

# Critical Incident Plan

# Cleveland Campus

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## **Introduction**

### A. PREFACE

Procedures included in Cleveland State Community College's Critical Incident Plan have been written to provide a basic manual for college personnel in dealing with emergencies occurring on campus. While it cannot provide a guide for every conceivable situation, it does provide guidelines that will allow a crisis to be handled in an orderly fashion.

All requests for procedural change should be submitted to the Vice President for Finance and Administration and forwarded to the Campus Improvement and Safety Committee for review. All changes recommended by the committee will be submitted in writing to the President's Executive Cabinet.

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## B. EMERGENCY PHONE NUMBERS

Fire, Medical, Police	9-911
Campus Security	9-618-1720 or 9-478-6202

### Administrative Emergency Resource Team

President (Emergency Director)	9-614-8200
Vice President for Finance and Administration (Emergency Coordinator)	9-614-8750
Vice President for Student Services	9-478-6218
Vice President for Academic Affairs	9-473-2381
Director of Marketing and Public Information	9-478-6208

### Campus Emergency Resource Team

Director of Plant Operations	9-478-6235
Campus Security	9-618-1720
Director of Information Technology	9-478-6226
Business Manager	9-473-2395
Director of Human Resources	9-478-6205
Executive Secretary, Academic Affairs	9-473-2381
Executive Secretary, Finance and Administration	9-614-8750
Executive Secretary, Student Services	9-478-6218
Dean, Health and Wellness	9-478-6227
Director of Institutional Advancement	9-614-8703
Director of Library Services	9-473-2368
Fitness Center Coordinator	9-473-2283

## C. PUBLIC AGENCY NUMBERS\*

Fire	9-911
Medical Emergency	9-911
Police	9-911
Sheriff	9-911
Electric/Water (Cleveland Utilities) (after hours and weekends)	9-472-4521 9-479-6000
Gas (Chattanooga Gas)	9-1-866-643-4170

\*These are non-emergency, general information numbers. For an actual emergency, it is recommended that you dial 9-911.

D. EVACUATION MAP-CLEVELAND CAMPUS

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## Part I. Emergency Plan

### A. MAJOR EMERGENCY GUIDELINES

1. The major emergency procedures outlined in this guide are designed to aid in the protection of lives and property through effective use of available campus resources. Whenever an emergency affecting the campus reaches proportions that cannot be handled by routine measures, the President or designee may declare a state of emergency and implement these guidelines.
2. The President or designee serves as overall emergency director during any major emergency disaster. The following definitions of an emergency are provided as guidelines to assist Cleveland State employees in determining the appropriate response.
  - a. Minor Emergency: Any incident that will not seriously affect the overall functional capacity of the college. Report immediately to campus security by outside emergency phone located outside the Administration, Gymnasium, and Coleman buildings; by telephone, ext. 236; or cell phone, 9-618-1720. Red emergency phones are also located in each building.
  - b. Major Emergency: Any incident that affects an entire building or buildings, which will disrupt the overall operation of the college. In this case, outside emergency services will be required, as well as major resource efforts from campus support services. Call 9-911 and campus security (9-618-1720).
  - c. Disaster: Any event that seriously impairs or halts the operations of the college. In some cases mass personnel casualties and severe property damage may be sustained. A coordinated effort of all campus-wide resources is required to control the situation. Outside emergency services will be essential. In all cases of disaster, an emergency control center will be activated and the appropriate operational plans will be executed. Call 9-911 and campus security (9-618-1720).
3. The President or designee will make the determination if a state of emergency is to be declared and the type. During a campus emergency, the Campus Safety and Security Department will place into effect the necessary measures to secure the campus personnel and property. Only authorized persons will be allowed on the campus during the declared state of emergency. The emergency resource team, and others as designed by the President as essential, will comprise authorized personnel.

### B. REPORTING EMERGENCIES

1. For police, fire, or ambulance: dial 9-911
2. To report an incident, dial 9-618-1720. This number is the security cell phone and is to be used only in the event of an emergency. Stay calm; carefully explain the problem and location.

3. Immediately notify your supervisor.

#### Off-campus Resources of Assistance (minor emergencies)

Campus Safety and Security is responsible for coordinating outside emergency assistance. The following numbers are only for information and advance planning:

- For Cleveland police, fire, or ambulance: 9-911
- Cleveland Utilities 9-472-4521  
(weekends and after hours) 9-479-6000
- Chattanooga Gas (gas company): 9-1-866-643-4170

#### C. COLLEGE NOTIFICATION SYSTEM

The telephone system is the primary means of emergency notification. During an emergency, the system should be limited to transmission of specific information regarding the emergency. Initial contact with team members should be made through the telephone system. If the phone system is not operational, Campus Safety and Security can be contacted by cell phone. In the event of a power failure, cell phones may be utilized. State-owned cell phones would be used first.

#### D. DIRECTION AND COORDINATION

##### 1. Definitions

- a. Emergency Director – The President or designee shall direct all emergency operations. In the absence of the President, an assigned administrator shall assume operational control of the emergency.
- b. Emergency Coordinator – The Vice President for Finance and Administration shall coordinate all operations of the administrative emergency resource team. The administrative emergency resource team shall consist of the President, Vice President for Student Services, Vice President for Academic Affairs, and Director of Marketing and Public Information.
- c. Emergency Command Post – The emergency command post is to be set up in the Campus Security Building. If this site is not usable, the emergency director or emergency coordinator will select an alternate location. At least one member of the administrative emergency resource team is to staff the command post at all times until the emergency situation ends.
- d. Pressroom – A pressroom will be set up by the President or designee at a location away from the above areas.

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- e. Administrative Emergency Resource Team – While the emergency command post is being established, the emergency coordinator shall immediately begin contacting the other members of the administrative emergency resource team. The members of the team will contact those employees under their supervision deemed essential for the emergency. The members, by position, are shown on the emergency team chart on page 2.

## 2. Responsibilities

### a. Emergency Director/President

- 1) Provides overall direction of the campus emergency response.
- 2) Works with the emergency coordinator in assessing the emergency and preparing the college's specific response.
- 3) Declares and cancels the campus state of emergency.
- 4) Notifies and conducts liaison activities with the Tennessee Board of Regents.
- 5) Approves media communication.

### b. Emergency Coordinator/Vice President for Finance and Administration

- 1) Informs and directs the Coordinator of Campus Security as to the emergency, if necessary.
- 2) Informs and directs the Director for Information Technology as to the emergency, if necessary.
- 3) Informs and directs the Business Manager as to requirements.
- 4) Informs the emergency coordinator of status of activities.

### c. Director of Marketing and Public Information

- 1) Implements plan for media contact.
- 2) Maintains contact with the President for handling communications and public information.

### d. Vice President for Student Services

- 1) Oversees coordination of the college's emergency response.

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- 2) Determines, with input from resource team members, the type and magnitude of the emergency and establishes the command post.
  - 3) Informs the emergency director of situation.
  - 4) Initiates immediate contact with administrative emergency response team, and begins assessment of the college's condition.
  - 5) Initiates notification of the campus emergency response team through appropriate administrative emergency response team members.
  - 6) Prepares, in conjunction with other members of the administrative emergency response team, a report and submits it to the President appraising the outcome of the emergency.
  - 7) Performs other related duties as may be required.
- e. Vice President for Academic Affairs
- 1) Notifies building contacts as necessary of the emergency.
  - 2) Gives direction as necessary.
  - 3) Works with the Director of Plant Operations in establishing alternate classroom areas as required.
  - 4) Informs the emergency coordinator of status of activities.
  - 5) Informs the extended campuses and programs of emergency and the procedures for coordination of extended campuses and programs.
- f. Director of Plant Operations/Coordinator of Campus Security
- 1) Provides equipment and personnel to perform shutdown procedures, hazardous area control, barricades, damage assessment, debris clearance, emergency repairs and equipment protection.
  - 2) Provides vehicles to transport personnel and/or equipment.
  - 3) Obtains the assistance of utility companies as required.
  - 4) Surveys habitable space and relocates essential functions.
  - 5) Provides emergency power as needed.
  - 6) Maintains emergency equipment in a state of readiness.

- 7) Monitors campus warning system and tests quarterly.
  - 8) Provides personnel to ensure sanitation of shelter areas and provides for the personal hygiene needs of shelter occupants.
  - 9) Provides security for campus.
- g. Director of Informational Technology
- 1) Provides equipment and personnel to maintain computer capability.
  - 2) Works with the Director of Plant Operations in establishing needs for power.
- h. Business Manager
- 1) Provides expertise to maintain budgetary procedures and meet necessary immediate needs during emergency.
  - 2) Provides food service support for emergency resource teams as necessary during emergency.
- i. Director of Student Life and Leadership
- 1) Aids in directing students to safe areas and ensures accountability of students.
  - 2) Provides directional assistance where needed.
  - 3) Performs other related duties as may be required.
- j. Building Representatives
- 1) Contact appropriate personnel in the building to inform, update, and communicate status of emergency.
  - 2) Administer evacuation plans for the building.
  - 3) Work with the Vice President for Student Services and the Director of Plant Operations in establishing alternate area for continued operation of essential functions.

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## Part II: Emergency Procedures Guide

This section contains the recommended procedures to be observed during specific types of emergencies. This is a guide and should be used as such. No guide can cover every conceivable situation and common sense should always prevail.

### A. EVACUATION PROCEDURES

1. Building Evacuation Procedures – in the event of emergency, employees should use the following procedures to assure an organized evacuation of all students, faculty, staff, and visitors from each building. Procedures should always be followed in sequence, unless conditions dictate otherwise.
  - a. All building evacuations will occur when a continuous alarm sounds and/or upon notification by the building representative.
  - b. Students, faculty, staff, and visitors should promptly proceed to the nearest exit or emergency route in an organized, timely manner
  - c. Staff or students assigned to assist persons with disabilities should immediately proceed with those individuals to the nearest exit or emergency route in an organized manner.
    - 1) Faculty members who have students with disabilities in their classes shall designate specific student(s), as well as staff, to provide primary and backup assistance in the evacuation of the disabled person(s) during the emergency.
    - 2) Faculty, staff, and students should become familiar with the buildings and the evacuation routes. **Elevators should not be considered as an exit option.**
  - d. Once outside, students, faculty, staff, and those individuals assigned to assist persons with disabilities should proceed to the designated assembly or at least 200 feet from the affected building(s).
  - e. **NO PERSONS** should return to an evacuated building until the building representative or official emergency personnel give the “**ALL CLEAR**” signal.
2. Campus Evacuation Procedures
  - a. Evacuation of all or part of the campus grounds will be announced by the administration. The emergency team will alert people in all buildings.
  - b. All students, faculty, staff, and visitors are to immediately evacuate the area in question and relocate to another part of the campus, as suggested by the Critical Incident Guide.

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- c. Staff or students assigned to assist persons with disabilities should proceed to help those individuals to evacuate the area in question and relocate to another part of the campus, as directed.
  - d. If an emergency makes it necessary to leave the campus grounds by personal vehicle, exit the gate nearest to where you are parked and follow traffic patterns, as directed by campus security and/or the highway patrol.

## B. DISASTERS AND EMERGENCIES

### 1. Tornado

- a. A weather radio is located in the Campus Safety and Security office. In the event of severe weather, campus security personnel will monitor the radio. Campus security personnel will also monitor the police frequency.
- b. If a tornado warning is issued for the immediate area, the Coordinator of Safety and Security or anyone hearing the warning will contact the emergency coordinator.
- c. The emergency coordinator will contact the emergency director, who will make the decision to activate the emergency plan.
- d. Once the emergency plan has been activated, persons will begin the notification sequence in each building.
- e. Campus Safety and Security will coordinate the sounding of the **intermittent** alarm.
- f. Persons should move quickly and calmly to designated areas, as directed.
- g. Staff or students assigned to assist persons with disabilities should proceed to help those individuals to move quickly and calmly to designated areas.
- h. If outside of buildings, persons should go to the nearest low area, such as culverts or ditches.
- i. If a tornado occurs, the administrative emergency resource team will convene at the direction of the emergency director or emergency coordinator.
- j. The emergency coordinator or designee shall call 9-911, and the campus emergency resource team will perform their assigned duties.
- k. Persons should remain in safe locations until a college administrator gives the “ALL CLEAR” signal.

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## 2. Tornado Shelter Locations

- a. Adkisson Administration Building: Inside offices, closets, vaults, or restrooms
- b. Career Education Building: Move to first floor restrooms, closets, inside offices, or under stairwells.
- c. Coleman Auditorium Building: Inside offices, closets, or restrooms.
- d. Mathis Student Services building: Move to first floor restrooms, closets, or inside offices.
- e. Math and Science Building: Inside offices/classrooms, restrooms, or closets.
- f. Barker Humanities Building: Inside offices/classrooms, or restrooms.
- g. Lane Gymnasium: Move to first floor dressing rooms, training room, closets, restrooms, or inside offices.
- h. Library: Move to basement, if possible. Otherwise, move to restrooms.
- i. Maintenance Building: Interior offices, restrooms, or closets..
- j. Technology Building: Interior offices, restrooms, or closets..

*Stay away from all windows and doors. Stay out of large open areas, such as auditoriums. Move to northeast corner of building shelters, if possible.*

## 3. Earthquake

- a. Remain calm.
- b. Take cover in doorway, under desk or table.
- c. Staff or students assigned to assist persons with disabilities should proceed to help those individuals to take cover in doorway, under desk or table.
- d. Stay away from glass shelves and heavy equipment.
- e. After the initial shock, evaluate the situation and, if emergency help is necessary, call 9-911.
- f. The emergency coordinator should be contacted and the emergency resource team convened, if necessary.

- g. If an emergency exists, activate the building alarm and evacuate the building using the evacuation plan.
- h. Do not leave designated area until a college administrator has given the “ALL CLEAR” signal.

#### 4. Fire

- a. If a fire cannot be contained immediately, call 9-911 and Campus Safety and Security will coordinate the activation of the continuous alarm to evacuate the building.
- b. Close all doors to confine the fire during evacuation. A closed door indicates a vacated room.
- c. If heavy smokes exist, stay low or crawl to stay below the smoke. Also, cover your nose and mouth to keep from inhaling the smoke.
- d. Staff or students assigned to assist persons with disabilities should proceed to help those individuals to stay low, crawl, or use other means of movement to stay below the smoke.
- e. Once outside, move to the designated assembly areas.
- f. Campus Safety and Security should contact the emergency coordinator, who will determine whether the situation warrants convening the emergency resource team.
- g. Do not return to an evacuated building until a college administrator has given the “ALL CLEAR” signal.

#### 5. Bomb Threats

- a. If you observe a suspicious object or potential bomb on campus, do not handle the object. Clear the area and call campus security. Campus Safety and Security shall notify the emergency coordinator.
- b. Any person receiving a phone-call bomb threat should follow the bomb threat checklist (Appendix B). Familiarize yourself with the information on the checklist so you will be able to respond to the call and complete the report.
- c. Follow evacuation procedures, as directed.

#### 6. Chemical, Biological, or Radiological Event

When evaluating and taking action against a possible chemical, biological, or radiological incident your personal safety is of primary concern. If a chemical, biological, or

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radiological event is suspected, clear the area that is suspect and call 9-911 and Campus Safety and Security.

### C. OTHER CRISIS SITUATIONS

A potential crisis may exist when an individual is threatening harm to themselves or others, or is out of touch with reality due to a severe drug reaction or psychotic break. A psychotic break may be manifested by hallucinations, uncontrollable behavior, or complete withdrawal.

1. Threatening/Dangerous Situation – **Never try to handle a situation on your own that you feel is dangerous.** When calling Campus Safety and Security or 9-911, clearly state that you need immediate assistance. Give your name, the nature of the incident, and location of the incident.
2. Non-threatening Situation – A situation in which the individual does not appear to pose a threat to themselves or others.
3. Crisis Intervention Process
  - a. Pre-contact State
    - 1) People in crisis are fearful, anxious, and vulnerable, making them extremely sensitive to offers of help. At times, feelings generated by this sensitivity may take the form of physical or verbal violence.
    - 2) Survey the situation for possible danger before becoming involved.
    - 3) Take a deep breath or two to calm yourself while you plan your course of action.
    - 4) Protect yourself on approach; you cannot help if you are hurt.
    - 5) People in crisis often feel physically trapped by the environment and become agitated.
    - 6) Position yourself so you have an escape route, and try not to place a troubled person where they have no exit.
  - b. Calming the Person Down
    - 1) Do not touch the disturbed person.
    - 2) Maintain eye contact.
    - 3) People tend to mirror your attitude and demeanor. Use your voice and manner to calm the person down. Give calm, simple, direct instructions.

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- 4) Ask the individual to walk with you outside and to tell you what is upsetting them. Try to identify feelings.
  - 5) Do not make threats, issue ultimatums, or shout at the trouble person.
  - 6) Buy time; let the situation cool down. Do not rush or crowd the person.
- c. Problem Identification Stage
- 1) Encourage the person to talk with you while walking away from the scene of the disturbance.
  - 2) Ask open-ended questions so the person must think in order to formulate an answer. (Do not ask questions that can be answered with a simple “Yes” or “No.”)
  - 3) Listen without judging.
  - 4) Acknowledge their feelings (empathize).
  - 5) Reassure frequently.
  - 6) Clarify, paraphrase, summarize.
  - 7) Don’t let the disturbed person switch focus to you.
4. Threatened Suicide or Homicide
- a. A situation of extreme danger exists if a person is threatening to harm themselves or others and has the means and strength to follow through with this threat.
  - b. Protect yourself and others as much as possible, and call 9-911. Also call Campus Safety and Security at 9-618-1720. Persons attempting suicide can be potentially dangerous.
  - c. Buy time. Listening may be exactly what a person attempting suicide wants and needs from you. The odds of tragedy occurring decrease with the passage of time and good communication.
  - d. Keep in mind that some people bent on killing themselves have already made up their minds. Sometimes nothing we say or do can deter them.
5. Disputes or Threats of Violence

If disputants are engaged in physical conflict, call 9-911 and Campus Safety and Security’s emergency cell phone by dialing 9-618-1720.

6. If disputants are only engaged in verbal conflict, call Campus Safety and Security.

#### D. TRAINING

All members of the emergency resource team will be trained on the tasks and procedures required for implementing the Critical Incident Plan and evacuating persons with disabilities from the buildings. This training shall be conducted upon implementation of the plan and as new employees are added to the team. The initial training will be hands-on and in a classroom setting.

1. Deans, directors and department heads will also be required to attend a training class and will be responsible for the following:
  - a. Providing/facilitating training for all staff, including new hires and employees at extended campuses, to assure employees are familiar with the Critical Incident Plan, including but not limited to procedures for evacuating persons with disabilities from the buildings.
  - b. Assuring that all employees including faculty, staff, and college work-study students are knowledgeable regarding their specific emergency assignments (including responsibilities for assisting persons with disabilities) and are able to execute their assignments.
  - c. Developing and testing procedures for employees to provide notification to their supervisor regarding their well-being in the aftermath of an emergency.
2. Students will be notified of emergency/evacuation procedures by the following:
  - a. Syllabus – Each instructor will have a statement in his/her syllabus explaining that students should follow his/her instructions in the event of an emergency.
  - b. Web site – The Critical Incident Plan will be posted on the Cleveland State web site for all students to access.
  - c. Critical Incident Guide – Students can also refer to this guide for assistance during an emergency. The guide is posted in every classroom and laboratory on all Cleveland State campuses.

#### E. PRACTICE DRILLS

1. Building Evacuation Drills
  - a. The Cleveland campus and extended campuses will conduct a fire and bomb-threat evacuation drill yearly. The Campus Safety and Security office will be responsible for conducting drills at the Cleveland campus and the directors of the extended campuses will be responsible for conducting drills at their individual locations.

- b. During these drills, appointed staff will be located in each building/extended campus to monitor the evacuation procedures. After the drill, a meeting will be held with each building representative to report any problems encountered during the drill.

## 2. Tornado Drills

- a. The Cleveland campus and extended campuses shall conduct a tornado drill yearly. The Campus Safety and Security office shall be responsible for conducting drills at the Cleveland campus and the directors of the extended campuses shall be responsible for conducting drills at their individual campuses.
- b. During these drills, appointed staff shall be located in each building/extended campus to monitor the evacuation procedures. After the drills, a meeting will be held with each building representative to report any problems encountered during the drill.

## F. DAMAGE ASSESSMENT TEAM

1. In the event of a major emergency, the President or designee shall contact the executive director or the senior director of the Tennessee Board of Regents (TBR) facilities staff.
2. The on-site damage assessment team will consist of the Director of Plant Operations and qualified Maintenance, Buildings, and Grounds personnel. The damage assessment team will make an initial review and report to the Vice President for Finance and Administration the location and general extent of the damage.
3. The follow-up report will include a complete listing of damaged facilities and estimated resources necessary to return the facilities to operation.
4. As progress is made, the Director of Plant Operations will make situation reports to the Vice President for Finance and Administration.

### Bomb Threat Checklist

**DO NOT INTERRUPT THE CALLER EXCEPT TO ASK:**

- 1 When will it go off? Certain hour \_\_\_\_\_ Time remaining \_\_\_\_\_
- 2 Where is it placed? Building/Department \_\_\_\_\_ Area \_\_\_\_\_
- 3 What does it look like? \_\_\_\_\_

**INDICATE YOUR IMPRESSION OF THE ORIGIN OF THE CALL:**

Local \_\_\_\_\_ Long Distance \_\_\_\_\_ Phone Booth \_\_\_\_\_ Internal \_\_\_\_\_

**CHECK THE ITEMS THAT BEST DESCRIBE THE CALLER AND THE CALL:**

- 1 Familiar with the building: Yes \_\_\_\_\_ No \_\_\_\_\_ Not Sure \_\_\_\_\_
- 2 Sex: Male \_\_\_\_\_ Female \_\_\_\_\_ Not Sure \_\_\_\_\_
- 3 Approximate age: Under 20 \_\_\_\_\_ 21-40 \_\_\_\_\_ Not Sure \_\_\_\_\_
- 4 Voice characteristics: Loud \_\_\_ High Pitch \_\_\_ Raspy \_\_\_ Intoxicated \_\_\_ Soft \_\_\_ Deep\_\_\_  
Pleasant \_\_\_ Other \_\_\_\_\_
- 5 Accent: New England \_\_\_ Southern \_\_\_\_\_ Mid-Western \_\_\_\_\_ Western \_\_\_\_\_  
Racial or Ethnic \_\_\_\_\_ Other \_\_\_\_\_
- 6 Language: Excellent \_\_\_\_\_ Good \_\_\_\_\_ Fair \_\_\_\_\_ Poor \_\_\_\_\_ Foul \_\_\_\_\_  
Other \_\_\_\_\_
- 7 Speech: Fast \_\_\_\_\_ Distinct \_\_\_\_\_ Stutter \_\_\_\_\_ Slurred \_\_\_\_\_ Slow \_\_\_\_\_  
Distorted \_\_\_\_\_ Nasal \_\_\_\_\_ Other \_\_\_\_\_
- 8 Manner: Calm \_\_\_\_\_ Rational \_\_\_\_\_ Coherent \_\_\_\_\_ Deliberate \_\_\_\_\_ Righteous  
\_\_\_\_\_ Angry \_\_\_\_\_ Irrational \_\_\_\_\_ Emotional \_\_\_\_\_ Laughing \_\_\_\_\_  
Giggling \_\_\_\_\_ Nervous \_\_\_\_\_ Other \_\_\_\_\_
- 9 Background noises: Office machines \_\_\_\_\_ Factory machines \_\_\_\_\_ Street traffic \_\_\_\_\_  
Airplanes \_\_\_\_\_ Trains \_\_\_\_\_ Animals \_\_\_\_\_ Music \_\_\_\_\_ Party \_\_\_\_\_ Quiet \_\_\_\_\_ Voices \_\_\_\_\_  
Other \_\_\_\_\_  
\_\_\_\_\_
- 10 Use of certain words/phrases:  
\_\_\_\_\_

**TAKE THE FOLLOWING STEPS IMMEDIATELY FOLLOWING THE CALL:**

1. Notify campus security by dialing extension 236 or 9-618-1720
2. Notify your immediate supervisor/administrator
3. Call 9-911. Identify your location.

Printed name of person taking call-date Time