



EMERGENCY RESPONSE GUIDE

A Quick Use Guide to the
Dixon University Center
Emergency Operations Plan

Dixon University Center
2986 North Second Street
Harrisburg, PA 17110

Version 4
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Important Phone Numbers

Emergency Phone Numbers for Dixon University Center (DUC)

IN THE CASE OF AN EMERGENCY DIAL 911
If dialing from a DUC Classroom dial 9-911

Department	Number
Security (after 4:30 p.m.)	(717) 303-6834
Police - Emergency	911
Police – Non-Emergency	(717) 255-3131
Fire	911
Ambulance	911

DUC Management Phone Numbers, Business Hours

Department	Number
Front Desk (8 a.m. – 4 p.m.)	(717) 720-4180
DUC Office (7:30 a.m. – 7:30 p.m.)	(717) 720-4080

Lorelee Isbell (8 a.m. – 4:30 p.m.)
Executive Director, DUC & SS@CC
(717) 720-4091 (w)
(717) 728-6888 (c)
lisbell@passhe.edu

Katie Riley (11:30 a.m. – 7:30 p.m.)
Continuing Education Manager
Deputy Title IX Coordinator
(717) 720-4083 (w)
kzitkus@passhe.edu

Thomas Morgan (8 a.m. – 4:30 p.m.)
Director of Facility Operations & Maintenance
(717) 720-4086
tmorgan@passhe.edu

Kristina Heagy (7:30 a.m. – 3:30 p.m.)
Conference Services Manager
(717) 720-4081 (w)
(717) 574-5227 (c)
kheagy@passhe.edu

Pennsylvania's State System of Higher Education is an equal opportunity educational institution and will not discriminate on the basis of race, color, national origin, age, religion, veteran status, sex and disability in its activities, programs, or employment practices as required by Title VI, Title VII, Title IX, Section 504, ADEA and the ADA.

For information regarding civil rights or grievance procedures and for inquiries concerning the application of Title IX and its implementing regulation, contact Dr. Victoria Sanders, Assistant Vice Chancellor/State System Title IX Coordinator, 2986 North Second Street, Harrisburg, PA 17110-1201; Phone: (717) 720-4061; Email: vsanders@passhe.edu.

Additionally, inquiries concerning Title IX and its implementing regulation can be made to the U.S. Department of Education, Office of Civil Rights, Region III, The Wanamaker Building, 100 Penn Square East - Suite 505, Philadelphia, PA 19107; Phone: (215) 656-6010; Fax: (215) 656-6020.

Dixon University Center Emergency Communications

In the case of an emergency, the first call you should make is 911. Follow these steps:

- Call 911
- Notify your meeting planner, facilitator, or instructor
- Call
 - Monday – Friday
 - 8:00 am – 7:30 pm – DUC Office 717-720-4080
 - 4:30 pm – 10:30 pm – On-site Security 717-303-6834
 - Saturday & Sunday
 - On-site Security 717-303-6834

DUC management and key personnel are alerted anytime that 911 is dialed from any of the buildings on campus.

Timely Warning Notifications

The Executive Director will contact partner college & university campus police to make a decision regarding the necessity of a timely notification warning.

If deemed necessary, the Executive Director and/or partner college & university campus police will issue a timely warning notification. DUC will provide timely warning notifications using e2Campus (more information to follow), the DUC website (www.DixonUniversityCenter.org), email to all available email addresses to partners, faculty and students, and by posting notices throughout the buildings at 2986 North Second Street, Harrisburg, PA 17110.

Emergency Alert Notifications

DUC uses a messaging system called e2Campus to communicate weather and utility delays along with any other emergency notifications. Below you will find details regarding the use of this system and how to sign up. This type of communication will be used in the event of a crisis, emergency, or weather situation and will be used in addition to the current methods of communication which include a voice message on the main line (717-720-4080), the website - www.DixonUniversityCenter.org, and the local television stations.

Procedure upon Receiving an Emergency Alert Notification

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 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.

e2Campus

What is e2Campus?

e2Campus is one of multiple communication methods that Dixon University Center will use in the event of a crisis, emergency, or inclement weather situation that may impact the operation of the Dixon University Center facilities.

How does the system work?

If it is determined that a crisis, emergency, or inclement weather situation will impact the operation of the Dixon University Center facilities, a text message will be sent to all individuals who have registered. These messages will be sent to cell phones or to an e-mail address.

How do I register?

Students, faculty, and college/university staff should go to the Dixon University Center website at <http://www.dixonuniversitycenter.org/emergency/e2campus>. Once there, if you already have a username and password you can login through the "login here" section. To register for the first time, fill in the information under "Register for e2Campus". Once registered, you will receive a validation code via text message on the mobile number or email address that you provided to activate the account. You will then be able to login and add other mobile numbers and email addresses. There is also a link on the main page to sign up for email only accounts.

Why should I register?

By registering, you will be able to receive alerts in the event of a crisis, emergency or inclement weather situation. Text-messages are, for now, the quickest communication method in an emergency and are an effective way to contact individuals who are off-campus, outside of class or who are not reachable by other methods such as e-mail.

How will Dixon University Center communicate in an emergency?

Text-messaging is just one of multiple methods the Dixon University Center uses in an emergency. Other methods include postings on www.DixonUniversityCenter.org, recorded message on 717-720-4080, and release of information to the local TV stations (as posted on the website).

What should I do when I receive an alert?

If an alert is issued, it is vital that you follow instructions in the message. The length of the message is limited but will provide needed information.

Will the system be tested?

The system will be tested at least once a semester at a time that will not disrupt the current class schedule.

How do I update my contact information?

If you change cell numbers or providers, please login to e2Campus and make the necessary changes. You can do this through the Dixon University Center website at <http://www.dixonuniversitycenter.org/emergency/e2campus>.

To be effective, the contact information must be current and we ask that changes be made as soon as possible. You are responsible for ensuring the accuracy of your information.

What if I want to register at another time?

You can register at any time, but we recommend that you register immediately to ensure that you receive alerts in the event of an emergency.

Does the system cost anything?

There is no charge by the Dixon University Center to participate in e2Campus. However, you are responsible to pay any fees charged by your service provider in connection with receiving these alerts.

What if I don't receive the message?

Dixon University Center will make every attempt to contact you using the information you supplied, but we cannot guarantee you will receive the message or how quickly the message may be redistributed by various service providers off campus. Please remember to check the other forms of communication in addition to this messaging system.

Who should I contact with questions?

Please contact Lorelee Isbell, Executive Director, with any questions or concerns. She can be reached via email at lisbell@passhe.edu or via phone at 717-720-4091 (direct line) or 717-720-4080 (general line).

Registering for e2Campus

1. Go to: <http://www.dixonuniversitycenter.org/emergency/e2campus>. Returning users may login using login information. First time users need to complete the "Register for e2Campus" section.

Login here or register below to join the e2Campus Alert System

Username: [Forgot username?](#)

Password: [Forgot password?](#)

Register for e2Campus

Create Username: *

First name: *

Last name: *

Password: *

Verify Password: *

Optional Groups:

DUC Students & Faculty (Harrisburg)

MUEAA Test

Office Of The Chancellor Employees

PASSHE Center City Students & Faculty (Philadelphia)

Mobile Phone (TXT):

Agree to [Terms of Service](#)

* Required Fields

[Privacy Statement](#)

[Click Here To Sign Up Using EMAIL Only](#)

Complete the following sections:

Create Username: Create a unique username

First Name: Your first name

Last Name: Your last name

Password: Create a unique password

Verify Password: Re-enter the unique password

Optional Groups: Select only "DUC Students & Faculty (Harrisburg)"

Mobile Phone (TXT): Enter the mobile number including area code to receive text messages

Select Carrier: Select the carrier for the mobile number provided

Agree to Terms of Service: Click the box to agree to the terms of service

3. Once you have successfully entered the information select 'Create Account'. You will receive a text message to the registered mobile phone with a validation code within a few minutes. Please take note to the information on the website.

4. Once you receive the validation code, enter the code as instructed on the website:

NOTE:


- When registering for text message notifications via cell phone...
- Please make sure your cell phone is on
- After you complete the form and click "Create Account"
- Your cell phone will beep that you have a text message and will say:
 - "From gateway@gw.omnilert.net"
 - (Service Validation)
 - e2Campus Validation
 - Code: 1234
- Type code number at red arrow in example image below
- Your computer screen will display this image:

Validate Mobile Phone

Validation code successfully sent.

We have sent you a message to your phone. When you get it, type the 4-digit code in the box below and click "Validate".

NOTE: Please do not click back in your browser or refresh this page.

4-Digit Validation Code: 

We currently show this information for your phone. Please check it and if need be, edit and re-validate.

Mobile Phone:

[I did not receive a text message with my validation code](#)

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

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 (717-303-6834). During daytime hours, facilities or DUC personnel will be your first point-of-contact for most security-related incidences. 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, 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.

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 are available on campus and in the parking garage. Two are located in the parking 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 911 and result in a police response.

Incident Command Structure (ICS)

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.

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.

Emergency Action Team (EAT)

In the event of an incident of long duration, high severity or multi-campus impact, Pennsylvania's State System of Higher Education may implement an Emergency Operations Center (EOC), which would be led by the EAT. 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.

- **Command** – EAT/DUC Senior Official – Chancellor
- **Command Team** – EAT/DUC Officials – Executive Staff (any member of Exec. Staff may act as alternate for Command position)
- **Operations Section Chief** – Assistant Vice Chancellor for Facilities
- **Planning Section Chief** – Associate Vice Chancellor for Administration & Finance
- **Logistics Section Chief** – Director of Strategic Sourcing
- **Finance and Administration Section Chief** – Controller
- **External Relations/Communications Officer** – Vice Chancellor for External Affairs
- **Safety/Liaison Officer** – Director of Facilities Operations
- **Legal Counsel** – Chief Counsel

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

- **Building Coordinators** - employee volunteers who help coordinate emergency activities at their buildings. Each DUC building has a primary and back up Building Coordinator. 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 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.

Fire Alarm Activation and Response

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.

Building Evacuation Procedures

General

- 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).
- If the fire alarm has been activated, do not use the elevator; activation of the fire alarm automatically disengages the elevators. If a building evacuation is being conducted for reasons other than fire (and without fire alarm activation), only use elevators if absolutely necessary (e.g., mobility impaired personnel).
- 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 Safety Officer, or other official.

By Stairwell

- Stay Calm.
- Keep talking to a minimum.
- Enter the stairwell single file.
- Stay to the wall side of stairwell while descending as firefighters/emergency personnel will typically come up the inside portion of the stairwell.
- Move quickly but do not run and utilize handrails.
- Remove high-heeled shoes to avoid tripping (carry them with you).
- Be alert to other traffic entering/descending down the steps from other floors.
- Use courtesy and allow others entering the stairwell from other floors to merge in with the flow but do not unnecessarily hold up traffic.
- Do not carry open containers of liquids as a potential spill may cause a slip and fall.
- Gain assistance for those who are slower moving or physically impaired.
- Complete the evacuation and do not congregate in the stairwell. Once out immediately proceed to the assembly area.
- Dispel any false information or rumors you might hear during the evacuation by other evacuees and follow the instructions sounding over the fire/life safety system or by emergency personnel.

Ground Floor and Stairwell Exit Points

- Proceed directly out of the building using the nearest ground floor exit point or where the stairwell exits, and proceed directly to the designated assembly area using the fastest and safest route.

Emergency Evacuation Suggestions for Individuals with Disabilities

Individuals with Vision Disabilities

- People who are visually impaired need to be familiar with an evacuation route for use in emergency situations ahead of time. It is also good to learn at least one alternate route, just in case.
- Use the buddy system. The buddy should be someone familiar with the person having the impairment, specifically knowing how to provide guiding assistance, and they should be familiar with the guide dog or other service animal. Additionally, back-up or alternate buddies should be recruited and trained.
- Buddies should go to the person's workstation or an agreed meeting place to look for the employee with a disability. If the person is not found, the buddy should then immediately vacate the building.
- During the semi-annual zone evacuations or when a full evacuation drill is conducted, it is good to participate, as this improves familiarity with the evacuation procedures and routes for the person, their service animals, and the buddy(s).

Individuals with Hearing Disabilities

- If visual alert devices are not present or not working properly, the Building Coordinator and/or Floor Warden needs to ensure that someone alerts the individual to the evacuation and if necessary, assign a buddy to assist.

Individuals with Disabilities – Non Ambulatory

- A non-ambulatory individual can be described as someone who would need assistance in evacuating a floor or area. These can be individuals who use a wheelchair, crutches, cane, walker, or other device and would need assistance in evacuating. This can also include individuals who are in the later stages of pregnancy or have a severe physical ailment other than a mobility issue. These individuals should have a buddy assigned to them and should stay with them throughout the event. These individuals should proceed to the freight elevator landing, with their buddy to await evacuation.
- 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.

Individuals with Disabilities – Ambulatory

- An ambulatory individual can be described as someone who may have a minor respiratory ailment or other minor physical ailment that would not necessitate the need for a buddy; however, the individual would not be able to typically ascend stairs during an evacuation. These individuals should proceed to the freight elevator landing to await evacuation.

Individuals with Mental/Cognitive Disabilities

- If necessary, assign a buddy to the individual and assist as needed.

Extreme Emergency Movement of Individuals with Disabilities

In the event of an extreme emergency, employees using wheelchairs, motorized scooters, crutches, etc., should consider alternative evacuation measures, including being picked-up and carried down the stairwell to a safer location and if necessary, out of the building.

When circumstances necessitate separating the user and the wheelchair, try to keep the period of separation to a minimum. Ensure sufficient help to carry both the user and the wheelchair/scooter is available to use this procedure.

When more than one flight of stairs is traversed, helpers may need to switch positions, since one person may be doing most of the lifting. Switch positions only on level landing areas. When the lifting is complete, follow the instructions of the wheelchair's user and restore the manual or motorized wheelchair to full operation; then assist the user to a safe area.

In the event that an individual(s) with disabilities are evacuated by other means such as freight or passenger elevator, they will most likely will not be evacuated or taken to the designated corporate assembly area but will be assembled at a closer location, away from the danger, such as one of the other buildings. The decision as to what evacuation means will be utilized and where these occupants will be assembled will be made by the authorities (PFD/PPD) at the time of the event as circumstances may determine the decision.

Emergency Evacuation Suggestions for Disorientated and Frightened Individuals

Occasionally, during an emergency situation, individuals may panic or develop severe anxiety over the event. This type of a reaction may even cause the person to freeze-up and lose all rational thought processes as to what they need to do. In the event that you encounter someone on your floor that becomes severely distressed attempt the following:

- Talk to the individual and try to reason with them.
- Logically explain to them the situation that is occurring and that they need to leave the area.
- Be firm and reassuring.
- If needed, assign a buddy to the person and ensure the buddy stays with them throughout the event.

If there is imminent danger and the person is irrational, apprehensive, and unwilling to leave the area, obtain assistance, as needed, and attempt to safely use reasonable force to assist the individual away from the danger.

If the situation deteriorates to the point that your or others' safety is in question, immediately evacuate the area and as soon as possible advise Security, building management, or emergency personnel what has occurred so that they can respond to the situation.

Evacuation Guidelines

Fire: See page 10.

Bomb Threat: An evacuation during a Bomb Threat Emergency will be very similar to a fire evacuation, however, it may differ somewhat depending on the circumstances of the threat. After careful assessment of the situation by security and/or emergency personnel, any of the following actions can occur:

1. No Evacuation.
2. Area Evacuation (move to another part of the floor).
3. Floor Evacuation (to assembly area).
4. Full Building Evacuation (to assembly area).
5. When ordered to evacuate, due to a Bomb Threat, the following rules apply:
 - **DO NOT** use cell phones or any type of wireless two-way communications device.
 - Remain calm.
 - Evacuate, as indicated, from the area or floor in a quiet and orderly fashion.
 - Listen closely to Public Address announcements or instructions from Emergency Personnel on your floor.
 - Follow your assembly area procedures once evacuated.

Power Outage: Hold on floor until an assessment of the situation is conducted, an announcement is made with further instructions, or until power is restored.

Severe Weather: Hold on floor until an assessment of the situation is conducted or an announcement is made with further instructions and/or information. If the situation escalates the follow instructions might be issued:

- Move away from windows or any exterior glass.
- Evacuate to the center of the building (i.e.: elevator corridor) and/or into a stairwell.

Suspicious Odor – External: Hold on floor until an assessment of the situation is conducted or an announcement is made with further instructions and/or information. As facilities is able to control the environment inside of a building, it is safer to remain inside instead of evacuating out of the building into a potentially more hazardous atmosphere or environment.

Suspicious Odor – Internal: Hold on floor until an assessment of the situation is conducted or an announcement is made with further instructions and/or information. If the odor is strong, offensive, irritating or causes respiratory distress, evacuate the area/floor immediately and proceed to your assembly area. If possible, call building security and advise of the situation once it is safe to do so.

- Typically, an evacuation of a floor(s)/building would be conducted in the same manner as a fire evacuation. The level and extent of the evacuation would be dependent upon existing circumstances of the incident. An evacuation due to a Suspicious Odor would typically occur in one of the below listed manners:
 - Floor evacuation, if other floors are not involved as well, proceed to assembly area.
 - Multiple floor evacuations of the affected areas.
 - Full building evacuation in the event the entire building is affected.

Earthquake: In the event of an earthquake the follow procedure would apply:

1. Move away from windows, high shelving and outside doors.
2. Take cover underneath a desk, table, or other heavy piece of furniture.
3. If there is not any furniture around, brace yourself under an inside doorway.
4. Be prepared for aftershocks. Do not leave your protected area too soon.
5. During an earthquake, the safest place is right where you are. It is not safer outside the building. In fact, most injuries occur as people enter or leave a building, due to falling debris.
6. If inside, stay inside; if outdoors, stay in an open area.
7. Do not attempt to enter a building.
8. Stand-by for emergency announcements/instructions.

Important Notes to Remember During an Emergency

- ❑ **As fire, smoke, and heat rises, the alarmed floor, the floors immediately above then immediately below the alarmed floor will be initially evacuated. Subsequent floors above the zoned floors will be evacuated prior to any floors below. Do not go to the roof, as this can hamper rescue and evacuation efforts.**
- ❑ **Assist persons with disabilities to the first landing of the fire tower stairwell if it would be unsafe or dangerous to wait for Fire Department assistance.**
- ❑ **Personnel evacuating down a stairwell may encounter some water (due to sprinkler or fire hose operations) slight smoke, and/or the aroma of smoke or other substance. This is normal as some smoke and water will escape under a door or as a door is opened during an evacuation. These effects should be minimal. Unless directed otherwise, personnel should continue to safely and orderly evacuate down the stairwell as instructed or directed.**
- ❑ **It is normal for personnel on the lower floors to encounter residual odors and even possibly a haze from an emergency. This is due to elevator shafts and stairwells carrying these odors in a chimney type of effect. Unless there is an immediate danger, do not evacuate until instructed to do so. This will eliminate the unnecessary clogging of stairwells and help ensure a safe and orderly evacuation.**
- ❑ **It is also possible for some water to seep onto the lower floors especially when the sprinkler system has been activated or fire hoses are in operation. Unless there is an imminent danger, move to another area of the floor and await further instruction announcements from emergency personnel.**
- ❑ **If ordered to evacuate, there is a very good chance that you will not be able to immediately return to your work area. Ensure that coats, purses, or other valuables are collected as quickly and as safely as possible before evacuating your area. If time permits, secure your work area.**
- ❑ **In the event that anyone refuses to evacuate the floor for any reason, the Building Coordinators and/or Floor Wardens should report this to the command post in the lobby and/or inform Security, Facilities, or emergency personnel of the situation.**

Extreme Emergency Measures

If trapped in a room or area

- Place cloth material (jacket, coat, etc.) around and under the door to prevent smoke from entering.
- Close as many doors as possible between you and the fire.
- Attempt to signal somebody regarding your situation.

If caught in smoke

- Drop to your hands and knees and crawl.
- Hold your breath as much as possible.
- Breathe through your nose using clothing (shirt, blouse, etc.) as a filter.
- If caught in smoke, remember that smoke rises, and the freshest air will be located closest to the floor.

If forced to advance through flames

- Hold your breath and move quickly.
- Cover your head and hair.
- Keep your head down and eyes closed as much as possible.
- Once through the flames, if your clothing has caught fire, do not panic...Stop, Drop and Roll.

Blocked Emergency Egress: In the event that all emergency egress from upper floors are blocked, personnel are to evacuate UP, as far as possible, away from the danger (smoke & heat).

- After arriving at a location “deemed safe”, utilize telephone, cell phone, pull station, bullhorn or any other means of communication to advise emergency personnel that all emergency egress has been blocked and that you need assistance at your present location.
- Remain Calm.
- If necessary, follow previous extreme emergency measures.
- Await the arrival of emergency personnel who will assist and guide you to a safe evacuation route.

Search & Rescue (Building Collapse)

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

Campus Evacuation

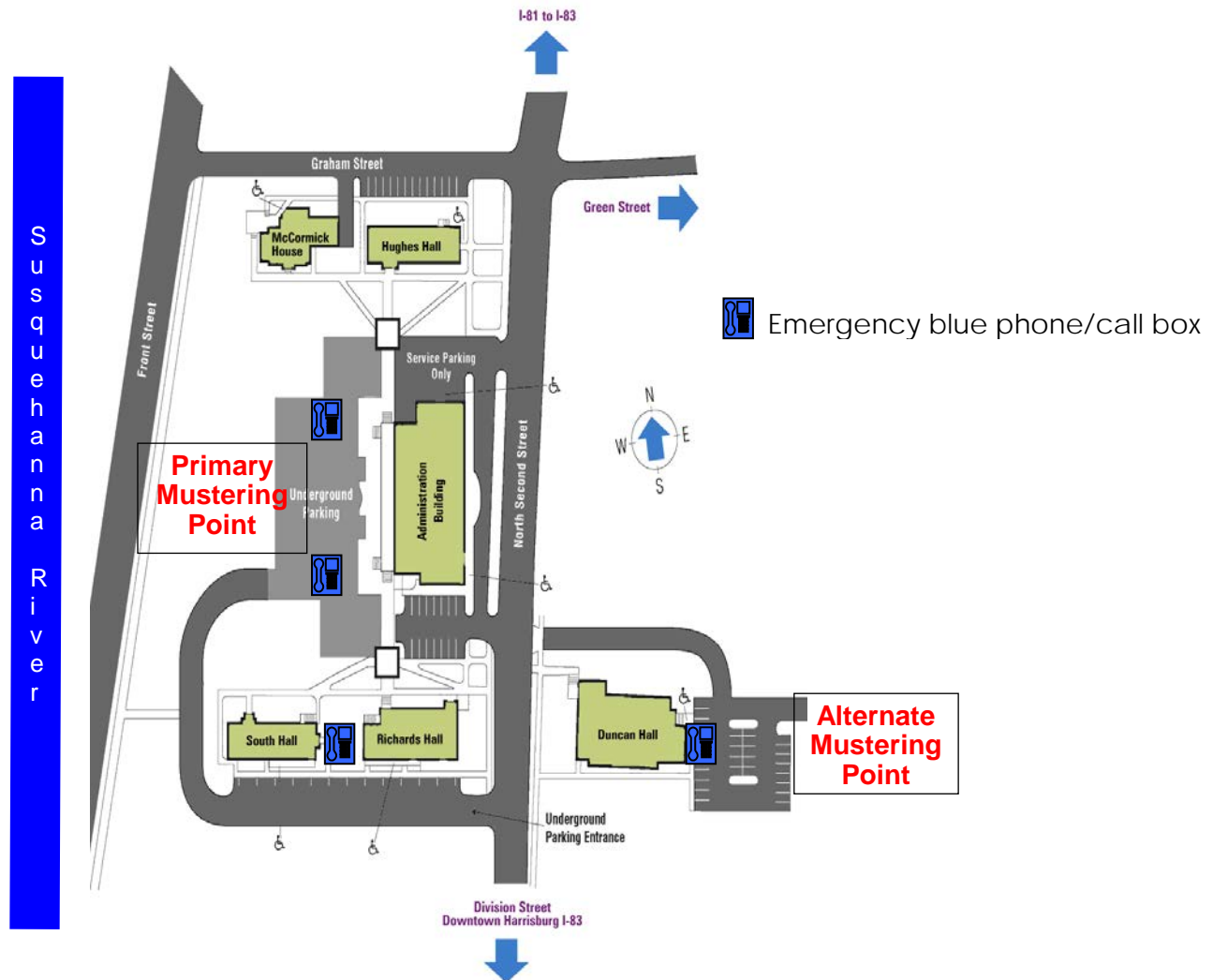
- Check your cell phone text messages, email, voice mail, and listen for instruction from your Building Coordinator.
- Follow the instructions to leave DUC and/or the Harrisburg area or other emergency instructions.
- If a campus evacuation site is designated, you will be informed. If not, each person 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.
- The plan assumes most individuals will have some means of transportation to evacuate, either on their own, or by riding with someone else.
- 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.

Designated Meeting Point (Assembly Area)

Designated Meeting Point - Recommended Practices

As there will be voluminous amounts of people from all buildings arriving at the assembly area the following recommendations should be considered to ensure personnel accountability:

- Select a pre-designated location at the assembly area for your group where everyone is to meet.
- Consider making a sign with the class or meeting name that can be attached to a pole or similar type of device that can be held-up in the air at the assembly area location so that it is visible to assembled or arriving personnel.
- Instructors and meeting planners should carry with them a class list and take a head count upon arrival at the meeting point.
- DUC has a primary and alternate mustering point
 - **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.



Medical Emergencies

Medical Emergencies can occur anywhere throughout DUC. In the event of an emergency, it is extremely important that everyone know how to respond.

In the event of a medical emergency you should immediately contact 911.

What to do if a serious medical emergency occurs:

- Dial 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.

What to do if a minor medical emergency or illness occurs:

- If in doubt about the severity of the injury or illness, dial 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.

Automated External Defibrillator Program (AED)

The AED unit responds when there is an indication that the medical problem might be cardiac related. If upon arrival it is determined that the patient is not breathing and has no pulse, the AED unit is then attached to the patient. The unit will read the rhythms of the heart and determine if it is necessary to shock the heart.

The AED unit is completely automated and gives the operator voice commands to follow. It is incorporated with the application of Cardio Pulmonary Resuscitation (CPR) and provides a progressive, innovative, and enhanced means to provide pre-hospital care to employees, tenants, customers, and visitors.

AED's Locations DUC:

- **Administration Building:** 1st Floor, in the coat room near the soda machine
- **Duncan Hall:** 1st Floor, 2nd Floor, 3rd Floor, outside the elevator
- **South Hall:** Basement, 1st Floor, 2nd Floor, outside the elevator
- **Richards Hall:** 1st Floor, 2nd Floor, 3rd Floor, outside the elevator

Utility Failure

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 717-303-6834 to report the outage.

Elevator Failure:

- If you are trapped in the elevator, use the emergency call button in the elevator (at DUC, this button connects you to ADT) or use a cell phone to notify Facilities at ext. 4444 or (after 4:30 pm) Security at 717-303-6834.
- If the elevator does not have an emergency phone or call button, 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 717-303-6834. 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 911 and then Facilities ext. 4444 or (after 4:30 pm) Security at 717-303-6834.

Ventilation Problem

- If you see smoke coming from the ventilation system, call Facilities at ext. 4444 or (after 4:30 pm) Security at 717-303-6834. If you think it is a serious situation, call 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 717-303-6834.
- If the utility failure occurs after regular working hours, call 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.

Weather and Utility Closings and Delays

The Office of the Chancellor HR Director or designee will consult with the Director of Facility Operations and Maintenance or designee and the Executive Director of the Dixon University Center and the State System @ Center City to make decisions regarding weather related delays or closings. The HR Director will notify the Executive Vice Chancellor regarding any decision about a delayed opening or campus closure. Most announcements involving morning travel will be made by 5:30 a.m.

General

- Due to a city noise ordinance which prohibits the use of loud equipment between 8pm and 6:30am, the facilities department will begin snow removal with motorized equipment at 7am. Snow removal with non-motorized equipment will begin before 7am at a time designated by the Director of Facilities.
- It may require up to 3 hours or more for the facilities department to make the campus accessible based on the conditions. They will follow the snow removal procedures listed in Appendix B.
- This policy is based upon available forecasts and predictions. In the event of an unpredicted storm, decisions will be made by a consultation among the group listed above.
- Severe Weather is defined as an excess of 3" of snow, any amount of ice (a severe and widespread condition created by freezing rain such that all hard and paved surfaces become coated with ice; temperatures prior to, during, and after the storm maintain icy conditions), severe flooding, high winds or other extreme weather events that may pose a threat to the safety and security of employees and customers.
- A "delay" will be defined as opening at a specific time; ie: Dixon University Center will open at 10 a.m. The exact time of opening will be determined by the group listed above.
- While specific times are outlined below, there will be situations that may preclude a decision by that specific time. All efforts will be made to announce closures in a timely manner that will ensure the safety of faculty, students and meeting guests.

Daytime

- In the event that the Governor issues a daytime delay, early dismissal or closing, DUC will issue the same notification.
- In the event that the Governor does not issue a delay or closing, and severe weather is forecast with the potential to impact travel and the opening of campus, a power outage or other emergency situation occurs, DUC, if warranted, will delay, dismiss or close with notification, if possible, no later than 5:30am that day.
- On occasion there could be a forecast that requires a daytime closure but will allow DUC to open for evening meetings and classes. In this situation, facilities personnel and DUC personnel will be onsite no later than 3:30pm to prepare the site for those meetings and classes.

Evening

- In the event that the Governor issues an early dismissal, DUC will dismiss employees and close for evening meetings and classes.
- In the event that the Governor does not issue an early dismissal, and severe weather is forecast with the potential to impact travel and the opening of campus, a power outage or other emergency situation occurs, DUC, if warranted, will dismiss employees and close for evening meetings and classes with notification, if possible, no later than 2pm that day.
- On occasion there could be a forecast that requires a daytime closure but will allow DUC to open for evening meetings and classes. In this situation, facilities personnel and DUC personnel will be onsite no later than 3:30pm to prepare the site for those meetings and classes.

Weekends

- In the event that severe weather is forecast with the potential to impact travel and the opening of campus, a power outage or other emergency situation occurs, DUC, if warranted, will delay opening or close campus for all Saturday or Sunday meetings and classes. This decision, if possible, will be made by 9pm Friday evening for Saturday classes and meetings and by 9pm Saturday evening for Sunday classes and meetings.
- In the event of a power outage or other emergency situation that affects the safety and security of the campus, DUC will delay or cancel all weekend classes and meetings.

Communication

- Email and/or phone with university program coordinators, faculty and meeting planners. (communicated by Executive Director or designee)
- E2Campus text/email alert system – partners, students, faculty and meeting guests must sign up for this service through the DUC website at [www.DixonUniversityCenter.org/e2campus.asp\(information](http://www.DixonUniversityCenter.org/e2campus.asp(information) about e2Campus communicated by Continuing Education Manager; alert messages communicated by Executive Director or designee).
- Pre-recorded message on 717-720-4080 (communicated by Continuing Education Manager).
- DUC website (communicated by Continuing Education Manager).
- Local TV stations as listed in Appendix C (communicated by Director CE/CS or designee).

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.

Violent Criminal Behavior

If violent criminal behavior is underway, or if you are the victim of a crime, promptly *notify Harrisburg Police at 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 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.

Hazardous Materials Incidents

- 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 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.

Explosion

- 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 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.

Bomb Threats

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 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 717-303-6834 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.

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

- Do not handle the object.
- Call Harrisburg Police at 911 and then Facilities at ext. 4444 or (after 4:30 pm) Security at 717-303-6834.
- 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

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: _____

Class Name or Number/Meeting Name: _____

Telephone number: _____

APPENDIX A - Building Coordinators

Administration Building

Building Coordinator – Alan Margraf (x4115)

Richards Hall

Building Coordinator – IUP/Lock Haven Staff (x4064)

South Hall

Building Coordinator – Mike Ferguson (x4038)

Duncan Hall

Building Coordinator

Weekdays – Lorelee Isbell (x4091)

Evenings – Instructional Technology Staff (Gutshall, Eister)

Weekends - Instructional Technology Staff (Gutshall, Wynkoop, Eister, Lane, Spence)

APPENDIX B – DUC Incident/Injury Report Form



Dixon University Center
2986 North Second Street
Harrisburg, PA 17110

Incident & Injury Report

Faculty [] Student [] Visitor [] Meeting Guest []

Name: _____	Age: _____	Sex: M [] F []
Home Address: _____		
Business Phone #: (____) _____	Cell Phone #: (____) _____	
Faculty [] University: NA	Student [] University: NA	
Visitor [] Visiting: NA	Meeting Guest [] Event/Meeting: NA	
<u>Injury Occurrence</u>		
Date: _____	Time: _____	AM [] PM []
Location: _____		
Type of Incident/Injury: _____		
Incident Witnessed: No [] Yes []: Name: _____ Phone #: _____		

1. What were you doing just **before** the incident occurred? Be specific; describe the activity and any material, tools or equipment involved.
2. Describe what happened to **cause** the accident/injury/property damage/illness. Please be specific.
3. What was the accident/injury/property damage/illness? Ex: "spilled food", "strained wrist."
4. If applicable – what object or substance directly caused the harm? Ex: "slate floor", "chewing gum."
5. Was medical treatment necessary? No [] Yes [] – Transported by:

Signature of Injured Party: _____ Date: _____

Witness: _____ Signature: _____ Date: _____

Report prepared by: _____ Signature: _____ Date: _____

Supervisor Name: _____ Signature: _____ Date: _____

**Submit entire form to Executive Director, DUC and SS@CC within 2 business days of incident.

APPENDIX C – DUC Title IX Incident Report Form