



Emergency Crisis Response Plan

2023 - 2025

Campus Safety 423-636-7318

911 from a campus phone to reach Campus Safety

*9-911 from a campus phone for off campus
emergency services*

Table of Contents

Introduction	4
Types of Emergencies	5
Planning Assumptions - Operational	5
Emergency Crisis Response Team	6
Emergency Crisis Response Team Members	6
University Notification System	10
Pioneer Alert System	10
Emergency Operations Center	10
Medical Supplies	11
Documentation of Emergency Notification	11
General Emergency Guidelines	11
Evacuation Procedure	11
Reporting an Emergency	12
Shelter in Place (lockdown)	12
Natural Disasters/Events	13
Fire	13
Tornado	14
Earthquake	14
Pandemic	15
Environmental Disasters	15
Chemical Spills	15
Criminal Acts	16
Bomb Threat	16
Bomb Threat Report Form	17
Assault	18
Criminal On or Near Campus	18
Hostage Situation	18
Active Shooter on Campus	19
Violent Protests	20
Psychological Crisis	20
Suicide On Campus	20
Cyber-Attack	21

End Crisis Mode	23
Training	23
Summary	23
Team Members as of October 2023	24
Disaster and Off-Campus Resources	24
Individual Campus Building Coordinators	25

Introduction

Tusculum University recognizes disasters and emergencies can disrupt normal operational and support services for the university. The university has established these guidelines to help manage emergencies that may arise.

Proper planning can offset panic and allow university personnel to operate in an efficient manner to ensure the crisis does not degenerate to a chaotic state. This plan has been prepared to guide university personnel in responding to crisis situations and should be kept in an easily accessible location at all times.

Whenever an emergency arises that cannot be addressed by routine measures, the President may declare a state of emergency whereby this plan may be implemented. If the President is unavailable, the Provost may declare a state of emergency until such a time that the President is available. This plan contains specific guidance to staff in the event of an emergency, crisis, or disaster.

This crisis response plan applies to all university employees. Emergencies and disasters may affect surrounding areas in addition to the university. If that should happen, the university will cooperate with local, state, and federal officials.

Types of Emergencies

In the event of an emergency, the Associate Vice President of Operations (AVP of Operations) serves as the crisis response team leader. If the AVP of Operations is unavailable, the AVP of Student Affairs, who serves as the assistant team leader, will lead the crisis response team. In the event they are unavailable, the Provost will lead. During an emergency event, the Chief of Security or the crisis response team leader, will inform the President of the university.

- A Minor Emergency is defined as an incident that can be met with a single department's available resources and will not interrupt the overall function of the university. Examples of a minor emergency are temporary power outages due to weather, infrastructure failure, minor injuries, thefts or break-ins, or disruptive issues. No university wide action is required for minor emergencies. The communication of such emergencies will be completed through an incident report or work order.
- A Major Emergency or Disaster is defined as a crisis or catastrophic emergency event involving a sizable portion or the entire campus. Examples of a major emergency or disasters are, severe storms or tornados, earthquakes, major fires, bomb threats, hostage situations, or an active shooter. An immediate response is required by local law enforcement and fire department, Campus Safety and the university emergency response team.

Planning Assumptions - Operational

Emergency planning requires a commonly accepted set of assumed operational conditions that provide a foundation for establishing protocols and procedures. These assumptions are the base for planning of the worst-case conditions.

Planning assumptions include:

- a. Utility interruptions, including water delivery, electrical power, natural gas, ground-based and cellular communications, and information systems including internet may occur at any time of day, night, or holiday with minimal or no warning.
- b. Buildings and structures may be damaged.
- c. Major roads or local streets may be impassable.
- d. Internal and external communication may be interrupted.
- e. Faculty, administration, students and visitors may become confined or excluded to the university if emergency conditions become unsafe.

Emergency Crisis Response Team

University personnel are expected to serve, as directed by the university President, as part of a leadership team that will assist in the stabilization of an emergency in cooperation with external emergency personnel. The direct operational control of the campus in such an event is the responsibility of the CRT (Crisis Response Team). The coordination of the emergency is the responsibility of the CRT Leader. The crisis response team leader, with the assistant team leader, will coordinate all emergency operations. The President will determine when the CRT is no longer needed to help manage the emergency.

Emergency Crisis Response Team Members

The team consists of the following members:

President: Scott Hummel

Provost: Tricia Hunsader

Team Leader: Associate Vice President of Operations - Carrie Maggert

Assistant Team Leader: Associate Vice President of Student Affairs - Claire Hensley

Administrative Liaison: Assistant to the President - Kim Collins

Athletic Liaison: Athletic Director - Josh Ealy

Chief of Campus Safety: Shane Matthews

Communications: Director of Communications - Jim Wozniak

Damage Control: Director of Facilities - Chad Grindstaff

Employee Liaison: Chief Human Resource Officer - Scott Smith

Financial Liaison: Vice President & CFO - Benita Bare

Information Technology: Director of Information Technology - Chris Summey

Student Liaison: Dean of Students - Charles Sutton

General responsibilities of the team are as follows:

President:

- a. Declares a state of emergency for the university.
- b. Approves all communications in and out of the university.
- c. Approves all recommendations from the crisis response team.
- d. Communicates with the Board of Trustees.
- e. Declares the end of the state of emergency at the appropriate time.

Provost:

- a. To act on the President's behalf when the President is unavailable.
- b. Represents the academic needs, including faculty, Canvas and academic spaces.
- c. Ensures continuation of the academic programs.
- d. Assumes leadership of the crisis response team in the event the CRT leader or assistant leader are unavailable.

Team Leader:

- a. Directs the university emergency crisis response.
- b. Consults with the President of the university, assembles the crisis response team, advises the team of the nature of the emergency and coordinates a response plan.
- c. Assists the Chief of Campus Safety on establishing an emergency operation center or an alternative post if needed.
- d. Works with the assistant team leader in assessing the emergency and preparing for the university's response.
- e. Maintains and operates the emergency operations center.
- f. Supports and monitors activities and makes assignments to the team.
- g. Evaluates the site of an emergency and assists efforts of facility personnel and outside rescue and fire agencies.
- h. Leads CRT meetings.

Assistant Team Leader:

- a. Assists the crisis response leader with assessing the emergency and gathering the response team to prepare for an overall response to the emergency.
- b. Determines needs and requests for additional resources to support the crisis response team.
- c. Assists with notification of the administration, local law enforcement agencies, CRT, and others.
- d. Assists with communicating up-to-date information to all university liaisons.
- e. Assumes the role of team leader when the team leader is not available; assigns a temporary assistant team leader.

Administrative Liaison:

- a. Provides up-to-date information to the university President who in turn informs the Board of Trustees.
- b. Secures and coordinates the resources of the Office of the President.
- c. May serve as the administrative authority and liaison with local hospitals.

- d. Maintains a chronological log of events and takes minutes for the CRT meetings.

Athletic Liaison:

- a. Provides coaches, students and staff with information concerning emergency.
- b. Assists with appropriate response to the emergency.
- c. Assigns and supports institution liaisons to families of student athletes as appropriate including athletic spaces and scheduling.
- d. Represents athletic needs during an emergency.
- e. Assures compliance with specific NCAA regulations.
- f. Communicates with the SAC and NCAA as needed.

Campus Safety:

- a. Communicates the emergency situation and locations to faculty, staff and students using Pioneer Alert.
- b. Primary point of communication and coordination with first responders and area police.
- c. Maintains the Campus Safety office in a constant state of readiness.
- d. Notifies university administration, local law enforcement agencies, and others as necessary, of major emergencies.
- e. Maintains a major emergency log to record significant events with descriptions and actions taken by the CRT or emergency responders.
- f. Monitors campus emergency warning systems.
- g. Assists and supports the assistant team leader in containment of emergency site as instructed.
- h. Assists the team leader with establishing an emergency operations center or an alternative post.
- i. Provides traffic control, access control, and fire prevention services as needed.

Communications Liaison:

- a. The voice and ears of the university during an emergency crisis.
- b. Establishes contact with public media as directed by the President.
- c. Advises President or designee of all news covering the situation or emergency affecting campus.
- d. Monitors all social media messages concerning the emergency.
- e. Serves as the sole spokesperson on behalf of the university and responds to media inquiries and conducts follow-up publicity to emphasize that the emergency crisis is over.
- f. Responsible for university-wide communications with the university.

Damage Control:

- a. Provides equipment and personnel to perform shut down procedures, hazardous area control, barricades, damage assessment, debris clearance, emergency repairs, and equipment protection.
- b. Provides vehicles, equipment operators for movement of personnel and supplies; assigns vehicles as required to CRT for emergency use.

- c. Obtains the assistance of utility companies as required for emergency operations.
- d. Furnishes emergency power and lighting system as required.
- e. Surveys space and relocates essential services and functions as needed.
- f. Determines the need for food services.
- g. After an emergency ends, the facilities management department will submit a damage assessment report to the President, AVP of Operations and the VP/CFO.

Employee Liaison:

- a. Present during emergency to provide employees and their families with information concerning emergency.
- b. Assists employees with appropriate response to the emergency.
- c. Assigns and supports institution liaisons to families of employees as appropriate.
- d. Ensures continuation of employee salary and benefits and attends to employees' needs.

Financial Liaison:

- a. Advises the President on possible liabilities arising from the emergency or disaster operations.
- b. Ensures continuation of employee's payroll needs.
- c. Documents all financial costs of the incident including documenting for possible cost recovery for service and supplies.
- d. Responsible for all documentation of the incident including financial and cost analysis aspects and for coordinating legal information and recommendations.
- e. Provides input in all planning sessions on financial and cost analysis matters.
- f. Primary point of contact with insurance companies.

Information Systems:

- a. Identifies services and support requirements for anticipated emergency operations center.
- b. Advises on current services and support capabilities.
- c. Will be available to provide resource assistance for the university involving distribution of information and direction through the website, emails, and text.
- d. Responsible for safe-guarding the institutional records as a priority as an emergency indicates such action.

Student Liaison:

- a. Represents the student needs.
- b. Is present during emergency to provide students and parents with information concerning emergency.
- c. Assists student population with appropriate response to the emergency.
- d. Assigns and supports institution liaisons to families of students as appropriate.
- e. Primary point of contact for mental and spiritual counseling.
- f. Addresses housing needs for residential students.

Team members are responsible for directing and contacting other members of their staff as needed. Evaluation of the crisis response plan should be done on an annual basis in order to have it current for the beginning of each academic year and will be reviewed and approved by the Health and Safety Committee and the CRT Leader.

Changes in the manual should include updates of names and telephone numbers of those serving in various positions, additions or deletions in the basic material of the plan, changes in responsibilities of the CRT members, individual building contacts, etc. The website copy will be current with all changes.

University Notification System

Campus safety shall immediately notify the President and/or the Provost directly regarding the emergency and possible need for the declaration of the state of emergency. The authority to declare a campus state of emergency rests with the President of the university or the Provost in the President's absence.

Pioneer Alert System

Tusculum University utilizes an alert system for notifications of emergency situations and hazardous conditions. The primary emergency notification system is known as Pioneer Alert. Pioneer Alert delivers rapid messaging in the event of an emergency to students, faculty and staff members. A text message will be sent to the mobile number and/or email registered with the system. This is a free service provided by TU, however, normal text message fees may apply. To register for alerts, visit the website <https://embed.regroucloud.com/orgs/tusculum/channels/tu-emergency/signupembed>. The Chief of Campus Safety or designee will send these messages and will provide specific information regarding emergency warnings and the affected areas of the campus. All personnel are expected to pass on information to those who may not have received the emergency notification and direction.

Emergency Operations Center

When an emergency occurs, an emergency operations center may be activated. The purpose is to establish a central location where the crisis response team can gather so that critical and timely decisions can be made. The emergency operations center will also function as a communications conduit where information can be collected, evaluated, and disseminated to the appropriate agency or persons.

The emergency operations center will be established in a close, but safe, proximity to the targeted area, with sufficient support resources. This center shall be kept fully operational until the crisis has been declared over. A marshaling area for outside agencies' assistance shall be established by the Campus Safety officer for on-site emergency response.

Medical Supplies

First aid kits are available in several areas across campus. Student Affairs, Facilities and Campus Safety maintain emergency supplies and would be first responders in an emergency on campus until qualified medical assistance can arrive.

Documentation of Emergency Notification

The office of Student Affairs utilizes the university's Colleague student database system to maintain information for student contact, i.e., home phone and emergency contact.

General Emergency Guidelines

Evacuation Procedure

1. Building Evacuation

- a. All building evacuations will occur on notification by Campus Safety or building coordinator.
- b. When notification occurs, individuals should leave by the nearest marked exit and alert others to do the same. Report to the designated evacuation site areas listed for each building.
- c. Assist persons with disabilities in exiting the building. Do not use elevators in the event of fire or tornado as there is the potential for individuals to become trapped.
- d. Once outside, keep streets, fire lanes, hydrant areas, and walkways clear for emergency vehicles and personnel.
- e. A head count of all students, faculty and staff will be taken by the building coordinator.
- f. Do not go back into the building until clearance is given.

2. Campus Evacuation

- a. Evacuation of all or part of campus will be announced by the communication liaison.
- b. All persons (students, faculty and staff) are to immediately vacate the area in question and relocate to another part of the campus as directed.

Reporting an Emergency

The quickest and easiest way to obtain professional emergency assistance in any type of emergency is to phone 911 (9-911 from a campus office phone). Campus safety should be contacted at ext. 5318 or 423-636-7318 to assist in emergency services personnel response.

When calling each of these emergency numbers, stay calm and carefully explain the problem and location. Give the operator:

- a. Your location
- b. The nature of the emergency
- c. Your name
- d. Phone number from which you are calling

Do not hang up until you are sure no further information is required, unless there is an immediate threat to your safety.

Shelter in Place (lockdown)

A “Shelter in Place” is a protocol used when there is a threat of some kind on campus and individuals need to get out of the hallways and into a safe area. Campus Safety, CRT Leader or other designated CRT team members, will issue a Pioneer Alert if a shelter in place is needed. Students, faculty and staff should immediately do the following:

- a. Remain calm.
- b. Briefly advise other building occupants of the nature of the emergency.
- c. Get occupants out of the hallways and into a room. The best place to go is an inner office or closet with a locked door if possible.
- d. Shut blinds if possible.
- e. Advise individuals to stay away from windows and take cover under desks or any place where they cannot be seen directly.
- f. Remain in your room until Campus Safety or law enforcement arrive and begin evacuation.

Natural Disasters/Events

Fire

It is important to know the location of the fire extinguishers, fire exits, and alarm systems on campus and how to use them. Training and information is available through office of Campus Safety and, if needed, the fire department. All housing staff receive training each year for safety in residential housing.

An emergency exists when building fire alarms or sprinkler systems are activated, or when someone actually sees smoke. Campus Safety should be notified immediately and the fire department called. If a fire is detected:

- a. Evacuate the building walking quickly to the nearest marked exit while alerting others to do the same.
- b. In the event of a large fire that does not appear controllable with the use of a single fire extinguisher, IMMEDIATELY notify the fire department (911) and Campus Safety and activate the nearest fire alarm. Then proceed to the nearest emergency exits.
- c. In the event of a minor fire that appears to be controllable with the use of a single fire extinguisher, IMMEDIATELY notify Campus Safety. Then use the nearest fire extinguisher in accordance with basic operating procedures.
- d. ASSIST ALL PERSONS WITH DISABILITIES OR INJURIES WITH EXITING THE BUILDING. Elevators must not be used in case of fire.
- e. If you become trapped in a building during a fire, attempt to locate the nearest, most accessible stairway or exit; however, if all exits are blocked and a window is available, place an article of clothing (shirt, coat, etc.) outside the window as a marker for rescue crews. If you are exposed to smoke, stay near the floor where the air will be less toxic. Shout at regular intervals to alert emergency crews of your location.
- f. DO NOT RETURN TO AN EVACUATED BUILDING for any reason until the building has been cleared for reentry by Fire Department officials and express permission has been given by Campus Safety.
- g. NEVER USE WATER TO EXTINGUISH AN ELECTRICAL FIRE.
- h. DO NOT LOCK DOORS DURING A FIRE.

Once outside, move to the clear, designated area away from the affected building in order to be counted as safe. Keep streets, fire lanes, hydrants, and walkways clear for emergency buildings and crews.

An emergency operation center may be set up near the emergency site. Keep clear of the post unless you have official business. The CRT will determine other actions as necessary.

Tornado

Upon notification of a tornado warning for the immediate area, all students and university personnel will be notified through the Pioneer Alert system and should go immediately to the designated area for that building. All persons will remain in these locations until the warning alert is lifted.

If outside and unable to get to shelter, seek a ditch or depression in the ground and lie flat onto the ground. The designated areas for each building are as follows:

Andrew Johnson Museum	Lowest floor in building, away from doors and windows
Annie Hogan Byrd	Lowest floor in building, away from doors and windows
Doak House	Lowest floor in building, away from doors and windows
Indoor Practice Field (IPF) Facilities	Lowest floor, inner bathrooms, away from doors and windows
McCormick Hall	Lower garage, away from doors and windows
Meen Center	Lowest floor, inner bathrooms, away from doors and windows
Niswonger Commons	Lowest floor, inner bathrooms, away from doors and windows
Rankin Hall	Lowest floor, inner bathrooms, away from doors and windows
Virginia Hall	Lowest floor, inner bathrooms, away from doors and windows
Treadway	Offline
Thomas Garland Library	Lowest floor, inner bathrooms, away from doors and windows
Charles Oliver Gray Buildings (COG)	Lowest floor, inner bathrooms, away from doors and windows
Apartments A-F	Lowest floor, inner bathrooms, away from doors and windows
Katherine Hall	Basement, away from doors and windows
Haynes Hall	Basement, away from doors and windows
Welty Craig Hall	Lowest floor, inner bathrooms, away from doors and windows

CAUTION: Avoid power or utility poles as they may be energized.

In the event that a tornado strikes the campus, the CRT will coordinate efforts with proper local authorities. Facilities will shut off utilities as needed. Staff will administer first aid as needed or until authorized medical service is available.

Earthquake

While earthquakes are rare in northeast Tennessee, the potential for a damaging earthquake exists.

- a. Drop down onto your hands and knees so the earthquake does not knock you down.
- b. Cover your head and neck with your arms, and hands to protect yourself from falling debris such as ceiling tiles, bookcases, file cabinets and other furniture that has not been anchored to walls or floors.
- c. Many services may stop working: lights, telephones, elevators, heat and air conditioning.
- d. Some exterior windows may break causing shattered glass
- e. If you are inside, stay inside until the earthquake is over. DO NOT run outside or to other rooms. You are less likely to be injured if you stay where you are.
- f. If you are outside, move away from buildings, utility wires, telephone poles and trees.

In the event that an earthquake occurs, the CRT will coordinate efforts with proper local authorities. Facilities will shut off utilities as needed.

Pandemic

The Emergency CRT will be utilized to manage a pandemic outbreak. This will include utilizing outside resources to the minimalizing of an outbreak. The team will coordinate with local health officials and emergency services to correctly assess the outbreak. This includes:

- Operations
- Planning
- Response
- Public Media
- Logistics

The CRT will closely follow state and the center for disease control and prevention (CDC) recommendations as each pandemic has specific and different threats for spread and management. The CRT in collaboration with local health officials will decide when normal operations are safe to resume.

Environmental Disasters

Chemical Spills

A chemical spill is classified as an emergency spill when it:

- a. Causes or may cause personal injury or exposure that requires medical attention.
- b. Causes a fire hazard
- c. Causes a spill that cannot be controlled or isolated by laboratory personnel.
- d. Involves any unknown substance

Any spillage or reaction of a chemical causing an exposure reaction or an injury is to be reported immediately by dialing 911 and to Campus Safety, ext. 5318. The primary procedures used for emergency spills include:

- a. Leave the spill area immediately.
- b. Remove personnel from danger or spill
- c. Alert other building occupants
- d. Call Facilities Management Ext. 5319

Criminal Acts

Bomb Threat

If someone observes a suspicious object or package on Campus, Campus Safety should be notified immediately. **DO NOT HANDLE** the object or package! Campus Safety will make the call to evacuate the building or area and will immediately notify the local authorities. Campus Safety, with local authorities, will determine the plan of action.

If someone receives a bomb threat, they should immediately call campus safety 423-636-7318 or ext. 5318 and complete the bomb threat form that is found on the following page of this plan. This will provide information to the investigators regarding the call.

If you are in a building where the bomb is suspected:

- a. Do not open cabinets or drawers.
- b. Do not turn lights or other switches on or off
- c. Do not touch any suspicious objects or packages.
- d. Occupants should take personal packages, lunches, briefcases, etc., during evacuations so they will not be mistaken for explosives.

Evacuate the area immediately.

Bomb Threat Report Form

Try to keep the caller on the phone as long as possible.

To the best of your ability, record the exact words of the person making the call.

Questions to Ask:

When is the bomb going to explode? _____

Where is the bomb right now? _____

What kind of bomb is it? _____

What does it look like? _____

Why did you place the bomb? _____

What is your name? _____

Description of Voice _____

Check correct(s) Male ___ Female ___ Young ___ Middle age ___ Old ___

Tone of voice _____

Is voice familiar to you? _____ If so, who did it sound like? _____

Remarks _____

Person receiving or monitoring call _____

Department _____ Phone _____

Time Received _____ Date _____

Assault

Any assault that takes place on campus should be reported to Campus Safety by calling the Campus Safety office (423-636-7318) or by calling (911). Campus Safety will go to the location of the assault, assess the situation, ensure the location is safe, and ensure no further harm will occur to the person. Campus Safety will determine if medical assistance is needed and call for assistance for the person. Campus Safety will listen and take an informed report. In case the person wants outside law enforcement contacted, Campus Safety will do that for them so a report can be filed and an investigation can take place. If the assault is student related Campus Safety will contact the Associate Vice President of Student Affairs and/or the Dean of Students and if the assault occurred after hours, Campus Safety will call the on-call Student Affairs representative. Student Affairs will determine the next steps and coordinate those steps with Campus Safety.

If the assault does not take place on campus and the assault involves another student of the university, a report in the jurisdiction that the assault took place needs to be completed and submitted to the office of Campus Safety, Student Affairs and the Title IX Coordinator to determine the next steps that should take place.

Criminal On or Near Campus

An emergency exists when the campus has been notified by local authorities that a crime has been committed and the dangerous suspect is located on or near the university campus. This is reserved for more serious crimes in which the criminal may resort to desperate measures. Notification should be made to the entire campus through the use of the Pioneer Alert system.

Campus safety officers should be placed in strategic locations on campus to monitor persons approaching campus and will remain in close communication with the police department. The director of communications is responsible for handling outside media if necessary.

Hostage Situation

A hostage situation exists when a person(s) takes control over another person(s), is demanding some type of action or not allowing the person(s) being held to leave. The hostage taker may not be actively injuring people but holding people against their will. Local law enforcement will be notified by Campus Safety and will attempt to communicate with the hostage taker(s).

All hostage situations are dangerous events. Dynamics of a hostage situation vary greatly and no two incidents will be the same.

If you witness a hostage situation:

- a. Remove yourself from any danger by leaving the immediate area.
- b. Notify Campus Safety at 423-636-7318 or ext. 5318 and 911.
- c. Be prepared to provide the following information:
 - i. Location of incident
 - ii. Number of possible hostage takers
 - iii. Physical description and names of hostage takers if known
 - iv. Number of possible hostages
 - v. Any weapons that the hostage takers may have
 - vi. Your name, location and phone number

If you are taken hostage:

- a. Cooperate with your captor(s) to the fullest extent possible; treat them as normal as possible.
- b. Be respectful, ask for permission to speak and do not argue or make suggestions.
- c. Attempt to remain calm and be alert to situations that you can exploit to your advantage.
- d. Do not attempt to escape unless there is an extremely good chance of survival.
- e. Observe the captor(s) and try to memorize their physical traits, voice patterns, clothing, or other details that can help provide a description later.

Active Shooter on Campus

An emergency exists when a shooter is suspected on campus, hear gunfire or when Campus Safety or an official of the university, has been notified that an act of violence has been committed. If you observe any suspicious activity on campus, immediately contact Campus Safety at 423-636-7318 or ext. 5318. The location of the scene and the identity of the person calling will be requested by Campus Safety or local law enforcement. Provide the following information:

- a. Your name.
- b. Location of the incident.
- c. Number of suspects or shooters.
- d. Identification or description of shooter(s).
- e. Number of persons who may be involved.
- f. Your exact location.
- g. Injuries to anyone if known

If it is possible to do so safely, when you become aware of an “active shooter” incident, move away from the immediate path of danger and take the following steps:

- a. Notify anyone you may encounter to move away from the danger area.
- b. Evacuate to a safe indoor area away from danger and take protective cover. If possible, go to another university building.

Campus Safety will immediately notify the police department and will send out a Pioneer Alert to all students, faculty and staff of what areas on campus to avoid and/or to shelter in place. The President of the university and the CRT leader will be notified and will activate the university crisis response team to take action in establishing a safe emergency operation center.

Campus safety officers, if armed, will go to the scene immediately to attempt to mitigate the situation and assist local law enforcement. Individuals not immediately impacted by the situation are to take protective cover within their shelter-in-place location, staying away from windows and doors until notified otherwise.

Assessment will be done by local law enforcement to determine if anyone else is in danger, if the suspect might be in the area, and if any other adjoining areas/buildings might need to be evacuated. Any crime scene should be secured as soon as possible.

The police department will have full charge of the scene and the crime from this point forward. The university will be available to assist as necessary.

Violent Protests

In the event that a campus demonstration or protest becomes threatening or violent in which injury to persons or property occurs, observers need to contact Campus Safety as soon as possible (423-636-7318). Campus Safety will notify the President of the university. Local law enforcement may be called for assistance. Campus Safety may issue a Pioneer Alert to notify all students, faculty and staff of the areas of potential danger. When directed by Campus Safety, employees and students should take the following actions:

- a. Alert all employees and students in the area to the situation.
- b. Leave the area if at all possible.
- c. Do not engage the crowd.
- d. Lock all doors, secure all files, documents, and equipment.
- e. Stand by for further instructions through Pioneer Alert.

Psychological Crisis

A psychological crisis exists when an individual is threatening harm to himself/herself or others or is out of touch with reality.

Occasionally, a student, faculty, or staff member might be experiencing mental health problems which interfere with their ability to function. The list below serves as a general guideline to follow when someone becomes aware of a student, faculty or staff member who might not be functioning well from a mental health standpoint:

- a. Do not leave the person alone (unless you fear imminent bodily harm to yourself) and keep them as calm as possible.
- b. If the person is in need of medical assistance, contact emergency services immediately at 911 and then Campus Safety at 423-636-7318 or ext. 5318.
- c. If the person is not in imminent danger, contact Campus Safety.
- d. If the person agrees to treatment, Campus Safety will contact local emergency medical services to provide transportation to a local hospital.
- e. If the person is a student and refuses treatment, Campus Safety, the AVP of Student Affairs, or the Dean of Students will determine whether to contact local law enforcement so they can evaluate the situation and make the arrangements for appropriate transportation.
- f. If the person is an employee or visitor and refuses treatment, Campus Safety, Human Resources and the AVP of Operations will determine whether to contact local law enforcement so they can evaluate the situation and make the arrangements for appropriate transportation.

Suicide On Campus

When a suicide occurs, it is incumbent upon the university to respond in a sensitive and caring manner. The death of a student or employee may affect the entire university community, as well as the friends and families. If a student or employee suicide occurs on campus, Campus Safety should be notified immediately. Campus Safety will go to the scene and check the student or

employee, call for medical assistance, notify law enforcement, and preserve the scene to rule out possible foul play.

Campus Safety will notify the Associate Vice President of Student Affairs if the victim is a student or the Chief Human Resource Officer if the victim is an employee. The AVPSA and CHRO will be the primary contact person for communications to the family, as soon as possible. The primary contact is a single point of contact for the family to use for communications about the student or employee. Student Affairs and HR will be able to provide campus ministry and other counseling for members of the TU community that need/require further assistance in coping with the death.

All communications with the media will go through the President of the university and the Director of Communications to maintain accuracy and ensure the legality of the information disseminated.

Cyber-Attack

It is important to know how to react to a cyber-attack to the computer system networks. Cyber-attacks must be managed in a way to address and mitigate incidents and ensure communications are sent to all affected stakeholders. With the prevalence of ransomware, phishing and other malicious activities targeting email accounts, it is critical that all students, faculty and staff be vigilant and cautious when dealing with emails, attachments and links.

Below are some things a student, faculty or staff member can do to help prevent a cyber-attack:

- a. Change your password often. Staff accounts expire every 90 days.
- b. Use strong passwords. Use a mix of upper case and lower case letters, numbers and symbols.
- c. Don't open an attachment unless you know the sender and are expecting it.
- d. Be cautious about email messages that instruct you to enable macros before downloading Word or Excel attachments.
- e. Don't open an attachment from someone you don't know. Delete it immediately.
- f. Learn how to recognize phishing
 - a. Messages that contain threats to shut down your account or verify credentials
 - b. Requests for personal information such as passwords or Social Security numbers
 - c. Words like "Urgent" or "Immediate" to convey a false sense of urgency
 - d. Forged email addresses. Always look closely at the sender's address
 - e. Poor writing or bad grammar
- g. Hover your mouse over links before you click on them to see if the URL looks legitimate.
- h. Open a new browser and manually type in the address Instead of clicking on links.
- i. Don't give your email address to sites you don't trust.

- j. Don't post your email address to public websites or forums. Spammers often scan these sites for email addresses.
- k. Don't click the "Unsubscribe" link in a spam email. It would only let the spammer know your address is legitimate, which could lead to you receiving more spam.
- l. Understand that reputable businesses will never ask for personal information via email.
- m. Beware of emails asking for your available number of requesting a favor
- n. Don't send personal information in an email message.
- o. Don't reply to spam. Be aware that if you reply to a spam email, your reply most-likely will not go back to the original spammer because the FROM header in the spam message will most-likely be forged.
- p. Don't use your Tusculum email for personal activities, such as online shopping etc.
- q. Don't share passwords.
- r. Be sure to log out.
- s. If you are suspicious of an email to your Tusculum account, forward it to TDIS@tusculum.edu and let us examine it for you.

Important note: TDIS will never ask you to verify your password or account information.

If a potential or real incident occurs:

- a. Students and employees should immediately notify the Director of the Tusculum University Information Systems at 423-636-7300 ext. 5676 or the Help Desk at ext. 5346. The Director will notify The System Administrator, Campus Safety, and the TDIS Help Desk.
- b. Students and employees are expected to shut down the computer. The Director will get his team together and start to work on the problem. They will need to know:
 - a. What equipment or persons are involved?
 - b. How was the incident detected?
 - c. When the event was first noticed?
 - d. What supports the idea that the incident occurred?

The Director of Information Systems will determine the severity of the event and will take down the servers that are affected and restore them. After the event is over IS will do an incident report and give it to Campus Safety and the AVP of Operations, preserve the evidence, notify outside agencies if needed, assess damages and cost, review policies and procedures, and plan preventive steps to minimize the chances of reoccurrence.

End Crisis Mode

The university will utilize the Pioneer Alert system to update the campus and notify when a crisis or disaster has ended. If injuries are incurred, designated offices will deal with types of injuries and family contacts, i.e., Student Affairs office for student injuries and Human Resources for employee injuries. CRT will develop a follow-up plan for each type of crisis and hold a debriefing meeting to discuss problems or improve action plans. Written documentation of the particular crisis will be prepared by the administrative liaison for future use.

Training

In order to facilitate emergency response preparedness, Tusculum University will conduct periodic exercises throughout the year. At a minimum, one exercise will be conducted during a calendar year that tests the university's preparedness and response systems. This exercises will simulate potential threats to life and/or property. The results of each exercise shall be maintained by the Chief of Campus Safety with a copy of the final report being provided to the President, Vice President/CFO, and the Associate Vice President of Operations. Additionally, Tusculum University will include what type of exercise was conducted during the year in the Annual Security Report (ASR).

The university provides a guide for emergency crisis response contacts to each campus office. These guides will assist individuals to take the initial steps required in an emergency or crisis situation until the university's CRT and Campus Safety can take appropriate action.

Summary

The guidelines identified in this plan will ensure Tusculum University keeps the best interests of the students, faculty, staff and community close at hand and exercise the best approach to safeguard our community. There will be variables and unknowns involved for any one type of emergency. These guidelines are written to suggest a general direction to be taken into consideration when deciding upon what action to take. Each situation must be evaluated individually and decisions made based upon the factors present at that time.

Team Members as of October 2023

Ext:

President:	Dr. Scott Hummel	5301
Provost:	Dr. Tricia Hunsader	5305
Team Leader:	Carrie Maggert	5080
Assistant Team Leader	Claire Hensley	5226
Administrative Liaison	Kim Collins	5301
Campus Safety	Shane Matthews	5070
Communications	Jim Wozniak	5230
Damage Control	Chad Grindstaff	5797
Employee Liaison	Scott Smith	5065
Information Technology	Chris Summey	5676
Student Liaison	Charles Sutton	5273
Financial Liaison	Benita Bare	5215
Athletic Liaison	Josh Ealy	5322

Disaster and Off-Campus Resources

Tusculum Police Department	423-638-6211
Tusculum Fire Department	423-638-6211
Greeneville EMA	423-798-1729
Greeneville Community East Hospital	423-787-5000
Greeneville Police Department	423-639-7111
Greene County Sheriff's Department	423-798-1800
Greeneville Light and Power	423-636-6200
Greeneville Water	423-638-3148
Greeneville Fire Department	423-638-7891
Greene County Rescue Squad	423-638-3441
Greene County 911	423-638-8663
Greene County Health Department	423-798-1749
Frontier Health	423-467-3600

Individual Campus Building Coordinators

<u>Building</u>	<u>Contact</u>	<u>Ext:</u>	<u>Evacuation Area</u>
Andrew Johnson Museum	Dr. Peter Noll	5348	Library Quad
Annie Hogan Byrd	Bill Bledsoe	5142	Katherine Parking Lot
Doak House	Peter Noll	5348	Parking Lot
Indoor Practice Field	Vanessa Fyffe	5454	Parking Lot IPF
Facilities	Chad Grindstaff	5797	The Pit
McCormick	Carrie Maggert	5228	McCormick Quad
Meen Center	Dr. Heather Ramsey	8355	Parking Lot
Niswonger Commons	Shane Matthews	5070	McCormick Quad
Rankin	Josh Ealy	5322	McCormick Quad
Virginia	Dr. Jake Fait	7389	Parking Lot AHB/Kat
Treadway	N/A	N/A	Offline
Thomas J Garland Library	Kathy Hipps	5123	Library Quad
COG North	Lillian Burchnell	5684	Library Quad
Baseball Stadium	Brandon Steele	5615	Meen Parking Lot