



CRISIS MANAGEMENT PLAN & EMERGENCY PROCEDURES

Table of Contents

Roles and Responsibilities	3
Security/Crime Alert.....	3
Media Inquiry & Notification	3
Emergency Messages	3
Death At The College.....	3
Specific Emergency Procedures	5
Accidents/Medical	6
Fire/Alarm Procedures	7
Bomb Threats/Explosions	7
Hazardous Materials	8
Security Breach	7
Theft/Burglary	8
Vandalism.....	8
Assault.....	8
Sexual Assault.....	9
Armed Subject/Disruptive Subject/Aggravated Assault/Active Shooter	9
Weather Emergency.....	10
Power Outage	13
Remote Locations: Inclement Weather/Power Outages.....	14

Roles and Responsibilities

Security/Crime Alert

The Immediate Notification System and Apache Alerts text-messaging systems allows TJC to provide immediate notification to faculty, staff and students in the event of a campus security, crime or weather-related emergency.

The **Immediate Notification System**, operated through the Voice-Over Internet Protocol telephone system, allows the Campus Police office and TJC's Environmental Safety Director to broadcast an emergency voice message through the speakers of all TJC telephones. The message can be heard even if a phone is in use at the time of the broadcast.

Apache Alerts, a cellular telephone text-messaging system, allows faculty, staff and students to receive text messages via college email and on their cellular telephone, notifying them of extreme emergencies. Participants must opt-in through Apache Access in the TJC Alert Notifications channel to receive these texts.

The use of INS and Apache Alerts for security/crime or weather notifications is at the discretion of the Campus Police office, the Environmental Health and Safety Director, the Provost & Vice President for Academic and Student Affairs and the President only.

Media Inquiry & Notification

All news media notification and interaction is the responsibility of the Director of Public Affairs and Media Relations, who should be contacted immediately in the event of any direct inquiry made by a member of the media. The Director of Campus Police will notify the Director of Public Affairs and Media Relations as soon as possible immediately following an event which may merit news media notification or inquiry.

Emergency Messages

Requests for emergency student notifications are referred to and handled by the Campus Police office. The Campus Police office will contact the appropriate Dean's office and the message will be delivered by a member of the Dean's staff or a representative of the Provost & Vice President for Academic and Student Affairs Office.

Messages delivered should be to call a family member or to go to a destination designated by a family member of the message recipient. The instruction to deliver the emergency message must come directly from a family member. The College representative delivering the message should stand by as the student receives the message to offer the services of the College and to counsel the student.

After hours, the Campus Police officer on duty will handle requests as directed by Campus Police Guidelines. Emergency messages delivered in the residence halls will be delivered by a Residence Director if available.

Death at The College

What to do:

Contact Campus Police at 903-510-2222.

Faculty/staff need to take charge of the situation; secure area; and try to maintain calmness. Also remove unnecessary participants from area.

Death Notification

Contact Campus Police at 903-510-2222.

In the event of a student death on the TJC campus, the Assistant Vice President for Student Affairs, in addition to the emergency notification list, will be notified. The Assistant Vice President for Student Affairs will then notify the next of kin and submit a report of final disposition to the Provost.

After normal school hours or during weekends, Campus Police officers will contact on-campus personnel and assist in implementing appropriate measures.

Proper Notification:

1) Death of Faculty/Staff:

- a) Campus Police (903-510-2222)
- b) Tyler Police Department
- c) College President
- d) Executive Director, Human Resources
- e) Environmental Health and Safety Director
- f) Director, Public Affairs and Media Relations

2) Death of Student:

- a) Campus Police (903-510-2222)
- b) Tyler Police Department
- c) Assistant Vice President for Student Affairs
- d) Provost & Vice President for Academic and Student Affairs
- e) College President
- f) Environmental Health and Safety Director
- g) Director, Public Affairs and Media Relations

3) Death of Visitor:

- a) Campus Police (903-510-2222)
- b) Tyler Police Department
- c) Assistant Vice President for Student Affairs
- d) Provost & Vice President for Academic and Student Affairs
- e) College President
- f) Environmental Health and Safety Director
- g) Director, Public Affairs and Media Relations

After normal school hours or during weekends, Campus Police officers will contact on-campus personnel and assist in implementing appropriate measures.

Specific Emergency Procedures

Accidents – Medical Incidents

Minor

- The Campus Clinic located in Rogers Nursing and Health Sciences Center is staffed 8 a.m.-noon and 1-5 p.m. Monday through Friday. The campus clinic telephone number is 903-510-3862.
- Between 5 p.m. and 8 a.m. Monday-Friday, or on weekends, contact Campus Police at 903-510-2222.
- Complete Medical Emergency/Accident report.

Major

- Is the person breathing? Can he/she talk or cough?
- Notify Campus Police at 903-510-2222 and/or call 911.
- Follow the emergency medical instructions provided by the dispatcher.
- Complete Medical Emergency/Accident report.

Medical Emergencies/Accidents

Subjects suffering injuries or illness will not be transported to medical facilities in Campus Police patrol vehicles. If a subject requires transportation to a medical facility, Campus Police will contact Emergency Medical Services (EMS). Under no circumstances may an employee of the College transport an injured or ill student or visitor from the campus. Campus Police will contact Emergency Medical Services (EMS).

In the event of a medical emergency or accident involving TJC students, employees or visitors to campus, contact the Campus Police officer on duty at 903-510-2222 or call 911, then notify Campus Police that 911 has been called. The Campus Police officer will render temporary medical assistance and contact the Campus Clinic at 903-510-3862, or call 911 for Emergency Medical Services (EMS). If, in the opinion of the person reporting the medical emergency or accident, the situation is life threatening, call 911 for immediate assistance, then notify Campus Police at 903-510- 2222.

Campus Police officers responding to the scene of a medical emergency or accident will administer first aid as necessary and appropriately disseminate a Medical Emergency/Accident Report. Employees are expected to report any medical/accident incident regardless of the severity.

Seizure

If someone is having a seizure:

- Help them gently to the ground
- Move objects they might strike away from them (like chairs or tables)
- Call 911 and then Campus Police at 903-510-2222
- Ask others nearby to give the person some privacy
- Follow emergency medical directions provided by the dispatcher

Refusal of Assistance

Should subject(s) refuse first aid or assistance, the following information should be requested:

- Name of individual
- Date and time of contact
- Location of incident
- Name, location and phone number of person obtaining information

This information should be reported to the Campus Police office for documentation and distribution to the appropriate campus personnel.

Internal Standard Operations Procedure for Medical Emergencies/Accident Reports

These follow-up procedures are to be used when a Medical Emergency/Accident Report is filed:

- 1) Campus Police will mail/deliver, by the following business day, copies of the Medical Emergency/Accident Report to the following designated offices:
 - Purchasing/Insurance
 - Human Resources
 - Campus Police
 - Designated Dean
 - Environmental Health and Safety Director
- 2) Medical emergency and accident report information will be included in the daily operations report to the President.
- 3) The Assistant Vice President for Student Affairs will act as facilitator to ensure personal support for the victim, appropriate follow-up, and assist the various designated institutional offices with date and information concerning the medical emergency or accident.

Fire/Alarm Procedures

To report an emergency, call 903-510-2222 or 911

Fire Alarm:

If you hear a FIRE ALARM:

- EVACUATE and call Campus Police.
- Close door against fire.
- Do NOT use elevators.
- Use fire exit stairwells.
- CALMLY evacuate to an open area 100 yards away from the affected building.

If you discover a FIRE:

- Activate the nearest fire alarm pull station.
- Notify Campus Police at 903-510-2222 and/or call 911.
- Notify others in your area.
- Leave building quickly, using stairs.
- CALMLY evacuate to an open area 100 yards away from the affected building.

Fire:

All fires should be reported to the Campus Police office. Fire alarms should be sounded in areas where they are available. Buildings should be evacuated immediately for large uncontrolled fires or heavy smoke. All doors should be closed after the building is evacuated. Once outside the building, individuals should proceed to safe areas at least 100 yards from the building, with care taken not to block passageways and roadways to maintain access for rescue personnel. Employees and students should not return to the building until appropriate authorities at the scene declare an all-safe condition. In the event of injuries, Campus Police will render first aid and call for Emergency Medical Service (EMS) assistance.

Bomb Threats/Explosions

If you receive a bomb threat:

- Obtain as much information as possible from the caller.
- Keep caller on phone as long as you can.
- Have someone notify Campus Police immediately.
- When a threatening call is received, attempt to learn the following:
 - When is the bomb set to go off?
 - What is the explosive?
 - What does it look like?
 - Where in the building is it?
 - Did you place the bomb?
 - What does the voice sound like? (man, woman, child, accents, etc.)?
 - Were there any identifiable sounds in the background?
 - Exact wording of the threat.

- CALMLY notify others in your area.

Immediately after the call:

- Evacuate area/building.
- Notify Campus Police at 903-510-2222 and/or call 911.

Campus Police will notify campus administrators when it is safe to return to the building.

Hazardous Materials

- Notify Campus Police at 903-510-2222 and/or call 911. Give a location and description of the hazardous materials. Stay on the line to give additional information while unit is responding.
- Contact the Environmental Health and Safety Director at 903-510-3067.
- Determine the source of the leak or spill. If safety permits, stop more of the substances from being released.
- Obtain Material Safety Data Sheets (MSDS) for the substances, maintained by Environmental Health and Safety Director.
- Close off the affected area. Shut off electricity, gas, air conditioning, and ventilation.
- If you remain in the building, move away from the affected area and have everyone breathe through wet paper towels.
- If you evacuate, go to an outside area upwind of the source.
- Note the names of any victims and their physical symptoms. Assign others to stay with them.
- If anyone goes away for medical treatment, give information about the incident to medical personnel.
- The Environmental Health and Safety Director shall ensure that contact is made to Texas Commission on Environmental Quality within 24 hours.

Intruder/Suspicious Person/Disruptive Subject

Intruder/Loiterer/Suspicious Person/Dangerous or Irate Person on Campus

- Notify Campus Police at 903-510-2222 and/or call 911.
- Provide the dispatcher with as much information as possible, including clothing description, height, build, hair color, eye color, jewelry, vehicle description, license plate number, etc.
- Provide the address of the building or closest parking lot number involved and your exact location.
- Provide a thorough description of the incident to ensure that proper resources are dispatched.
- Do not hang up until the dispatcher tells you to do so.
- If possible, take a picture with a cell phone or other camera.

Theft/Burglary

In progress:

- Call Campus Police at 903-510-2222 and/or 911.
- Tell the dispatcher what is happening.
- Provide a description of the person(s) committing the crime.
- Give the direction of travel if the person starts to leave.
- If safe, follow the person at a distance and continue to provide the dispatcher with updated information.

If already completed:

- Call Campus Police to report.
- Gather as much information about the stolen items as possible.
- Cancel credit cards or checks.

Vandalism

- Notify Campus Police at 903-510-2222. Inform them of the kind, extent and location of the damage, and the approximate time it was incurred.
- Secure the area by appropriate means and leave all items within the affected area intact for the investigation.
- Notify maintenance and custodial services for assistance with cleanup operations when Campus Police investigation has been completed.

Assault

- Contact Campus Police at 903-510-2222.

- Administer first aid, if possible.

Sexual Assault

- Contact Campus Police at 903-510-2222.
- Administer first aid, if possible.

Armed Subject/Aggravated Assault/Active Shooter

If there is an armed individual on campus, the TJC Police Department is trained to deal with this incident and will respond immediately upon notification.

- 1) Immediately move to a safe location.
- 2) Call Campus Police at 903-510-2222 as quickly as you can.
 - Stay calm, and provide information about your location, the suspect and any injuries.
 - Stay on the phone until the dispatcher tells you to hang up.
 - Alert others, if you can do so safely.
 - Stay in a safe place until you are notified that the emergency is over.
- 3) Give the dispatcher the following information:
 - Building/site name and location.
 - Your name and phone number.
 - Exact location and number of shooters.
 - Description of shooter, type of weapon, number of hostages, if any.
 - Number and location of injured persons.
- 4) **RUN**
Leave the area. If there is an accessible escape path, attempt to leave the premises. Be sure to:
 - Have an escape route and plan in mind
 - Evacuate regardless of whether others agree to follow.
 - Leave your belongings behind.
 - Help others escape, if possible.
 - Prevent individuals from entering an area where the active shooter may be.
 - Keep your hands visible.
 - Follow the instructions of any police officer.
 - Do not attempt to move wounded people.
 - Call 911 or Campus Police at 903-510-2222 when you are safe.
- 5) **HIDE**
If evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Your hiding place should:
 - Be out of the active shooter's view.
 - Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door).
 - Not trap you or restrict your options for movement.

To prevent an active shooter from entering your hiding place:

 - Lock the door.
 - Blockade the door with heavy furniture.

If the active shooter is nearby:

 - Lock the door.
 - Silence your cell phone and/or pager.
 - Turn off any source of noise (i.e., radios, televisions).
 - Spread out as much as possible.
 - Hide behind large items (i.e., cabinets, desks).
 - Remain quiet.

If evacuation and hiding out are not possible:

 - Remain calm.
 - Dial 911 or Campus Police at 903-510-2222 if possible, to alert police of the active shooter's location.
 - If you cannot speak, leave the line open and allow the dispatcher to listen.
- 6) **FIGHT**
As a last resort, take action against the shooter by:
 - Acting as aggressively as possible against him/her.
 - Throwing items and improvising weapons.
 - Yelling.
 - Committing to your actions.

When the police arrive, they may not know who the shooter(s) are. Since perpetrators have been known to hide in

the crowd, it is important to obey all law enforcement commands. Officers may order everyone to raise their hands or even place handcuffs on them. This is done for safety reasons to prevent further injury and possible escape by the perpetrator(s).

Terms you should know:

LOCKDOWN: A term used to describe an emergency procedure that controls or restricts access to buildings for safety reasons. Because TJC has numerous buildings, an open campus, public streets, and a state highway that bisects the property, it is not possible to lock down the entire campus. However, it is possible to lockdown specific buildings.

SUSPEND NORMAL OPERATIONS: A term used when the College temporarily suspends normal operations and activities. The suspension occurs if there is a significant emergency or dangerous situation (i.e. severe weather). The suspension generally includes academic classes/instruction, business operations, sporting events, conferences, socials and outdoor activities. During a suspension of normal operations and activities, essential personnel (as determined by the circumstances) continue to provide needed services until the significant emergency or dangerous situation has been resolved.

Weather Emergency

In the event of inclement weather or power outage, the Environmental Health and Safety Director will monitor the situation and make the determination regarding campus closure, late start or early close. The decision will be published or broadcast via public media and updated on the Emergency Weather Hotline, 903-510-3000.

Flash Flooding

In the event of severe weather and rainstorms, areas adjacent to the TJC campus are prone to flooding. Campus Police officers are aware of these areas and will take appropriate action to inform those who are leaving, if hazardous conditions exist.

Tornado

The Environmental Health and Safety Director and Campus Police office will monitor the National Weather Service reports during normal school hours. Campus Police will monitor during non-school hours.

In a severe weather alert, the City of Tyler sounds sirens to indicate the need for safety measures to be implemented. If the sirens are sounded, the Environmental Health and Safety Director or Campus Police will activate the Ramey Tower Alarm System, which is similar to the wail siren from the City of Tyler. With the activation of this system, all persons will need to take cover.

Under a tornado warning, employees and students are encouraged to proceed to designated safe areas as indicated by building emergency exit signage. If no safe areas are indicated, proceed to interior hallways, basements, or interior walls, avoiding windows and open areas. Individuals should remain in these safe areas until notification is given over the Ramey Tower System or by an informed college representative.

Terms you should know:

Severe Thunderstorm Watch: Conditions are conducive to the development of severe thunderstorms in and around the watch area.

Severe Thunderstorm Warning: Issued when a severe thunderstorm has been observed by spotters or indicated on radar, and is occurring or imminent in the warning area.

Tornado watch: Conditions are favorable for the development of severe thunderstorms and multiple tornadoes in and around the watch area. People in the affected areas are encouraged to be vigilant in preparation for the severe weather.

Tornado warning: Spotters have sighted a tornado or one has been indicated on radar, and is occurring or imminent in the warning area. When a tornado warning has been issued, people in the affected area are strongly encouraged to take cover immediately.

If you are outside:

- Try to get inside a building as quickly as possible and find a small, protected space away from windows.
- Avoid buildings with long-span roof areas. If you cannot find a place to go inside, crouch for protection next to a strong structure or lie flat in a ditch or other low-lying area. Cover your head and neck with your arms or a jacket, if you have one.

If you are in a building:

- Make sure you have a portable radio, preferably a NOAA (National Oceanic and Atmospheric Administration) weather radio, for weather alerts and updates.
- Keep away from all windows and glass doorways.
- Go to the innermost part of the building on the lowest floor.
- Do not use elevators because the power may fail, leaving you trapped.
- Stay inside until you are certain the storm has passed, as multiple tornadoes can emerge from the same storm.

- Do not leave a building to attempt to "escape" a tornado.

Inclement Weather

The procedures below were developed to serve as a model for the College's response in the event of severe inclement weather affecting or potentially affecting the College. All portions of the procedures are subject to the discretion of the College President. Interruptions in electrical power to the main campus may impede any or all of the notification methods described below. Every attempt will be made to notify faculty, staff and students through as many communication methods as are available at the time.

During the Night or Prior to the Start of Class Day

- 1) In the event of inclement weather during the night that may cause the cancellation of classes the next day, TJC will align with Tyler Independent School District (TISD) decisions regarding closure or late start time. TJC's decision to close or start late will impact all locations.
- 2) After the Environmental Health and Safety Director has ascertained if the Tyler Independent School District has closed or intends to alter its schedule, they will notify Campus Police, Director of Facilities, Director of Housing, Director of Campus Services and the Director of Public Affairs and Media Relations.
- 3) The Director of Public Affairs and Media Relations will send an update using the following notification systems:
 - a) area news media outlets will receive the latest word regarding changes to the regular operation schedule for the College;
 - b) the voicemail for 903-510-3000 will let students, faculty and staff know the status of operation for credit and noncredit classes;
 - c) on the public website, the status of operation for credit and noncredit classes will be noted at www.tjc.edu/news;
 - d) Subscribers of Apache Alerts, the College's opt-in text message notification system, will receive a text message about the status of operation for credit and noncredit.

NOTE: More information about Apache Alerts is offered in the Security/Crime Alert section of this document.

During Daytime Classes

- 1) In the event of inclement weather during the operation of day classes that may warrant the cancellation of classes during a portion of the day and/or the evening, the Environmental Health and Safety Director will:
 - a) monitor National Weather Service forecasts and local radar;
 - b) contact the Texas Department of Public Safety for road condition report of surrounding areas; and
 - c) attempt to ascertain whether or not Tyler Independent School District has closed or intends to alter its schedule.
- 2) The Environmental Health and Safety Director will make a recommendation to the Provost & Vice President for Academic and Student Affairs regarding any decision affecting the normal operating schedule of the College. The Provost & Vice President for Academic and Student Affairs will notify the College president of the decision.
- 3) Upon receiving information regarding a decision to alter the schedule of operation, instructional deans will inform faculty at their own discretion.
- 4) As soon as possible, and by no later than 4 p.m., the Environmental Health and Safety Director will utilize the Immediate Notification System over the Voice-Over IP telephone system to announce any alteration of the normal operating schedule.
- 5) After the Environmental Health and Safety Director has determined the altered schedule, they will notify Campus Police, Director of Facilities, Director of Housing, Director of Campus Services and the Director of Public Affairs and Media Relations.
- 6) The Director of Public Affairs and Media Relations will send an update using the following notification systems:
 - area news media outlets will receive the latest word regarding changes to the regular operation schedule for the College;
 - the voicemail for 903-510-3000 will let students, faculty and staff know the status of operation for credit and noncredit classes;
 - on the public website, the status of operation for credit and noncredit classes will be noted at www.tjc.edu/news;
 - subscribers of Apache Alerts, the College's opt-in text message notification system, will receive a text message about the status of operation for credit and noncredit classes.

Power Outage

The procedures below were developed to serve as a model for College's response in the event of power outages affecting or potentially affecting the College. All portions of the procedures are subject to the discretion of the College President. Interruptions in electrical power to the Main campus may impede any or all of the notification methods described below. Every attempt will be made to notify faculty, staff and students through as many communication methods as are available at the time.

During the Night or Prior to the Start of Class Day

- 1) In the event of a power outage lasting more than 10 minutes, Campus Police will notify the Director, Facilities and Construction that a power outage has occurred. Campus Police will also notify the Environmental Health and Safety Director.
- 2) Maintenance will determine if the outage is external or internal.
- 3) If the source of the outage is internal and the best information available to Director, Facilities and Construction is that the outage may be short term, the Executive Director, Facilities and Construction will advise Campus Police and the existing operational schedule will remain in effect.
- 4) If the source of the outage is external and the best information available to Director, Facilities and Construction is inconclusive or indicates that the outage may be long term, the Director, Facilities and Construction will notify the Environmental Health and Safety Director, Campus Police and the Director of Public Affairs and Media Relations
- 5) As soon as possible, the Environmental Health and Safety Director and the Director of Public Affairs and Media Relations will, in turn:
 - a) notify area media outlets;
 - b) record the appropriate outgoing message on the voicemail line, 903-510-3000;
 - c) send a text message to subscribers of Apache Alerts, the College's opt-in text message notification system.

Note: all resources for notification may not be available in the event of a power loss.

During Daytime Classes

- 1) In the event of a power outage lasting more than 10 minutes, Campus Police will notify (or verify with) the Executive Director, Facilities and Construction that a power outage has occurred. Campus Police will also notify the Environmental Health and Safety Director.
- 2) Maintenance will determine if the outage is external or internal.
- 3) Once the source of the outage is determined, the Director, Facilities and Construction will notify the Environmental Health and Safety Director and Campus Police. The Environmental Health and Safety Director will, in turn, report the outage to:
 - a) the Provost
 - b) instructional Deans;
 - c) information resources;
 - d) the Director of Campus Services;
 - e) the OHPE Center director; Library Director;
 - f) the Director of Public Affairs and Media Relations; and
 - g) other campus locations.
- 4) If the source of the outage is internal and the best information available to the Director, Facilities and Construction is that the outage may be short term, no campus-wide schedule alteration will occur and the parties listed in entry No. 3 will be so advised.
- 5) If the source of the outage is external and the best information available to the Director, Facilities and Construction is inconclusive or indicates that the outage may be long term, parties listed in entry No. 3 will be advised that class cancellations may be possible. Instructional deans will notify their respective faculty members to hold classes until, in the view of the faculty member, doing so is no longer possible. Instructional deans and department chairs should regularly communicate to faculty that TJC's standard practice will be to continue with classes unless extenuating circumstances and/or the unavailability of electricity makes doing so impossible.
- 6) Regardless of the source of the outage, internal or external, if power has been off for a period of one hour or more by 4 p.m., and the best information available to the Director, Facilities and Construction remains inconclusive or negative, the Environmental Health and Safety Director will make a determination regarding the cancellation of night classes and announce any such cancellation:
 - a) the College President;
 - b) Campus Police;
 - c) the Provost;
 - d) instructional Deans;
 - e) information resources;
 - f) the Director of Campus Services;
 - g) the OHPE Center Director; Library Director;

- h) other campus locations; and
 - i) the Director of Public Affairs and Media Relations
- 7) As soon as possible, the Environmental Health and Safety Director and the Director of Public Affairs and Media Relations will, in turn:
- a) notify area media outlets;
 - b) record the appropriate outgoing message on the voicemail line, 903-510-3000;
 - c) send a text message to subscribers of Apache Alerts, the College's opt-in text message notification system.

Remote Locations: Inclement Weather/Power Outages

The Environmental Health and Safety Director will determine the proper course of action if there is a power outage or severe weather affecting only the operation of the West Campus, Lindale, Jacksonville, or Rusk locations, and communicate with Campus Police, the Director of Facilities and Construction and the Director of Public Affairs and Media Relations.

The Director of Public Affairs and Media Relations will provide updates via news media, or the public website at www.tjc.edu/news.

West Campus Emergency Number: Police: 911

- Then call Campus Police at 903-510-2222 and report the emergency

TJC-North Emergency Number: Police: 903-882-3313

- Then call Campus Police: 903-510-2222 and report the emergency

TJC-Jacksonville Emergency Number: Police: 903-586-2546

- Then call Campus Police: 903-510-2222 and report the emergency

TJC-Rusk Emergency Number:

Rusk State Hospital: 903-683-3421

then dial "0" to call the RSH switchboard Operator

- Then call Campus Police: 903-510-2222 and report the emergency