

# **Texas College Emergency Response Plan**

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## Preface

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The crisis management Emergency Handbook was prepared by the Psychological/Social/Diagnostic Services Department's crisis team and the departmental Advisory Board's suicide and crisis management committee. The information in this booklet has been modified and adjusted to complement the needs of an emergent situation for Texas College. The information has been approved for use by the Psychological/Social/Diagnostic Services department's crisis team and the departmental Advisory Board's suicide and crisis management committee. It is intended to be used by administrators for quick reference to procedures that enhance responses to any one of a wide range of possible situations affecting educational institutions.

Representing the Tyler mental health community, the Advisory Board committee members have donated hours of expert consultation in the development of step-by-step suggestions for the management of specific crisis situations. Having assisted individuals recovering from major crises, these professionals understand the importance of prompt crisis management in the college environment. Texas College is grateful for their contribution.

The contents of this manual are not intended to create any contractual or other legal rights and are designed solely to be used as a guide for faculty, staff and students of Texas College.

# Emergency Telephone Numbers

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TC Emergency Services	(903) 593-8311 ext. 2336
Employee Services	(903) 593-8311 ext. 2202
Health Services	(903) 593-8311 ext. 2311
Media Relations	(903) 593-8311 ext. 2204
Risk Management	(903) 593-8311 ext. 2311
Safe School Hotline	(903) 593-8311 ext. 2366
Security Front Gate Command Post	(903) 593-8311 ext. 2249
Physical Plant	(903) 593-8311 ext. 2336
<b>City Emergency Services: Fire, Police, Paramedics</b>	<b>911</b>

## Community Resources

Metrocare Crisis Teams	(903) 509-2526
Poison Center	(800) 222-1222
Rape Crisis Center	(800) 886-7273
Suicide and Crisis Center	(800) 448-3000

# Crisis Procedure Checklist

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- \_\_\_\_\_ 1. Determine the facts surrounding the crisis event, level of crisis and potential impact.
- \_\_\_\_\_ 2. Request emergency services.
- \_\_\_\_\_ 3. Alert administration.
- \_\_\_\_\_ 4. Ask that:
  - \_\_\_\_\_ a. Other buildings likely to be affected by the crisis be notified.
  - \_\_\_\_\_ b. Arrangement be made for college resources when necessary.
- \_\_\_\_\_ 5. Assemble and brief local crisis team. Request that team members carry out pre-planned responsibilities.
- \_\_\_\_\_ 6. Designate rooms and space for counseling, media, and crisis coordination.
- \_\_\_\_\_ 7. Determine what information will be shared and with whom.
  - \_\_\_\_\_ a. Memos, meetings, personal contact with faculty
  - \_\_\_\_\_ b. Letters to staff/students
  - \_\_\_\_\_ c. Fact sheet for secretary
  - \_\_\_\_\_ d. Statement for media
- \_\_\_\_\_ 8. Debrief at the end of each day with all crisis team members. (possibly mid-day on first day)
- \_\_\_\_\_ 9. Schedule additional planning sessions.
- \_\_\_\_\_ 10. Plan for parent/community meetings.

# Abduction

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## Suggested Steps

### Witnessed

1. Call 911 for immediate emergency assistance. Assign someone to meet emergency personnel at the door.
2. Gather facts about the abduction and a description of the abductor from witnesses.
3. Notify Administration.
4. Convene local crisis team.
5. Decide on a plan of action:
  - a. Meet with staff/students if possible.
  - b. Prepare a statement for the media. Ask police what information may be released.
  - c. Prepare fact sheet to help those answering phone inquiries.
  - d. If concern exists about additional abductions, notify others.
6. Provide counseling as needed.
7. Log all activities and decisions.

# Abduction

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## Suggested Steps

### Not Witnessed

1. Verify that the individual is missing. Have building searched.
2. Notify Administration.

**COMMENTS:**  
Protect the student's privacy concerning sexual molestation.

# Accident with Severe Injuries of Several Students

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## Suggested Steps

### On Campus

1. Call 911 for immediate emergency assistance. Assign someone to meet emergency personnel at the door.
2. Assess injuries.
3. Notify nurse.
4. Remove uninjured individuals from accident site.
5. Notify administration of the nature and extent of the injury.
6. Ask instructors to refer distressed individuals to the counselor or psychosocial services crisis team.
7. Provide accurate information to those answering the questions of other parents or the community.
8. Prepare a statement for the media.
9. Visit injured students at the hospital.
10. Log all activities and decisions.

# Accident with Severe Injuries of Several Students

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## Suggested Steps

### Off Campus

1. Verify information.
2. Notify Administration.

**COMMENTS:**

\*Do not use PA system to inform initially; use memo, runner, etc.

# **Accusations Against Personnel Related to Illegal Activities such as Abuse/Molestation**

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## **Suggested Steps**

1. Document what allegations have been reported at the college.
2. Notify Administration.
3. Depending on situation, in cooperation with the police, prepare for:
  - a. Statement to media
  - b. Prepare fact sheet for secretary.
4. Log all activities and decisions.

# Altercation or Violence Between Ethnic Groups

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## Suggested Steps

1. Request assistance from Security/Police.
2. Reestablish order with assistance from available staff.
3. Assess danger: injuries, number of students involved, location of altercation, and presence of weapons.
4. Provide first aid to injured students. Call paramedics if injuries require medical attention. (911)
5. Ask witnesses to describe what led to the altercation.
6. Prepare plans to prevent retaliation or further campus violence.
  - a. Ask student leaders to recommend ways to resolve issues.
  - b. Facilitate discussion or mediate between gang or ethnic groups.
  - c. Conduct workshops for students and faculty around ethnic or gang related issues.
7. Prepare a statement for the media in conjunction with the police.
8. Prepare fact sheet for telephone inquiries.

# **Assault of a Student on Campus**

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## **Assisting the Victim**

1. Provide medical attention if there are injuries.
2. Notify Security.
3. Unless injuries require the immediate attention of a doctor or indicate transfer to a hospital, keep the victim on campus (at clinic).
4. President or his designee will notify victim's parents.
5. Notify Administration.

## **If the Assault is a Rape**

1. Contact the police (911), security (903) 593-8311 ext. 2249. Assign someone to meet emergency personnel at the door.
2. Ensure that a school nurse, counselor, psychologist, or trusted friend remains with the victim until the police arrive.
3. Report information only to those directly involved with the victim's safety and well-being. Notify Administration.
4. Expect and prepare for questions from the media.
5. Log all activities and decisions.
6. The President or his designee will notify the victim's parents.

# Assault of a Student on Campus

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## Managing the Alleged Assailant(s)

1. Notify Security (903) 593-8311 ext. 2249 and/or the police (911).
2. Detain suspect until police arrive.
3. Follow board policy regarding disciplinary action, questioning of students, and students taken into custody.
4. Log all activities and decisions.

### **COMMENTS:**

\*Anger at the school may be anticipated.

\*\*Help the victim regain a sense of security. Do not blame the victim. Respect cultural differences where, traditionally, outside counseling may not be acceptable and such matters are not shared beyond the immediate family. \*\*\*The police will transport the assaulted individual to a hospital where specially trained personnel will examine him. The services of the Rape Crisis Center will be offered at this time.

\*\*\*\*A student and staff meeting may need to be scheduled if concern is widespread and cannot be resolved in individual exchanges.

# Bomb Threat

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## Suggested Steps

### Bomb Threat

1. Document the threat (e.g., time and date; exact words of caller; description of voice: sex, age if apparent, tone, dialect; and background noises).
2. Notify Security, which will contact the police if necessary. (903) 593-8311 ext. 2249.
3. Inspect the building.
4. Notify the appropriate supervisor when a final check of the building has been completed.

#### **COMMENTS ON BOMB THREAT:**

All threats do not warrant calling the police. Unnecessary publicity, in fact, may encourage other incidents. Evaluate the threat. On the basis of evidence, experience and judgment, decide whether the threat is credible.

#### **Evidence**

- ❖ Signs of illegal entry
- ❖ Report of missing chemicals

#### **Experience**

- ❖ Other threats have been hoaxes
- ❖ Tests are scheduled for that day
- ❖ Caller was obviously a youngster; giggling in background
- ❖ Unexplained individuals unrest

#### **Judgment**

- ❖ Based on all available information, the threat is or is not credible

**Note:** Dismissal or fire drill procedures are not standard practice for all bomb threats.

# Bomb Threat

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## Bomb Found

1. Call Security, which will notify the bomb squad. (903) 593-8311 ext. 2249. Assign someone to meet emergency personnel at the door.
2. Isolate the area.
3. If the fire alarm is used for evacuation, notify the fire department that alarm was used because a bomb was located.
4. Evacuate building in stages, starting with the rooms nearest the device.\* Instructors should take attendance sheets/role books with them.
5. Notify the Administration.
6. Re-enter the building only after being advised to do so by the police.
7. Prepare a statement for the media.
8. Provide a fact sheet to help the school administration and others in answering the questions of concerned parents, including location of evacuated students. Have interpreters available.

### COMMENTS:

\* Do not handle device. Do not use two-way radio. Do not attempt to dismantle or remove device.

## **Community or Political Protest Activity - Riot (level III)**

### **Suggested Steps**

1. Identify the group and the purpose of the protest.
2. Notify Security, which in turn will notify campus security.\* (903) 593-8311 ext. 2249. Assign someone to meet emergency personnel at the door.
3. Notify Administration. Determine if mediation is needed.
4. If group is disruptive, warn members they are in violation of the law and subject to arrest. Ask them to discontinue their activity.
5. Do not allow disruptive persons to enter campus property. If protest group is already on the premises, request that the members vacate immediately. Assign staff to all building entrances to prevent further disturbances inside the facilities.
6. Advise instructors to keep classroom doors closed and locked, if possible.
7. Keep administrative offices locked; provide security measures for files and records.
8. Keep faculty informed through memos, brief meetings, or other campus communication systems.
9. Prepare statement for the media.
10. Prepare for staff meetings that may be needed to respond to the demands or problems identified by the protesters. Have interpreters available.
11. Refer to board policy and the Student Code of Conduct for disciplinary action if students are involved in demonstrations and create or threaten to create a substantial disruption in classes or campus operations.\*\*

## Community or Political Protest Activity - Riot (level III)

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If the situation escalates to threats or actual physical harm or damage to property, additional emergency procedures may be necessary.

12. Request immediate assistance of police.
13. Keep Administration informed.
14. Alert local crisis team members to assume their responsibilities. Request assistance from psychosocial services crisis team.
15. Provide first aid or assist paramedics if possible.
16. Once order has been restored, remain alert for further campus disruptions. Ask student leaders for input regarding controversial issues. Ask for community involvement in resolution of concerns leading to the riot.
17. Log all activities and decisions.

### COMMENTS:

\* The final decision for determining the nature of the assistance needed is the responsibility of the administrator in charge. (The President)

\*\* "Students will not be permitted to incite, encourage, promote or participate in a riot, sit-in, walk-out, blockage of entrances, or trespass or otherwise substantially or materially interfere with the normal educational process while at the college or at college-sponsored activities. Any student who wishes to promote, organize, or participate in a demonstration on the premises, other than those sponsored by the college must obtain the prior approval of the appropriate officials." A suggested alternative would be to allow students the opportunity to voice opinions or dissent where they can be heard and appropriately responded to by administrators inside the building. While most protest activities are appropriate to classify as a Level I crisis that can be managed with the resources at hand, there is potential for them to escalate into a more serious situation and require additional action by the local crisis team, psychosocial services crisis team, central administration and/or local law enforcement.

# Contagious Disease

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## Suggested Steps

### Rumor

1. Contact Nurse for information, if necessary.
2. Convene local crisis team.
3. Decide on and execute a plan at the direction of the president or his designee. (Memo to be read in all classes, announcement on speaker system, letter to parents, etc.)
4. Meet with key students/staff individually, or in groups, to show a unified stance on the issue.\*
5. Prepare a fact sheet for Presidents secretary. Have interpreters available.

### Actual

1. Convene local crisis team if the disease is serious and the president and nurse need assistance and support.
2. Using input from the nurse, decide on an approach that will best address the particular situation.\*\*\*
  - a. Notification may be sent to staff by letter.
  - b. A meeting with concerned staff/staff may be appropriate to dispel any rumors and provide accurate information regarding the incidence and implications of the disease.
  - c. Respect any cultural differences and a preference for privacy by some students or parents.

#### COMMENTS:

\* Use this situation to educate the students about the facts and the disease. If there is a rumor, the situation calls for education about the meaning and dangers of rumors.

\*\* Students with a reportable disease may be excluded from attendance until:

1. A physical attests to their recovery.
2. The local health authority gives permission, or
3. The appropriate time elapses and they are no longer contagious.

# Dangerous or Irate Person on Campus

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## Suggested Steps

1. Alert Security to stand by. (903) 593-8311 ext. 2249.
2. Check identification if possible. Determine whether the person has a legitimate reason to be on campus. As precaution, have backup for support.
3. If person cannot give identification or legitimate reason for being on campus, notify security or police immediately. Ask person to leave or, if necessary, have person removed.\*
4. If the person is identified as a person with a legitimate reason to be there, utilize a combination of extreme politeness, courtesy and firmness to structure and de-escalate the behavior. If the person is coherent, listen to him/her and try to understand his concerns. Do not permit classroom to be disrupted.
5. If the situation was witnessed by students or staff, inform them of the facts once the situation is resolved.
6. Log all decisions and activities.

**Comments:**

\*The situation would become an emergency if: 1) the personal safety of the students, faculty, or staff is threatened, 2) the orderly management of the instructional program is disrupted, or 3) school order and discipline are disturbed.

# Death at School: Natural, Accident, Homicide or Suicide

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## Suggested Steps

1. Call 911 for emergency assistance. Assign someone to meet emergency personnel at the door.
2. Clear students/staff from the area.
3. Convene local crisis team. Send someone to the hospital (if victim is transported) to meet with family and friends who may congregate there.
4. The President or his designee. will give notification to the family of the deceased\*
5. Inform Administration at the direction of the President or his designee.
6. Give factual information to the media and prepare fact sheet for telephone inquiries.
7. Determine the most effective method to inform public about the death, what the school is doing, and what reactions to expect from their child.
8. Hold staff meeting as soon as possible to process feelings and plan for the anticipated reactions of students.
9. Visit the home for a condolence call. \*\*\*
10. Relay additional information (funeral arrangements, etc.) as it becomes available. Respect traditions of various cultures when appropriate.
11. Request assistance from Administration office should additional instructors be needed to cover classrooms and release instructors to attend a funeral. \*\*\*\*

## Death at School: Natural, Accident, Homicide or Suicide

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12. Prepare to hold community meeting, if necessary. Have interpreters available.
13. Debrief with crisis team.
14. Plan follow-up counseling for students and staff.
15. Log activities and decisions.

### **COMMENTS:**

- \* Visitation is recommended. Later, the college may wish to deliver sympathy notes and/or donated items.
- \*\* Using the address system or having an assembly at this time to announce a death is not recommended. Memos may be sent to the teachers, or counselors and Psychosocial Services personnel may visit classrooms to convey the information.
- \*\*\* Note religious and social customs of the family when timing the visit. It may be preferable to express sympathy at the wake or funeral instead of visiting the home.
- \*\*\*\* Instructors should not be responsible for taking students to a funeral.

## Death Off Campus: Natural, Accident, Homicide or Suicide

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1. Verify information.
2. Convene local teams, activate local plan.
3. Notification to Administration by the President or his designee.
4. Inform students/staff at the direction of the President or his designee. \*
5. Prepare a media statement and fact sheet for telephone inquiries.
6. Appoint someone to coordinate memorials, cards and/or food for the family.
7. Visit the home for a condolence call.\*\*
8. Inform students and staff about the funeral arrangements as soon as possible.
9. Request assistance from the President's office should substitute instructors be needed for others attending a funeral.
10. Debrief with crisis teams.
11. Plan follow-up counseling for students and faculty as needed.

### COMMENTS:

\* The use of an assembly or address system to announce a death is not advised.

\*\* Note religious and social customs of the family when timing the visit, It may be preferable to express sympathy at the wake or funeral instead of visiting the home.

# Death Of Parent, Guardian or Significant Family Member

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## Suggested Steps

1. Contact the family to gather information about the circumstances of the death, funeral arrangements, needs of the individual and student affected.
2. Share information with the individual's classmates at the direction of the President or his designee.
3. Visit the home at the direction of the President or his designee.
4. Attend the funeral at the direction of the President or his designee.
5. Monitor the student's academic performance throughout the year noting any difficulties, behavior problems or depression that might be related to the family death.

# Environmental Hazards: Release of Hazardous Material Spill or Leak of Toxic Substance

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## Exterior Release

1. Verify information.
2. Call 911 for emergency assistance. Ask for advice whether to evacuate or shelter in-place. Assign someone to meet emergency personnel at the door.
3. Provide for emergency medical care.
4. Convene local crisis team.
5. Notify Security (903) 593-8311 ext 2249.
6. Notify Administration.
7. Request assistance in notifying other affected TC facilities.
8. Estimate extent of injuries or potential physical danger with the nurse and director of Health Services (903) 593-8311 ext. 2311.
9. If instructed by fire department to shelter in place: \*
  - a. Shut down main electrical power sources to close all ventilation sources.
  - b. Turn off main gas supply.
  - c. Close all exterior doors and windows.
  - d. Provide portable hand-held cellular or walkie-talkie communication to control building zones.
  - e. Set portable AM/FM radios to designated emergency radio station for additional emergency information.
10. Notify Security (903) 593-8311 ext. 2249.
11. Provide for emergency medical care.

# Environmental Hazards: Release of Hazardous Material Spill or Leak of Toxic Substance

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12. Move staff and students from affected area.
13. .Close up and secure affected area.
14. Post warning signs at entrance. (Fire Department will assist.)
15. Notify Administration.
16. Convene local crisis team.
17. Estimate extent of injuries or potential physical danger with the nurse.
18. Keep list of hospitalized persons and where they were transported.
19. If instructed by fire department to shelter on site:
  - a. Shut down main electrical power sources to close all ventilation sources.
  - b. Turn off main gas supply.
  - c. Close all exterior doors and windows.
  - d. Provide portable hand-held cellular communication or walkie-talkies to control building zones.
  - e. Set portable AM/FM radios to designated emergency radio station for additional emergency information.

If instructed by fire department to evacuate: \*\*

- a. Instructors to bring class attendance or roll books.
- b. Determine direction of prevailing wind.
- c. Prepare special needs students and personnel for evacuation.
- d. Evacuate site using cross wind route to avoid fumes.
- e. Set up incident command center with communication capabilities on site if decide to evacuate.
- f. Request set up of President's Cabinet . Ask for transportation to designated evacuation site.

# Explosion, Fire, Plane Crash Into Building

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## Suggested Steps

1. Sound the fire alarm; evacuate building immediately. Instructors are to bring class attendance or roll books.
2. Contact emergency services (911). Assign someone to meet emergency personnel at the door.
3. Extinguish fire when it can be done safely.
4. Provide first aid.
5. Alert Security. (903) 593-8311 ext. 2249.
6. Notify President. Request set up of President's Cabinet .
7. Convene local crisis team.
8. Assist emergency personnel in locating injured persons. Follow instructions of city police and fire department personnel.
9. Shut off HVAC and close exterior windows.
10. Set up incident command center with communication capability on site.
  - a. If building cannot be reentered, relocate students to pre-determined location.
  - b. Make arrangements for organizing students with director of evacuation site (usually nearest recreation center) before allowing students to leave buses. Campus administrator will remain in charge of the students.
  - c. Prepare a fact sheet for parent and community inquiries. Have interpreters available.

Campus Fire Drills will be conducted twice a semester.

## Explosion, Fire, Plane Crash into Building

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11. Keep a list of hospitalized persons and the places to which students or staff are being evacuated.
12. Keep students and staff away from building until area is declared safe.
13. When building is safe for reentry, follow instructions of fire department.
14. Prepare media statements.
15. Ask for media assistance in notifying parents and disseminating information at the direction of the President or his designee.
16. Determine location for temporary classrooms and supplies when needed.
17. Log all activities and decisions.
18. Debrief with crisis teams.

\* The Office of Emergency Preparedness will determine evacuation site.  
Fire prevention is discussed in board policy.  
Emergency medical care is discussed in TC Health Services manual

# Hostage Taking or Sniper Gunfire

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## Suggested Steps

1. Call 911 for emergency assistance. Assign someone to meet emergency personnel at the door.
2. Convene local crisis team.
  - a. Assess the situation (weapons, number of students, location, closest exit).
  - b. Secure the campus building. Keep all students away from the area. Lock doors.
  - c. Attempt to reduce number of hostages immediately. \*
  - d. Inform staff through code to keep all students in the classrooms and away from windows. Hold change of class bell.
  - e. Have multiple copies of the college floor plans available for the police.
3. Set up incident command center with communications on site.
4. Remain available to law enforcement and negotiators.
5. Have an attendance roster available to use as a checklist.
6. Prepare a statement for the media.\*\*
7. Prepare a fact sheet for phone calls from parents and the community. Have interpreters available.
8. Make preparations for the local and psychosocial services crisis teams to provide follow-up services.
9. Log all activities and decisions.

### COMMENTS:

\* FBI recommends this procedure before law enforcement arrives.

\*\* Prohibit media access to students on the campus. This contact tends to be disruptive.

# **Inclement Weather Plan**

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## Unsafe Road Conditions At TC Campus Because of Ice or Snow

1. Director of Physical Plant to make determination by monitoring weather reporting services of East Texas.
2. Director of Physical Plant to do onsite inspection of all roadways on campus to determine safe or unsafe drivability.
3. Director of Physical Plant to notify the President of conditions and give recommendations. At the direction of the President, all classes will be canceled or delayed.

## Cancellation or Delayed Start Time Procedures

1. At the direction of the President his cabinet to be notified, by the Director of Physical Plant, of cancellation or delayed start times for classes.
2. Physical Plant Director will notify Technology to institute an inbound prerecorded message announcing cancellation or delayed start times of classes.
3. Physical Plant Director will notify Technology to post cancellation or delayed start times for classes on website.
4. Physical Plant Director will notify Director of Public Relations to contact Media to announce cancellation or delayed start times for classes.

## Severe Weather Plans

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Since there is usually some warning when this type of weather condition is approaching, it is feasible to assume there will be time to move all faculty, staff and students into the safest part of the building. In the event of possible tornado, hurricane, or severe windstorm, the following emergency procedures will be enacted.

The Director of Physical Plant will notify the president, the cabinet, and security of any approaching hurricane, tornado, or severe windstorms. Recommendations for appropriate action to be given at time of notification.

When notified the following action to be enacted:

Fair Hall under the direction and supervision of the Women's Residence Coordinator, all occupants will proceed to the basement.

Daniel Hall is under the supervision of the Men's Residence Coordinator. All occupants will proceed to the basement.

Student Union Building (SUB) is under the supervision of the Dean of Student Affairs. All occupants will proceed to the lower inter hallway away from windows and doors.

Moody Science Building is under the supervision of the Teacher Education Department. All occupants will proceed to the lower inter hallway away from windows and doors.

The Willie Lee Glass Building is under the supervision of the Teacher Education Department all occupants will proceed to the basement.

Library is under the supervision of the Learning Resource Center Director. All occupants will proceed to the computer lab on the 1<sup>st</sup> floor of the Library.

Martin Hall is under the supervision of the Physical Plant Director. All occupants will proceed to the 1<sup>st</sup> floor inter hallways away from windows and doors.

Gus Taylor Gymnasium is under the supervision of Director of Athletics. All occupants will proceed to the lower level of the Gym.

# Severe Weather Plans

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## Severe Weather Conditions

In the event that severe weather conditions causes the evacuation of the college itself, it may be necessary to evacuate the entire campus to an alternative site away from the campus. Further, the President will determine an alternative site away from the campus, need be. Personnel are to obtain information from the local radio stations, television stations and Campus Security & Safety Department for further instructions.

Campus buildings will be under the direction of Texas College Security and Safety Department after hours or when not occupied.

## Civil Defense and Disaster Preparedness Offer the Following Safety Rules:

1. Don't attempt to leave the building. You are much safer in a steel framed or reinforced concrete building that you are on the street or in your car.
2. The entire fronts of most lobbies are usually glass.
3. You can be safe on your floor. Stay in an interior hallway.
4. Don't get excited. Remain calm; excitement causes many problems. The radio and TV keep you posted on any further instructions.

Tornadoes seldom let down in areas of high rise buildings; however, they are unpredictable, and this bulletin has been prepared to take all precautions for your safety. The greatest danger is from flying glass and possibly some furniture being tossed around, if a tornado hits directly.

# Substance Abuse

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## Suggested Steps

### Level I Offenses

1. Involve the school nurse, when appropriate.
2. Follow procedures in the Student Code of Conduct for conducting a Level I conference.
3. Involve the security or police, when appropriate.
4. Keep any evidence in a locked place until security or police can pick it up.

### Level II Offenses

1. Contact Law enforcement personnel and the school nurse.
2. Give all evidence to law enforcement personnel.
3. Follow procedures in the Student Code of conduct for conducting a Level II conference/hearing.

### Level III Offenses

1. Contact law enforcement personnel and the school nurse.
2. Give all evidence to law enforcement personnel.
3. Follow procedures in the Student Code of conduct for conducting a Level III expulsion hearing.
4. Refer the student to the Student Support Team.

# Suicide Attempt on Campus

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1. Request assistance from the nurse to administer first aid.
2. If the attempt is a medical emergency, call paramedics, 911, for transportation to hospital emergency room. The president or his designee will notify the parents.
3. Request assistance from the campus psychologist and crisis intervention team.
4. If the suicide attempt is not a medical emergency and an ambulance is not needed, request assistance from campus psychologist and crisis intervention team.
5. Provide crisis counseling for the suicidal student while awaiting arrival of the transportation to a medical facility.
6. Clear witnesses from the area.
7. Help witnesses process their thoughts and feelings about what has happened.
8. Notify President.
9. Ensure written report is sent to President.
10. Require a suicide referral for emergency care be signed by the physician or mental health professional who provided services before the student returns to campus.
11. Formulate a re-entry plan with parents, student, and appropriate staff to address the needs of the student when returning to campus after an absence for hospitalization or treatment. Include the Psychosocial Services staff representative in formulating the re-entry plan. \*\*

<p><b>COMMENTS:</b></p> <ul style="list-style-type: none"><li>• Primary caregiver is the person on campus who has been trained in suicide and crisis intervention. The campus staff will provide transportation to emergency facility for further evaluation.</li><li>• Respect cultural differences or a desire for confidentiality</li></ul>
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## Suicide Attempt Off Campus

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1. Request assistance from the campus psychologist and crisis intervention team.
2. President or his designee will meet with the student and his/her parents. \*
3. At the direction of the president or his designee, the crisis and intervention team will visit student if hospitalized.
4. Require a suicide referral for emergency care be signed by the physician or mental health professional who provided services before the student returns to campus.
5. Formulate a re-entry plan with parents, student and appropriate staff to address the needs of the student when returning to campus after an absence for hospitalization or treatment. Include the Psychosocial staff representative in the planning process.
6. Ensure written report is sent to the president.

<b>COMMENTS:</b>
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- |   |
|---|
| <ul style="list-style-type: none"><li>· Some cultures may regard a suicide attempt as a humiliation and prefer privacy.</li></ul> |
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## **Suicide Clusters After Each Death**

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(See suggested protocol Level II “Death off Campus”)

1. Verify information from reporting source (family, witness, police, etc.)
2. Notify the President.
3. Convene local and psychosocial services crisis team.
4. Call faculty meeting before campus or inform staff by memo.
5. Students will be informed at the direction of the president or his designee.
6. Prepare notes for the media.
7. Write a fact sheet for telephone inquiries. Have interpreters available.
8. Provide group and individual counseling.
9. Disseminate information about funerals/memorials.
10. Determine the most effective communication methods to inform parents about the deaths, including expected emotional responses of students, what the campus is doing, funeral arrangements, invitation to contact the campus, etc.\*\*
11. Make home visits with counselor or crisis team member to extend condolences at the direction of the president or his designee.
12. Debrief with crisis teams. Plan long-term response with parents and community leaders.
13. Log all activities and decisions.

# Suicide Clusters

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## Community Involvement for Cluster Suicides

1. Form a coordinating committee of campus and community leaders to organize a response plan.
2. Identify and contact community resources including representatives of the clergy, parent groups, emergency medical services, crisis centers, media, police, and private and agency mental health professionals to assist in a community prevention effort.
3. Meet with parents and community representatives to share and discuss ideas to prevent additional suicides. Arrange small discussion groups.
4. Identify additional vulnerable students, provide crisis counseling, and refer especially troubled students to community resources for additional treatment at the direction of president or his designee.

### COMMENTS:

- Using a public address system to announce death or having an assembly at this time is not recommended. Counselors and crisis team members may assist in disseminating information at the direction of the president or his designee.
- Respect cultural differences and a preference for privacy.

# Tornado, Severe Storm, Flood

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## Suggested Steps

1. Tune to battery powered radio (station 102.7 FM) for additional weather information when notification of severe weather possibility is received from Central Control, city sirens or weather radio signal.
2. Alert staff, not students, by pre-arranged signal if there is a tornado or severe weather watch.\*
3. Convene local crisis team.
4. Post trackers to observe and monitor radio in case of tornado or severe weather warning.\*
5. Sound weather alarm and begin sheltering in place if funnel cloud is sighted. Follow local school crisis plan procedures that designate safe areas.\*\* Instructors are to carry class roll book.
6. Relocate students and staff to area safe from flooding until further instructions are received if storm is accompanied by severe flooding.
7. Call 911 and prepare for emergency action (e.g. medical triage, evacuation\*\*\*, etc.) if building is damaged or injuries incurred.
8. Follow instructions of police and fire department emergency personnel.
9. Prepare students and staff with special needs for evacuation.
10. Confer with President. Request set up of President's Cabinet .
11. Set up incident command center with communication capability on site.

## Tornado, Severe Storm, Flood

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12. Keep a record of those persons who have been hospitalized or evacuated and where they have been taken. Notify parents when possible.\*\*\*\*
13. Prepare media statement.
14. Debrief with crisis teams and plan for follow-up services for students and staff.
15. Log all activities and decisions.

### **COMMENTS:**

\* TORNADO OR SEVERE WEATHER WATCH: Conditions are right for tornadoes to develop. TORNADO OR SEVERE WEATHER WARNING: Tornadoes have been sighted. (City of Tyler uses warning sirens.)

\*\* DO NOT shelter persons in auditoriums, gymnasiums, or other room's with large roof spans.

\*\*\* The Office of Emergency Preparedness will determine evacuation site.

If school building is used as an evacuation site for the community, the Office of Emergency Preparedness and the Red Cross will assist.

# Violent Behavior of a Student

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## Suggested Steps

1. Alert Security if needed. (903) 593-8311 ext. 2249.
2. Remove the student from class, using as little physical contact as required, with the assistance of security.
3. Place student in a secure, secluded room. Physically restrain using approved restraint procedures if necessary.
4. Ask nurse to assess possibility of drug involvement or provide first aid if needed.
5. Attempt to calm the student by listening and reassuring him/her.
6. Call police if a terrorist threat was made.
7. Decide on steps needed for readmitting student to the classroom.
8. Log all activities and decisions.

## War or National Incident (Such as Challenger Disaster)

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### Suggested Steps

1. Verify information, gather details. Follow instructions and recommendations from the President and Central Administration.
2. Share facts with the faculty/students via memo or meeting.
3. Discuss what has happened with the students in small groups (e.g.. a classroom) encouraging them to share their emotional reactions to the tragedy. \*

Comments

\*Expect emotional reactions to vary with age and temperament.

# **Weapons on Campus Possession or Exhibition of Firearm or Other Lethal Weapons**

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## **Suggested Steps**

1. Notify Security (903) 593-8311 ext. 2249, which, in turn, will notify the Tyler Police Department.
2. Notify Administration.
3. Hold expulsion hearing with student, and appropriate campus personnel present.

## **Gun Discharged \***

1. Call 911 for emergency assistance. Assign someone to meet emergency personnel at the door.
2. Request immediate assistance from Security/Police to confiscate weapon and apprehend student.
3. If injuries are involved, follow steps 2 through 16 under accident with severe injuries (page 15).
4. If there are no injuries:
  - a. Remove all students from area.
  - b. Convene local crisis team and psychosocial services crisis team.
  - c. Inform instructors of incident.
  - d. Ask instructors to refer distressed students to counselor or psychosocial services crisis team.
5. Log all decisions and activities.

# Incident Command Center System

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The college building will occasionally need to be evacuated if the safety of students and staff is threatened. When the city's emergency services are called to a college, this Incident Command Center system should help with communication between the college, the emergency personnel and the President's Cabinet . The purpose is to bring the situation under control as expediently as possible. The fire department and police department both operate under a similar system.

1. Assume leadership of the college with advice and consultation from the President and President's Cabinet.
2. Follow instructions from fire battalion chief or police bureau chief.
3. Identify location of Command Center site with signage. Supply identification for the college personnel responsible for managing the crisis. Vests supplied by Security may be used for this purpose.
4. Utilize additional portable communication capability brought by Texas College.
5. Assume role or appoint liaison to communicate with fire or police command center.
6. Communicate with President's Cabinet through President.
7. Keep list of injured students and staff and name of hospital where they have been transported. Ensure crisis team member is dispatched to the hospital.
8. Keep updated on condition of injured through the psychosocial services crisis team.
9. Remain at campus or follow students to shelter site. Appoint an administrator to be in charge at shelter if choose to remain at school. City buses will be used for transportation. City will designate shelter site.
10. Wait for arrival of a representative of the Communications Department before granting media interviews. Ensure consistency of information being released. Do not give permission for students to be interviewed or photographed inside the building.
11. Debrief with all TC crisis personnel involved.
12. Log sequence of events and decisions.

# Psychosocial Services Crisis Team

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## **Serious Crisis Affecting Several Individuals — Level II Major or Widespread Disaster - Level III**

The Psychosocial Services Crisis Team is called to assist the local crisis team when there is a major personal crisis, disaster off campus that impacts several individuals, or a major disaster that affects one or more individuals.

1. Gather information from the police, medical examiner, city's Office of Emergency Preparedness and reporting sources. \*
2. Brief team members and dispatch to college and to hospital.
3. Meet with local crisis team and/or president or department head to review local crisis management plan and action already taken.
4. Assign tasks to team members:
  - a. Provide individual counseling
  - b. Facilitate support groups
  - c. Visit classrooms
  - d. Meet with instructors informally and in groups
  - e. Make hospital visit
  - f. Participate in faculty meetings to present information and suggestions about helping students
  - g. Refer students to community resources
  - h. Update information from police, Office of Emergency Preparedness, and hospital
5. Facilitate communication between president and crisis workers.
6. Assist president in writing memos, fact sheets, and letters.

## Psychosocial Services Crisis Team

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7. Keep Central Administration informed.
8. Attend funeral(s) and/or memorial(s). Be sensitive to traditions of different cultures. For example, it may be more appropriate to attend the wake instead of the funeral or to make a home visit.
9. Keep records; write crisis reports.
10. Debrief with crisis workers.

COMMENTS:

- \* Gathering additional information regarding the event helps individuals in accepting and understanding what has happened. Information reduces anxiety and dispels rumors.

# Central and District Administration

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## Central and District Administration — Level III Major or Widespread Disaster

Disaster or threatening disaster (fires or storms, airplane or bus crashes, terrorism, cluster suicides, broad-based student aggression, etc.) requires the coordination of administrators.

1. Gather information from reporting source (usually Central Control or the president).
2. Convene Central Emergency Operation Center and discuss facts.
3. Take pre-determined actions including:
  - a. Communicating with the Command Center at the site.
  - b. Authorizing and coordinating the services of appropriate departments.
  - c. Arranging additional assistance for the campus - both internal and/or external.
  - d. Communicating with Office of Emergency Preparedness and/or other appropriate city, county, or state offices.
  - e. Interacting with and responding to the media and the community.
  - f. Reviewing legal implications.
  - g. Keeping Cabinet informed.
  - h. Debriefing with president, department heads, security representatives and other campus personnel during and after the crisis.
  - i. Logging all activities and decisions.