or clap before communicating with the participants
- Use non-verbal gestures that are calm, supportive, and rational
- Do not take sides
- Separate the participants and allow them time to calm down

If a fight ensues, do not jump into the fight. Physical intervention should be the last resort, and it should be a team effort. If a staff member is alone:

- Call Office of Director for Code Orange
- Switch Board Operator calls 911 upon hearing Code Orange.
- Remove possible obstacles and weapons
- Remove students and onlookers
- Again try verbal intervention until assistance arrives
- After event Office of Director announces **"Code Orange – ALL CLEAR"**

Suicide Threat Checklist

Under no circumstances do you leave the student alone

- Talk to the student while determining if there are any dangerous instruments; Remove them if possible.
- Remove the student if possible. If not possible, remove other students.
- Notify the Office of the Director who will:
 - Call the police
 - Calm the student by talking reassuringly until police arrive
 - Try to protect the student
 - Follow up
 - Check to see that the student is receiving the appropriate services

LOCKDOWN CODE YELLOW Gun on Campus * Hostage * Intruder * Kidnapping

Gun on Campus

An individual is **Suspected** to Be or Is in Possession of Firearm.

- Except in extreme emergencies, no faculty or staff should attempt to disarm the individual.
- If the faculty has a valid reason to suspect that an individual is in possession of a lethal weapon, immediately advise the Office of the Director.
- The administration will handle the situation and determine if Code Yellow is warranted.

Hostage Situation

If the hostage situation occurs in your class or area of supervision:

- Notify Office of Director as soon as possible.
- Do not panic. Help keep students calm. Avoid quick movements.
- Inform students to follow hostage taker's instructions.
- Do not try to be a hero by taking on the attacker.
- Do not try to negotiate; this is the responsibility of law enforcement.
- Try to accommodate attacker. Be respectful when talking to him/her. Never argue.
- Keep your gradebook. Know who is absent that day.
- Stay alert. Attempt escape only if attackers fall asleep. Evacuate students first.
- Be observant and try to remember everything you see or hear.
- Trust law enforcement negotiator. Do not criticize their actions.
- If rescue takes place, **do everything the rescuers command immediately.**
- Be prepared for the unexpected and possible courses of actions for various contingencies.

If a staff member observes a hostage situation:

- Make no personal intervention into the situation.
- Quietly remove self from area.
- Notify the Office of the Director who will in turn notify the police.
- Remain out of sight of hostage takers.
- Remain near the area to prevent other staff or students from entering the area.
- If Code Yellow is announced follow Lock Down Procedure (See Below)

Intruder in the Building

- The first person to notice an intruder (person with a weapon or person who is upset or acting out of control) should notify the Office of the Director.
- The office will then announce "Code Yellow in _____ Building/ Training Area.
- All personnel will initiate the lockdown procedure (See Below).

LOCKDOWN PROCEDURE

Upon observation of a situation outlined above, or upon a prompt from the Office of the Director, Students and staff inside the school will:

- go to the nearest room, close the door, lock it if possible; turn off lights, audio equipment, cell phones
- close the blinds or curtains
- lie down on the floor away from doors and windows
- remain on the floor until further directions are given (no exceptions)
- do not allow students to leave -- take an accurate roll
- students and staff outside the school will move as far away from the building as possible
- remain outside until further directions are given

All students and faculty remain in Lockdown mode until "Code Yellow – ALL CLEAR" is announced by the Office of Director.

Kidnapping

After ascertaining a kidnapping has occurred, **the Office of the Director WILL:**

1. Call 911
2. **NOT** release information to the media unless instructed.

BOMB THREAT CODE BLACK

In the event a bomb is suspected on campus the following procedures will be followed for:

A. Suspicious Object

- If you observe a suspicious object or potential bomb on campus, **DO NOT HANDLE THE OBJECT!** Do not use a cell phone in the area of the suspicious object.
- Remove students from the area. Immediately contact the Office of Director.
- The Director shall notify the Rutherford County Sheriff's Department (898-7770) or 911 and announce "Code Black."
- Faculty, staff and students will immediately evacuate all buildings and assemble in their designated evacuation meeting points. **No audio alarm will sound.**
- **Students, Faculty, and Staff should refrain from leaving the campus unless instructed to do so by the Office of Director.**
- The Office of Director will provide Law Enforcement Personnel with building plans, keys and general knowledge concerning the facility as needed for search purposes. **No other personnel should enter the building once evacuated.**
- Re-entry into the building will take place only when applicable Law Enforcement Personnel and the Director deem it safe.
- After event the Office of Director will announce "Code Black – ALL CLEAR"

B. Threat via phone call

- Use **Bomb Threat Call Checklist**. (see end of section)
- Upon receipt of bomb threat, the person receiving call should make every attempt to:
 - Prolong the conversation.
 - Identify background noise.
 - Note distinguishing voice characteristics.
 - Question the caller as to bomb description, where it is, when it goes off.
 - Try to determine caller's knowledge of the facility.
- Office of Director should be notified immediately.
- Office of Director shall notify the Rutherford Co. Sheriff's Office (898-7770) or 911.
- Faculty, staff and students evacuate all buildings and assemble in their designated evacuation meeting points. **No audio alarm will sound.**
- **DO NOT TOUCH OBJECT!!** Do not open drawers, cabinets, or turn lights ON/OFF.
- If requested, assist emergency crews as necessary.

C. General Information:

- **All personnel should constantly be aware of their physical surroundings.** Observe and report to the Office of Director any suspicious persons, packages, vehicles, and etc. Remember to provide detailed descriptions whenever possible.
- All personnel should be alert for threats made by disgruntled students applicants, employees, parents, and people at large. Report any threat you hear to the Office of Director. Pay attention to detail; for example, tire, place, description of the subject, type of vehicle driven, license plate number, etc.
- If **suspicious property** is encountered **do not attempt to handle**. If you have reason to believe the object presents a threat, clear the area and notify the Office of Director.
- Should a building search be necessary, be prepared to assist Law Enforcement Personnel if asked. It is probable you will be asked to identify objects, containers, etc. within your area.
- **Students, Faculty, and Staff should refrain from leaving the campus unless instructed to do so by the Director's Office.** Instructors must take attendance after students are reassembled and have them remain together as your class.
- Employees must assist disabled individuals during an emergency. If an employee is not available, OTHERS MUST ASSIST PERSONS WITH DISABILITIES IN EXITING THE BUILDING!
- DO NOT PANIC!



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MURFREESBORO

BOMB THREAT CALL CHECKLIST

INSTRUCTIONS: Be calm. Be courteous. Listen, do not interrupt the caller. Notify your immediate supervisor as soon as possible. Talk to no one other than instructed by the Director.

DATE: _____ TIME: _____ PHONE NO. DISPLAYED: _____

EXACT WORDS OF CALLER:

Questions to ask:

What time is it set for? _____

Where is it? _____

What does it look like? _____

What kind of bomb is it _____

What will cause it to explode? _____

Did you place the bomb? _____

Why are you doing this? _____

What is your name? _____

What is your address? _____

TRY TO DETERMINE THE FOLLOWING:

Caller's Identity	Male	Female	Juvenile	Years of Age: _____	Adult			
Voice	Loud	Soft	High Pitch	Deep	Raspy	Pleasant	Intox./ Drugged	
Accent	Local	U.S. Regional	Foreign					
Speech	Fast	Slow	Distorted	Stutter	Slurred	Lisp	Nasal	Distinct
Language	Excellent	Good	Fair	Poor	Foul			
Manner	Calm	Angry	Rational	Irrational	Coherent	Incoherent	Deliberate	
Back-ground Noises	Office Machine	Factory Machine	Train or Airplane	Traffic	Music	Quiet	Animals	Party Atmosphere

Person Receiving Call:

EMERGENCY TELEPHONE NUMBERS

City of Murfreesboro (615)

Murfreesboro City Hall - - - - -	615-893-5210
Murfreesboro Mayor - - - - -	615-849-2629
Murfreesboro Police Department - - - - -	615-893-1311
Murfreesboro Police Chief - - - - -	615-849-2673
Murfreesboro Fire Department - - - - -	615-893-1311
Murfreesboro Fire Chief - - - - -	615-893-1422
Murfreesboro Street Department - - - - -	615-893-4380

Town of Smyrna (615)

Smyrna City Hall - - - - -	615-459-2553
Smyrna Mayor - - - - -	615-355-5710
Smyrna Police Department - - - - -	615-459-6644
Smyrna Fire Department - - - - -	615-459-6644
Smyrna Fire Chief - - - - -	615-459-9735 ext. 7500

Rutherford County (615)

Airport Authority- - - - -	615-848-3524
County Mayor - - - - -	615-898-7745
Sheriff's Office - - - - -	615-898-7770
County Jail - - - - -	615-898-7774
County Fire Department - - - - -	615-867-4626
County Highway Department - - - - -	615-898-7856
Murfreesboro Electric - - - - -	615-893-5515

State of Tennessee

Tennessee Highway Patrol - - - - -	615-741-0015
Tennessee Bureau Investigation - - - - -	615-744-4000
Tennessee Emergency Management Agency (TEMA) - - - - -	1-800-262-3400
Poison Control - - - - -	1-800-222-1222

Area Hospitals

Ambulance Services (Non-Emergency) - - - - -	615-896-2520
Saint Thomas Rutherford Hospital - - - - -	615-396-4100
TriStar Stonecrest Medical Center - - - - -	615-768-2000