



# EMERGENCY PROCEDURES

## KNOW WHAT TO DO BEFORE A DISASTER STRIKES

> Local emergency services:	911
> Claiborne County Campus Police Tazewell Police Department:	423.851.4778 423.626.5104
<i>1325 Claiborne Street   Tazewell, TN 37879</i>	
> Expo Center Campus Police:	423.585.6752
<i>1615 Pavilion Drive   White Pine, TN 37890</i>	
> Morristown Campus Police:	423.585.6752
<i>500 South Davy Crockett Parkway   Morristown, TN 37813</i>	
> Newport Center Newport Police Department:	423.623.5556
<i>115 Mulberry Street   Newport, TN 37821</i>	
> Niswonger Campus Police:	423.798.7961
<i>221 N. College Street   Greeneville, TN 37745</i>	
> Sevier County Campus Police:	865.774.5813
<i>1720 Old Newport Highway   Sevierville, TN 37876</i>	
> Workforce Training Facility in Greeneville / Campus Police:	423.798.7961
Greeneville City Police Department:	423.639.7111
<i>4680 West Andrew Johnson Highway   Greeneville, TN 37745</i>	

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- Always act on evacuation alarm or notification from building, floor or area coordinators, or from local emergency services.
  - Coordinators can be identified by their orange florescent vest.
  - For more information on emergency management at Walters State refer to: [ws.edu/student-services/campus-safety/emergency](https://www.waltersstate.edu/student-services/campus-safety/emergency).
  - To keep updated following an emergency refer to Walters State's Homepage and social media links such as Twitter and Facebook.

# Actions to take upon hearing the evacuation alarm (fire alarm) or upon being instructed by a campus official

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- Evacuate the building IMMEDIATELY via the nearest unobstructed fire exit — unless instructed otherwise.
- Gather any personal items within reach such as backpack, keys, electronics, purses or wallets. Do not go back to an area that you are away from to get personal items.
- Follow the instructions of building, floor or area coordinators at all times. Assist individuals with disabilities if asked.
- If you need help getting out of a building that is not ground level, proceed to the refuge area and contact campus police or local 911.
- Help guide visitors out of the building.
- Move quickly, calmly and as quietly as possible.
- DO NOT use elevators.
- DO NOT carry food or drink.
- Merge in stairwells with occupants from other floors to exit the building.
- Assemble at the designated outdoor rally point for the building occupied.
- Advise the building or floor coordinator if anyone you know is unaccounted for.
- DO NOT re-enter the building until the ALL CLEAR has been given by the building coordinator or local fire department.

## **AFTER HOURS, ALL BUILDING OCCUPANTS MUST:**

- › Know the location of the nearest fire alarm, emergency exit and evacuation rally point.
- › Call 911 and/or campus police.
- › Proceed out of the building to the designated rally point to await further instruction.

## **ALL CLEAR**

- › Remain at the rally point until the ALL CLEAR is announced by building coordinator, campus police or local emergency services.
- › If the fire alarm stops, it does not mean the emergency is over.
- › Normal routine may resume once the ALL CLEAR is given by an official of the college or emergency services.

# Actions to take if required to relocate, to a more protected area

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➤ **When information is received from any WSCC personnel that relocation is necessary, relocate inside the building as follows:**

- Proceed to the assigned building relocation area IMMEDIATELY via the nearest unobstructed fire exit — unless instructed otherwise. Move quickly, calmly, and as quietly as possible.
- Gather any personal items within reach such as backpack, keys, electronics, purses or wallets. Do not go back to an area that you are away from to get personal items.
- Check your area to ensure everyone is out.
- Close doors (DO NOT LOCK) and turn off lights to indicate the area has been checked and cleared.
- Follow the instructions of building, floor or area coordinators at all times when instruction is being given. Assist individuals with disabilities if asked.

- If you need help getting to the relocation area, proceed to the refuge area and contact campus police or local 911.
- DO NOT use elevators.
- DO NOT carry food or drink.
- Merge in stairwells with occupants from other floors to exit the building.
- Assemble at the designated indoor relocation area for the building occupied.
- Once there, sit on floor with knees drawn to chest and protect your head and neck with your hands and arms, books, purse or backpack until danger has passed.
- Advise the building or floor coordinator if anyone you know is unaccounted for.
- DO NOT leave the relocation area until the ALL CLEAR has been given by the building coordinator, campus police or local emergency services.

## **AFTER HOURS, ALL BUILDING OCCUPANTS MUST:**

- Know the location of the nearest emergency exit and designated relocation area.
- Call 911 and/or campus police.
- Proceed out of the building to the designated rally point to await further instruction.

## **ALL CLEAR**

- Remain at relocation area until the ALL CLEAR is announced by the building coordinator, campus police or local emergency services.

# Actions to take if required to lockdown or shelter-in-place

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## PROTECTIVE ACTIONS

### › Take appropriate steps to reduce your vulnerability as:

- Silence cell phones and place signs in windows; but remember the attacker may see these as well.
- Close blinds, block windows, turn off radios, and computers.
- Place signs in exterior windows identifying location and injured.
- Keep calm and quiet.
- After securing the room, people should be positioned out of sight and behind items that may offer protection.

## UNSECURED AREAS

### › If you find yourself in an open area, immediately seek protection by:

- Putting something between you and the assailant.

- Consider trying to escape if you know where the assailant is and there appears to be an escape route immediately available to you.
- If in doubt, find the safest area available and secure it the best way you can.

## PROVIDE SITUATIONAL INTELLIGENCE

### › If safe to do so, call 911 and provide the following:

- What is happening?
- Where you are located, including the building name and room number.
- Injuries, if any, including the number of injured and types of injuries.
- Your name and other information requested.

### AFTER HOURS, ALL BUILDING OCCUPANTS MUST:

- › Know the location of the nearest emergency exit and designated relocation area.
- › Call 911 and/or campus police.
- › Stay in lock down/shelter-in-place area and await further instructions.

### ALL CLEAR

- › Remain at relocation area until the ALL CLEAR is announced by the building coordinator, campus police or local emergency services.

# If you see, smell, suspect or discover a fire or smoke

**If safe, rescue/remove persons in immediate danger.**

**Activate alarm and call 911.**

**If safe, confine/contain the fire. Close doors after exiting the area.**

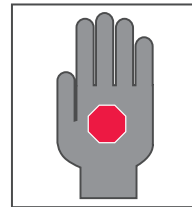
## WHEN FIRE OR SMOKE IS DISCOVERED

- Walk, DO NOT run, to the nearest unobstructed emergency exit.
- DO NOT push or crowd.
- Merge with other occupants from other floors.
- DO NOT use elevators.
- DO NOT carry food or drinks.
- Feel doors, bottom to top, for heat using the back of your hand. If hot do not open door. If not hot, open the door slowly, standing behind and to one side.
- Exit building and proceed to the designated outdoor rally point for the building occupied.

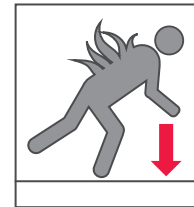
## IF CAUGHT IN SMOKE

- Drop to your hands and knees and crawl to exit.
- Stay low to the floor as smoke will rise to the ceiling. Hold your breath as much as possible. Breathe shallowly through nose and use dry cloth (shirt, jacket, etc.) as a filter.

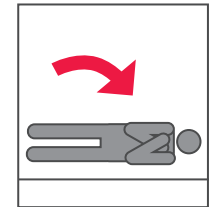
## IF CLOTHING CATCHES FIRE, IMMEDIATELY STOP, DROP AND ROLL



**STOP**



**DROP**



**ROLL**

### IF TRAPPED IN A ROOM:

- › Place cloth material around or under the door to prevent smoke from entering the room. Close, DO NOT LOCK, as many doors as possible between you and the fire. Be prepared to signal from a window but do not break the window unless absolutely necessary.

### IF FORCED TO ADVANCE THROUGH FLAMES:

- › Hold your breath, move quickly, and cover your head and hair.
- › Keep your head down and eyes closed as much as possible.

**FIRE**

# Loss of power, lighting, water, elevators, communications and computer network

## ASSESS THE EXTENT AND IMPACT OF THE FAILURE

### Minor Failure

MINOR DISRUPTION TO ROUTINE OPERATIONS, CONTACT:

- > Facilities Management 423.585.2664
- > Help Desk 423.318.2742

### Major Failure

MAJOR DISRUPTION TO ROUTINE OPERATIONS CONTACT:

- > Local emergency services 911
- > Facilities Management 423.585.2664
- > Campus Police
  - Claiborne County Campus Police 423.851.4778
  - Tazewell Police Department: 423.626.5104
  - Expo Center Campus Police: 423.585.6752
  - Morristown Campus Police: 423.585.6752
  - Newport Center Newport Police Department: 423.623.5556
  - Niswonger Campus Police: 423.798.7961
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  - Greeneville City Police Department: 423.639.7111

> If there is a power or water failure within the building, please ensure that any equipment/faucets being used at the time of the outage are turned off and/or disconnected.

> If you are in an elevator during a power outage or experience an elevator failure:

- STAY CALM. Use the elevator emergency phone. This will connect you directly with the elevator monitoring service. Use your cell phone to contact Facilities Management or Campus Police as listed above.
- DO NOT try to open the elevator doors or climb out.
- Wait for the arrival of the elevator company staff.



# Bomb threat information check sheet

Date:	Time of call:
Exact words used by caller:	
Description of caller: <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Adult <input type="checkbox"/> Juvenile	Estimated age:
Ethnicity:	Accent: <input type="checkbox"/> Yes <input type="checkbox"/> No
Speech: <input type="checkbox"/> Fast <input type="checkbox"/> Slow <input type="checkbox"/> Slurred <input type="checkbox"/> Loud <input type="checkbox"/> Soft <input type="checkbox"/> Nasal <input type="checkbox"/> High <input type="checkbox"/> Deep <input type="checkbox"/> Well Spoken <input type="checkbox"/> Clear <input type="checkbox"/> Muffled <input type="checkbox"/> Stutter <input type="checkbox"/> Lisp <input type="checkbox"/> Foul <input type="checkbox"/> Well Spoken <input type="checkbox"/> Poorly Spoken	
Background noise: <input type="checkbox"/> Traffic <input type="checkbox"/> Trains <input type="checkbox"/> Factory <input type="checkbox"/> Aircraft <input type="checkbox"/> Office <input type="checkbox"/> Party <input type="checkbox"/> Voice <input type="checkbox"/> Quiet	
Other Background Noise:	

Questions to Ask	Answers
1) Where is the bomb now?	
2) What time will it explode?	
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) What is your name?	
8) What is your address?	

# Bomb threat — treat as genuine

## FOLLOW THESE STEPS

- › Listen carefully and get information. **DO NOT** interrupt the caller.
- › Report the threat **IMMEDIATELY** to the local police, 911. Then contact **Campus Police at your location or have someone else contact them.**
- › Note **EXACT** wording of the threat from caller.
- › Keep the person talking and note answers to:
  - WHEN will the bomb explode?
  - WHERE did you put the bomb?
  - WHAT does it look like?
  - WHAT kind of bomb is it?
  - WHAT will make it explode?
  - HOW long has the bomb been in position?
- › Provide police the information obtained to include but not limited to:
  - State your name and location, including city.
  - State location of bomb and time set to explode, if known.
  - Answer any questions as best you can, and follow the instructions given by police.
  - Notify and evacuate staff verbally if necessary.
  - **DO NOT** activate fire alarm (unless directed to do so by police).
  - **DO NOT** use cell phones.
  - **DO NOT** touch or move any suspicious object!
  - If caller hangs up, do not use the phone the call came in on until cleared by police to do so.
  - Note the time the call was received and the phone number it was received from if available.

**ONCE EVACUATED, DISPERSE AS FAR AWAY FROM THE BUILDING AS POSSIBLE TO THE RALLY POINT DESIGNATED FOR THE BUILDING OCCUPIED. IF POSSIBLE TAKE COVER BEHIND AVAILABLE OBJECTS IN THE EVENT OF DETONATION.**

**COMPLETE THE BOMB THREAT CHECKLIST ON THE PREVIOUS PAGE.**





# If you are a victim of, or witness to, an active shooter

## RUN

Escape if you can safely do so.

## HIDE

If unable to escape, hide.

## FIGHT

If unable to run or hide, as the last resort fight.

**IN RESPONSE TO THE SOUND OF GUNFIRE, THE REPORT OF A SHOOTING OR WITNESSING A SHOOTING EVENT, THE FOLLOWING ACTIONS ARE RECOMMENDED.**

**> If the shooter is inside your building and you can escape:**

- Do so by way of the nearest exit or window.
- Notify anyone you encounter to exit the building immediately.
- Evacuate to a safe area away from the danger, and take protective cover.
- If you get out of the building and do not see a police officer, call 911 IMMEDIATELY.

**> If you are unable to escape the building:**

- Move out of hallways and into an office or classroom and lock the door.
- If the door will not lock, barricade it with whatever is available.
- Turn off the lights and silence your phone.
- Stay away from doors and windows.
- If possible and safe to do so call 911.
- Wait for police to come and find you.
- DO NOT answer the door or respond to commands until you are certain they are issued by a police officer or campus official.

**> If the shooter enters your office or classroom:**

- If possible and safe to do so call 911.
- If you cannot speak, leave the line open so the police can hear what's going on.
- As a last resort, FIGHT. Attempt to overcome the attacker.

**> If you are outside when a shooting occurs:**

- Drop to the ground immediately, face down as flat as possible.
- If within a few feet of a safe place for cover, duck and run to it.
- Move or crawl away from gunfire, trying to utilize any obstructions between you and the gunfire.
- When you reach a place of relative safety, stay down and do not move.
- When possible and you can safely do so call 911 and follow their instructions.

**YOUR SAFETY COMES FIRST, NO HEROICS.**



**ACTIVE SHOOTER / VIOLENCE / CRIME IN PROGRESS**

# Earthquake — actions to take

## FOLLOW THESE STEPS IF YOU ARE INSIDE A BUILDING:

<b>1</b> 	<b>2</b> 	<b>3</b> 	
<b>DROP</b>	<b>LOCK</b>	<b>COVER</b>	<b>HOLD ON</b>
<ul style="list-style-type: none"><li>• Drop down on the floor or if in a wheelchair or motorized scooter lock wheels.</li></ul>		<ul style="list-style-type: none"><li>• Take cover under a sturdy desk, table or other furniture.</li><li>• If that is not possible seek cover against an interior wall and protect your head and neck with your arms.</li><li>• Avoid danger spots near windows, hanging objects, temporary partitions, or tall furniture.</li></ul>	
<ul style="list-style-type: none"><li>• If you take cover under a sturdy piece of furniture, HOLD on to it and be prepared to move with it. Hold the position until the ground stops shaking and it is safe to move.</li></ul>			

## FOLLOW THESE STEPS IF YOU ARE:

### > Outside

- Move to an open clear area if safe to do so.
- Avoid falling hazards.
- Drop, cover, hold on.
- Protect your head and neck.
- Follow directions of emergency responders.

### > In an elevator

- If power fails, elevators will stop and lights will go off.
- Be patient and try to remain clam.
- If possible call 911 and await rescue

### > In a vehicle

- Pull over and stop in clear area.
- Avoid overpasses, power lines and structural hazards.
- Stay in your vehicle.

## AFTER SHAKING

### > If you are inside

- DO NOT evacuate automatically.
- Check yourself and others for injuries.
- Assess your surroundings.
- Check for damage and hazardous conditions and report them to your building coordinator.
- If instructed to evacuate or if you feel unsafe, evacuate carefully.
- Take keys, personal items and emergency supplies only if safe to do so.
- Follow instructions of building, floor and area coordinators, and emergency responders.
- Phone systems may be severely damaged limit calls phone use to emergency calls only and texts.

### > If you are outdoors

- Stay clear of buildings, trees or other possible falling hazards.
- Do not go back inside any buildings.
- Follow instructions of building, floor and area coordinators, and emergency responders.

### > When you go home

- In the event of a major earthquake, be prepared for many streets and buildings being closed due to damage or to allow emergency services use only.
- Enact your personal/family emergency plan. If you leave campus, inform someone.

# Staying calm during CPR

## STAY CALM — STOP AND THINK — CALL FOR HELP!

- › Quickly assess the scene; is it **SAFE** for you to help?
- › **Assess the victim. Unconscious? Breathing? Bleeding?**
- › **DO NOT** move the victim unless for their immediate safety.
- › **Be familiar with AED locations and obtain one from the lobby of your building if needed.**
- › **If the injury/illness appears serious or if individual requests:**
  - Call 911 IMMEDIATELY
  - Give the persons' location, address, building, room number and instructions as to which entrance to come to.
  - Inform dispatch what appears to be wrong, providing as much detailed information as possible.
  - Stay with the person. Call campus police or send someone else to guide emergency responders to your location.

## 5-STEP CPR GUIDELINES

**LOOK, LISTEN, FEEL. IF NO SIGNS OF LIFE, START CPR AND SEND FOR THE DEFIBRILLATOR IMMEDIATELY!**



1 Call emergency number



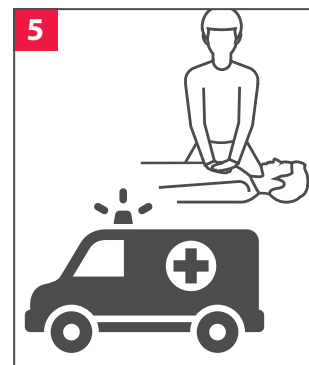
2 Tap and shout



3 Check for breathing



4 Perform CPR



5 Continue CPR until help arrives

- › **Airway** — tilt head — lift chin — check breathing
- › **Breathing** — if not breathing — perform compressions
- › **Compressions** — 100 per minute — compressions should be two inches deep

# Severe storm / tornado — actions to take

## IF WARNED OF A SEVERE WEATHER EVENT

- › Listen to radio, TV or internet for updates and advice.
- › Move people and equipment away from exposed rooms and windows.
- › Close curtains drapes or blinds.

## DURING A FLOOD OR IF A FLOOD IS IMMINENT

- › Listen to radio, TV or internet for updates and advice.

## DURING A SEVERE WEATHER EVENT

### › If outside

- Take shelter in a protected, or low-lying area if safe to do so. Avoid falling and flying hazards. Protect your head and neck. Follow instructions of emergency personnel.

### › If inside, stay inside

- Keep away from exposed windows until the storm passes. Shelter in the strongest part of the building, e.g. central corridors, stairwells, basements. If power fails remain calm. Stay clear of large glass atriums and roofs.

### › If inside a vehicle

- Keep away from exposed windows until the storm passes. Shelter in the strongest part of the building e.g. central corridors, stairwells, basements. If power fails remain calm. Stay clear of large glass atriums and roofs.



# Tips on how to identify a suspicious package

**IF YOU RECEIVE OR DISCOVER A PACKAGE OR UNKNOWN DEVICE, DO NOT TOUCH IT, TAMPER WITH IT, OR MOVE IT! DIAL 9-1-1 AND / OR CAMPUS POLICE IMMEDIATELY TO REPORT IT.**

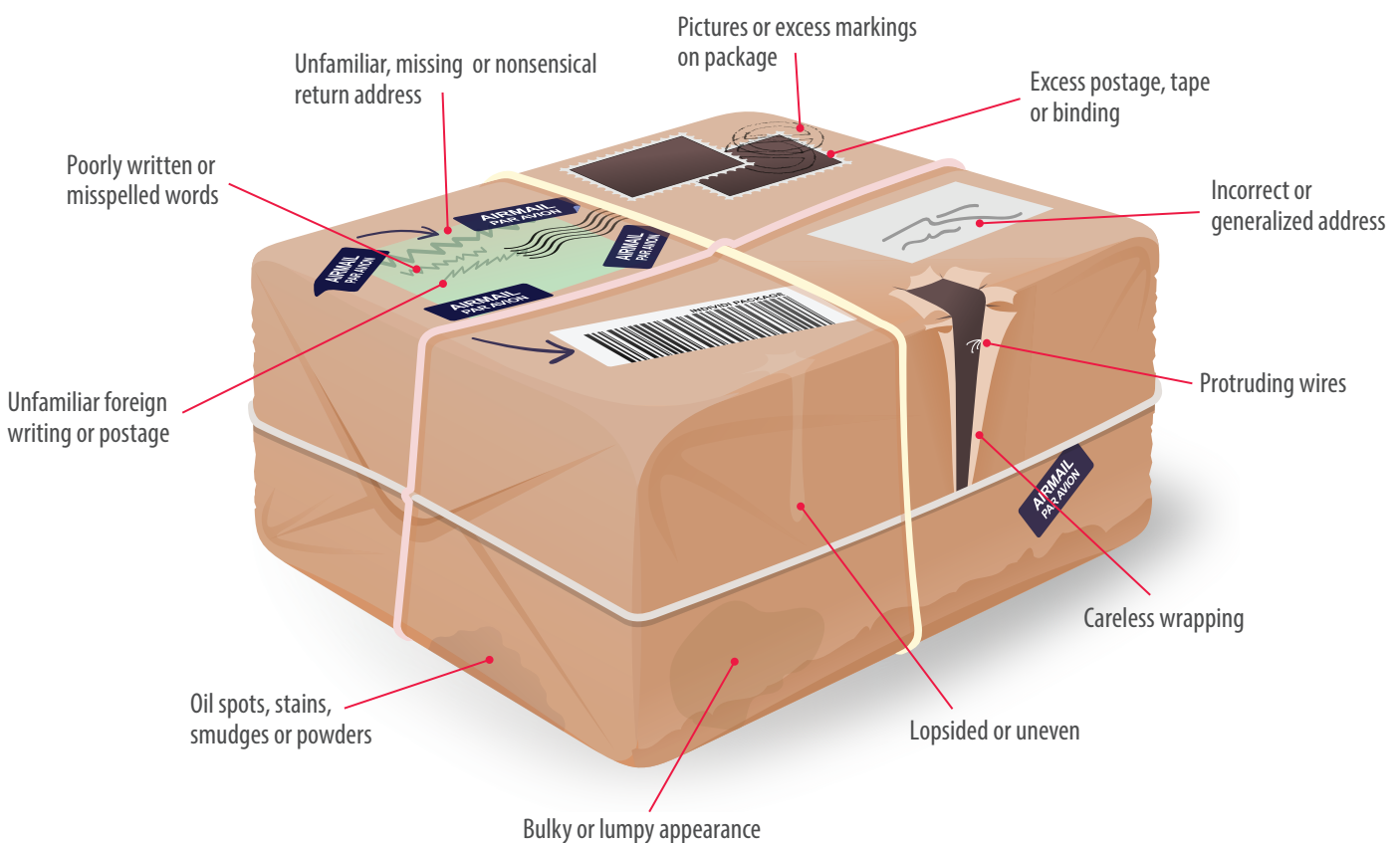
## LETTER AND PARCEL BOMB RECOGNITION

- Foreign mail, air mail and special deliveries.
- Restrictive markings, such as “confidential” or “personal”.
- Excessive postage.
- Handwritten or poorly typed address.
- Incorrect titles or titles with no names.
- Misspellings of common words.
- Oily stains or discoloration on the exterior.
- Excessive weight.
- Rigid, lopsided, or uneven envelopes or boxes.
- Ticking sounds, protruding wires, or tinfoil.
- Excessive tape or string.
- Visual distractions.
- No return address.
- Powdery substance felt through or appearing on the item.
- Strange odors.

## PROCEDURES FOR HANDLING SUSPICIOUS PACKAGES AND MAIL

- Stay calm.
- DO NOT open the letter or package (or open further); DO NOT shake it or show it to others.
- Set it down gently on a stable surface.
- If possible, gently cover the package or letter (use a trash can, article of clothing, etc.).
- Shut off any fans or equipment that may circulate the material.
- Leave the area, close doors, and prevent others from entering by posting signs or guarding the area; and avoid physical contact with others to minimize exposure.
- To prevent spreading of any powder or hazardous substance, wash your hands thoroughly with soap and water.
- Others present when package was received should follow the same procedures.
- Contact the local police or campus police immediately to take further action.

## WHAT TO LOOK FOR



**SUSPICIOUS PACKAGE**



**Walters State Community College**  
500 S. Davy Crockett Parkway  
Morristown, Tennessee 37813-6899  
423.585.2600 | [ws.edu](http://ws.edu)