

Emergency Response Guide

Pennsylvania State System of Higher Education



**A Quick Use Guide to the
Dixon University Center/Vartan Way
Emergency Operations Plan**

Version 2

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Note: Throughout the guide book you are asked to dial 9-911 or x4180 in an emergency. Dialing 9-911 will connect you to the Dauphin County Emergency Dispatcher. You must dial “9” (for an outside phone line) before dialing 911 (9-911) to be connected to a Dauphin County 911 dispatcher. Dialing ext. 4180 will connect you to the front desk (Administration Building).

The Office of the Chancellor would like to acknowledge Millersville University for their original design of this guide, and recognize that much of the information was first gathered by MU. Thank you!

Introduction

The Pennsylvania State System of Higher Education (PASSHE), Dixon University Center (DUC), has a detailed Emergency Operations Plan (EOP) designed to prepare the campus for an emergency including specific procedures to follow in the event of a campus emergency or disaster. In addition, the EOP covers the information technology operations of PASSHE, located at 2300 Vartan Way. Appendix A lists employees who have volunteered to act as Building Coordinators and/or Floor Wardens within their respective buildings in the event a building evacuation is warranted.

This Quick Use Guide is designed as a summary of the emergency information found in the EOP. Keep this manual in an easily accessible area so you have it when it is needed. Please become familiar with the information contained in the guide. In the event of an emergency, the guide is designed to serve as a quick reference for effective action.

The guide also is available on the PASSHE website at www.secure.passhe.edu and the Dixon University Center website at www.DixonUniversityCenter.org. Please bookmark the page for future reference. If you have any questions about the guide, please contact Facilities at ext. 4115 (employees) or the Dixon University Center office at (717) 720-4080 (students, faculty, and guests).

Emergency Phone Numbers

Fire-Police-Ambulance-Medical Emergency

9-911 (from office/classroom phone) to reach Dauphin County 911 Dispatch

911 (from other phone) to reach Dauphin County 911 Dispatch

DUC Security (After 4:30 PM)

577-4336 cell phone

DUC Front Desk Reception Area (Business Hours – 7:30 AM-4:30 AM)

Ext. 4180 (from office/classroom phone)

720-4180 (from other phone)

HELP Desk – ext. 4444 (720-4444 from public phone)

Non-Emergency Phone Numbers

DUC

Harrisburg City Police - 255-3131 (non-emergency line)

Vartan Way

Susquehanna Township Police Department – 558-6900 (non-emergency line)

Emergency Definitions

Level I Emergency – A minor emergency, small enough in scope and size that it can be managed using DUC resources.

Level II Emergency – A major emergency or disaster, capable of inflicting significant damage to the DUC and/or the Harrisburg area and large enough in scope and size that additional resources will be needed to respond.

Mustering Point – A predetermined assembly area, normally outside a building, where people gather after evacuating a building during a drill or actual emergency. By gathering at a mustering point, an accurate head-count can be conducted to determine if everyone is accounted for and determine whether a search and rescue operation is necessary.

On-Site Security

The front desk will be staffed during business hours (Monday through Friday from 7:30 am until 4:30 pm). While classes are in session in the evening and weekends, a security guard will be on campus making regular patrol rounds. They can be reached on their cell phone (717-577-4336). During business hours, Facilities personnel will be your first point-of-contact for most security-related incidences. The decision to contact us by telephone or help desk ticket will depend upon the severity of the situation. For more egregious incidents requiring an immediate police response, staff should call 9-911 from campus telephones. A safety feature on our telephone system notifies key individuals on campus that a 911 call has been placed and alerts them to respond accordingly.

Our building scan access system will automatically lock and unlock the buildings as required. On weekdays, our second shift Facilities personnel will ensure that exterior doors are secured before leaving for the evening. Similarly, on weekends when classes are in session, classroom support personnel and the security guard will verify that exterior doors are secured before leaving. Employees will have building access after-hours using the scan access card that has been issued to them. When entering or leaving any secured building, employees need to check the door behind them to ensure that it has closed and is secured. Furthermore, staff should never provide access to anyone not known to be an employee or otherwise authorized to have access to our buildings. When entering a secured building or location, staff should be cognizant of “tailgaters,” i.e., others following behind and attempting to enter without the use of a scan access badge. Do not let them in unless you are certain they are authorized.

Elevator Emergency Help Telephones

Elevator emergency help telephones are programmed to dial the ADT Security Call Center. In the event that someone is trapped inside an elevator and presses the push to talk button the telephone will dial ADT and a preprogrammed message will notify ADT of the elevator’s location. ADT will then have two way communications with the occupant. ADT’s response is to utilize their call list to gain help.

Blue Emergency Phones

Four emergency blue phones have been added to the campus and parking garages. Two are in the main garage with one located at the north end and one at the south end; one is located in the lawn area between Richard’s Hall and South Hall and another is mounted on the east side of Duncan Hall. These telephones, if activated in an emergency, will call 9-911 and result in a police response.

Incident Command Structure (ICS)

For incidents that occur at the DUC or Vartan Way, we will follow the ICS structure:

Incident Command Structure – The ICS is the model used for command, control and coordination of a response and provides a means to coordinate the efforts of individual agencies as they work toward the common goal of stabilizing the incident and protecting life, property and the environment. The ICS organization has the capability to expand or contract to meet the needs of the incident, but all emergency incidents will have an Incident Commander.

Incident Commander – Under the Incident Command Structure, the Incident Commander will be the senior first responder to arrive at the scene (e.g., the local fire chief). The Incident Commander is responsible for on-scene management until command authority is transferred to another person, who then becomes the Incident Commander.

The DUC ICS uses a detailed chain-of-command to coordinate and manage the emergency operations, to work with other emergency responders, and to bring specific resources to bear to the scene of the emergency.

Emergency Action Team (EAT)

In the event of an incident of long duration, high severity or multi-campus impact, PASSHE may implement an Emergency Operations Center (EOC), which would be led by the EAT.

Emergency Action Team – DUC has a team of skilled and experienced individuals who work together to assist the Incident Commander and coordinate emergency response efforts. Each member of the EAT brings their own area of expertise to the effort of managing the emergency as it unfolds.

Senior Official – Chancellor

Command Team – Executive Staff

Emergency Operations Coordinator – Executive Vice Chancellor

Planning Coordinator – Vice Chancellor for Academic and Student Affairs

Logistics Coordinator – Assistant Vice Chancellor for Facilities

Finance and Administration Coordinator – Controller

Communications Officer – Vice Chancellor for External Affairs

Safety/Liaison Officer – Director of Facilities Operations

Technical Specialist/Legal Counsel – Chief Counsel

Others who may have responsibilities in certain instances (e.g., fire, building evacuation, etc.)

Building Coordinators – employee volunteers who are trained to be the point of contact and disseminate emergency information to others in the building.

Floor Wardens – employee volunteers who are trained to ensure the complete and total evacuation of their assigned floor in a building and perform any special duties (e.g., assist any special needs individuals with egress).

Building Coordinators

Building Coordinators are employee volunteers who help coordinate emergency activities at their buildings. Each DUC building has a primary and back up Building Coordinator. The list of Building Coordinators is posted in prominent areas (e.g., bulletin boards) of each floor of each building. The role of the Building Coordinator is to be the primary source for distributing emergency information to occupants of that building in the event of an emergency and to work with the Emergency Action Team (EAT) and other emergency responders to share information and coordinate emergency activities. Also, the Building Coordinators are the leaders in evacuating buildings during emergencies. The Building Coordinator should pass along emergency information to those at the building who may not have an information source (such as a cell phone, computer, or phone) and did not receive information through other means. The Building Coordinator may also help to pass along emergency information to building occupants (via word of mouth) from emergency responders if necessary.

During a building evacuation, the Building Coordinator (with the help of the Floor Wardens) should make sure people in the building leave the building quickly via the safest/nearest exit, then move a safe distance away from the building to the designated primary or secondary mustering point.

The Building Coordinator will help lead this evacuation and aid in the building head count by referring to the building roster. Building Coordinators will receive initial and refresher training in how to conduct building evacuations, campus evacuations, and other emergency response techniques. In addition, the Building Coordinators will learn how to interface with the Emergency Response Team and emergency responders in the event of an emergency at the building. See current list of Building Coordinators in Appendix A.

Floor Wardens

Floor Wardens are volunteers who help to ensure that their assigned floor is evacuated completely, efficiently and in a timely manner. Floor Wardens also need to be aware of any special needs employees on their floor and ensure that these individuals receive any necessary assistance in the event of a building evacuation.

During a building evacuation, Floor Wardens should make their “rounds” of their floor to ensure that everyone is aware of the emergency/drill and expedite the evacuation as best they can. Each individual cubicle and “hard-walled” office should be checked, along with conference rooms, copy room, restrooms, lunchrooms, etc. Once a room has been checked, the door should be closed but not locked. Closing the door will serve two purposes: 1) a closed door indicates that the room has been checked and cleared and 2) a closed door will help prevent the spread of a fire in the event of an actual building fire. Depending on the size of the floor and the number of employees on the floor, there may be more than one Floor Warden assigned to a floor. There should be a minimum of one primary and one secondary Floor Warden assigned to each floor of every building. See current list of Floor Wardens in Appendix A.

Building Evacuation Procedures

- If you see a fire, or other emergency requiring people to leave the building immediately, activate the building alarm.
- When the building evacuation alarm is activated, leave by the nearest marked exit (if deemed safe) and alert others to do the same. Know the location of the nearest fire exit and have an alternate exit pathway identified if your primary exit is blocked by smoke or flame.
- Take all personal belongings with you upon evacuation (if readily available); assume that you may not be able to return to the building.
- When evacuating rooms/offices, do not close the door behind you. Floor Wardens are assigned the task of checking each office/room and closing the door once it is “cleared.” This policy/procedure should be relayed to the Incident Commander/Fire Chief so that they know a closed door means it has been checked and cleared.
- If needed, or asked to do so by a Floor Warden, assist individuals with disabilities in exiting the building (see next page).
- Do not use the elevator unless directed to do so by the floor warden.
- Once outside, move a safe distance away from the building and proceed to the designated mustering point (see below); do not block emergency responders as they enter the building.
- Do not return to an evacuated building until the all clear sign is provided by the Fire Chief, a Police Officer, the Environmental Health and Safety Director, or other official.

Designated Assembly/Mustering Point

DUC

DUC has a primary and alternate mustering point (see map on page 10).

- **Primary Mustering Point** – front lawn near the flag pole (closer to Front Street than to the buildings).
- **Alternate Mustering Point** - if the nature of the emergency prohibits gathering on the front lawn, all personnel should proceed to the parking lot behind Duncan Hall.

Vartan Way

Vartan Way has a primary and alternate mustering point (see map on page 11).

- **Primary Mustering Point** – parking lot in front of building; maintain a distance away from the building so that you do not interfere with emergency response vehicles.
- **Alternate Mustering Point** - if the nature of the emergency prohibits gathering in the front parking lot, all personnel should proceed to the parking lot at the side of building (near Vartan Way).

Once you arrive at the designated mustering point, you should stay there until a head count is taken and you are given further instructions. Department supervisors will work with Building Coordinators and Floor Wardens to account for personnel in their department. A building roster will be used to ensure the employee head count. Faculty and meeting facilitators will account for students and meeting guests.

Evacuation Procedures – Persons with Special Needs

People who are mobile

- Persons who can evacuate with little or no assistance should be directed to the nearest/safest exit.
- People with visual disabilities may or may not detect the warnings that they need to evacuate. Do not assume that a visually impaired individual needs assistance; ask them if they need help finding their way out of the building.
- People with a hearing impairment will, most likely, see an email alert or the strobe lights indicating the alarm has activated and they need to evacuate the building. However, if the fire alarm has not been activated the strobe will not be activated either. Check on anyone in your area who may not have received the warning prior to your evacuation.

People who are not mobile or are trapped on upper floors of buildings

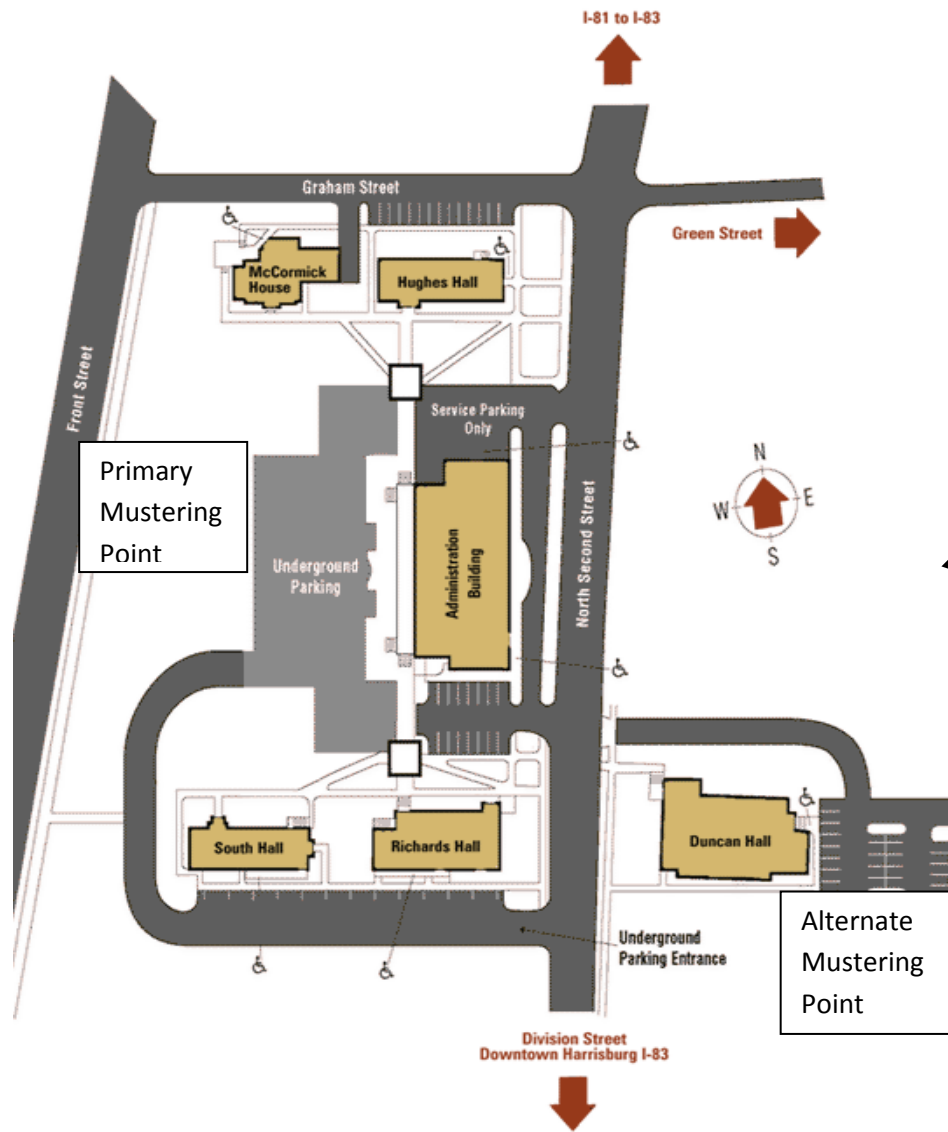
- Persons with significant mobility impairments should be directed to an elevator and they should go to the lowest floor of the building and evacuate; however, when the fire alarm activates, the building elevators will disengage (i.e., the elevators will automatically descend to the lowest level and the doors will lock in the open position). The person should then be directed to a stair tower.
- In the stair tower, evacuation and rescue will be provided by emergency responders such as the Harrisburg Fire Department.
- If feasible, another person should wait with the mobility-impaired person in the stair tower until rescuers arrive.
- It is imperative that someone communicates to the arriving rescue personnel the location of all people with disabilities in the building and their exact location(s).
- Firefighters and emergency personnel will prioritize these areas for rescue operations. In ideal situations, one or more people exit the building and find the emergency responders to communicate this information, while another individual waits with the mobility-impaired person in the stair tower.
- If an immediate evacuation is necessary, the person with a mobility disability may not be able to wait for rescue by emergency responders. In this situation, it is best to ask the person with a disability how best to aid them to facilitate the evacuation. Some persons may need to be carried, while others may need assistance walking. This should always be a last resort and necessary only when an immediate threat is determined to be present.
- Persons with disabilities, especially mobility disabilities, like all students and employees, need to be familiar with the location of primary and back-up exit pathways, elevators, stair towers, etc.
- Some people with disabilities, especially students, should make prior arrangements to have friends come and assist them if they are on the top floors of our buildings, in the event of a fire or emergency. This practice is encouraged.
- Building Coordinators should establish a list, in advance, of personnel in their building that may require additional help/support during a building evacuation.

Evacuation Procedures – Campus Evacuation

If the entire campus needs to be evacuated, do the following:

- Check your cell phone text messages, email, voice mail, and listen for your office phone or instruction from your Building Coordinator for information.
- Follow the instructions to leave DUC/Vartan Way and/or the Harrisburg area or other emergency instructions.
- If an evacuation site is designated, you will be informed. If not, each person should have a predetermined location to go to. Plan ahead with your family, coworkers, and friends to have a meeting place identified outside the Harrisburg area.
- In the event of a nuclear power plant incident, there are maps readily available designating evacuation routes out of Harrisburg that will take you in a direction away from the Three Mile Island nuclear plant.
- The plan assumes most employees and students will have some means of transportation to evacuate, either on their own, or by riding with a friend or coworker.
- Executive Parking Garage – since the executive parking garage is physically located underneath part of the Administration Building, access to vehicles in this garage during an emergency may be prohibited (e.g., in the case of a fire in the Administration Building, emergency responders would most likely prohibit anyone from entering any part of the building). Employees who park in this garage should be aware of this possibility and arrange for alternate transportation. The main parking garage should not be affected since its location is under the front lawn (not under the building); however, it is possible that there could be a delay in getting vehicles out of the main parking garage if the driveway is blocked for whatever reason (e.g., emergency vehicles, downed tree, etc.).
- If you typically use public transportation, you should coordinate an alternative method of evacuation in advance or inform the DUC Facilities Manager of your lack of transportation.
- Emergency Action Team members, Security and Police (if present), as well as other essential personnel, may remain on-campus to coordinate the evacuation with other local and emergency responders.

Dixon University Center Map



Vartan Way Map



Emergency Notification System

The Office of the Chancellor and the Dixon University Center have implemented an emergency notification system called e2campus to assist with the notification of employees, students, faculty and meeting guests in the event of an emergency. e2campus will be activated to quickly alert registered users that an emergency is unfolding somewhere on or near the DUC, and get critical information to them through a series of technologies such as text messaging, email, voice messages broadcast through campus phones, Building Coordinators, etc.

For more information on how to register please visit:

Employees – <https://secure.passhe.edu/evc/ep/eep/default.aspx>;

Students, faculty, and guests: www.dixonuniversitycenter.org.

Emergency notification systems are not 100 percent perfect and can't be guaranteed to reach everyone on campus. The goal is to get the information to as many people as accurately and as quickly as possible so they know what to do in an emergency.

For other places that a closure will be listed please visit:

<http://www.dixonuniversitycenter.org/weather.asp>

Procedure

If you are informed (via any of the methods described above) that a significant emergency is unfolding somewhere on or near campus, you need to stop what you are doing, get the information you need and then act on that information as directed.

Check whatever information source you are comfortable using or is most convenient. The emergency notification system will provide the following information:

- What the emergency is
- Where the emergency is located
- What you should do
- Where to go for additional information

If you do not have access to any of these information sources, chances are you will be close to someone who does (a coworker, a Building Coordinator, etc.) and they can tell you what is taking place and what you should do.

Please remember to assist those with disabilities and share emergency notification information with them if appropriate.

Emergencies During Evenings/Weekends

Dixon University Center Continuing Education and Conference Services hosts classes and meetings during daytime, evening and weekend hours. Students, faculty and other meeting attendees may not be as familiar with the buildings and/or campus as regular employees. Therefore, it is imperative that each faculty member and meeting facilitator become familiar with the building, location of fire alarm pull stations, evacuation routes, alternate exits, etc.

Dixon University Center will provide this emergency response guide to all educational partners as well as add the information to the DUC website and have it available in each classroom. Educational partners will be encouraged to share this information with students at the beginning of every course. Faculty also are responsible to take a “head count” in the event of a building evacuation to account for the students who were in their classroom. Meeting planners need to ensure any visitors to the DUC know where emergency exits are located and are familiar with emergency procedures.

On-site security is available in the evenings and on the weekends during the times that classes are scheduled. Monday through Thursday they are on-site from 4:30pm until 10:30pm. Fridays they are on-site, if there are classes/meetings scheduled, from 4:30pm until 10:30pm. Saturdays and Sundays they are on-site, if there are classes/meetings scheduled, starting 1 hour before the first class/meeting starts until 30 minutes after the last class/meeting ends. They will not be stationed in one location but will be patrolling the campus, particularly in the areas where classes/meetings are taking place. On-site security can be reached via cell phone at 717 - 577 - 4336.

DUC Security (Evenings and Weekends)

577-4336 cell phone

DUC Front Desk Reception Area (Normal Business Hours)

Ext. 4180 (from office/classroom phone)

720-4180 (from public phone)

*For more detailed contact information please refer to the last page of this document.

Bomb Threat

If you receive a bomb threat phone call:

- Use the checklist on the following page to obtain as much information as possible. Give this list to the police when they arrive.
- Call Harrisburg Police at 9-911 and give them your name, location, and phone number.
- Inform the dispatcher of the situation including any information you may have as to the location of the bomb, time it is set to explode, and the time you received the call.
- Inform your supervisor or department head.
- Contact Facilities at ext. 4444 or (after 4:30 pm) Security at 577-4336 to inform them of the incident and let them know that the Police are on their way.
- The Police will determine if the building needs to be evacuated, or other measures need to be taken.

Bomb threats usually occur by telephone. The vast majority of bomb threats turn out to be hoaxes.

If you observe a potential bomb or suspicious object on campus, do the following:

- Do not handle the object.
- Call Harrisburg Police at 9-911 and then Facilities at ext. 4444 or (after 4:30 pm) Security at 577-4336.
- Do not pull the fire alarm to evacuate the building. Instead, inform your supervisor or department head and spread the word to people in your building. The Police, when they arrive, will assist in evacuating the building.
- Leave the building, move to the designated mustering point and remain there until instructed to return to the building.

Bomb Threat Report Form (Check List)

Time call received: _____ Length of Call: _____

Exact words of person placing call: _____

Young/ Middle Age/Old

Male/Female

Tone of Voice _____

Accent _____

Background noise _____

Is voice familiar? Yes /No If so, who did it sound like? _____

Questions to ask:

When is bomb going to explode? _____

Where is the bomb right now? _____

What kind of a bomb is it? _____

What does it look like? _____

Why did you place the bomb? _____

Information for the Police

Your name: _____

Building/Room: _____

Department: _____

Telephone number: _____

Medical Emergencies

The individual who responds to a scene where someone has been seriously injured should:

- Dial 9-911.
- Do not attempt to move the person.
- Give your name; describe the nature and severity of the medical problem and the location of the victim.
- Follow the instructions provided to you by the professional on the phone.
- Stay with the victim. Enlist help from others.
- Stay on the line to continue to provide information regarding the victim. Don't hang up until told to do so.
- Render appropriate first aid for which you have been trained.
- Do not unnecessarily expose yourself to hazards including fire, electricity, chemicals, or bodily fluids, while rendering aid.

Examples of serious medical emergencies include, but are not limited to: significant bleeding, amputations, head, neck, or back injuries, heart attack, stroke, heat stroke, seizure, hypothermia, choking, compound fractures, diabetic shock, asthmatic reactions, etc.

The individual who responds to the scene where someone has suffered a minor injury or illness should do the following:

- If in doubt about the severity of the injury or illness, dial 9-911. Do not personally transport an injured person to the hospital or doctor's office if there is any doubt as to the severity of the injury.
- Otherwise, if immediate treatment is required, render first aid as appropriate. If you know a coworker who has been trained in first aid, contact them for assistance.
- The injured person may need to see their family physician or go to a local hospital for care. If the injury is minor (see examples below) and it is obvious they don't require an ambulance, help the person obtain transportation to their doctor/local hospital, if necessary.

Examples of minor (non-life threatening) injury or illness include, but are not limited to: sprains, strains, bruises, minor cuts without excessive bleeding, abrasions, paper cuts, etc.

If the injury is work-related, contact your supervisor or department head and complete the necessary injury forms. Forms must be sent to Human Resources within 24 hours of the injury being reported to the supervisor.

Chemical/Hazardous Materials (HAZMAT) Spill

What to do – Chemical/Hazardous Material Spill

- Leave the area if the spill cannot be contained or if it presents an immediate threat to life or health.
- Close the room door and keep others from entering the area.
- If it is a small spill, notify others in surrounding rooms. If it is a large spill or a highly hazardous substance, activate the building alarm to evacuate the building.
- If a large spill that may be a HAZMAT incident, call the Harrisburg Police at 9-911.
- Provide the dispatcher with as much information as possible (where the spill occurred, the chemical name, the quantity spilled, etc.).
- If you are injured or have become contaminated, inform the dispatcher and remain at the building to await medical assistance and decontamination.
- If there is a fire or if you have spilled a highly flammable material (such as acetone, carbon disulfide, ether, etc.) activate the fire alarm to evacuate the building.
- The Department Supervisor (or designee) who is responsible for the chemicals should remain near the building to provide additional information to the emergency responders when they arrive.

Facilities Services and Housekeeping Employee Safety Procedures

- If it is safe to do so, shut down the building's Heating Ventilation and Air Conditioning (HVAC) system to prevent the spread of airborne chemicals.
- DUC staff should not attempt to clean up a hazardous material leak, release, or spill without the proper training and equipment.

Explosion on Campus

In the event of an explosion on campus, take the following action:

- Immediately take cover under tables, desks or other objects that will give protection against flying glass or debris.
- After the effects of the explosion and/or fire have subsided and you can do so safely, pull the fire alarm, get out of the building and call 9-911 from a safe location.
- Give your name and describe the location and nature of the emergency.
- Evacuate the building and move to the designated mustering point.
- Once at the mustering point, Building Coordinators will determine as accurate a head count as possible using building rosters and/or speaking to department supervisors.
- Building Coordinators or other parties at the building should stand by to notify emergency response agencies of the situation at the building and the head count.

Fire

In the event of a fire, activate the building alarm by pulling down on the closest Pull Station, evacuate the building, and notify emergency personnel by dialing 9-911 (office phone) or 911 (cell phone or public phone).

Fire evacuation procedures

- If you see a fire or other emergency requiring people to leave the building immediately, activate the building fire alarm.
- Take all personal belongings with you upon evacuation (if readily available); assume that you may not be able to return to the building.
- When you hear the building fire alarm, walk quickly to the nearest marked exit.
- Know the location of the nearest fire exit and have an alternate exit pathway identified if your primary exit is blocked by smoke or flames.
- When evacuating rooms/offices, do not close the door behind you. Floor Wardens are assigned the task of checking each office/room and closing the door once it is “cleared.” This policy/procedure should be relayed to the Incident Commander/Fire Chief so that they know a closed door means the room has been checked and cleared.
- If needed, assist individuals with disabilities in exiting the building.
- Do not use the elevator.
- Once outside, move to the designated mustering point; do not block emergency responders as they enter the building.
- Do not return to an evacuated building until the all clear sign is provided by the Fire Chief, a Police Officer, the EHS Director, or other official.
- Remain at the designated mustering point until a head count is taken; department supervisors will work with Building Coordinators to account for personnel in their department. A building roster will be used to ensure the headcount.

What to do if you are trapped in a room

- Feel the door and doorknob. If hot, do not open the door.
- If the door and doorknob are not hot, open the door a crack. If you see large amounts of smoke, close the door. If you feel it is safe, crawl out underneath the smoke to the nearest exit. Stay low to the floor, underneath the smoke.
- If not, stay in the room and place a cloth or jacket underneath the door to try to stop some of the smoke from entering the room. Stay low to the floor.
- If you become trapped in a building during a fire and a window is available, place an article of clothing (shirt, coat, etc.) outside the window as a marker for rescue crews.

Search & Rescue (Building Collapse)

If you see a building that has collapsed and people are trapped inside:

- Dial 9-911. Tell the dispatcher that there has been a structural (building) collapse and assistance is needed immediately. Stay on the line to provide as much information as possible.
- Assist others in moving people as far away from the building as possible.
- Help treat the injured if you have the appropriate level of training and experience. If not, stay with the victim to provide comfort and wait for medical professionals to arrive.
- Do not try to enter the building to rescue others.
- Stay at the scene to provide emergency responders with as much information about the emergency as possible.
- Emergency responders will coordinate search and rescue efforts with the Harrisburg City Fire Department team and other responding agencies.
- Facilities will provide available support, as necessary, including building drawings, equipment and manpower to aid in the rescue and extraction efforts coordinated by the Harrisburg City Fire Department Collapse and Rescue team.

Terrorism

In the event of a terrorist attack

- Stay alert. Look to your campus email, voice mail, local/public radio, the internet, the PASSHE homepage or other means of communication for directives on what to do.
- Follow the directives that are provided as quickly and as safely as you can.
- Be prepared. Have a supply of necessary emergency materials on hand as recommended by the Department of Homeland Security.
- Make a plan. Know where you will go if you have to leave the area and where you will meet your family and friends.
- Stay informed. Know more about the potential emergencies that could occur where you live and the appropriate way to respond to them. Know about the emergency plans in your area and how they work.
- For more information visit www.ready.gov.

What to Do in the Event of an Active Shooter

- At the first sound of anything resembling gunshots, take cover, and be ready to secure the barrier between you and the possible perpetrator.
- If you encounter the perpetrator one on one, anything that saves your life and the life of others is the right thing to do.
- Attempt countermeasures only if you are convinced that your life is in immediate danger.
- Speaking quietly and reassuringly may not work on someone who is determined to bring vengeance and destruction on other human beings, but it is still generally worth trying.
- Do nothing to provoke the perpetrator.
- Follow the directions of the responding Police Officers to the letter.
- The primary goal of responding officers will be to neutralize the threat in as timely a manner as possible.

- Evacuation and first aid will only come when the area is safe.

Utility Failure

Use the following procedures to respond to specific utility failures

Electrical/Light Failure:

- All buildings are equipped with emergency lighting (battery powered) to provide enough lighting in hallways and areas of public egress so that you can find your way out of a dark building. Call the Facilities HELP line at ext. 4444 or (after 4:30 pm) Security at 577-4336 to report the outage.

Elevator Failure:

- If you are trapped in the elevator, use the emergency phone or a cell phone to notify Facilities at ext. 4444 or (after 4:30 pm) Security at 577-4336.
- If the elevator does not have an emergency phone, turn on the emergency alarm (located on the front panel), which will signal for help.

Plumbing Failure/Flooding:

- Call the Facilities HELP line at ext. 4444 or (after 4:30 pm) Security at 577-4336. To avoid electrical hazard, do not enter a flooded area.

Gas Leak:

- Cease all operations and evacuate building. Do not activate electrical equipment and extinguish any open flames. From a safe location call 9-911 and then Facilities ext. 4444 or (after 4:30 pm) Security at 577-4336.

Ventilation Problem

- If you see smoke coming from the ventilation system, call Facilities at ext. 4444 or (after 4:30 pm) Security at 577-4336. If you think it is a serious situation, call 9-911 and report it as a fire.

General

- For non-emergency utility problems during regular working hours (7 a.m. through 4:30 p.m., Monday through Friday), immediately notify Facilities Management at the HELP line ext. 4444 or (after 4:30 pm) Security at 577-4336.
- If the utility failure occurs after regular working hours, call 9-911.
- In the event of a utility failure that jeopardizes the health and safety of building occupants (example – a natural gas leak), it may be necessary to evacuate the building. Follow the Building Evacuation procedures in this guide.

Violent Criminal Behavior – Crime in Progress

If violent criminal behavior is underway, or if you are the victim of a crime, promptly *notify Harrisburg Police at 9-911 as soon as possible* to report the incident. Provide the police with the following information:

- Nature of the incident.
- Location of the incident.
- Description of persons involved.
- Description of property involved.
- Any weapons involved.

In the event of a physical attack on your person or that of a friend or family member, try to remain passive; defend yourself or others if necessary to protect human life. Submission may be the only viable option. Resort to physical force only if absolutely necessary to save lives. As soon as possible (and when you feel safe) call 9-911. While the police are on route, try to remain calm, render any assistance you are qualified to perform. Be alert and observant. Details about the crime and the perpetrators can help police apprehend the criminal and help to protect others. Try to recall, and provide the responding police officer with information such as:

- Sex, Age, Race, Height, Weight, Hair.
- Clothing (shoes, shirt, pants, jacket, hat, gloves, etc.).
- Weapon (knife, gun, mace, other).
- Glasses, scars, tattoos, other discerning markings.
- Type of car, year, make, model, license plate number.

What to Do With a Violent Intruder in Your Office/Room

If a person enters your room or office and begins to act out in a violent or potential dangerous and threatening manner, take these following steps:

- If you have one, activate the silent panic alarm button to notify police.
- Have a friend or coworker contact police from another room or area.
- Try to avoid being alone with the intruder, leave yourself a way to escape if possible.
- Move the conversation/argument to a more public area where others can see/hear you and possibly call for the police and render aid.
- Do not enter a room alone with the intruder.
- Offices should work out “code words” or signs they can use to say to coworkers letting them know you need help and they should call the police.

APPENDIX A

Building Coordinators and Floor Wardens

Dixon University Center

Main Administration Building

Building Coordinator – Alan Margraf (X4115)

Floor Wardens:

1st Floor – Cheryl Weathers

2nd Floor – Alan Margraf; Steve Dupes

3rd Floor – Art Stephens; Peter Garland

Richards Hall

Building Coordinator – IUP/Lock Haven Staff (X4064)

Floor Wardens:

1st Floor – Classrooms only (instructor will fill role if classes are in session)

2nd Floor – Classrooms only (instructor will fill role if classes are in session)

3rd Floor – Elizabeth Glabus (AM), Kim Winters (PM)

South Hall

Building Coordinator – Mike Ferguson (X4038)

Floor Wardens:

Lower Level: Will Lane; Nathan Blue

1st Floor – Denise Stover; Vicki Hogan; Anne Kennard

2nd Floor – Suzanne Williamson; Mike Ferguson

Hughes Hall

Building Coordinator – Melissa Bard (X4097)

Floor Wardens:

Lower Level – Labor Relations Staff

1st Floor – Melissa Bard

2nd Floor – Brenda Mundell; Frank Lentz (Certified EMT)

3rd Floor – Elly Miller

Duncan Hall

Building Coordinator – Lorelee Isbell (X4091)

Alternate and Evening/Weekends – John Cromwell

Floor Wardens:

1st Floor – Mark Himes

2nd Floor – Matt Wynkoop

3rd Floor – Krisy Heagy

Vartan Way

Building Coordinator – Kelly Eckert (X5403)

Floor Wardens:

1st Floor (Area D) - Chris Bowling

(Area B) - Tom Maust, Bob King

2nd Floor (Area A) Entrance lobby- Rhoda Fox
Back area-Kelly Eckert

Appendix B:

The following staff members are certified in CPR and the use of Automatic External Defibrillator (AED) emergency equipment:

James Barbush
Chris Bowling
Christine Brennan
David Czar
Gary Dent
Steven Dupes
Kelly Eckert
Christine Eister
Amy Engberg
Michael Ferguson
Rita Frealing

Jonathan Gillette
Yvonne Grier
Robert Gross
JoanMarie Grow
Kristina Heagy
Gloria Hess
Suzanne Williamson
Lorelee Isbell
Robert King
Jeffrey Kinsey
Kimberly Knasko

Andrew Lehman
Alan Margraf
Rachel Michael
Eloise Miller
Megan Mutzabaugh
Charlotte Osmolenski
Dianne Scaff
Sandi Sheppeard
Jamie (Ferris) Shipe
Scott Souders
David Stewart

As a point of reference, the AEDs are located in the following locations (in case you are asked to get the AED for someone who is doing CPR and cannot leave the person down to get it)

- Dixon University Center – Administration Building, 1st floor adjacent to the Front Desk
- Vartan Way – 2nd floor, lunch room, next to the mailboxes



Emergency Phone Numbers

Fire-Police-Ambulance-Medical Emergency
9-911

DUC Emergency Procedures

Office of the Chancellor Employees:

1. Call 9-911
2. Notify your supervisor
3. Call the help desk at X4444

Students, Faculty, Meeting Guests:

1. Call 9-911
2. Notify your meeting planner, facilitator, or instructor
3. Call
 - a. Monday – Friday
 - i. 8:00 am – 7:30 pm – DUC Office 717-720-4080
 - ii. 4:30 pm – 10:30 pm – On-site Security 717-577-4336
 - b. Saturday & Sunday
 - i. On-site Security 717-577-4336

HELP Desk Line

Ext. 4444 (internal phone) or 720-4444 (public phone)

DUC Security (After 4:30 PM)

577-4336 cell phone

DUC Front Desk Reception Area (Business Hours)

Ext. 4180 (from office/classroom phone)

720-4180 (from other phone)

Add these safety numbers to your cell phone address list.