

Critical Incident/Emergency Guidelines

Lebanon Valley College

2011–2012

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INTRODUCTION

This document on emergency preparedness, *Critical Incident/Emergency Guidelines*, is designed to inform the campus community about what to do in the event of a critical incident/emergency and what to expect from campus and other officials responding to such an incident. This information is also available on the LVC web site and the campus portal (MyLVC).

For the purpose of this document, a critical incident/emergency is defined as a situation that requires prompt or immediate action. Such an incident may result in a disaster or crisis that disrupts the normal operation of the College and may jeopardize the health or safety of members of the LVC community.

We strongly recommend that members of the campus community familiarize themselves with this document so as to be better prepared should a major emergency occur on the campus.

Comments, questions and suggestions about these guidelines are welcome. Please send them by email to emergency-plan@lvc.edu.

Note: A companion document, *Critical Incident/Emergency Response Plan*, provides the framework to support institutional leadership and emergency responders in making decisions during a critical incident/emergency. A copy is available to students and employees through the campus portal (MyLVC).

REPORTING AN EMERGENCY

Communication is a critical component in every emergency situation. It is imperative that any individual who discovers or recognizes an emergency communicates the required information to the proper department and/or local authorities. **Call 911 when in doubt about whom to call.**

When reporting an emergency, an individual should provide the following information:

- State “This is an emergency.”
- State your name.
- Provide location (building, room, etc.) of emergency.
- State nature of emergency (fire, chemical spill, etc.).
- Indicate whether injuries have occurred.
- Indicate hazards present that may affect emergency personnel who respond.
- Provide phone number at or near the scene where the person reporting can be contacted.

Emergency Phone Numbers

Emergency Medical Services (paramedics) 911
Fire Department 911
LVC Public Safety ext. 6111 or 717-867-6111
Police Department 911

Other Important Phone Numbers

American Red Cross, Lebanon Office 717-273-2671
Good Samaritan Hospital 717-270-7500
Hershey Medical Center, Main Operators 717-531-8521 or 717-531-0000
Lebanon County Emergency Management Agency 717-272-7621
LVC Counseling Services Ext. 6696 or 717-867-6696
LVC Facilities Department Ext. 6340 or 717-867-6340
LVC Health Center Ext. 6232 or 717-867-6232
Life Lion Aero Medical (Dispatch) 1-800-225-4837
National Response Center for Environmental Protection 1-800-424-8802
National Weather Service 814-231-2408
PA Department of Environmental Protection 1-877-333-1904
PA State Police, Jonestown Barracks 717-865-2194
Pennsylvania Emergency Management Agency 911
Poison Control 1-800-222-1222

COMMUNICATIONS TO CAMPUS

Communication to members of the campus community is critical in any emergency. Information must be provided in a timely fashion using the most effective modes of communication available.

Note: Certain details of some critical incidents/emergencies may be private and/or protected by privacy laws such as HIPAA, FERPA, etc. In such cases, the College must balance the need to respect privacy with the importance of keeping the College community informed.

Emergency Information Sources

The College will communicate with the campus community (students and employees) about a critical incident/emergency using one or more of the following:

- Text Messages
- Email
- Voice Mail
- Portal (MyLVC)
- Loudspeakers
- Door-to-Door
- Paper and Digital Signs
- Siren(s)
- LVC Homepage

In some situations, others (e.g., parents or alumni) may also be notified.

Emergency Warning Siren(s)

The College has installed a siren system on the roof of the Blair Music Center to notify students and employees of a critical incident with an imminent and/or immediate safety risk. **Use of the siren system** will signal an incident with an imminent and/or immediate health and/or safety risk.

*The College conducts a weekly test of the Siren Warning System each Wednesday at 8:45 a.m.

*The College conducts a test of the Siren Warning System and E2 Campus Alert System during the fourth week of each semester through the Office of Student Affairs.

Actions

- Remain in a safe location.
- Consult emergency information sources listed above.
- Go to a designated area if directed to do so.

Note: A variety of other critical incidents require ongoing communication and updates but no immediate action by the majority of the campus community. In these situations, the College will provide regular updates as appropriate using the emergency information sources listed above. For non-critical incidents such as weather extremes and minor power outages, the College will provide regular updates as appropriate by email, phone trees, etc.

BUILDING EVACUATION PROCEDURES

Depending on the circumstances, a building may be either partially or totally evacuated. Under partial evacuation, occupants may be asked to relocate to another portion of the building that is deemed safer, and to await further instructions.

Complete evacuation will result in all persons leaving the building and moving to a designated assembly area, or a location at least 500 feet from the building.

It is the responsibility of all students and employees to comply with an evacuation request, and to assist others to the designated assembly area. A building should be evacuated when: a fire has been confirmed, the fire alarm system has been activated, or College or emergency officials direct you to do so.

Evacuate the building using the nearest exit. If necessary, use the stairs not an elevator. Assist persons with special needs as required.

In the event that a building is evacuated, individuals should assemble at a safe distance outdoors (generally 500 feet from the building), weather permitting. In the event of inclement weather, inside assembly areas will be announced at the time of the evacuation.

ACTIONS TO TAKE IN AN EMERGENCY

The actions that you should take in an emergency largely depend on the type of incident. The following pages describe the types of emergencies that may affect the campus and offer a list of recommended actions for each.

Active Shooter(s) on Campus

It is important that all individuals on campus stay inside their current location in the case of an active shooter(s). If you are outside, go to the nearest room and lock door.

Actions

- Remain alert and stay inside your current location.
- If outside, go to the nearest room and lock door.
- Call 911.
- Call LVC Public Safety at ext. 6111.
- Do not allow building access to anyone without a valid College ID.
- Alert other employees and be prepared to evacuate the building.
- Evacuate the building if directed to do so by College or other emergency officials. (See [building evacuation procedures](#) on page 4.)
- Return to the building only when given the "all clear" signal by emergency personnel.

Bioterrorism/Suspicious Mail or Package

It is important that individuals take appropriate actions in the event that they receive a suspicious package or envelope, or a threatening phone call regarding a biological agent.

Actions

- Remain calm and alert.
- Do not handle a suspicious package.
- Do not use cellular phones or radio communication.
- Call 911.
- Call LVC Public Safety at ext. 6111.
- Alert other employees and be prepared to evacuate the building.
- Evacuate the building if directed to do so by College or other emergency officials. (See [building evacuation procedures](#) on page 4.)
- Return to the building only when given the "all clear" signal by emergency personnel.

Note: Individuals who may have been exposed to a biological agent will be kept separated from other individuals within an enclosed area until properly examined or treated.

Blackout

A total power outage affecting the entire campus is referred to as a "blackout."

Actions

- Remain calm and alert.
- Turn off all light switches.
- Set equipment switches to OFF.
- Increase ventilation by opening windows.
- If your area has an emergency generator that does not start, notify facilities services (ext. 6340) or public safety (ext. 6111).
- If directed to do so, evacuate the building using [building evacuation procedures](#) on page 4.
- Follow directions of LVC Public Safety personnel.

Note: The following are not considered critical incidents/emergencies: a small power outage affecting only a few buildings on campus; a brownout resulting in a reduction in voltage by the power utility company during periods of heavy power usage.

Bomb Threat

Bomb threats may be delivered in a variety of ways including written communication, recording, or through a third party. Most threats are called in to the target. All threats should be taken seriously and never ignored.

If the threat is received by phone, try to have another person listen to the call if possible. Keep the caller on the line as long as possible and ask for the message to be repeated for clarity.

Note: Do not use cell phones or radio equipment within 500 feet of a suspicious object or a building that is the target of a bomb threat.

Actions for a bomb threat by phone

During the call:

- **DO NOT** hang up.
- Remain calm, be courteous and listen carefully.
- Attempt to find out why the caller is upset.
- Identify the type of threat and to whom it is directed.
- Check caller ID if available.
- Get as much information as possible to help identify the caller (i.e. gender, age, accent).

After the call:

- Write down as much information as possible.
- Call 911 and LVC Public Safety (ext. 6111). Important note: Do not use cell phones or radio equipment within 500 feet of a suspicious object or a building that is the target of a bomb threat.
- Do not share the information with anyone except emergency personnel and selected College officials. Note that only designated College officials can share information publicly.

Actions for a written or recorded bomb threat

- Save all materials as evidence.
- Minimize handling of all materials.
- Call 911 and LVC Public Safety (ext. 6111). Important note: Do not use cell phones or radio equipment within 500 feet of a suspicious object or a building that is the target of a bomb threat.
- Do not share the information with anyone except emergency personnel and selected College officials. Note that only designated College officials can share information publicly.

Civil Disturbance/Riot

A civil disturbance or riot is a gathering that has become significantly disruptive and may involve property damage, threats to individuals, etc.

Actions

- Call LVC Public Safety at ext. 6111.
- Make note of description, names, etc. of individuals involved.
- Stay or move to a safe area away from the disturbance.
- If possible, lock the area to prevent unauthorized entry.

Death

In the event that there is a fatality on campus, it is very important that authorities are notified immediately so that the area can be secured and an investigation initiated as quickly as possible.

Actions

The person who discovers or witnesses a fatality should:

- Remain calm.
- Call 911 and LVC Public Safety (ext. 6111).
- If safe to do so, stay with the victim until authorities arrive.
- If you are a witness, write down as much information possible.
- Touch as little as possible as the area may be a crime scene.

Earthquake

The town of Annville is located in an area where the risk of earthquake exposure to the College is considered slight: Seismic Zone 1 as defined by the Uniform Building Code.

An earthquake and any subsequent aftershocks may trigger secondary events such as fire (see the section on [Fire](#) on page 14), flooding (see [Flooding](#) on page 15), and the release or spread of hazardous materials (see [Hazardous Materials Incident](#) on page 16).

Actions

If shaking is felt, the following are appropriate:

- Get under a desk, table, door arch or stairwell.
- If none of the above is available, move to an interior wall and cover your head with your arms.
- Stay away from large glass windows, shelving systems, and tall room partitions.

When shaking has stopped:

- Survey the immediate area for trapped or injured persons.
- Evacuate the building using [building evacuation procedures](#) on page 4.
- Return to the building only when given the “all clear” signal by emergency personnel.

Explosion

An explosion may occur within a facility as a result of a laboratory accident, a gas leak, or a bomb device. An explosion also may be accompanied by a fire (see the section on [Fire](#) on page 14) or a medical emergency (see [Medical Emergency](#) on page 18).

Actions

- Activate building alarm system.
- Call 911 and report location of explosion/fire.
- Call LVC Public Safety at ext. 6111.
- Evacuate the building using the nearest exit (see [building evacuation procedures](#) on page 4).

Fire

In the event of a fire—large or small—the building should first be evacuated according to [building evacuation procedures](#) on page 4 and then the fire should be reported.

Students and employees should become familiar with the location of emergency exits, stairwells, alarm pull stations, and fire extinguishers in buildings they regularly use. During an evacuation, please be aware of individuals with special needs and be prepared to help as required.

Actions

In the event of a fire or suspected fire:

- If a burning odor or smoke is present, pull a fire alarm to activate the fire alarm system.
- If you are inside a room and the door is closed, feel the door before opening it:
 - If hot, do not open; stuff towels or blankets at bottom; signal for help from window.
 - If cool, use caution when opening door.
- If you can help control the fire without personal danger, use fire extinguisher if trained; otherwise leave the area.
- Never allow fire to come between you and an exit.
- Leave the building—**DO NOT** use elevators.
- As you leave, make sure everyone has left immediate area; close doors behind you.
- When you are out of the building, call 911.
- Remain at scene in a safe location; report to emergency personnel as they arrive.

In response to an audible fire alarm:

- If audible alarm sounds, evacuate the building (see [building evacuation procedures](#) on page 4).
- Leave the building—**DO NOT** use elevators. Do not waste time locating personal items.
- As you leave, make sure everyone has responded to the alarm.
- Accompany and assist persons with disabilities.
- Shut all doors behind you to help slow the spread of fire and smoke as you leave.
- Return to the building only when given the “all clear” signal by emergency personnel.

Additional guidelines:

- Do not break windows unless necessary to escape. Oxygen feeds the fire.
- Stay low if moving through smoke. If caught in smoke crawl on hands and knees and breathe through nose using cloth filter.
- If advancing through flames hold your breath; move quickly; cover head and hair; keep head down and eyes closed as much as possible.

Flooding

The College is located in an area outside the 500-year flood plain with little or no probability of direct flooding from area streams, creeks, and other bodies of water. However, flooding may still occur as the result of surface or ground water entering below-grade areas.

Actions

As a precaution:

- Stay out of and away from flooded area(s).
- When possible and practical, move equipment, supplies, and machinery to a higher elevation.
- Equipment that might have to be shut down should be identified.
- When safe (e.g., not in the presence of water) and necessary, electrical power should be disconnected.

After a flooding incident:

- Call LVC Public Safety (ext. 6111) or 911.
- Lock areas to prevent unauthorized entry.
- Identify areas for damaged materials.

Hazardous Materials Incident

Hazardous materials include compressed gases, corrosive liquids, or flammable liquids that may be stored, used or transported on the campus. In addition, trains that pass through the campus often carry hazardous materials.

There are two types of hazardous materials incidents:

- 1) ***Non-emergency, non-health-threatening incident***—A spill that is not the result of container failure, is less than one ounce (30 ml) and can be cleaned up within 15 minutes; this type of spill does not require recording or reporting but must be cleaned up immediately.
- 2) ***Emergency, health-threatening incident***—All other spills are considered emergency, health-threatening incidents and must be reported and recorded following procedures designated by various state and federal agencies.

Actions

On-campus incidents when any type of potentially hazardous material appears to be leaking or poses a danger to people:

- For an emergency incident, call 911 and LVC Public Safety (ext. 6111).
For a non-emergency incident, call LVC Public Safety.
- Confine the fumes or fire by shutting room doors.
- If possible, extinguish flames and ignition sources.
- Sound the building alarm.
- Evacuate the building using [building evacuation procedures](#) on page 4.
- Return to the building only when given the “all clear” signal by emergency personnel.

Railroad or highway incidents:

- Call 911 and LVC Public Safety (ext. 6111).
- Evacuate the building using the [building evacuation procedures](#) on page 4.
- Return to the building only when given the “all clear” signal by emergency personnel.

Hurricane/Tropical Storm

The instructions of local civil defense, emergency preparedness officials, and the National Weather Service will be used to formulate a response to a potential hurricane/tropical storm event. College officials will decide whether the College will be closed and what personnel will stay on site.

During the storm, employees remaining on campus will be careful to monitor the progress of the hurricane or storm. Even though the College is not located in a flood-prone area, there is the potential for water damage from a hurricane or tropical storm if heavy rains overtax street and storm drains (see the section on [Flooding](#) on page 15).

Medical Emergency

Quick and responsible action during a medical emergency is critical. Students and employees who are not trained to use medical equipment or perform procedures such as CPR should refrain from taking any action beyond calling for help and dialing 911.

Actions

Three basic steps:

- Call 911.
- Do not move a seriously injured person unless it is a life-threatening situation or it is necessary to prevent further injury.
- Stay with the victim and attempt to keep him or her as calm and comfortable as possible.

Additional steps:

- Call LVC Public Safety (ext. 6111).
- Call LVC Health Center (ext. 6232).
- If appropriately trained, give CPR and first aid.
- Keep the victim warm to avoid shock and elevate lower extremities if possible.
- Remain with the victim until an ambulance or qualified medical personnel arrive.

Missing Person

If you and friends or colleagues are concerned that a student or employee is missing, you should report the concern to the appropriate on-campus personnel.

Actions

- Contact LVC Public Safety (ext. 6111) or a member of the Student Affairs/Residence Life staff (ext. 6231).
- Provide the name of the person, date/time last seen, and other pertinent information.

Nuclear Power Incident (TMI—Three Mile Island)

If a serious incident occurs at a nuclear power plant, radiation could be released into a river as a liquid and travel downstream, or it could be released into the air as a gas and carried by the wind along a pathway consisting of an area within about a ten-mile radius of the plant.

The College is not located within the ten-mile evacuation area for Three Mile Island (TMI) in Middletown, Pa., as defined by the Pennsylvania Emergency Management Agency. However, College officials may order an off-campus evacuation if it is believed that an incident at TMI poses a possible threat to students and employees. Instructions for the evacuation will accompany the announcement of such an evacuation.

Note: The College is the designated evacuation site for the Milton Hershey School which is in the ten-mile evacuation area for TMI. The on-campus location normally will be the Arnold Sports Center. Assistance in caring for evacuees will be provided by College staff and Metz Culinary Management.

Threat by Phone

If a threat is received by phone, it is desirable to have another person listen to the call if possible. A calm response to the caller could result in more information. Since the caller is the best source, keep him or her on the line as long as possible and ask for the message to be repeated for clarity.

Actions

During the call:

- **DO NOT** hang up.
- Remain calm, be courteous and listen.
- Attempt to find out why the caller is upset.
- Identify the type of threat and to whom it is directed.
- Check caller ID if available.
- Get as much information as possible.

After the call:

- Write down as much information as possible.
- Call 911.
- Call LVC Public Safety (ext. 6111).
- Do not share the information with anyone except emergency personnel and selected College officials. Note that only designated College officials can share information publicly.

Tornado

A tornado watch signifies that weather conditions exist that could produce tornadoes. A tornado warning indicates there has been a sighting or detection of an advancing tornado. If the National Weather Service issues a tornado warning, an emergency may be declared for the campus.

Actions

As a precaution:

- Move quickly to an underground area such as a basement.
- If an underground area is not available, use:
 - a) Small interior rooms without windows on the lowest floor.
 - b) Hallways on the lowest floor away from doors and windows.
 - c) Rooms constructed with reinforced concrete, brick or block, with no windows and a heavy concrete floor or roof system.
 - d) Any protected area away from doors and windows.

As soon as the tornado passes:

- Evacuate—**DO NOT** use elevators.
- Assist those with special needs.
- If smoke or heat is present, do not open doors (see the section on [Fire](#) on page 14).
- Be alert to open or unprotected floor openings, shafts, etc.
- Avoid areas of potential collapse.
- Be alert for energized electrical equipment, wiring, fixtures, etc.
- Proceed to assembly area as directed by College or other emergency officials.
- Return to the building only when given the “all clear” signal by emergency personnel.

Train Derailment

If a train derailment occurs on campus, you should report it immediately to emergency personnel.

Note: A train derailment may be accompanied by medical emergencies (see the section on [Medical Emergency](#) on page 18), explosions (see [Explosion](#) on page 13), or fires (see [Fire](#) on page 14).

Actions

- Call 911.
- Call LVC Public Safety (ext. 6111).

Violent or Criminal Behavior (Gunman/Hostages)

Incidents of a violent or criminal nature are the responsibility of the local police department assisted by other law enforcement agencies as appropriate. Under no circumstances should employees or students place themselves at risk by attempting to confront a gunman or resolve other dangerous situations.

Actions

If you are witness to such an incident:

- Call 911.
- Call LVC Public Safety (ext. 6111).
- Be prepared to report the nature of the incident, the location, and a description of person(s) involved.

During an incident:

- Take shelter in a safe place using all means of concealment.
- Lock doors, stay away from windows, and stay low.
- Do not leave a building or room until notified to do so by police, LVC Public Safety, or other emergency personnel.

Building evacuation:

- The police are “in charge” of any situation involving violent behavior and will direct any required evacuations.
- Follow [building evacuation procedures](#) on page 4 unless otherwise directed by emergency personnel.