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# EMERGENCY MANAGEMENT

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EAST TENNESSEE STATE UNIVERSITY

## Desktop Reference Emergency Procedures



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## EMERGENCY PHONE NUMBERS & INTRODUCTION

### Building Information

Building: \_\_\_\_\_

Building Coordinator: \_\_\_\_\_

Building Coordinator Phone #: \_\_\_\_\_

Outdoor Emergency Assembly Area: \_\_\_\_\_

Indoor Safe Area: \_\_\_\_\_

AED Location(s): \_\_\_\_\_

### Link to your ETSU Emergency Action Plan:

[https://www.etsu.edu/safety/campus\\_emergency/plan.php](https://www.etsu.edu/safety/campus_emergency/plan.php)

### ETSU Emergency and Other Important Numbers

#### All emergencies: 911

#### ETSU Campus Police & Security

Non-emergency 423-439-4480

#### Dean of Students

423-439-4210

#### Washington County Sheriff's Department

423- 788-1414

#### Johnson City Fire Station 4

423-975-2850

#### TN Bureau of Investigation

423-434-6424

#### Washington County Health Department

423-975-2200

#### Facilities Management

423-439-7900

#### Washington County Emergency Management

423-434-6082

#### Johnson City Medical Center

423-431-6111

#### EMS Ambulance Dispatch

911

#### Psychological-ETSU Counseling Center

423-439-3333

#### CARE – 24/7 Crisis Line

423-439-4841, then Press Option 2

#### VA Public Safety

423-979-3506

**911** – will connect you with the local law enforcement



This handbook is intended for use by faculty and staff at ETSU in order to prepare for emergencies. Take the time to familiarize yourself with emergency procedures and make sure new employees are trained to follow the ETSU Emergency Action Plan.

You should also fill in the blanks in this book's sections with information that applies to your location. You should then review all procedures, and place this handbook in an accessible location, preferably near a telephone.

In instances where your Building Specific Plan (BSP) differs from instructions in this handbook, the Building Specific Plan (BSP) will supersede this handbook.

**Dialing 911 from a campus phone will direct you to the ETSU Campus Police Department Dispatch Center.** The ETSU Campus Police phone number is 423-439-4480. You may want to store this number in your cell phone for immediate use in case of an emergency.

**Dialing 911 from a cell phone will connect you to the local law enforcement agency's Department Dispatch Center.** The local law enforcement agency office will dispatch to ETSU and contact the ETSU Campus Police and Security Department. During an emergency, please do not call ETSU Campus Police and Security for information or updates. The phone lines need to stay clear for emergency calls. The campus community will be notified through the ETSU Safe mobile app or all clear indicated by the ETSU mass notification system.

**ETSU Department of Public Safety / Campus Police**

1043 Jack Vest Drive • Johnson City, TN 37614  
(Located on the third level of the Welcome Center)

423-439-4480



## **POWER OUTAGE / UTILITY FAILURE**

- Report the outage to Facilities (Monday – Friday 8:00 a.m. – 5:00 p.m.) at 423- 439-7900 or ETSU Campus Police at 423-439-4480 after hours.
- Help building occupants move to a safe location (if needed).
- Turn off/unplug sensitive electrical equipment.
- Exit the building, if safe to do so. If persons are unable to exit the building, notify ETSU Campus Police at 423-439-4480 and give the location of the person(s) inside the building.
- Be alert for downed power lines or other hazards associated with the power outage when leaving the area.
- If trapped in an elevator; use the emergency phone located in the elevator or contact the ETSU Campus Police at 423-439-4480 or, if an emergency, dial 911.
- In the event of a water leak or flooding inside a building, avoid standing water due to the potential hazards.



## HAZARDOUS MATERIAL EMERGENCIES

- Hazardous material emergencies may involve chemical or biological materials. During normal storage and handling, these materials are generally safe. However, if the materials are spilled or released, they may pose a threat to persons or property.
- Get everyone away immediately.
- Report the spill to the ETSU Campus Police at 423-439-4480 or your local emergency services by dialing 911 and be prepared to provide the following information:
  - Your Name
  - Location of the release
  - Type of material (if known)
- If you come in contact with materials, remove contaminated clothing and flush affected areas with large amounts of water for at least 15 minutes.
- If the type of material is known you can locate the SDS ([Safety Data Sheet](#)) at the [Environmental Health and Safety Website](#).



## MEDICAL EMERGENCIES

- Do not move the injured person unless he or she is in a life-threatening situation.
- Render first aid or CPR only if you have been trained and are comfortable doing so.
- Designate someone to call the ETSU Campus Police at 423-439-4480, or the local authorities by dialing 911.
- When reporting a medical emergency, be prepared to provide the following information:
  - Type of emergency
  - Location of the victim (Building and room number)
  - Condition of the victim
  - Any dangerous conditions
- Designate someone to stand outside the building to direct emergency personnel to the scene.
- Avoid contact with blood or other bodily fluids. If you are exposed to another person's body fluids, wash the exposed area and contact your supervisor or the ETSU University Health Center at (423) 439-4225. Follow up with your supervisor.
- Automated External Defibrillators (AEDs) have been installed in some campus buildings. Only utilize if you have been properly trained to do so.



## FIRE/EVACUATION

### *Fire*

- Activate the building fire alarm by using a pull station located at building exits and call ETSU Campus Police and Security at 423-439-4480, or your local authorities by dialing 911.
- Do not try to fight the fire unless properly trained to do so.
- Render aid to those in need, if it is safe to do so.
- DO NOT return to your area to retrieve personal items.
- If the stairs are filled with smoke or fire or are otherwise obstructed, use an alternate escape route.
- If you catch on fire, DO NOT RUN! STOP where you are. DROP to the ground. And ROLL to smother the flames.
- Do not re-enter the building until instructed to do so by the fire department or by the ETSU Campus Police and Security Department.

### *Evacuation*

- Close the door when exiting the building.
- Take your personal belongings with you, if close at hand.
- Render aid to those in need, if it is safe to do so.
- Proceed to the nearest exit.
- Walk, do not run.
- DO NOT use elevators.
- If the stairs are filled with smoke or fire or are otherwise obstructed, use an alternate escape route.
- If persons are unable to evacuate, notify ETSU Campus Police at 423-439-4480, or your local authorities by dialing 911, and give the location of the person inside the building.
- Move quickly to your building's designated assembly area. Designated assembly areas and building evacuation routes are displayed inside of each building





## EARTHQUAKE/EXPLOSION

### *Earthquake*

- IF INSIDE:
  - Stay indoors.
  - Drop to the ground, cover your head & neck, seek shelter by getting under a desk or table.
  - Watch for falling objects and debris.
  - Crawl under a sturdy piece of furniture or stand in a doorway.
  - Stay away from windows and suspended objects.
  - Evacuate damaged buildings carefully.
  - DO NOT use elevators.
- IF OUTSIDE:
  - Move to an open area away from buildings and power lines.
  - Avoid streetlamps, trees, and utility poles.
  - After the earthquake, be prepared for aftershocks. Watch for falling objects.

### *Explosion*

- Remain calm.
- Be prepared for the possibility of additional explosions.
- Stay away from windows and unstable furniture or other objects.
- If there is damage to the structure, evacuate carefully.
- DO NOT use elevators.
- Render aid to those in need if it is safe to do so.
- Report injuries and/or building damage to the ETSU Campus Police at 423-439-4480 or dial 911.



## SUSPICIOUS PACKAGES

- The following characteristics may identify suspicious parcels:
  - Unexpected or from someone unfamiliar to you.
  - Addressed to someone no longer with your organization or otherwise outdated.
  - No return address or one that cannot be verified as legitimate.
  - Has any powdery substance on the outside.
  - Marked with restrictive endorsements, such as Personal or Confidential.
  - Protruding wires, strange odors or stains.
  - Has an unusual amount of tape.
  - Has excessive postage applied to the parcel.
  - A city or state in the postmark that does not match the return address.
- If you receive a suspicious parcel in the mail:
  - Do not open the parcel.
  - Isolate the piece of mail.
  - Call ETSU Campus Police at 423-439-4480 for additional instructions.
  - Do not pass the letter/parcel to others.
  - Deny access to the letter to everyone except emergency responders.
  - Relocate all persons to an area away from the parcel to minimize exposure.
  - If possible, wash your hands and face with soap and water.
- If you open a parcel that appears to be contaminated:
  - Do not move parcel.
  - Call ETSU Campus Police at 423-439-4480 or your local authorities by dialing 911.
  - Turn off any fans, window air conditioners or space heaters. Isolate the area.
  - Evacuate the adjoining areas and report to your indoor safe area.
  - Do not pass the letter/parcel to others. Deny access to the letter to everyone except emergency responders.
  - Anyone in contact with the parcel should remain isolated in an area adjacent to the original location and wait for additional instructions from emergency responders.
  - If possible, anyone who had contact with the parcel should wash their hands and face with soap and water.



## General Safety Practices

### *Vehicle*

- Always lock your vehicle.
- Place valuables in the trunk or out of sight.  
Examples: cell phone, computer, money, etc.
- Don't crack the window in your vehicle when it's hot.

### *Personal Safety*

- Be aware of your surroundings.
- Know where you are at all times.
- At night:
  - If possible, walk in pairs.
  - Walk only on well lighted routes and avoid dark isolated areas.
  - If you feel uncomfortable, call ETSU Campus Police for a safe ride/escort at 423-439-4480.

### *ETSU Safe Mobile App Alert / Emergency Notifications*

- ETSU utilizes the *ETSU Safe* mobile app to notify students, faculty and staff of emergencies that may impact the campus or university operations. These notifications may include severe weather warnings, reports of violent crimes on or near campus, or campus closures or delays due to weather or facilities issues.
- To sign up for the *ETSU Safe* mobile app alerts download *ETSU Safe* from the Google Play or the App Store. Text **ETSU** to **237233** to receive emergency text alerts. You're Set!
- Email updates are sent to all student, faculty, and staff accounts and notifications are sent to all campus desktops.



### *WORKPLACE VIOLENCE/CRIME*

- Workplace violence may take the form of personal assault and may or may not include weapons. You might hear gunfire, scuffling, or other employees yelling.



### ***Unforeseen Life-Threatening Emergencies***

- Gunfire, bomb threats and hostage situations are all examples of Unforeseen Life-Threatening Emergencies. Call ETSU Campus Police and Security at 423-439-4480. At any ETSU extended site call 911.

### ***Gunfire***

- If you hear gunfire, run away from the area if possible. If not, seek refuge in an area that can be locked from the inside. Block the door to discourage entry. Hide inside the area behind a desk, under a table, in a closet or whatever is available. Remain still and quiet. Silence all cell phones.
- If a phone is immediately available, and if it is safe to do so, call ETSU Campus Police at 423-439-4480, or 911. If you can, stay on the phone with the dispatcher.

### ***Explosion/Bomb***

- Immediately evacuate the building using your general evacuation procedures.
- Call ETSU Campus Police at 423-439-4480 or your local authorities by dialing 911. Inform them of the situation with as much information as is available. If it is safe to do so, stay on the phone with the dispatcher.

### ***Hostage Situation***

- Immediately evacuate the building using your general evacuation procedures. Always stay out of sight of the perpetrator.
- Take no action to intervene with the hostage taker.
- Call ETSU Campus Police at 423-439-4480 or 911. Inform them of the situation with as much information as is available. If it is safe to do so, stay on the phone with the dispatcher.

### ***Physical Threat***

- Immediately evacuate the building using your general evacuation procedures.
- Call ETSU Campus Police at 423-439-4480 or 911. Inform them of the situation with as much information as is available. If it is safe to do so, stay on the phone with the dispatcher.

### ***Sexual Assault***

- If the victim needs medical attention at the main campus call Campus Police at 423-439-4480. At any extended site, call 911. Otherwise any intervention is victim driven. There are several options available both on campus and in the community.



## ETSU EMERGENCY NOTIFICATION SYSTEM

### *STAYING SAFE: ETSU Emergency Notification System*

The university's emergency notification system is comprised of outdoor sirens, message boards, email, text messaging, desktop alerts, and website updates that communicate safety information to our campus community.

You will either receive an "emergency notification" or a "timely warning."

**A. "Emergency Notifications"** will be sent when there is an event that is currently occurring or imminently threatening campus. These apply solely to situations occurring on campus. All systems may be utilized to communicate the notification. There are three types of emergency notifications:

1. Secure-in-place
2. Shelter-in-place
3. Evacuate

**Secure-in-place** by placing a locked door or other barricade between you and the associated violence or danger.

**Shelter-in-place** events are usually weather-related emergencies. When it is necessary to shelter-in-place, you will be safest by moving inside to a building space that protects you from the danger. Do not lock doors behind you as others may also need to shelter-in-place.

**Evacuation** events may be natural disasters or manmade events (i.e. fires, floods, or chemical releases). Do not try to evacuate campus in your vehicle. This will cause traffic jams and delay the evacuation. Evacuate the campus as quickly as possible on foot.

**B. "Timely Warnings"** are "Situational Awareness" emails and text messages sent by ETSU Public Safety. These warnings are meant to remind everyone to have a heightened awareness of their surroundings and are associated with crimes that occurred and represent an ongoing threat on or near our campuses.

***Please help us keep our campuses safe by visiting our "Safety" website to learn more, including how to download the latest safety app.***



## SECURE IN PLACE

### *Secure in Place*

If there is an emergency on campus or adjacent to campus which threatens the safety of the ETSU community, a secure in place notice will be sent through the ETSU Safe app notification as soon as possible. A notice will also be placed on ETSU computers and designated campus officials will notify building occupants directly if safety allows. When the university places the campus on secure in place or if you hear gunfire you must immediately seek cover.

### **If you are in a dorm or other campus building:**

- Lock all doors in the area. If it is not possible to lock the doors, place furniture and equipment in front of the door to barricade. Use whatever means possible to restrict entry to the room.
- Remain calm.
- Turn off the lights.
- If possible and without risking your safety, close blinds and window treatments for concealment.
- Put cell phones on silent, and if communication is needed, use text messaging only.
- Remain quiet and do not enter hallways.
- Unless you observe a fire, do not sound the fire alarm to evacuate the building. People may be placed in harm's way when they are attempting to evacuate the building.
- If a fire alarm does go off during a secure in place, do not evacuate unless you smell smoke or see fire.
- Move to the point in the room that is the least visible from doors and windows.
- Stay in the classroom or dorm room until an all clear is advised by ETSU Safe, a law enforcement officer, or a campus official.
- Be aware of alternate exits if it becomes necessary to flee.
- LOCK EXTERIOR DOORS (if possible).

### **If you are outside**

- If it is safe to do so, run into the nearest building and follow the above secure in place instructions.
- If it is not safe to run into a building, hide behind a large heavy object (i.e. vehicle, tree).



## **SEVERE WEATHER**

### **Weather-Related Cancellation/Delay/Closing Notification/Emergencies**

- Monitor the ETSU Website.
- The ETSU Safe App is used for weather and campus emergencies and for disaster or secure in place situations.
- In extreme situations, resident students may be required to evacuate campus.

### ***Tornado***

- Tornado warnings require immediate action.
- Know the shelter area within your building; if unsure, move to the lowest level away from windows and doors.
- If outdoors, move into a sturdy building.
- Information will be sent out via the ETSU Safe App.
- Immediately leave a badly damaged building, when it is safe to do so.

### ***Severe Thunderstorm/Lightening***

- Stay indoors and away from windows until the storm passes.
- Monitor weather information for updates.
- Be aware of hazards associated with straight-line/high winds and lightening.

### ***Flooding***

- If you expect flash flooding, stay away from low lying areas.
- Never drive or walk through flooded roadways or sidewalks.
- Report flood conditions to ETSU Campus Police at 423-439-4480.

### ***Winter Weather***

- Ice, snow, and/or extremely cold temperatures may impact operations of the university. On rare occasions, the ETSU campus and/or regional campuses may be closed for part of a day or for the entire day.
- Be informed and note the difference between a delay or cancellation of classes and a closure of a campus or a delay in campus opening. Monitor the ETSU website, radio, and television broadcasts.
- Be aware that conditions may vary significantly across the region. Therefore, please use your best judgment to make the decision whether to come to work/class.
- Make sure to dress in layers appropriate for the temperature and weather conditions.
- Select footwear that provides good traction.
- Allow extra time for the commute.



## **TORNADO EMERGENCY PLAN**

### ***Tornado Emergency Plan***

Once university officials are notified of a tornado warning, the implementation of the Tornado Emergency Plan is the responsibility of all members of the university community. The ETSU Campus Police and Security Office Staff have the following additional roles and responsibilities.

- Obtaining information in the event the National Weather Service issues a tornado warning for the campus community.
- Notifying high risk facilities of the tornado warning.
- Receiving information about confirmation of tornado.
- Warning pedestrians of dangers while monitoring and reporting any indications of confirmed tornado.
- Issuing the ETSU Safe app notification.

### ***Procedure***

If a tornado watch is issued for the campus area, an alert will be broadcasted over the NOAA public alert and local TV and radio stations. There is no City of Harrogate emergency siren.

If a tornado warning is issued for the campus area, the ETSU Campus Police and Security Office will notify the university community. The university community will be notified via ETSU Safe or another appropriate modality. The ETSU Campus Police and Security Office will make a special point to notify representatives at each high-risk facility by contacting the designated person for high risk facilities. The information given shall pertain to the type of warning, a time of when the warning will expire, and any further directions.

The ETSU Campus Police and Security Office will issue an all clear once the warning/watch has been lifted.

### ***Response Actions Inside Buildings***

During a tornado warning, follow the procedure listed below:

#### **Inside Buildings:**

- Stay away from all windows and doors
- If time permits, go to the interior hallway on the lowest level
- Move to an interior corridor away from windows
- Stay away from lobbies, walkways, atriums, and other large glassed-in areas, and large open areas with a long roof span.
- If available, take cell phone, radio and flashlight.
- Crouch down along the wall and protect your head with your hands from possible debris
- Remain at the sheltered area until given the all clear by ETSU Campus Police and Security Office
- At the beginning of each semester a designated evacuation location will be assigned to residential students.





### *Response Actions Outside Buildings*

During a tornado warning, follow the procedure listed below:

#### **Outside of Buildings:**

- When instructed or conditions warrant, seek shelter in the nearest building.
- Stay away from all windows and doors.
- Move to an interior corridor away from windows
- Stay away from lobbies, walkways, atriums and other large glassed in areas, and large open areas with a long roof span.
- If there is no shelter available, lie in a ditch or other earthen depression; and never attempt to outrun a tornado.

#### **Once an all-clear has been given, follow the procedure below:**

If the building was not affected by the incident, return to your previous location; and if your building was affected by the incident, attempt to safely exit the building. If unable to do so, seek help by calling the ETSU Campus Police and Security Office at 423-439-4480. If no telephone is available, try to get the attention of outside personnel by making noise, such as yelling.

ETSU Campus Police and Office personnel will patrol campus following the incident to assist those affected and to dispatch additional emergency response teams if necessary.



## Building Specific Plan (BSP)

### *Dormitory/Residence Hall*

Each semester, every dormitory shall develop a specific “Secure in place” procedure for their building. The ETSU Campus Police and Emergency Management will assist in the development of these plans. The “Secure in place” procedure for each dormitory shall contain the following:

- The name of the Resident Assistant and their alternate, including contact information.
- Emergency telephone numbers
- Roles and responsibilities for building secure in place team, including contact information and identification of posts and designation of individual to provide status updates to ETSU Campus Police and Security office.
- A current list of residents

Each semester, a copy of each dormitory’s secure in place procedures shall be filed with the ETSU Campus Police and Security Office.

### *Academic Building*

Academic buildings shall develop a specific secure in place procedure. The ETSU Campus and Emergency Management will assist in the development of these plans. The secure in place procedure for each academic building shall contain the following:

- The name of the building emergency leader and their alternate, including contact information.
- Emergency telephone numbers.
- Roles and responsibilities for building secure in place team, including contact information, identification of posts and designation of an individual to provide status updates to ETSU Campus Police and Security Office.
- If students are in class during a secure in place, procedures for the instructor to compile names and keep attendance to make sure everyone remains present and accounted for.
- Identification of areas or classrooms that can be secured to provide maximum safety for students, faculty, and staff during an emergency.

Each semester, a copy of each academic building’s secure in place procedure shall be filed with the ETSU Campus Police.

### *Fire Alarm and Drill Report*

Every dormitory and all ETSU buildings shall randomly practice fire alarm drills throughout the semester. Fire alarm drills are to be taken seriously and procedures followed as if it were an actual emergency. Residential Life Staff will be trained at the beginning of the semester and the staff member on site will be responsible for following procedures.



## BOMB THREAT CHECKLIST

Bomb threats may be received in many ways. The most common method is by phone. If you receive a bomb threat by phone, attempt to keep the person on the phone as long as possible, record the call if you can, and try to obtain the following information using the Bomb Threat Checklist:

### 1. Initial Actions:

- Do not hang up! Keep caller talking.
- Time of Call: \_\_\_\_\_ AM/PM

### 2. Exact Wording of Threat:

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### 3. Questions to Ask:

- When is the bomb going to explode? \_\_\_\_\_  
\_\_\_\_\_
- Where exactly is the bomb? \_\_\_\_\_  
\_\_\_\_\_
- When did you put it there? \_\_\_\_\_  
\_\_\_\_\_
- What does the bomb look like? \_\_\_\_\_  
\_\_\_\_\_
- What kind of bomb is it? \_\_\_\_\_  
\_\_\_\_\_
- What will make the bomb explode? \_\_\_\_\_  
\_\_\_\_\_
- Did you place the bomb? \_\_\_\_\_  
\_\_\_\_\_
- Why did you place the bomb? \_\_\_\_\_  
\_\_\_\_\_
- What is your name? \_\_\_\_\_  
\_\_\_\_\_



• Where are you? \_\_\_\_\_  
\_\_\_\_\_

• What is your address? \_\_\_\_\_  
\_\_\_\_\_

**4. Listen for:**

- Caller:       Male                       Female       Juvenile      \_\_\_\_\_ Approx. Age
- Voice:       Loud                       Soft               Raspy               Deep
- High Pitched               Other: \_\_\_\_\_
- Speech:       Fast                       Slow               Distinct               Slurred
- Stutter                       Distorted
- Accent:       Local                       Foreign              \_\_\_\_\_ Nationality
- Manner:       Calm                       Angry               Laughing               Intoxicated
- Coherent                       Nervous               Irrational               Emotional
- Language:       Excellent                       Fair               Foul
- Good                       Poor
- Background:       Machines                       Music               Trains               Animals
- Noises:       Planes                       Party Noises       Mixed               Quiet
- Traffic Noises               Other

**5. After the Call:**

- Immediately call ETSU Police Department at 423-439-4480.
- Provide them any information you received.
- Note the time of the end of the call: \_\_\_\_\_ AM/PM
- Name of recipient (print): \_\_\_\_\_
- Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Bomb Threat by Letter or Email**

- If the threat is made in writing, do not handle the letter or note any more than necessary.
- Do not touch or move any unfamiliar objects and wait for police to arrive on scene.



If you are instructed to evacuate a building take your purse, backpacks or brief cases with you. As you exit, survey the area for suspicious or unusual packages, boxes or book bags. **You are more familiar with what is normal for your building than first responders. Report suspicious items and/or persons to the ETSU Police Department at 423-439-4480.**