



NORTHEAST STATE

We're here to get you there

Northeast State Community College

**2025-26
Building Coordinator
and
Assistant Building Coordinator
Manual**

**Northeast State Police Department
423.323.0255**

Note: This manual is intended as a quick and ready reference guide to be used with the campus Emergency Operations Plan.

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Overview

Building Coordinators (BCs) and Assistant Building Coordinators (ABCs) perform a critical role in executing the overall Emergency Operations Plan (EOP) of the college. The bottom line is that in any emergency, your role is not complicated. In any emergency, you will notify building occupants to do one of two things, evacuate or shelter-in-place. That is your role, plain and simple, so please keep this in mind as you perform your duties! This manual defines specific steps BCs and ABCs take in the most common emergencies and is designed to be used in conjunction with the college's *EOP*.

Under both normal and emergency conditions, BCs and ABCs serve as facilitators, problem solvers, and a point of contact for issues dealing with safety and emergency procedures for their respective buildings. BCs and ABCs should report any safety issues as soon as possible to the NeSCC Police Department or to the Assistant Director of Environmental Health & Safety for resolution.

Northeast State has several types of buildings, which includes, but is not limited to, offices, laboratories, and classrooms. Some buildings contain hazardous materials and equipment. Additionally, the college recognizes there are a myriad of emergency situations that could occur. Because of this diversity and the multitude of threats that could occur, Northeast State Community College produces this manual with the fact no document can address every possible emergency. This manual is intended as a ready reference guide to assist BCs and ABCs in responding to emergencies that could occur on all property the college owns, controls, or leases. Additionally, this manual serves as a reference for staff and faculty.

This document also incorporates the fact that safety is the responsibility of everyone! An effective college safety program cannot be accomplished by any department, person(s), or group without the cooperation of all. Safety can only be accomplished through the cooperation and effort of students, staff, faculty, and visitors alike.

Questions, concerns, and recommendations for improving the college's response to an emergency are always welcome. Please address any questions, concerns, or recommendations directly to the Chief of Police or Assistant Director of Environmental Health & Safety.

Training

Building Coordinator/Assistant Building Coordinator training will be offered to all BCs/ABCs on an annual basis. Additional sessions may be arranged by contacting the Chief of Police or the Assistant Director of Environmental Health & Safety. BCs and ABCs should, to the best of their ability, train the faculty and staff in their respective buildings. Training dealing with special topics can be arranged through the Chief of Police or the Assistant Director of Environmental Health & Safety.

Building Coordinator's Kit

Building Coordinators and Assistant Building Coordinators should maintain a "Building Coordinator Kit" for use during emergencies. At a **minimum**, each kit should contain, but is not limited to, the following:

1. Two (2) rolls of yellow tape (to tape off doors),
2. Security Vest
3. Building Coordinator and Assistant Coordinators Manual,
4. Two (2) flashlights,
5. Latex gloves,
6. Extra batteries, and
7. Disposable Face Masks

Some buildings, depending upon the type of materials used, may require additional items. For example, buildings with chemicals may require hazardous spill kits, safety glasses, etc. Each Building Coordinator/Assistant Building Coordinator should evaluate their specific needs and provide any additional equipment for their building safety that may be beneficial.

BCs need to periodically check to ensure the kit contains the appropriate items needed for each building, functional batteries, and flashlights.

BCs and ABCs are equipped with a radio for communication purposes in the event of an emergency. BCs/ABCs should check the radio once a month to ensure it functions properly and has a charged battery. Do this by, speaking firmly into the radio, to contact campus police for a "radio check from (*your*

name)". If campus police do not respond, contact them by phone and have them listen for you again. Problems with radios may be reported to campus police for resolution.

Communications

Being able to communicate in any emergency is probably the single most critical tool in effectively resolving any emergency. Relaying and receiving timely and accurate information can be accomplished in the following ways:

- a) If the situation permits, use landline or cell phone communications.
- b) In most emergencies a landline telephone will not be available. In these cases, use the radio assigned to you. Radios will allow instant communication as well as providing up-to-the-second updates to all radio users. During emergencies the college operates on channel 1. Channel 2 is the Plant Operations channel.
- c) Please review the Radio Battery Care section of this manual on page 27.
- d) The third option is to use a messenger.

Information should flow through the following command chain:

- 1) Assistant Building Coordinator > Building Coordinator > Campus Police or Assistant Director of Environmental Health & Safety > Vice President for Finance and Administration > President
- 2) President > Vice President for Finance and Administration > Assistant Director of Environmental Health & Safety or Campus Police > Building Coordinators > Assistant Building Coordinators > Building Occupants

At satellite campus sites, communication should be directed to the police/security officer on duty. If an officer is not on duty or there is an immediate life-threatening situation BCs should call 9-1-1 and follow up with notification to campus police as soon as possible.

At a minimum, all BCs/ABCs need to perform a radio check with campus police each month.

Building Coordinator/Assistant Building Coordinator Role

General

In short, the BCs/ABCs role is to **notify and assist building occupants** to do one of two things, **evacuate** or **shelter-in-place**, during any emergency on campus. Along with notifying and assisting building occupants, **keeping the campus police current** on the situation within your respective building. That is it!

BCs/ABCs role includes, but is not limited to, the following:

- a) Direct building occupants on what actions to take in any emergency following this manual and the *EOP* (evacuate or shelter-in-place).
Campus police will keep the President informed of the status of buildings during an emergency. During an emergency, Assistant Building Coordinators report directly to Building Coordinators. Building Coordinators then report directly to campus police. Follow this chain of command!
- b) Ensure emergency exits, evacuation routes, and emergency equipment are not obstructed and are designated.
- c) Promote the physical integrity of the building by identifying potential safety hazards to the campus police.
- d) Oversee and coordinate with the campus police actions (evacuate or shelter-in-place) to take in an emergency.
- e) Ensure that activities in the building do not interfere with the operations of other building occupants.
- f) Inform building occupants of planned electrical, water, and other service outages by contacting the departments or groups that operate in the building or by posting the information in public areas.
- g) Serve as a resource for building occupants to keep them aware of conditions that affect their environment.
- h) Identify and request to the Chief of Police any safety training identified or requested by the building occupants.

Injuries, Spills, and Accidents

When injuries, spills, or other accidents occur, BCs and ABCs support the response of the department in whose area the mishap occurred by ensuring access to the accident by the emergency responders and by taking steps to protect personnel and minimize property damage until campus police arrive.

In case of a hazardous spill, employees should cordon off the area and notify campus police immediately at 423.677.7927.

Departmental supervisors with hazardous materials or liquids should ensure Spill Kits are located at or near where hazardous materials are stored or used. As an example, every chemistry and biology lab should have a Spill Kit readily accessible in case of an emergency. Additionally, spill kits are kept in the Maintenance Building, Automotive Shop, Library (L116), Print Shop and Student Services (A107A) Buildings in case of an accident or spill. Spill kits are also available at Elizabethton (E103) and KCHE Chemistry and Biology Labs.

Building Security

BCs/ABCs coordinate with the NeSCC Police Department for general building security.

Theft of Northeast State property must be reported to the NeSCC Police Department **immediately**. If forced entry occurred, nothing should be touched or removed until directed to do so by the Northeast State Police Department.

Doors, windows, and/or equipment that cannot be properly secured should be reported to the NeSCC Police Department immediately.

Exits and Corridors

All Northeast State buildings must have continuously unobstructed exits and corridors and appropriate lighting to permit prompt evacuation and immediate emergency access. Exit lights that are not functioning should be reported to the Northeast State Community College Police Department immediately.

Always keep exits and corridors clear. Do not store combustible or flammable liquids and gases in lockers or cabinets in corridors or near exits.

Fire

Implement when there is fire, smoke, or an alarm

1. Activate the alarm if not already activated.
Notify campus police, extension **3255**, cell #**423.677.7927** or call **9-1-1**.
2. Turn your radio to **channel 1**.
3. Notify all occupants.
4. Begin evacuation – Use stairwells, NOT elevators. Check bathrooms and elevator entrances and assign individuals to assist the handicapped. CLOSE ALL DOORS.
5. Ensure all occupants have evacuated, direct people around your building to the designated assembly area and advise individuals to take personal items.
6. Tape off doors – Instruct people not to re-enter the building.
7. Go to the designated Assembly Area for your building at least 300 feet from any building.
8. Do not re-enter the building unless given the “all clear” by campus police; and
9. Verify accountability of building occupants – Keep the NeSCC Police Department informed.

Fire Safety Guidelines

BCs and ABCs should correct or report all the guidelines listed below.

- a) Only use UL-approved outlet cords equipped with an internal surge protector.
- b) Lit candles.
- c) Always keep all walkways and stairways free from obstructions.
- d) Ensure all hazardous and flammable substances are safely stored.
- e) Do not overload outlets with multiple outlet cords or multiple plug adapters.
- f) Ensure all exit doors function properly and are not locked from the inside.
- g) Ensure evacuation signs are posted and current.
- h) If someone is parked in a fire lane, notify campus police immediately.
- i) Inspect fire extinguishers to make sure they have been checked by maintenance within the last month.
- j) Ensure emergency exits are visible, unobstructed, and accessible. Ensure exit lights and emergency lights are in proper working order.
- k) Any questions or concerns should be brought to the attention of the Chief of Police or the Assistant Director of Environmental Health & Safety for resolution.

Listed below are five prevention guidelines that should be corrected or reported to the NeSCC Police Department and the Environmental Health & Safety Office.

1. Bomb Threat Call Procedures

Any person receiving a bomb threat call should do the following:

- a) **Remain calm!**
- b) Keep the caller on the line as long as possible. Ask the questions listed on the "Bomb Threat Check List." (See page 10).
- c) Check caller ID. Record the number!
- d) Ask the caller the location of the bomb and the time of detonation.
- e) Tell the caller the building is occupied, and detonation would result in death and serious injury to innocent people.
- f) Pay attention to background noises.
- g) Listen closely to the caller's voice listening for sex of caller, accents, speech impediments, or any unusual characteristics.
- h) If practicable, have another person listen in on the bomb threat call and record the conversation.
- i) Immediately call campus police (423) 677.7927, or 9-1-1, from a landline to determine if evacuation is appropriate. Cell phones and radios should not be used as they could detonate an explosive device. Another option is to use a messenger.

Bomb Threat Check List

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

QUESTIONS TO ASK

When is the bomb going to explode? _____

Where is the bomb right now? _____

What does it look like? _____

What kind of bomb is it? _____

What will cause it to explode? _____

Did you place the bomb? _____

Why? _____

What is your name? _____

What is your address? _____

What is the phone number you are calling from: _____

EXACT WORDING OF THE THREAT

TIME RECEIVED: _____

DATE: _____

TIME CALL ENDED: _____

YOUR PHONE #: _____

CALLER'S VOICE:

BACKGROUND SOUNDS:

Male____ Female____

Voices____ Clear____

Age _____ Angry _____

Other _____

Other identifiable voice characteristics: _____

If voice is familiar, who does it sound like? _____

CALL CAMPUS POLICE (677.7927) OR 9-1-1 IMMEDIATELY

[Type here]

2. Chemical Spills

EVACUATE

Remove personnel from danger of spill

Leave spill area immediately

Alert other building occupants

CONFINE

Block area to unnecessary personnel

Use absorbents (spill kits) to contain liquids

Use doors to contain vapors

Do not pull fire alarm

NOTIFY

Campus police at extension 3255 or 423.677.7927

Physical Plant at extension 3206

Fire Department at 9-1-1, if needed

NOTE: DO NOT CLEAN UP THE SPILL UNLESS YOU HAVE THE PROPER TRAINING AND EQUIPMENT.

Don't forget to use the spill kits!

A chemical spill is classified as an Emergency Spill whenever it:

- a) Causes personal injury or chemical exposure that requires medical attention,
- b) Causes a fire hazard or uncontrollable volatility; requires a need for breathing apparatus; involves or contaminates a public area,
- c) Causes airborne contamination that requires local or building evacuation,
- d) Causes a spill that cannot be controlled or isolated by laboratory personnel,
- e) Causes damage to Northeast State Community College property that will require repairs,
- f) Involves any quantity of metallic mercury,
- g) Cannot be properly managed due to lack of locally trained personnel and/or equipment to perform a safe, effective cleanup; or
- h) Involves an unknown substance.

Minor Spills

Minor spills are those spills that do not fit the requirements for Emergency Spills. The following procedures should be used for minor spills:

- a) Attend to any person who may have been contaminated.
- b) Notify persons in the immediate area about the spill.
- c) Evacuate all nonessential personnel from the spill area.
- d) If the spilled material is flammable, turn off ignition and heat sources.
- e) Avoid breathing vapors of the spilled material. If respiratory protection is necessary, treat it as an Emergency Spill.

Spilled Liquids

- a) Confine or contain the spill to a small area. Do not let it spread.
- b) For small quantities of inorganic acids or bases, use a neutralizing agent or an absorbent mixture (e.g., soda ash or diatomaceous earth). For small quantities of other material, absorb the spill with a non-reactive material (such as vermiculite, clay, dry sand, or towels).

- c) For larger amounts of inorganic acids and bases, flush with large amounts of water (providing the water will not cause additional damage.) Flooding is not recommended in storerooms where violent spattering may cause additional hazards or in areas where water- reactive chemicals may be present.
- d) Carefully pick up and clean any cartons or bottles that have been splashed or immersed.

Suspicious Mail/Biological Hazard

- a) Do not panic!
- b) Do not shake or empty the contents of the package.
- c) Place the mail in a plastic bag or some other container. If you do not have a container, cover the mail, and do not remove the cover.
- d) If the package spills, do not attempt to clean it up. Get out of the area and keep others away.
- e) Close the door if in a room.
- f) Wash your hands with soap and warm water.
- g) Call campus police at extension 3255 or 423.677.7927.

Characteristics of Suspicious Mail

- a) Unexpected or from someone unfamiliar to you,
- b) Foreign mail, Air Mail, and Special Delivery,
- c) Insufficient or excessive postage,
- d) Incorrect titles, no names,
- e) Misspellings of familiar words,
- f) Handwritten, poorly typed, or cut-and-paste lettering,
- g) Oily stains, discolorations, or odor,
- h) No return address or address that cannot be verified,
- i) Return address and postmark not from the same area,
- j) Excessive weight, lopsided, uneven, or rigid envelope,
- k) Protruding wires or aluminum foil,
- l) Excessive masking tape, string, etc.,
- m) Sloshing, buzzing, or ticking sound,
- n) Restrictive markings such as Personal, Confidential, Rush Delivery, etc.

Protect yourself, your business, and your mail room.

If you receive a suspicious package or envelope:

**Stop.
Don't handle.**

**Isolate it
immediately.**

**Don't open, smell,
or taste.**

**Activate your
emergency plan.
Notify a supervisor.**



3. Plane Crash

Tri-Cities Airport

In the event of a plane crash at or near the airport, not on campus, implement the following measures:

- a) Notify campus police at extension 3255 or 423.677.7927 to see if evacuation is required.
- b) If evacuation is required, implement the following:
 - 1. Turn radio to channel 1
 - 2. Begin evacuation procedures directing individuals to evacuate to an area designated by campus police.
- c) Remind everyone to be CALM and evacuate in an orderly manner.
- d) Tell occupants to use the exits on the west and north sides of campus. The exit on the south side (near maintenance) will be blocked.
- e) When you have verified your building is clear, notify campus police. Await further directions from the President or his/her designee.

Plane Crash (Elizabethton)

The Building Coordinator will decide as to the need to evacuate depending upon the severity of the situation; however, the Building Coordinator should notify campus police immediately.

Plane Crash (On Campus)

In the event of a plane crash on the Blountville campus, implement the following measures:

- a) Initially take cover under a desk or some other item,
- b) Turn your radio to channel 1,
- c) Notify campus police,
- d) Begin evacuation procedures away from the crash scene,
- e) Remind everyone to be CALM and to evacuate in an orderly manner to a safe location designated by campus police,
- f) Remind faculty and staff to assist students, visitors, the handicapped, or injured persons out of the building,
- g) When you have verified your building is clear, notify campus police and move to the designated evacuation site.

4. Severe Weather Warning

Actions to take during a tornado **WARNING** (A tornado WARNING is issued when a tornado funnel is seen or indicated by weather radar):

- a) Go to channel 1 on the radio.
- b) Immediately move occupants to the pre-designated “safe areas”, basement, first-floor interior hallway, restrooms, closets, or other enclosed small areas away from a large glass.
- c) Get under sturdy furniture, if possible.
- d) Stay away from windows.
- e) If caught outside, crouch in a nearby ditch.
- f) Close all doors including fire doors.

Actions to take during a tornado **WATCH** (A tornado WATCH is issued when weather conditions are favorable to the formation of tornadoes):

- a) Keep alert to weather and approaching storms,
- b) Be prepared to take emergency shelter as noted above. If you cannot get to one of the “safe areas” listed below, get in a ground floor hallway, and cover-up,
- c) Immediately go inside for protection.
Stay away from windows, Do not use telephones, televisions, or computers since lightning can travel through wiring.
- d) If outside, stay away from tall trees and other objects that are likely to be struck by lightning; and,
- e) If caught in an open field, crouch close to or lie flat on the ground.

Severe Weather Watch

- a) Listen to a local radio station or monitor the Internet for additional information.
- b) Be alert to weather conditions and signs of thunder and lightning; and
- c) Be prepared to relocate building occupants to a designated building severe weather safe area.

Tornado Facts

- a) Tornadoes usually travel in a Southwest to Northeast direction and rotate counterclockwise.
- b) The sound of a tornado has been described as a roaring, rushing noise, like the sound of a train going through a tunnel or over a trestle.
- c) Tornadoes are most likely to occur between 3 PM and 7 PM.
- d) The length of the path of an average tornado is four to sixteen miles. The width of an average tornado is three to four hundred yards. Large tornadoes can have an average length of path of one hundred miles and the width can average one mile.
- e) The windward side (southwest) usually takes the full fury of the winds.
- f) Even the most modern building codes do not require buildings to withstand the winds of a tornado.
- g) Wind speeds can average up to three hundred miles an hour in tornadoes.
- h) Speed of travel can average between twenty-five to seventy-five miles per hour.
- i) March to May is peak tornado season in the southern United States.
- j) Any material sucked into a tornado can become a deadly missile.
- k) Flat roofs tend to be lifted and carried away and outer walls collapse upon inner walls creating an extreme load on interior walls.
- l) Avoid any areas that have windows. Glass does not hold up to extreme conditions and becomes a deadly weapon during a tornado.
- m) Bathrooms, closets, and hallways on the first floor are usually the safest areas.

SEVERE WEATHER SAFE AREAS

Building occupants should get to the ground floor of any building during a severe weather warning. Interior rooms with no glass are the preferred areas to relocate. Interior hallways can be used. The following locations, not all-inclusive, are recommended areas that could be used in a Tornado Warning.

General Studies			
Room #	Area Type	Room #	Area Type
C1100	Corridor	C2105	Restroom
C1101	Office	C2113	Office
C1107	Office	C2304	Restroom
C1111	Office	C2306	Restroom
C1113	Office	C2407	Office
C1114B	Office	C2409	Office
C1115A	Math Lab	C2421	Restroom
C2101-C2111	Corridor	C2423	Restroom
C2103	Restroom		

Student Services			
Room #	Area Type	Room #	Area Type
A102	Classroom	A110	Staff Dining Room
A111	Dining Services	N/A	All Restrooms

Powers Building			
Room #	Area Type	Room #	Area Type
North Stairwell	1 st Floor	Restrooms	1 st & 2 nd Floor
South Stairwell	1 st Floor	1 st Floor	Corridor

Hamilton Hall			
Room #	Area Type	Room #	Area Type
HH100A	Office	Men's Restroom	1 st Floor
Women's Restroom	1 st Floor	HH108-HH118	Corridor

Pierce Building			
Room #	Area Type	Room #	Area Type
P101C	Office	P213	Restroom
P101F	Office	P214	Restroom
P102	Office	P218A	Office
P102A	Office	P218B	Office
P104	Lounge	P218C	Office
P104A	Restroom	P218D	Office
P104B	Restroom	P218E	Office
P202	Office	P218F	Office
P205	Office	P218G	Office
P205B	Conference Room	P218H	Office
P205C	Office		

Basler Library			
Room #	Area Type	Room#	Area Type
L102	Vending	L106	Conference Room
L104	Restroom	L113	Production Studio
L105	Restroom		

New Maintenance Building			
Room #	Area Type	Room #	Area Type
N103	Breakroom	N105	Restroom
N104	Restroom	N114	Restroom

Ballad Health Center for Performing Arts (BHCPA)			
Room #	Area Type	Room #	Area Type
D166	Restroom	D179	Restroom
D167	Restroom	D182	Corridor
D173	Restroom	D185	Restroom
D178	Lounge	D186	Restroom

Humanities Building			
Room #	Area Type	Room #	Area Type
H134	Office	H138	Restroom
H137	Restroom	H139	Restroom
Note: 1 st floor near the stairwell in the center of the building			

[Type here]

Technical Education Complex (TEC)			
Room #	Area Type	Room #	Area Type
Note: Ground floor near rooms 005 and 026 Breakroom. Men's and women's restrooms across the hallway from room 009.			

Kingsport Center for Higher Education (KCHE)			
Room #	Area Type	Room #	Area Type
129	Office	146	Restroom
137	Auditorium	147	Restroom

Blazier-Wilson Hall			
Room #	Area Type	Room #	Area Type
110	Workroom	All restrooms	

Regional Center for Health Professions (RCHP)			
Room #	Area Type	Room #	Area Type
106	Breakroom	141	Classroom
127	Classroom	143	Office
140	Classroom	1 st Floor Restrooms	Restroom

Regional Center for Advanced Manufacturing (RCAM)			
Room #	Area Type	Room #	Area Type
137	Classroom	139	Classroom
138	Classroom	141	Classroom

Regional Center for Advanced Manufacturing Academy (RCAM Academy)			
Room #	Area Type	Room #	Area Type
1 st floor	Corridor		

Regional Center for Automotive Professionals (RCAP)			
Room #	Area Type	Room #	Area Type
104	Classroom	111	Restroom
106	Office	112	Restroom
107	Office		

[Type here]

Northeast State @ Gray			
Room #	Area Type	Room #	Area Type
G104	Classroom	G108	Classroom
All Restrooms	Restroom		

Northeast State @ Elizabethton			
Room #	Area Type	Room #	Area Type
103	Lab	121	Workroom
113A	Closet	125	Classroom
113B	Restroom	127	Classroom
115	Restroom		

Note: If safe areas noted above are full, put individuals on the first/ground floor of buildings in hallways away for glass doors or other areas where objects could cause injury. Tell people to sit down and cover their heads by placing their heads between their knees and placing their hands on top of their heads.

Earthquakes

Before an Earthquake Occurs

- a) Keep a flashlight and possibly a portable radio, both with fresh batteries, in the Building Coordinator/Assistant Kit.
- b) Place large and heavy objects on lower shelves. Bottled goods, glass and other breakables should not be stored in high places or left where they can freely slide on shelves.
- c) Remove picture frames, mirrors, and other heavy objects over the bed or desk.

During an Earthquake

- a) First and foremost, stay calm! Think through the consequences of any action taken.
- b) Tell people who are outdoors to stay outdoors and people who are indoors to stay indoors. Most injuries during quakes occur as people are entering or leaving buildings.
- c) If indoors, tell building occupants to take cover under a heavy desk or table, in doorways or halls, or against inside walls. Stay away from the glass. Remember, **DROP** (to the lowest level possible), **COVER** get under something that will protect you from flying debris) and **HOLD ON** (until the earthquake is over).
- d) If outdoors, tell people to move away from buildings and utility wires. The greatest

[Type here]

danger comes from falling debris just outside of doorways or outer walls. Once in the open, stay there until the shaking stops.

- e) If in a moving car, tell people to stop as soon as possible, but stay in the car. A car may jiggle violently on its springs, but it is a good place to stay until the shaking stops. When driving, watch for hazards created by the quake. Some of these hazards include fallen or falling objects, downed electrical wires, or broken or undermined roadways.

After an Earthquake

- a) Be prepared for additional earthquake shocks called “after-shocks.” Although most of these are smaller than the main shock, some may be large enough to cause additional damage.
- b) Stay out of severely damaged buildings. After-shocks can shake them down. Check for injuries. Don’t attempt to move seriously injured persons unless they are in immediate danger of further injury.
- c) If water pipes are damaged, shut off the supply at the main valve. Emergency water may be drawn from water heaters, toilet tanks (not bowls), and melted ice.
- d) Check to see that sewage lines are intact before using sanitary facilities. If applicable, cut off the gas supply or contact the gas utility company. Report the incident to campus police.
- e) Plant Operations will direct the cleanup of debris.

Shelter-in-Place Procedures

Shelter-in-place is used when there is an immediate threat to the safety of individuals on any campus such as an active shooter or armed intruder. Campus police or 9-1-1 at satellite sites should be immediately notified of the threat's nature and location. Building Coordinators should implement the following steps:

- a) Remain calm!
- b) Notify campus police at 423.677.7927 or 9-1-1.
- c) Go to channel 1 on the radio. Let campus police know when a building is locked down. Report all developments immediately and keep the Northeast State Community College Police Department current on your situation!
- d) Briefly advise building occupants of the nature of the emergency.
- e) Get occupants out of the hallways into an office/classroom/closet. Instruct building occupants to go to “take cover” in an inner office or closet, get behind a desk or object, and lock the door, if possible. Instruct individuals to put cell phones on vibrate; turn off lights, shut blinds, if possible, and remain quiet.

- f) Remember, if it is safe to leave the area of an immediate threat, evacuate to a safe location and then call 9-1-1. This decision must be made by the individual.
- g) Check bathrooms and elevators.
- h) Shut blinds or cover windows, if possible.
- i) Do not pull the fire alarm.
- j) Keep campus police advised of your situation. BCs should notify campus police when your building is locked down or you have any problems/concerns. Communication is the single most key element in handling a situation.
- k) Implement a survival mindset. If an active shooter enters a room, as a last resort, team up and counter in any way possible.
- l) Remain in your room until law enforcement (campus police or an outside agency) arrives and directs the actions of building occupants.
- m) Do not have any weapons in your hand when law enforcement arrives and show your hands. Do not make any gestures with your hands that could be interpreted as threatening.

Hostage Situation

BCs/ABCs should advise building occupants of the following if taken hostage:

- a) Appear as calm as possible.
- b) The initial 45 minutes are often the most dangerous. Follow instructions, be alert, and stay alive. Captors are emotionally disturbed, and it is difficult to predict their response to a given situation.
- c) Don't speak unless spoken to and then only when necessary. Don't talk down or attempt to rationalize with the captor.
- d) Avoid appearing hostile.
- e) Always maintain eye contact with the captor, if possible, but do not stare. Do not make quick or sudden moves. Ask your captors before going to the bathroom, taking medication, or receiving first aid.
- f) Be observant and try to remember as many details about the captors as possible. In the event of release or escape, the personal safety of others may depend on facts remembered about the situation.
- g) Displaying some fear may work to one's advantage.
- h) Be prepared for action in the event entry by police is made. Often, they will shout instructions. Follow them immediately.
- i) BCs/ABCs will assist building occupants to do the following:
 1. Immediately evacuate the building to a safe area using the established

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evacuation route. Carefully avoid the attention of those taking hostages. Take no action to intervene.

2. Call campus police at 423.677.7927 or 9-1-1. Provide as much accurate information as possible. Stay on the line until told to hang up.

Terrorist Attack

Weapon of Mass Destruction – Definition

A weapon of mass destruction includes biological, chemical, incendiary, nuclear or highly explosive material and any combination thereof.

General Guidelines

Emergency action steps will depend upon the type of device and/or agent used and whether it is used on campus, in a campus building, or off campus. Anyone who happens to discover a terrorist attack should immediately call campus police or 9-1-1. BCs should:

- a) Notify campus police at 423.677.7927 or 9-1-1 and evacuate the area.
- b) Avoid contamination by staying upwind of the hazard, away from the point of the release, and exposed individuals.
- c) Do not touch or move any suspicious objects.
- d) Minimize the use of cell phones.
- e) Affected individuals should be quarantined at a safe location, upwind of the hazard.
- f) If a hazardous release occurs at the campus perimeter or off campus, instruct building occupants to remain indoors until further instruction is given.

KEY PERSONNEL TELEPHONE NUMBERS

(all numbers area code 423 unless noted)

Title	Name	Direct Dial	Ext:	Cell
President	Jeff McCord	279.7633	7633	863.6346
Executive Director, Northeast State at Kingsport	Stephanie Barham	354.5151	5151	620.2723
Vice President for Academic Affairs	Connie Marshall	279.7632	7632	647.1741
Vice President for Finance & Administration	Chad Bailey	354.5370	5370	967.6141
Assistant Director of Policy and Compliance	Starr Bradley	354.5296	5296	217.9421
Vice President for Institutional Excellence & Student Success	Susan Graybeal	354.2529	3329	213.9885
Vice President for Institutional Advancement and Culture	Linda Calvert	323.0222	3222	677.9779
Director of Human Resources	Megan Jones	323.0226	3226	605.3735
Director of Fiscal Services	Sally Crabtree	354.2406	3283	
Director of Plant Operations and Maintenance	Pete Miller	354.2448	2448	726.0379
Chief of Police	Andrew Mitchem	279.7655	3355	276.340.7439
Assistant Director of Environmental Health & Safety	Brian Johnson	354.5224	5224	794.9500
Assistant Vice President for Multi-Campus Programs	Pashia Hogan	354.2425	3469	323.0469
Director of Marketing & Community Relations	Bob Carpenter	323-0259	3259	943.2626
CAMPUS POLICE	POLICE	423.677.7927		

Due to frequent personnel changes, the *Building Coordinator/Assistant Building Coordinator's List* is maintained as a separate document on the Northeast State webpage, _

[Building Coordinator/Assistant Building Coordinators list](#)

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RADIO BATTERY CARE

- The radio should be turned **OFF** when placed in the charging station.
- Charge your new battery overnight before using it. This is called "initializing" and will enable you to obtain maximum battery capacity.
 - Nickel Cadmium or Nickel Metal Hydride: Charge 14-16 hours
 - Lithium-ion/Polymer: Charge 1-2 more hours after the charger light turns green.
- To minimize capacity loss and cycle life reduction, new, non-initialized batteries must be stored in well-ventilated, cool, and dry locations. Batteries stored in these conditions may be stored:
 - Nickel Cadmium up to 2 years.
 - Nickel Metal hydride up to 18 months.
 - Lithium-ion Polymer up to 18 months.
- Charge a new battery after it is fully discharged (Lithium-Ion batteries can be recharged at anytime).
- **DO NOT** use the battery charger as a radio stand; continuous charging will shorten the battery life.
- This is the most cost-effective solution for users requiring longer operating time.
- Batteries that are in storage for more than two months need to be recharged:
 - Nickel Cadmium or Nickel Metal Hydride: Charge 14-16 hours
 - Lithium-ion/Polymer: Charge 1-2 more hours after the charger light turns green.
- When using a Motorola rapid charger, leave the battery in the charger for an additional 1-2 hours after the steady green light appears. Applies to non-IMPRES batteries only.
- Only charge the battery when it needs it. If it is not fully discharged, do not recharge it.
- With proper care, batteries should last about a year and a half.

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