EMERGENCY RESPONSE MANUAL

UPDATED 2013
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EMERGENCY CONTACT NUMBERS

Safety Committee Contact Phone Numbers

Kevin Snider – Chancellor – kjs33@psu.edu - 812-243-7893
Jason Bush – Dir. Business/Finance – qjb4@psu.edu – (H) 724-478-1774 (C) 724-448-5101
Randy Tressler – Supervisor Maintenance – art3@psu.edu – (H) 724-437-3701 © 724-570-3199
Elaine Zarichnak – Campus Nurse – emz3@psu.edu – (H) 724-339-9942, (C) 724-681-3978
Tracie Brockhoff – Lab Equipment Specialist – tzb1@psu.edu – 412-965-9971
Dee O’Hara – Nursing Instructor – dm06@psu.edu – (O) 724-334-6725
Theresa Bonk – Director of Student Affairs – tab19@psu.edu – (O) 724-334-6061
Debbie Hoch – Finance Staff Assistant – dlh53@psu.edu – (O) 724-334-6023

Emergency Services Contact Phone Numbers

University Police Services, University Park – 814-863-1111
Steve Shelow – Director University Police Services – sps8@psu.edu - 814-865-1864
Bill Donahue – Assistant Director University Police Services – wed2@psu.edu – 814-863-0758
PA Department of Environmental Protection (Southwest Region) – 412-442-4000
Donna Speer – Dir. Of Development – dms46@psu.edu – 412-977-5173
Patty Brady – Dir. Of Enrollment Services – pkb1@psu.edu – 724-664-6251
Theresa Bonk – Dir. Of Student Affairs – tab19@psu.edu – 724-448-6203
Andrea Adolph – Dir. Of Academic Affairs – aea13@psu.edu – 724-895-3403
Emergency Evacuation Assignments & Procedures

Evacuator’s Responsibilities Include:
1. Ensure all personnel are notified an emergency is occurring.
2. Check your assigned area for occupants.
3. Make sure everyone takes all personal items out of the area when leaving.
4. Check room for any “suspicious bags or materials” and report them after exiting area.
5. Turn off lights.
6. Exit area.
7. Continue directing people to designated safe zones.

<table>
<thead>
<tr>
<th>First</th>
<th>Alternate</th>
<th>2nd Alternate</th>
<th>Covered Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>Candee Christy</td>
<td>Kevin Snider</td>
<td></td>
<td>Upper Floor Science Building</td>
</tr>
<tr>
<td>Robert Mathers</td>
<td></td>
<td></td>
<td>Upper Engineering Building</td>
</tr>
<tr>
<td>Theresa Bonk</td>
<td>Angie Fisher</td>
<td></td>
<td>Entire loop area/Art Gallery/Restroom of Admin Building</td>
</tr>
<tr>
<td>Debbie Hoch</td>
<td>Nancy Burns</td>
<td></td>
<td>Enrollment Area/Mailroom/Restrooms</td>
</tr>
<tr>
<td>Lauren Blum</td>
<td>Paula Dove</td>
<td></td>
<td>Student Activities Office/Adult Lounge/Club Room/Gameroom</td>
</tr>
<tr>
<td>Sharon Levett</td>
<td>Pat Hollinger</td>
<td>Nancy Miller</td>
<td>Basement &amp; Ground Floor of Conference Center</td>
</tr>
<tr>
<td>Donna Speer</td>
<td>Tina Sluss</td>
<td></td>
<td>Upper Floor Conference Center</td>
</tr>
<tr>
<td>Ruth Herstek</td>
<td>Susan Dale</td>
<td></td>
<td>Theater/Theater Lobby/Rooms behind Theater</td>
</tr>
<tr>
<td>Kevin Churik</td>
<td>Keith Jedlowski</td>
<td></td>
<td>Computer Center/Archives</td>
</tr>
<tr>
<td>Jennifer Gilley</td>
<td>Amy Rustic</td>
<td></td>
<td>Library/Library Offices</td>
</tr>
<tr>
<td>Elaine Zarichnak</td>
<td>Dave Murray</td>
<td>Pepsi Hutton</td>
<td>Entire gym and facilities</td>
</tr>
<tr>
<td>Jim Rounce</td>
<td>Gary Heberling</td>
<td></td>
<td>IST area/Study Lounge</td>
</tr>
<tr>
<td>Jim Shields</td>
<td>Lori Hensel</td>
<td>Sean Bridgen</td>
<td>Academic Success Center/Bookstore</td>
</tr>
<tr>
<td>Mike Tokarek</td>
<td>Entire AVI Staff</td>
<td></td>
<td>Entire Café &amp; Restrooms</td>
</tr>
<tr>
<td>Tracie Brockhoff</td>
<td>Bill Hamilton</td>
<td></td>
<td>Lower Level Engineering/Lower Level Science</td>
</tr>
<tr>
<td>Bud Gibbons</td>
<td></td>
<td></td>
<td>Entire Tech Building</td>
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</tbody>
</table>

**NOTE:**
Jason Bush and Randy Tressler & Tech Services will be responding to any emergency immediately. They will assist evacuators with evacuation process.
Definitions of an Emergency

The Chancellor or his/her designee shall serve as the overall *Emergency Director* during any major emergency or disaster. The following are definitions of an emergency to help provide guidelines in determining the proper type of response.

**Emergency:** Any incident, accident or criminal act, potential or actual, which threatens public safety or property but does not seriously affect the overall function of the campus. Any emergency should be immediately reported to Business Services at extension 6025, 724-334-6025 or by calling 911.

**Major Emergency:** Any incident, accident, criminal act, or disaster, potential or actual, which affects a building, buildings, or the entire campus, and which will disrupt the overall operations of the campus. A large scale emergency services response will more than likely be required, as well as an all out effort by the *Campus Support Services*. Major policy considerations and decisions will be required from the *University Administration* during times of crises.

**Disaster:** Any incident which has taken place and has seriously hampered or halted the operations of the campus. In some cases, severe injury and property damage may result. A coordinated effort by all campus wide resources will be needed to effectively control the incident and various emergency services will probably be needed. In all cases where a disaster has occurred, an Incident Command Post will be established and the appropriate plans will be executed.

Assumptions

- The Campus’ Emergency Response Plan is a realistic approach to problems that are likely to be encountered on the campus during a major emergency or disaster. The following are general guidelines that need to be fully understood.

- An emergency or disaster may occur at any time of the day or night, weekends, or holidays, with little or no warning.

- *The sequence of events in an emergency are not predictable, therefore, this manual is only a guide and may require modification in order to meet the requirements of the emergency.*

- Disasters may affect residents in the immediate areas surrounding the campus therefore, Local, County, State, and Federal Emergency Services may be unavailable for prolonged periods of time.
• A major emergency may be declared if information dictates that such a condition is developing or likely.

Declaration of Campus State of Emergency

The authority to declare a Campus State of Emergency rests with the Chancellor or the Vice President for Commonwealth Campuses.

During any Campus Major Emergency, Business Services shall immediately consult with the Chancellor regarding the emergency and the possible need for a declaration of a Campus State of Emergency.

When a declaration is made, only registered students, faculty, staff and campus affiliates are authorized to be present on the campus. Those individuals who cannot show proper identification upon request will be asked to leave campus. Unauthorized persons remaining on campus may be subject to arrests as applicable in the Pennsylvania Crimes Code. In addition, only those faculty and staff members who have been assigned to the Emergency Response Team will be allowed to enter the immediate disaster site. In the event of disasters occurring on or about the campus, or which involves University property, campus maintenance personnel will be dispatched to assess the extent of any damage to the University property.
Campus Emergency Response Team

When notified of an emergency the Director of Business and Finance will contact the Campus Emergency Response Team, which consists of the following personnel.

1. **Emergency Director:** Chancellor or designee

2. **Emergency Coordinator:** Director of Business and Finance

3. **Damage Control:** Supervisor of Maintenance

4. **Public Information:** Director of Institutional Advancement

5. **Emergency Procurement:** Director of Finance and Business

6. **Environmental Health and Compliance:** Directors of Student and Enrollment Services, Academic Affairs, Lab Equipment Specialist and the Campus Nurse.

Team members are to be kept in constant communications with the Emergency Command Post. General responsibilities of the team members are listed below:

1. **Emergency Director:** Chancellor of Penn State New Kensington or his /her designee.
   a. The Chancellor or Designee is responsible for the overall direction of the Campus Emergency Response Team.
   b. Works with the Police Supervisor and others with assessing the emergency and preparing the University’s specific response.
   c. Declares and ends, when appropriate, the Campus State of Emergency as provided for in the information of this manual.

2. **Emergency Coordinator:** Director of Business and Finance
   or the Assistant Director of Business Services. The Coordinator is responsible for the overall coordination of the emergency response.
   a. Evaluates the type and magnitude of the emergency and determines what additional emergency response agencies are necessary. Requests whatever additional emergency response agencies deemed necessary for assistance, such as additional police, fire department, ambulance, haz-mat team etc.
   b. Notifies the University Police Services, 814-863-1111 and the PA Department of Environmental Protection (southwest region), 412-442-4000.
   c. Establishes an Incident Command Post and provides assistance to the emergency agency with the primary responsibility for the incident, such as fire department, bomb squad, haz-mat team etc.
d. Maintains chronological emergency response log of all responding agencies, personnel, and events.

e. Protects and maintains the integrity of the incident or crime scene for the follow-up investigation.

f. Performs other related duties as may be dictated by the nature of the emergency.

3. **Damage Control: Supervisor of Physical Plant**

   a. Provides equipment and personnel to perform shut-down procedures, hazardous area control, barricades, damage assessments, debris clearance, emergency repairs, and equipment protection.

   b. Provide vehicles, equipment, and operators for movement of personnel and supplies; assign vehicles as required to the Emergency Response Team for emergency use.

   c. Obtain the assistance of utility companies as required for emergency operations.

   d. Furnish emergency power and lighting systems as required.

   e. Survey habitable space and relocate essential services and functions.

   f. Provide facilities with emergency lighting during actual emergency or disaster periods.

   g. Provide for storage of vital records at an alternate location; coordinate with building and area coordinators for liaison and necessary support.

4. **Public Information: Institutional Advancement**

   a. Establish liaison with news media for dissemination of information as requested by Chancellor.

   b. Establish liaison with local radio and television services for public information.

   c. Arrange for photographic and audio-visual services.

   d. Advises the Chancellor or designee of all news concerning the extent of disaster affecting the campus.
e. Prepares news releases for approval and release to media concerning the emergency.

5. **Emergency Procurement: Director of Finance and Business**
   
a. Responsible for overall dissemination of emergency funding.

b. Maintain contact with necessary suppliers for emergency supplies and equipment.

c. Oversees any delivery, and acceptance of emergency supplies.

d. Prepares a final financial report to the Chancellor following termination of an emergency.

6. **Environmental Health and Compliance: Directors of Student and Enrollment Services, Academic Affairs, Lab Equipment Specialist, and Campus Nurse**

a. Coordinate and supervise the overall safety of faculty/staff, students and visitors on Campus at the time of the emergency.

b. Locate and provide temporary shelter for persons directly affected.

c. Provide initial medical and first aid assistance as needed.

d. Assist in accounting for all faculty/staff, students and visitors.
Responsibilities of Other Campus Personnel

Directors and Department Heads

Every administrator and department head may appoint a specific person as Building/Facility Coordinator for every activity under their control, and has the following general responsibilities prior to and during any emergency.

1. Emergency Preparedness

   a. Building evacuation information shall be distributed to all employees with follow up discussions, on-the-job training or explanation as required. Contact University Police for assistance. (814-863-1111)

   b. Time shall be allowed for training employees in emergency techniques such as fire extinguisher usage, first aid, CPR, and building evacuation procedures. Contact University Police for assistance. (814-863-1111)

2. Emergency Situation

   a. Inform all employees, under their direction, of emergency condition.

   b. Evaluate the impact the emergency has on their activity and take appropriate action. This may include ceasing operations and initiating building evacuation.

Faculty and Supervisors

Each faculty and staff supervisor has the responsibility to:

1. Educate their students and/or employees concerning University Emergency Procedures as well as evacuation procedures for their building. See page 4.

2. Inform their students and/or staff of an emergency and initiate emergency procedures as outlined in this guide.

3. Evaluate, survey, and estimate their assigned building in order to determine the impact a fire or other emergency could have on their facility. Report all safety hazards to Business Services. Work orders to reduce hazards and to minimize accidents should be promptly submitted to the Maintenance Services.

4. **Important** - Inform all students, staff, and faculty to conform to building evacuation guidelines during any emergency and to report to a designated safety zone outside the building.
Public Relations

The University has two basic guidelines to observe in a crisis situation:

1. Only the authorized spokesperson will release information (Director of Development) All calls from the news media are referred directly to the Director of Development at 724-334-6057 or extension 6057.

2. Only factual information will be released; no speculation is to be offered.

Other Guidelines

All directors and supervisory personnel are required to report emergencies to the Chancellor and to his/her spokesperson. However, they are also reminded not to speak to anyone, especially to the news media, on behalf of the University.

The Chancellor and other administrators, including the Director of University Relations are to be informed as soon as possible of existing emergencies. Complete details will be made available to them, including such information as to what it is, how it happened, who was involved, what is currently being done and what help has been called.

Nurse/Disability Coordinator

At the beginning of each fall and spring semester the nurse/disability coordinator will provide Business Services with two copies of a confidential list of students names, ID’s and schedules with disabilities that would affect their ability to respond to an alarm/evacuation, or any disabilities that would prevent them from becoming aware of an alarm or evacuation. This would include problems with mobility, sight, hearing, or any other problem that would limit their ability to quickly respond to an alarm and evacuate a building in the event of an emergency. The lists are to be sealed to maintain confidentiality and one copy will be placed in the Business Office and Office of Student Affairs. The confidential lists are to be returned to the disability coordinator after each term for destruction. They are to remain sealed unless opened during an emergency.
Reporting Emergencies or Crimes

Business Services……………………………………………………………………..Ext. 6025
Off campus, or cell phone ……………………………………………………………..724-334-6025

If an ambulance is needed …………………………………………………………………………911

In any emergency in which Business Services can not be reached………………911

When reporting any type of emergency, it is important that you remain calm. Give the following information clearly to the person answering the call:

a) Name

b) Location

c) Explain what the emergency is – clearly

d) Do Not hang up the phone until you are told to do so.

NOTE

In the event of a fire, explosion, serious injury or illness where the need for a response of more than the police is obvious, please call 911 immediately. The Westmoreland County Emergency Services Center will dispatch the appropriate emergency service. In the event the campus telephone system is out of order you can report any emergency by calling 911 from a cell phone or pay phone.

Emergency Reporting Procedures are posted in every building and classroom.
Medical Emergency Procedure

Serious physical injury or illness on Campus at any time:

- Administer immediate first aid as appropriate.
- **Call 911** and ask for an ambulance if the need for one is obvious. Otherwise, call the Campus Nurse. If necessary the Nurse will call an ambulance.

Emergency Dispatch Center................................................. 911 (after calling 911, please notify Campus Nurse ext. 6066 &/or Business services ext. 6025)

Penn State New Kensington Campus Nurse.............................. Ext. 6066
(Office) 724-334-6066
(Cell) 724-681-3978

*** The campus nurse is NOT available from June 15 to August 15. Call 911 for all emergencies during this time.

- If in doubt about the seriousness of any injury or sudden illness call 911 and request an ambulance.

Minor Injury or Illness

- In the event of a minor injury or illness that is in need of attention see the campus nurse in the Gymnasium Building, or arrange for transportation to a private doctor or emergency room. You can also call Business Services 724-334-6025 for assistance from 8:00 a.m. to 5:00 p.m.

- An incident report must be filed with Business Services in the event of any injury on campus within 24 hours.
  - Employees with an on the job injury must notify their supervisor or the Business Office immediately.
  - Use Health Care Providers from the Penn State New Kensington’s Workman Compensation Provider Panel.
  - For emergency care from a work related injury, proceed to Allegheny Valley Hospital.
Evacuation Procedures

In the event of a fire or explosion, call 911 and report the incident to the Westmoreland County Emergency Services Center, then Business Services at 724-334-6025. They will dispatch Police and any other emergency services necessary.

Building Evacuation

- A building will be evacuated immediately when an alarm sounds and/or upon notification by Business Services, or anyone else, that there is a fire in the building, or that there has been an explosion, or any other threatening condition exists.
- When an alarm is activated, or notification is given of an emergency in the building, leave immediately by the nearest exit and alert others to do the same.
- Make sure all of the doors and windows are closed when leaving a room. This helps to contain a fire.
- Instruct folks to take book bags, keys, purses or any other personal belongings within close proximity.
- Assist the handicapped in exiting the building. Remember that in emergencies where the elevator can be used they are reserved for handicapped persons. **Do not use the elevators in case of a fire.**
- Immediately go to the nearest exit and leave the building.
- After any building evacuation, report to a safety zone.
- Remain in the designated safety zone until a safety officer gives the approval to leave or return to the buildings.
- **Do not** return to an evacuated building until given clearance to do so by a University official.

If you need transportation/car pools:

- If you are instructed to evacuate and do not have transportation, attempt to get a ride with other students, faculty, or staff.
- If you cannot find transportation, remain in safety zone and a safety officer or staff member will help you.
- If you have a vehicle you may be asked to transport individuals as needed.

Designated Campus Safety Zones

- **Maintenance garage** – lower parking lot in front of campus
- **University House** – parking area off of Myers Drive
- **Soccer field** – right of the gym building
- **Alcoa Arch** – grass area beyond front parking lot

  **NOTE:** It is important when exiting the building that all persons proceed to a designated safety zone. We need to keep a clear path for emergency service vehicles to approach the buildings. **Keep drives, walkways, fire lanes, and fire hydrants clear for emergency vehicles and personnel.**
Utility Failure

In the event of a major utility failure occurring during the regular working hours, Monday through Friday, **immediately notify Director of Business Services:**

**Campus phone:** 724-334-6025  
**After normal working hours dial cell phone:** 724-448-5101

Always activate the building’s evacuation alarms if any potential dangers exist and follow procedures outlined in the evacuation procedures.

Chemical Spill

Because of the ever increasing concern over Hazardous Materials Incidents and such legislation as the SARA Title III Law, it is important that all faculty and staff understand the following section and report all Hazardous Material spills, no matter how minor they may appear to be. Many incidents that have turned into tragic disasters, occur because of a lack of concern, not being reported, or improper handling of the situation when it was small.

Carefully follow the steps listed below:

1. Attempt to contain spillage to the best of your ability then, report immediately to Business Services at

   **Ext. 6025**  
   **724-334-6025**

2. When reporting, be specific about the nature of the material involved and exact location. Business Services will contact the necessary specialized personnel to deal with the respective material.

3. The person on site should then vacate the affected area immediately and seal it off to prevent further contamination of other areas until the arrival of Business Services or specialized personnel.

4. Anyone who may be contaminated by the spill is to avoid contact with others as much as possible, remain in the vicinity and give their names to Business Services.

5. If an emergency exists, refer to evacuation procedures.
On Scene Procedures

- Anyone entering the immediate area of a Hazardous Material Spill must be protected by proper clothing and breathing apparatus.
- Use the appropriate detection devices to check for the flammability, toxicity, or radioactivity of the released waste or product of combustion.
- Control flow of the waste at once.
- Dike the area around the liquid spill to limit spread.
- Stay upwind of fumes when they are present.
- Control ignition sources.
- Extinguishments of the material should be made only after the following assessment has been made and recorded.
  - Is the extinguishing agent compatible with the material?
  - Are sealed drums or containers or flammable liquids or compressed gases in danger of exposure to fire?
  - Are there any radioactive, explosive, or oxidizing agents in the burning materials or near the fire?
  - Will extinguishments allow flammable or toxic vapors to be released once fire is eliminated?
  - Will extinguishments result in a pollution problem?

Fire or Explosion

In case of fire, activate the building alarm, leave the building and call 911 to report the fire to the Upper Burrell Vol. Fire Department.

In case of a minor fire, that appears to be controllable, immediately call 911 and report the fire. Activate the fire alarm to evacuate the building. If possible, try to extinguish the fire with a fire extinguisher. If you cannot extinguish the fire, exit the building.

It is important to know:
- The location of fire extinguishers, fire exits and alarm pull boxes in your area. Every campus building is equipped with fire extinguishers. They are located in the hallways, lobbies, selected classrooms, and in mechanical rooms.
• Do not use elevators in the event of a fire or a smoky condition; elevators are not used for fire evacuation.
• When using a fire extinguisher it is necessary to aim the extinguishing agent at the base of the flame.
• If you are disabled, or become trapped in a building, call 911 and report your location in the building, also place an article of clothing outside of a window as a marker for rescue.
• In areas filling with smoke you should stay near the floor, where the air is less toxic, and block the bottom of the door with clothing or bedding if possible.
• Shout, at regular intervals, to alert rescue crews to your location.
• Try not to panic.

Tornado or Severe Thunderstorms

In the event of a tornado warning or severe thunder storms with high winds, Business Services will notify all building occupants of the warning. Occupants of the campus buildings are to:
• If at all possible, go to Room 031 ITC, if not possible go to the lowest floor in the building.
• Sit in the hallway away from any windows, or in any room without windows.
• Remain there until you are notified that it is safe to leave.

Bomb Threat

The majority of bomb threats are received by telephone. This places great importance on the first and possibly the only contact that will be had with the "Bomber". It is imperative that the person receiving the call obtain as much information as possible.

If you receive a bomb threat by telephone:
• Immediately record the time of call.
• When the evacuation alarm in your building is sounded, and it is known that the purpose is for a bomb threat, search the office for any unusual items (briefcases, bags, boxes, potted plants, telephone, books, etc.).
• If no such items are found, leave the office and place a chair in the open door. For security of the premises, police, security or other appropriate personnel will move the chair back into the office and lock the door as the search of the floor is conducted.
• If no chair is in the doorway, police, security or other appropriate personnel will conduct a search of the office or area.
• If any unusual item is observed, immediately leave the room. DO NOT TOUCH the item and advise the nearest uniformed officer as you exit the building.
• Obtain as much information as possible from the caller and utilize the issued bomb threat telephone card. Refer to “Handling a bomb threat” checklist
• Notify Business Services (ext. 6025), Business Services will inform CHANCELLOR.
• Refer to evacuation procedure and assignments on pg. 4.
• After the building(s) have been evacuated, Business Services will ensure the building(s) are safe to re-enter:
  o Bomb threat warning signs will be posted on all exterior doors to the building(s) after the areas have been searched. Occupants will be advised of the threat against the facility and be given the option to leave or remain in the building.
  o To review the official bomb threat procedure in accordance with University Policy view SY-18 - http://guru.psu.edu/policies/Sy18.html
HANDLING A BOMB THREAT
Checklist

BE CALM & COURTEOUS,
LISTEN CAREFULLY, DO NOT INTERRUPT CALLER

TIME CALL RECEIVED ________ am pm

TIME CALL ENDED ________am pm

QUESTIONS TO ASK:
1. When is the bomb going to explode?
2. Where is the bomb?
3. What does it look like?
4. What kind of bomb is it?
5. Did you place the bomb?
6. Why?
7. What is your name?
8. What is the name of your organization?
9. What is your address?
10. Where are you calling from?
11. What is the number?

YOUR BEST ESTIMATION OF CALLER:

Gender  M  F  Race ________  Age ________

EXACT WORDING OF THREAT:
________________________________________________________________________________________
________________________________________________________________________________________

CALLER’S VOICE circle all that apply

- calm  - angry  - excited
- slow  - rapid  - soft
- loud  - laughter  - crying
- normal  - distinct  - slurred
- nasal  - stutter  - lisp
- raspy  - deep  - ragged
- disguised  - accent  - familiar
- clearing throat  - deep breathing  - cracking voice

If voice is familiar, whom did it sound like? ____________________________________________