



EMERGENCY RESPONSE PLAN



**PENNSYLVANIA
HIGHLANDS
COMMUNITY COLLEGE**

Established: February, 2017

EMERGENCY RESPONSE PLAN

An emergency is an imminent threat to life, safety, and potential for significant damage to property or extended disruption of operations that may happen at any time at any College location.

The major goals of the Emergency Response Plan are preserving life, protecting property, and preserving continuity of campus operations.

This document is intended to serve as a guide to College employees and students which, when followed, will provide a basis of organized responses to emergency and/or threatening situations. It cannot, nor does it intend to, address every conceivable situation. Each individual must assume responsibility for their own safety and security.

One of the most immediate ways to accept that responsibility is to read, understand and practice the procedures presented. In addition, individuals should familiarize themselves with their surroundings while at work or taking classes at the College. While you are on College property, learn where the fire alarms, fire extinguishers and emergency telephones are located; know where the exits are located, have a plan and have a back-up plan.

Penn Highland's overall authority and responsibility for decision making regarding emergencies rests with the College President. Security works in conjunction with the President and Vice President of Finance & Administration as well as the Vice-Presidents for Academic Affairs & Student Services.

Site Directors are tasked with the initial management of emergencies at their respective campus locations until administrative assistance is available, if needed.

The College employee confronted with an emergency will, on the basis of the conditions and urgency surrounding the situation at the time, take immediate action as required. However, as soon as possible, this individual should dial 9-1-1 (if appropriate) and make every effort to notify Security, his/her supervisor, or the Senior Administrator on site to report the emergency and actions taken.

All College employees should take immediate and prudent action as necessary to prevent injury to persons or damage to College property.

Layers of Emergency Response Plan (ERP)

Certain events will be specifically addressed through the following format:

- **Prevention** – Proactive efforts for avoiding incidents.
- **Preparation** – Informing the employees and/or students what to do to increase safety during an incident.
- **Mitigation** – All efforts made to reduce the effects of incidents.
- **Response** – Action steps implemented when the incident occurs.
- **Recovery** – Events after the incident that help ensure a timely return to normal College functions.

Recovery

Recovery is divided into short-term and long term actions and decisions. The goal is a return to pre-event, or improved, status concerning the learning environment and business operations.

Immediately after the incident has been controlled and is no longer a threat, upper level administrators, the security team and human resources should engage in post-event assessments and activities, including:

- An accounting of individuals at a designated assembly point to determine who, if anyone, is missing and potentially injured.
- Presenting information from the External Relations Office through press releases and/or social media.
- Implementing an alternate academic plan if the College is restricted from resuming normal business in a timely fashion due to the facility being considered a “crime scene” by law enforcement for an extended period of time or the building is deemed structurally unsound.
- Analyze the recent situation and create an after action report.
- Lessons learned should be used to refine the Emergency Response Plan and assess training.
- Identifying and filling any critical personnel or operational gaps left in the organization as a result of the incident.

Managing the consequences of an incident and identifying lessons learned promotes the well-being of those involved and facilitates preparedness for future emergencies.

Lessons Learned

To facilitate effective planning for future emergencies, it is important to analyze the recent situation and create an after-action report. The analysis and recommendations contained in this report are useful for:

- Serving as documentation for response activities.
- Identifying successes and failures that occurred during the event.
- Providing an analysis of the effectiveness of the existing Emergency Response Plan.
- Describing and defining a plan for making improvements to the Emergency Response Plan.
- Adding or changing response training.

Long term actions taken after an incident for the purpose of restoring or improving the pre-incident conditions at the College.

The goals of the recovery include:

- Restore the learning environment as quickly as possible.
- If records have been destroyed in the incident, retrieve back-up copies from off-site storage location.
- Provide for the emotional well-being of College community.
- Repair physical damage to property.
- Take photos of any damage for insurance purposes.

- Assess immediate and long-term damage
- Return to normal business operations.
- Capture “lessons learned” and incorporate needed revisions to plans.

First Day Back on Campus

The return to campus is an important step in the recovery process. Mental health professionals must be readily available. Use of outside crisis counseling team should be considered based on expected need for services.

Special needs of College:

- Media management
- Ensuring a sense of security and safety
- Activate referral system for people needing additional support
- Allowing opportunities for classroom discussion of the incident and the transition back to “normal”

Administration and employees should meet at the beginning of the first day back to review the day’s schedule and procedures.

Sample First Day Back on Campus Checklist

- Communicate the goal is to return to the normal routine as much as possible. The structure of classes and meetings provides a sense of security, safety and comfort to members of the College community.
- Review actions taken and discuss the facts of the incident to dispel rumors. If necessary, prepare a fact sheet.
- Discuss possible reactions to returning to campus and the possible responses by employees.
- Provide guidelines for assisting students needing help.
- Encourage faculty to allow expressions of grief.
- Schedule a meeting for tomorrow morning to identify any additional issues or problems.

Possible Responses

- Shelter-in-place
- Evacuate
- Special

Depending on the circumstances or type of emergency, the first important decision is to stay in the location or leave. Local authorities may or may not immediately be available to provide information or make safety recommendations.

The internal decision to shelter-in-place or evacuate will be made by the President of the College. This information will likely be communicated via PEAK txt and the Informacast systems. If locale authorities recommend a shelter-in-place response that information will be part of the information communicated to the College community. However, it is a recommendation not a lawful order, thus we cannot force people to stay inside and follow the safety recommendations.

If an incident occurs and the buildings or area surrounding the College becomes unstable, or dangerous due to toxic substances, dangerous animals, etc. it is usually safer to stay inside.

Shelter-in-place Guidelines

- Stay inside the building when you receive the notification. If you are outside proceed directly to the nearest building.
- Select an interior room, if available, and close doors and windows.
- For HazMat incidents select a room above ground floor and attempt to seal all openings and turn off ventilation systems.
- For severe weather incidents, select rooms on the ground floor or basement level.
- Make a list of all occupants and call authorities to notify them of the number and location.
- Remain in area until instructed it is safe to evacuate.

Evacuation Guidelines

Evacuation of the College is the safest response when there are unsafe conditions present inside the facility. Common dangers are fire, explosion, toxic material release, etc.

Fire Response

Preparation

- The 2009 International Fire Code classifies educational occupancies above 12th grade as a Group B Business, which requires an annual fire evacuation drill with employee participation only.
- ***The fire drill procedure for each Penn Highlands Campus is posted on the Security and Safety myPEAK tab.***
- The Director of Security and Safety is responsible for conducting the Richland Campus fire drill(s) and the Site Directors are responsible for fire drills at their campus.
- Persons responsible for the drill are required by the International Fire Code section 405.5 to complete documentation concerning the drill.

Mitigation

- Fire alarms are installed in all campus locations and are tested annually and monitored by an alarm company.
- Fire extinguishers are located in all campus locations.
- The Richland campus is equipped with smoke and heat detection devices which will activate an alarm.
- The Ebensburg and Blair campuses are equipped with sprinkler systems.
- Exit signs are posted at all doors leading outside, except for courtyards, and are constantly illuminated.
- Emergency exit routes are posted in classrooms.

Response

- Implement building evacuation (site specific).
- Determine if fire can be extinguished.
- Call 9-1-1 when safe, to report the fire.

Anyone discovering an open fire should pull the nearest fire alarm and alert others in the immediate area of the situation. That person must then make a decision to extinguish the fire or leave the area. Extinguish the fire only if you have been trained to do so and it can be done safely and quickly. Once the fire is extinguished, notify Security and the Senior Administrator on site with the following information:

- Identify yourself
- Identify the floor, room or location of the fire
- Identify, if possible, the type of fire (Paper, Chemical, Electrical)
- Give an assessment of the situation

If a fire cannot be extinguished, isolate the area by pulling the door closed. Pull the nearest fire alarm and alert others in the immediate area of the situation. Notify Security and the Senior Administrator on site, with the following information:

- Identify yourself
- Identify the floor, room, or location of the fire
- Identify, if possible, the intensity and type of fire (Paper, Chemical, or Electrical)
- Give an assessment of the situation

If a fire is not visible but a strong odor of smoke is detected, report the location of the odor to Security and the Senior Administrator on site, investigate and assess the situation. If necessary, activate the nearest fire alarm station.

When evacuating the building, take only those personal belongings normally carried to and from the College each day, such as purses, briefcases, backpacks and lunch containers. Do not forget to take keys.

Instructors in charge of the room where the fire is located are to present themselves to Security, the Senior Administrator on site, Emergency response personnel to advise them of materials or hazards in the area.

Follow the established Fire / Emergency Evacuation plan for your location.

If You Become Trapped

- Stay calm
- Go to a room with an outside window and a telephone. Call for help if possible.
- Stay where rescuers can see you and wave a light-colored cloth or flashlight on cell phone to attract attention.
- Open windows if possible. Close if smoke or other dangerous contaminants rush in.
- Stuff clothing, towels, newspapers, etc., around the cracks of doors to prevent smoke from entering your room.

Evacuation - Other

- Security and the Senior Administrator on site will initiate an evacuation for any imminent safety reason other than fire.
- Depending on the situation, evacuation of the building(s) may be initiated by utilizing the building fire alarm system, e-mail or other electronic method, word of mouth or messenger.
- Security and the Senior Site Administrator will assist in the evacuation of the building(s) by ensuring that all personnel leave the building and assisting persons with disabilities in their evacuation.
- If the fire alarm is not used for the evacuation notification, persons with disabilities are to have priority in use of the elevator(s).

Special Circumstances

Active Shooter Response

An **active shooter** is an individual actively engaged in killing or attempting to kill people in a confined space or other populated area. In most cases, active shooters use firearms and there is no pattern or method to their selection of victims.

Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims. Active shooters usually will continue to move throughout building or area until stopped by law enforcement, suicide, or other intervention.

Prevention

- A Behavior Intervention Team (BIT) has been established, as a preventive measure, to evaluate and manage risks associated with behaviors that may present a threat to campus safety. The team seeks to identify students who may be struggling and need counseling or other support.
- Positive Actions With Students (PAWS) notification, anonymous reporting and incident report systems available to inform the College of concerns
- The College has a Security and Safety team that consists of a Director, Assistant Director and three Security Officers. The Richland campus is staffed with Security from open to close daily.

Recognizing and Reporting Potential Violence

An active shooter could be anyone including a current or former employee or student. People typically do not just “snap,” but display indicators of potentially violent behavior over time. If these behaviors are recognized, they can often be managed and treated.

Employees and students may notice characteristics of potentially violent behavior. These realizations should be brought to the attention of security, human resources and / or the BIT, through an Incident Report, PAWS alert, or in person.

Indicators of potentially violent behavior may include:

- Increased use of alcohol and/or illegal drugs.
- Unexplained increase in absenteeism; vague physical complaints.
- Noticeable decrease in attention to appearance and hygiene.
- Depression/withdrawal.
- Repeated violations of company policies.
- Increased severe mood swings.
- Noticeably unstable, emotional responses.
- Explosive outbursts of anger or rage without provocation.
- Suicidal; comments about “putting things in order.”
- Talk of previous incidents of violence.
- Empathy with individuals committing violence.

Note: This list of behaviors is not comprehensive, nor is it intended as a mechanism for diagnosing violent tendencies.

Report violent acts or threats of violence to security. Regardless of the type of violence, the chances for prevention improve with increased awareness of potential warning signs and rapid response to a problem.

Preparation

- The College follows the U.S. Department of Homeland Security’s recommended response to an active shooter, called “Run, Hide, Fight”.
 - The following information regarding an Active Shooter can be found on the Security and Safety tab on the *myPEAK* portal:
 - A six-minute video detailing the Run, Hide, Fight concept
 - Active Shooter Response Quick Reference Guide
 - Active Shooter Manual
 - Active Shooter Awareness Webinar (on Employee tab)
- Basic Active Shooter Response information is included in the Student Orientation, FYE class, New hire and Adjunct power point presentations
- An in-house power point presentation for students and employees can be scheduled through the Security Office, concerning response to active shooters on campus
- Alert, Lockdown, Inform, Counter, Evacuate (ALICE) training will be scheduled periodically to train new hires and refresh perishable skills for previously trained employees

How to Respond

In an active shooter situation, you must quickly determine the most reasonable way to protect your own life. You should:

Run – evacuate if possible

- Have an escape route and a plan.
- Evacuate even if others don’t agree.
- Call 911 when it is safe to do so.
- Follow all instructions from police officers.
- Do not attempt to drive from the area.

Hide – if you can't run find a place the shooter is less likely to find you

- Barricade the door with heavy furniture.
- Identify alternative escape routes.
- Gather improvised weapons.
- Make a plan and give assignments.

When possible, provide the following information to law enforcement officers or 911 operators:

- Location of the active shooter.
- Number of shooters, if more than one.
- Physical description of the shooter(s).
- Number and type of weapons held by the shooter(s).
- Number of potential victims at the location.

Fight – when your life is in imminent danger

- Have a winner's mindset.
- Be aggressive as possible.
- Commit to your actions.
- Attack the shooter as a team.

Information and Assembly Points

After you have reached a safe location or assembly point, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned.

Do not leave the safe location or assembly point until law enforcement authorities have instructed you to do so.

Mitigation

- A timely notification/emergency warning system is in place to inform students, faculty, and staff of any ongoing emergency. Communication occurs via a text message system, college email, and loudspeaker notification.
- Interior and exterior security cameras provide another way to assist emergency personnel in the event of an incident.
- Emergency call boxes are located in the parking lots.
- A law enforcement response kit for all of our locations which includes floor plans, key/swipe card access, and emergency contact information has been provided to the appropriate jurisdiction.

Response

- Implement the Run, Hide, Fight options
- Contact law enforcement to report incident
- Work with responding emergency management services throughout incident

Medical Emergency

Employees and students are to report all medical emergencies or injuries, **regardless of severity**, to Security. Security will retrieve the emergency medical supply bag from the security office and respond immediately to the scene of the injury. Security will facilitate ambulance transportation if requested or deemed necessary and complete any required documentation after the incident.

Individuals declining ambulance transportation must sign an Affirmation and Release Form, located in the addendum section of this manual as well as in the security office.

In the event of a medical emergency requiring immediate action, persons are to dial **9-1-1** for outside medical assistance. The decision to call for external medical assistance is subject to the judgment of the injured person(s) or other person at the scene.

The following information, to the extent possible, should be reported on all medical emergencies or personal injury calls:

- Name and sex of the person(s)
- Location of the person(s)
- The nature of the illness or injury
- Medical or health alerts readily identifiable on the person
- Unusual conditions surrounding the situation

Remain with the person(s) until assistance arrives. Keep the person as comfortable as possible. Do not move the person unless the individual or you are in immediate danger.

Assist by:

- Retrieving supplies and comfort items as necessary
- Obtaining information regarding the incident and surrounding events
- Providing communications with Medical Response Personnel as requested if available

Violent or Criminal Incident

Anyone observing violence or criminal activity is responsible for reporting the activity to Security. **If the witness believes anyone is in danger of physical harm or serious damage to College property will occur then call 9-1-1 first, and then alert Security.** Include the following information:

- The location of the activity
- What is happening
- Who (if known) is involved
- Number of persons involved
- The type and number (if known) of any weapons involved
- Any additional information pertinent to the situation
- Your name, location telephone number

Avoid any actions that may escalate the situation. Provide as much information as possible to any responding personnel. The witness and responding College employees must complete an Incident Report within 2 business days.

Bomb Threat

Bomb Threats or suspicious items are rare, but should be taken seriously. Timely reaction to a bomb threat could save lives and stop property damage. Follow the steps below for bomb threats or suspicious items found.

- Remain calm
- If a threat is made by phone, ask the questions provided on the 'Bomb Threat' questionnaire. If possible, alert a co-worker to contact Security immediately by dialing x5555.
- DO NOT HANG UP, even if the caller does.
- Record the call if possible.
- Security will notify administration. Administration will perform a threat assessment and contact local law enforcement personnel, if deemed necessary.
- The need to evacuate will be determined by the College President and/or the ranking College Administrator, and the proper law enforcement agency.
- In the event that evacuation is warranted, everyone is to vacate the building following fire alarm evacuation guidelines. Remain at least 300 feet from any structure. Please do NOT gather in front of doors, access routes, or any area that impedes access by emergency response personnel.
- Supervisors and instructors should do their best to account for employees and students.
- Under no circumstances is anyone to disturb any suspicious package or other object(s) found anywhere in the building.
- All electrical equipment, such as lighting, computers, and other appliances, are to remain in their current state.

Emergency Contact Information

9-1-1	Cambria County Fire, Ambulance, and Police
472-2100	(Non-Emergency) Richland Police
472-2050	Cambria County Department of Emergency Services.
471-6500	PA State Police, Ebensburg. <i>PA State Police, Somerset 445-4104</i>

HOSPITALS:

534-9000	Conemaugh Memorial Medical Center
467-3000	Windber Medical Center

DISASTERS:

262-3179	American Red Cross
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OTHER EMERGENCIES:

800-222-1222	Poison Control Center (Pittsburgh)
535-8531	Cambria County Mental Health, Johnstown (or 877-268-9463)
(724) 357-2990	Pennsylvania Emergency management Agency (or 800-972-7362)

Penn Highlands Threat Form

Date Call Received: _____

Received By: _____

Extension Received On: _____

Sex of Caller: _____

Caller's Tone (Nervous, Calm, Talkative, Etc.):

Exact Words Used By Caller: _____

Questions to ask if it is a bomb threat

Where is the bomb? _____

What kind of bomb is it? _____

Who are you? _____

Where are you? _____

Questions to ask if it is a different threat

What is the nature of the threat? _____

To Who is it directed? _____

How will it be carried out? _____

When will it be carried out? _____

Why are you doing this? _____

Who are you? _____

Where are you? _____

Take Note of any background noise, particulars of the caller (traffic noise, accents, etc.):
