

EMERGENCY RESPONSE
POLICIES AND PROCEDURES HANDBOOK



Updated – August 30, 2018

Table of Contents

PURPOSE:	3
SCOPE:	3
DEFINITIONS:	3
DECLARING A STATE OF EMERGENCY:	3
PROCEDURES:	4
EVACUATIONS	4
BUILDING EVACUATIONS:	4
CAMPUS EVACUATION:	4
EMERGENCY RESPONSE TEAM	5
COMAND POST	5
MEDIA RELATIONS	6
EMERGENCY REPNSE POLICIES AND PROCEDURES	6
FIRES:	6
<i>Fire Evacuation Procedures</i>	6
BOMB THREAT	7
<i>The Search</i>	8
<i>Evacuation</i>	8
WEATHER EMERGENCIES	9
<i>Hurricanes/Flooding</i>	9
<i>Tornadoes</i>	9
EARTHQUAKES	10
OTHER EMERGENCIES	11
UTILITY FAILURE	11
EXPLOSIONS	11
HAZARDOUS MATERIAL SPILL	12
VIOLENT/CRIMINAL BEHAVIOR	12
IF YOU ARE TAKEN HOSTAGE:	13
CIVIL DISTURBANCE OR DEMONSTRATION	13
PSYCHOLOGICAL CRISIS	13
MEDICAL AND FIRST AID	14
DEATHS	14
CAMPUS SPECIFIC PAGE:	15-16
Lewistown school maps	17-19

PURPOSE:

The purpose of this Emergency Response Policies and Procedures Handbook is to inform faculty/staff and administration the hazards involved in emergencies. Listed are the correct procedures, which must be followed to minimize any danger.

SCOPE:

These procedures are designed to be flexible in order to accommodate incidents of various types. These procedures apply to all South Hills personnel and all buildings and grounds owned, operated and maintained by South Hills.

DEFINITIONS:

The South Hills Director serves as the overall Emergency Director during any major emergency or disaster. The following definitions are guidelines to assist in determining the appropriate response:

- A. **Minor Emergency** – A minor emergency is any incident or potential incident which would not seriously affect the school’s ability to conduct “business as usual.”
- B. **Major Emergency** – A major emergency is any incident or potential incident which affects an entire building or buildings, or which disrupts the schools ability to do “business as usual.” Outside emergency services will probably be required. Major policy considerations and decisions will usually be required from the Administration during times of crisis.
- C. **Disaster** – A disaster is any event or occurrence which seriously impairs the school’s ability to do “business as usual.” The coordinated effort of all school wide resources is required to effectively control the situation. An Emergency Control Center will be activated, and decisions will be made about the appropriate support. Operational plans will be made as soon as possible.

ASSUMPTIONS:

The Emergency Response Policies and Procedures Handbooks is predicated on a realistic approach to the problems likely to be encountered on campus during a major emergency or disaster. The following are general guidelines:

- a. An emergency or disaster may occur at any time.
- b. The succession of the events in an emergency are unpredictable. Published support and operational plans will serve only as a guide and checklist, which may require modification in order to meet the specific requirements of the emergency.
- c. Disasters may occur in the geographical location of the school, City, County and Federal emergency services may be required of the emergency.

DECLARING A STATE OF EMERGENCY:

The authority to declare a state of emergency rests with the campus Director or his/her designee.

PROCEDURES:

This section outlines the procedures to be followed during specific types of emergencies. **The procedures should always be followed in sequence, unless conditions dictate otherwise.**

When reporting emergencies, immediately notify the Director/Acting Director/Office Manager or call 9-1-1. While talking on the telephone, stay calm and carefully explain the problem and the location. **DO NOT HANG UP UNTIL TOLD TO DO SO.**

EVACUATIONS

Building Evacuations:

- a. All building evacuations will occur upon notification from the Director.
- b. When the building evacuation is announced, leave by the nearest exit and alert others to do the same.
- c. ASSIST THE HANDICAPPED IN EXITING THE BUILDING.
- d. Once outside, proceed to the SAM Building (100 East Market Street). Enter using Brown street entrance. Call Theresa at the SAM building to tell her that South Hills has an emergency (717-242-0351).
- e. Keep street, fire lanes, hydrant areas and walkways clear for emergency vehicles and personnel. Know your assembly points. Familiarize yourself with evacuation plans posted in the building.
- f. **DO NOT** return to an evacuated building unless instructed to do so.

IMPORTANT: After an evacuation, report to your designated area assembly point. Stay there until an accurate headcount is taken.

Campus Evacuation:

- a. Evacuation of all or part of the school grounds will be announced by the Director/Acting Director or Office Manager.
- b. All persons are to immediately vacate the site in question and relocate to the designated area.

Emergency Response Team:

Emergency Director: Barbara Harer
Emergency Coordinator: Reana Donaldson
Facilities Manager: Gloria Kline
Public Relations: Paul Mazza III / Misty Fredrick-Ritz
Human Resources: Carolyn Hettich
Finance: Rob Weikel / Gloria Kline
Financial Aid: Steve Russell
Information Technology: Jeff Floylygen
Admissions: Paige Ruiz
Academic Affairs: Christine Sulouff

Command Post –

In the case of an emergency the Emergency Director and the Facilities Manager should meet at the Lewistown Police Department (21 South Brown Street, Suite A Lewistown, PA) to initiate the command post in conjunction with the police department. Facilities Manager will bring the emergency response kit to the command post.

The kit will include:

4 two radios (facilities manager will take one radio to emergency coordinator at the SAM's basement.)

1 bull horn

1 first aid kit

3 reflective vest

Local telephone directory

Tablet and pens

Laptop with wi-fi

Emergency information binder (emergency plan, maps of the school, schedule, class lists, employee directory, student emergency contact list)

The Emergency Coordinator will accompany students, staff and faculty to the basement of the SAM's building.

Media Relations

The school has three guidelines to observe in crisis situation:

1. Only a person authorized by the school owners will meet or speak with the media on behalf of the school.
2. Only factual information is to be released.
3. Administrators will develop an institutional response to be released to the media, including periodic media updates.

EMERGENCY RESPONSE POLICIES AND PROCEDURES

SECTION I

FIRES:

A fire is the most likely disaster that may affect the school and is perhaps the most deadly one. The following measures should be reviewed and utilized in the event there is a fire at any location.

There are basically two types of fires: Minor fires, which can be extinguished with a fire extinguisher, and major fires, which require assistance from Fire Department Personnel. Both however, call for calm, immediate action by the person discovering the fire.

If you smell smoke or have any other indication of fire:

- a. Immediately contact the Director, Acting Director or Office Manager (Barbara Harer, Reana Donaldson or Gloria Kline). Describe what you have observed and give your name and exact location.
- b. Alert others in the immediate area to prepare for evacuation and assist individuals who may need it in exiting the building.
- c. Wait outside the building for responding emergency personnel and be prepared to provide additional information and your observations.

If flames are observed:

- a. Upon discovery of a small fire, tell an authorized person (Barbara Harer, Reana Donaldson, or Gloria Kline). The authorized person will use the PA system to announce emergencies. Proceed to the nearest fire extinguisher; then follow the directions to operate the extinguisher. Contact 9-1-1.
- b. If the fire gets out of control or you judge the fire to be too large to attempt to extinguish single-handedly, call for help immediately and leave the area.
- c. Immediately evacuate the area. Call 9-1-1 and report the fire, giving information as requested by the dispatcher. Do not hang up until instructed to do so.

Fire Evacuation Procedures

If you hear a fire evacuation announcement by Barbara Harer, Reana Donaldson or Gloria Kline:

- a. Evacuate the building immediately and assist the handicapped in exiting the building.
- b. If smoke is present, keep low to the floor.
- c. Before opening the door, feel the upper portion of the door. If the upper door or doorknob is hot, **DO NOT OPEN THE DOOR.**
- d. If the door or doorknob is not hot, brace yourself against the door and open it slightly.
- e. If heat or heavy smoke is encountered in the corridor, close the door and stay in the room.

- f. Keep the door closed, and if your windows are the type that can be raised or lowered, open the top slightly to let out the heat and smoke, open the bottom slightly to let in fresh air.
- g. Seal the cracks around the door with clothing, tape, or other material, soaking it in water if available.
- h. Hang an object out the window, such as a shirt, jacket, towel or anything that will attract attention.
- i. If you can leave the room, close the doors behind you as you move to the nearest exit or stairway. This will retard the spread of smoke and fire and lessen the damage.
- j. If the nearest exit is blocked, go to an alternate exit. If all exits are blocked, go to a room furthest from the fire, close the door and follow procedures described in F through H.
- k. After leaving the building, **DO NOT RE-ENTER.** Stay clear of responding emergency equipment and personnel.
- l. **DO NOT** attempt to return to the structure to retrieve any items until the building is cleared by either school officials or the fire department.

SECTION II

BOMB THREAT

Bomb threats occur quite often. In rare instances, actual explosives are placed in the structure. Because of the hazards involved in such situations, it is necessary to develop a Bomb Threat Policy. The purpose of this plan is to:

- Ensure the safety of occupants of the structure;
- Minimize anxiety and panic;
- Minimize disruption of regular activities; and
- Protect the South Hills family and property

When a bomb threat is received, the individual taking the call should be instructed in advance to:

- a. Stay calm. Make a note of the date and time.
- b. Try to keep the caller talking as long as possible. The more they talk, the more you may learn.
- c. Try to record everything the caller says, if possible.
- d. The following questions should be asked, as well as other deemed appropriate by the individual receiving the call:
 1. When is the bomb going to explode?
 2. Where is the bomb located exactly?
 3. What does the bomb look like?
 4. What kind of bomb is it?
 5. What will cause the bomb to explode?
 6. Did you place the bomb?
 7. Why?
 8. What is your address?

9. What is your name
- e. Listen closely to the voice of the caller and note the following:
- Sex of the caller;
 - Age of the caller;
 - Race of the caller;
 - Accent (is the voice native to the area);
 - Speech impediments or peculiar voice characteristics (drunk, lisps, etc.); and
 - Attitude of the caller (calm, excited, anxious, etc.
- f. Pay particular attention to any strange or peculiar background noises such as street noise, motor noise, music, television or radio programs, dishes rattling, baby crying, or other background noises that might offer a remote clue as to the origin of the call.
- g. Once the caller hangs up immediately contact the campus Director or designee.

The Search

The quickest and most effective search of a structure can be done by the regular occupants of the building. Since bombs come in many forms, it is very difficult for police or anyone not familiar with the building to identify any object as being new or suspicious. Each individual should quickly inspect his/her area. Anything found that arouses suspicion should not be moved or touched. A note should be made as to the description of the object and its exact location. This should be promptly reported to the authorities.

Evacuation

The order to evacuate a structure can be given by staff/faculty who locates a suspicious object.

The Fire Alarm may be utilized as a means of alerting occupants of an evacuation. Handicapped individuals should be assisted in exiting the building. DO NOT use elevators in the event of a fire. DO NOT PANIC. Fire escape routes may be utilized in order to evacuate the structure in an orderly manner. If a suspicious object is found near an escape route, the evacuation should be rerouted as necessary. All doors should be left open when leaving the area. Occupants of the threatened structure should move to the designated evacuation area. No one will be able to re-enter the building until it is deemed safe.

Campus directors/designee will be the only persons in authority to issue this order.

SECTION III

WEATHER EMERGENCIES

Hurricanes/Flooding

Officially, hurricane season begins in June and ends in November, but Hurricane Watches and Warnings can be issued at any time during the year for the following reasons:

- A Hurricane Watch is issued whenever a Hurricane becomes a threat. Everyone in the area covered by the watch should listen to weather band radios and local radio stations for further advisories. Everyone should be prepared to act promptly if a Hurricane Warning is issued.
- A Hurricane Warning is issued when hurricane winds of seventy-four (74) miles an hour or higher are expected in a specific coastal area within a twenty-four (24) hour period.

The following precautionary measures should be taken immediately.

- a. Keep a battery-operated radio tuned to a local station, and follow the instructions. Remain calm. If you are told to evacuate, move out of the structure to designated higher ground.
- b. Turn off all utilities. DO NOT touch any electrical equipment unless it is in a dry area. Avoid the use of telephones.
- c. Avoid travel in automobiles. Roads may be washed away by floodwaters and rapidly rising water levels could carry the vehicle away.
- d. If you are trapped in a structure by rapidly rising floodwater, move to the top floor or the roof of the structure. DO NOT attempt to swim to safety. Wait for help.
- e. Once the hurricane has passed, remain inside until informed by authorities that it is safe to leave. Assist the handicapped in exiting the building.
- f. Keep you radio tuned to a local station for updates on the situation and vital information.
- g. Stay out of disaster areas. Sightseeing interferes with essential rescue and recovery work and may be dangerous as well.
- h. Avoid loose or dangling wires, and report them immediately to the authorities.

Tornadoes

Tornadoes are a major source of injury to thousands of people every year. Tornado season begins in June and ends in November; however, a Tornado Watch or Warning can be issued at any time. A Tornado Watch means that tornadoes and severe thunderstorms are possible. A Tornado Warning means that a tornado has been sighted and you should take appropriate shelter immediately. In an effort to reduce the hazards of tornado damage, the following guidelines are provided:

When you receive a warning of a possible tornado, the following safety precautions should be taken:

- a. Take shelter immediately. **DO NOT GO OUTDOORS;**
- b. Close all windows and doors;

- c. If possible, seek refuge in a basement. This is the safest place to be during a Tornado;
- d. If a basement is not available, see refuge in a small room with no windows;
- e. If there are no small rooms available, take cover under heavy furniture in a central room in the structure; and
- f. If no central rooms are available, take refuge in a hallway, away from any doorways or windows. Sit with your back against the wall, with your knees drawn to your chest.

All of these precautions should remain in effect until your area has been determined safe by school officials or emergency personnel.

Earthquakes

Earthquakes are frightening and destructive natural disasters. An earthquake is the sudden, rapid shaking of the earth caused by the breaking and shifting of rock deep underground. If an earthquake occurs in a populated area, it has the potential to cause many deaths and injuries along with extensive property damage. Although earthquakes are sometimes believed to be a West Coast phenomenon, there are actually 45 states and territories throughout the United States (including Pennsylvania) that are at moderate to high risk.

Because of the suddenness and unpredictability of earthquakes, it is important to be prepared in advance. In the event of an earthquake, the following precautions should be observed:

- a. The most important task and perhaps the most difficult one is, **DO NOT PANIC**. The motion of the earth is frightening; but, unless it shakes something down on top of you, it is harmless.
- b. If the earthquake catches you indoors, stay indoors. Take cover under a desk, table, bench, or in doorways or halls and against inside walls. Stay away from glass.
- c. **DO NOT** use candles, matches or other open flames during or after the tremors as gas may be in the air due to gas leaks.
- d. **DO NOT** run through or near buildings. The greatest danger from falling debris is just outside doorways and close to outer walls.

Once the tremors have discontinued, the following steps should be taken:

- a. Check for injuries. **DO NOT** attempt to move seriously injured persons unless they are in immediate danger of further injury. If emergency help is necessary, dial 9-1-1.
- b. Check your utilities; but, do not turn them on. Each movement may have cracked water, gas and electrical conduits.
- c. If the water pipes are damaged, shut off the supply, if possible, and notify the authorities of the situation (Water shut-off is located in the staff/faculty kitchen – basement one. Open small door on wall facing East Market Street. Water shut off for the rented side is located below the toilet and sink.).
- d. If electrical wiring is shorting out, shut off the current at the fuse box (the electrical boxes are located in a small room in room 4; internal key will open door. On the rented side of South Hills the electrical box is located behind room 8.).

- e. Evacuate the building immediately. Walk to the nearest marked exit and ask others to do the same. Once outside of the building, move to the designated safe area. Keep streets, fire lanes, hydrants, and sidewalks clear for emergency vehicles and personnel.
- f. **Stay out of damaged buildings. Aftershocks can shake them down.**

SECTION IV

OTHER EMERGENCIES

Utility Failure

In the event of a major utility failure during regular business hours:

- a. Immediately notify the Director or designee (Barb Harer, Reana Donaldson or Gloria Kline).
- b. If there is potential danger to building occupants, or if the utility failure occurs after hours or on weekends, or holidays, notify the Director or designee. Walk to the nearest marked exit and ask others to do the same.
- c. Assist the handicapped in exiting the building.
- d. Once outside, move to the designated safe area. Keep the walkways, fire lanes and hydrants clear for emergency personnel.
- e. **Do not return to an evacuated building** unless told to do so.

IMPORTANT: After an evacuation, report to the designated safe area. Stay there until an accurate headcount is taken.

Explosions

In the event of an explosion:

- a. Immediately take cover under tables, desks and other objects, which will give you protection against falling glass or debris.
- b. As soon as conditions permit, notify Emergency Personnel. Give your name and describe the location and nature of the emergency.
- c. If necessary or when directed to do so, activate the Fire Alarm and evacuate the building.
- d. Once outside the building, move to the designated safe area. Keep streets and walkways clear for emergency vehicles and personnel.
- e. **DO NOT** return to an evacuated building unless told to do so.

IMPORTANT: After an evacuation, report to the designated safe area. Stay there until an accurate headcount is taken.

Hazardous Material Spill

In the case of a Hazardous Material Situation:

- a. Immediately report any spillage of hazardous materials to the Director or designee or call 9-1-1.
- b. When reporting, be specific about the nature of the material involved and the exact location. The Director or designee will contact the necessary specialized authorities and medical personnel.
- c. The affected area should be evacuated. The area should be sealed off to prevent further contamination of other areas until the arrival of emergency personnel.
- d. Anyone who is contaminated by the spill is to avoid contact with others as much as possible, remain in the vicinity and identify themselves to Emergency Personnel. The required first aid and clean up by specialized authorities should be started at once.
- e. If an emergency exists, activate the fire alarm. When the fire alarm is activated, walk quickly to the nearest exit and alert others to do the same.
- f. Assist the handicapped in exiting the building. Once outside move to the designated safe area. Keep streets, fire lanes, hydrants and walkways clear for emergency vehicles and personnel.
- g. **DO NOT** return to an evacuated building until instructed to do so.

IMPORTANT: After an evacuation, report to the designated safe area. Stay there until an accurate headcount is taken.

Violent/Criminal Behavior

Everyone is asked to assist in making the school a safe place by being alert to suspicious situations and promptly reporting them. The reported incident should include the following:

- a. In the event of a suspicious situation, all members of the school are asked to notify the Director or designee as soon as possible and report the incident, including the following:
 1. Nature of the incident;
 2. Location of the incident;
 3. Description of person(s) involved; and
 4. Description of property involved
- b. If you observe a criminal act or a suspicious person on the school grounds, immediately notify the Director/designee.
- c. Assist Emergency Personnel when they arrive by supplying them with all necessary additional information and ask others to cooperate.
- d. Should gunfire or discharged explosives occur on campus, you should take cover immediately, using all available concealment to protect yourself.

IF YOU ARE TAKEN HOSTAGE:

- a. Be patient. Time is on your side. Avoid drastic actions.
- b. The initial forty-five (45) minutes are the most dangerous. Follow instruction; be alert and stay alive. The captor(s) is emotionally imbalanced. Don't make mistakes, which could jeopardize your well-being.
- c. Don't speak unless spoken to and only when necessary. Do not talk condescendingly to the captor(s) who may be in an agitated state. Avoid appearing hostile. Maintain eye contact with captor(s) at all times if possible, but do not stare. Treat the captor(s) like royalty.
- d. Try to rest. Avoid speculating. Comply with instructions as best you can. Avoid arguments. Expect the unexpected.
- e. Be observant. You may be released or escape. The personal safety of others may depend on your memory.
- f. Be prepared to answer the police on the phone. Be patient; wait. Attempt to establish rapport with the captor(s). If medications, first aid or restroom privileges are needed by anyone, say so. The captor(s), in all probability, do not want to harm persons held by them. Such direct action further implicates the captor(s) in additional offenses.

Civil Disturbance or Demonstration

Most demonstrations, such as marches, meetings, picketing and rallies, will be peaceful and non-obstructive. However, if any of the following conditions exist, the Director or designee should be notified immediately:

- a. **INTERFERENCE** with the normal operations of the school.
- b. **PREVENTION** of access to offices, buildings and/or other facilities.
- c. **THREAT** of physical harm to persons or damage to facilities.

Psychological Crisis

A psychological crisis exists when an individual is threatening harm to himself/herself or to others, or is out of touch with reality due to severe drug reactions or a psychotic break. A psychotic break may be manifested by hallucinations and/or uncontrollable behavior.

If a psychological crisis occurs:

- a. Never try to manage a dangerous situation by yourself.
- b. Notify the Director or designee of the situation. Clearly state your need for immediate assistance; give your name, your location and the area involved.
- c. In extreme emergencies, dial 9-1-1, then call the Director or designee to notify of the situation.

Medical and First Aid

If a serious injury or illness occurs in the school, immediately dial 9-1-1 and the Director or designee; give your name and describe the nature and the severity of the medical problem and the location of the victim.

In case of minor injury or illness, trained personnel should provide First Aid care. Only trained personnel should provide First Aid treatment. Use only sterile First Aid materials.

In case of serious injury or illness quickly follow these steps:

- a. Keep the victim still and comfortable. DO NOT move the victim.
- b. Ask the victim, "Are you okay?" and "What is wrong?"
- c. Check breathing and give artificial respiration if necessary.
- d. Control serious bleeding by direct pressure to the wound.
- e. Continue to assist the victim until help arrives.
- f. Look for Emergency Medical ID. Question any witness(es) and give all information to paramedics.

Deaths

If death occurs (natural or unnatural) on school grounds, immediately notify the Director/Designee.

CAMPUS SPECIFIC PAGE:

CAMPUS - LEWISTOWN

The Lewistown Campus has established a CODE RED. When a CODE RED emergency is declared, faculty is to lock the door and remain in the classroom until instructed that the emergency situation is safe.

If an evacuation order is given faculty should escort students to the designated safety area. That area has been identified as **SAM Bldg. 100 E. Market St. Lewistown, PA 17044.** Once there faculty should take roll and remain until instructed to do otherwise.

Emergencies should be reported to the following individuals:

Director—Barbara Harer

Acting Director – Reana Donaldson

Office Manager – Gloria Kline

In the case of an emergency, please call the SAM building and tell the front desk that South Hills has an emergency and we are on our way. South Hills students/faculty/staff should enter the SAM building using the Brown Street Entrance. If there is a handicapped person, he or she may enter the SAM building using the Market Street entrance.

SAM building – 717-242-0351

Office Manager – Theresa Thomas (coordinate fire drills with her)

Director – Heather Dick

South Hills Lewistown Emergency Response Team:

Emergency Director: Barbara Harer

Emergency Coordinator: Reana Donaldson

Facilities Manager: Gloria Kline

Public Relations: Paul Mazza III / Misty Fredrick-Ritz

Human Resources: Carolyn Hettich

Finance: Rob Weikel / Gloria Kline

Financial Aid: Steve Russell

Information Technology: Jeff Floygen

Admissions: Paige Ruiz

Academic Affairs: Christine Sulouff

In the case of an emergency the Emergency Director and the Facilities Manager should meet at the Lewistown Police Department (21 South Brown Street, Suite A Lewistown, PA) to initiate the command post in conjunction with the police department. Facilities Manager will bring the emergency response kit to the command post.

The kit will include:

4 two radios (facilities manager will take one radio to emergency coordinator at the SAM's basement.)

1 bull horn

1 first aid kit

3 reflective vest

Local telephone directory

Tablet and pens

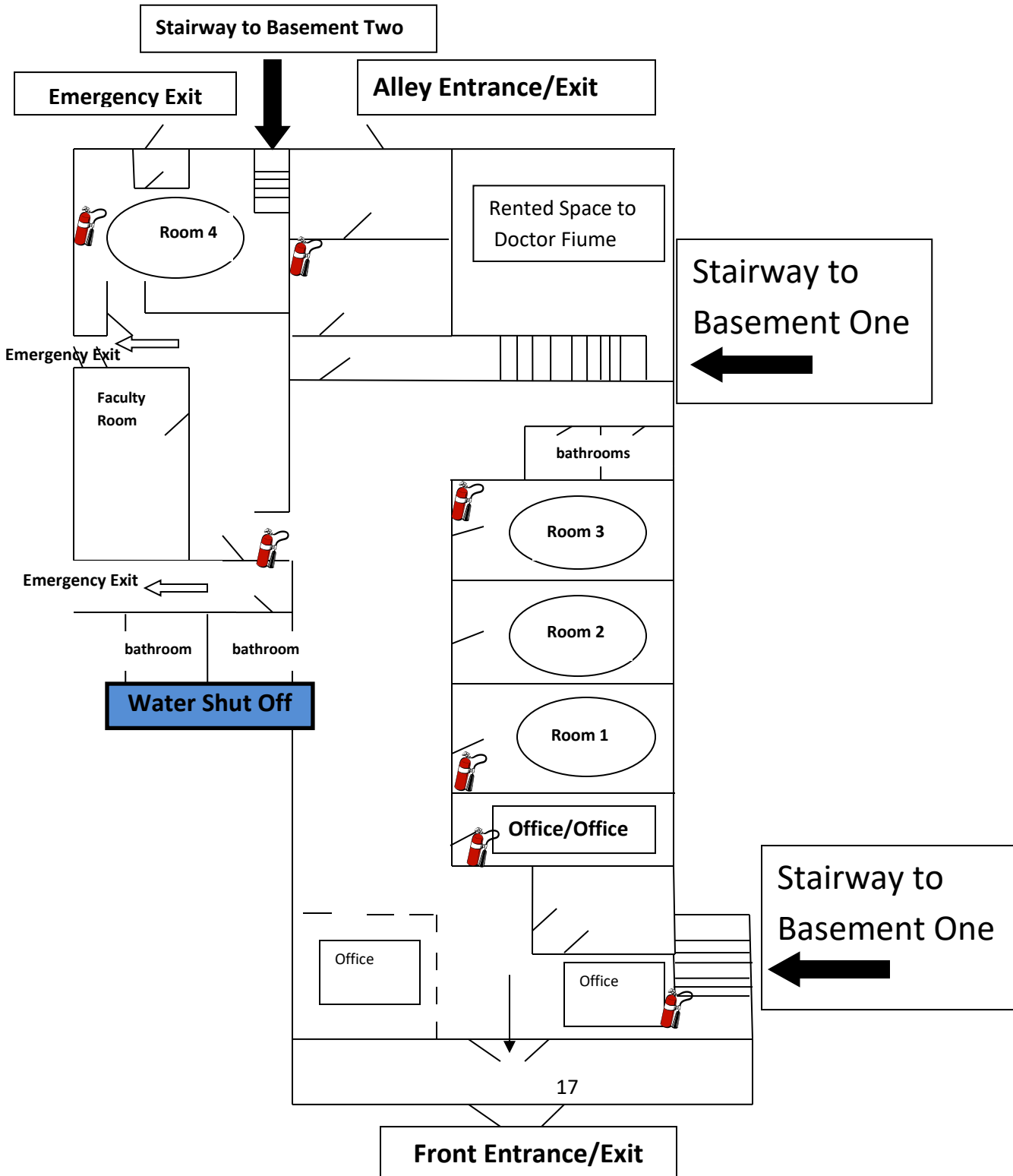
Laptop with wi-fi

Emergency information binder (emergency plan, maps of the school, schedule, class lists, employee directory, student emergency contact list)

The Emergency Coordinator will accompany students, staff and faculty to the basement of the SAM's building.

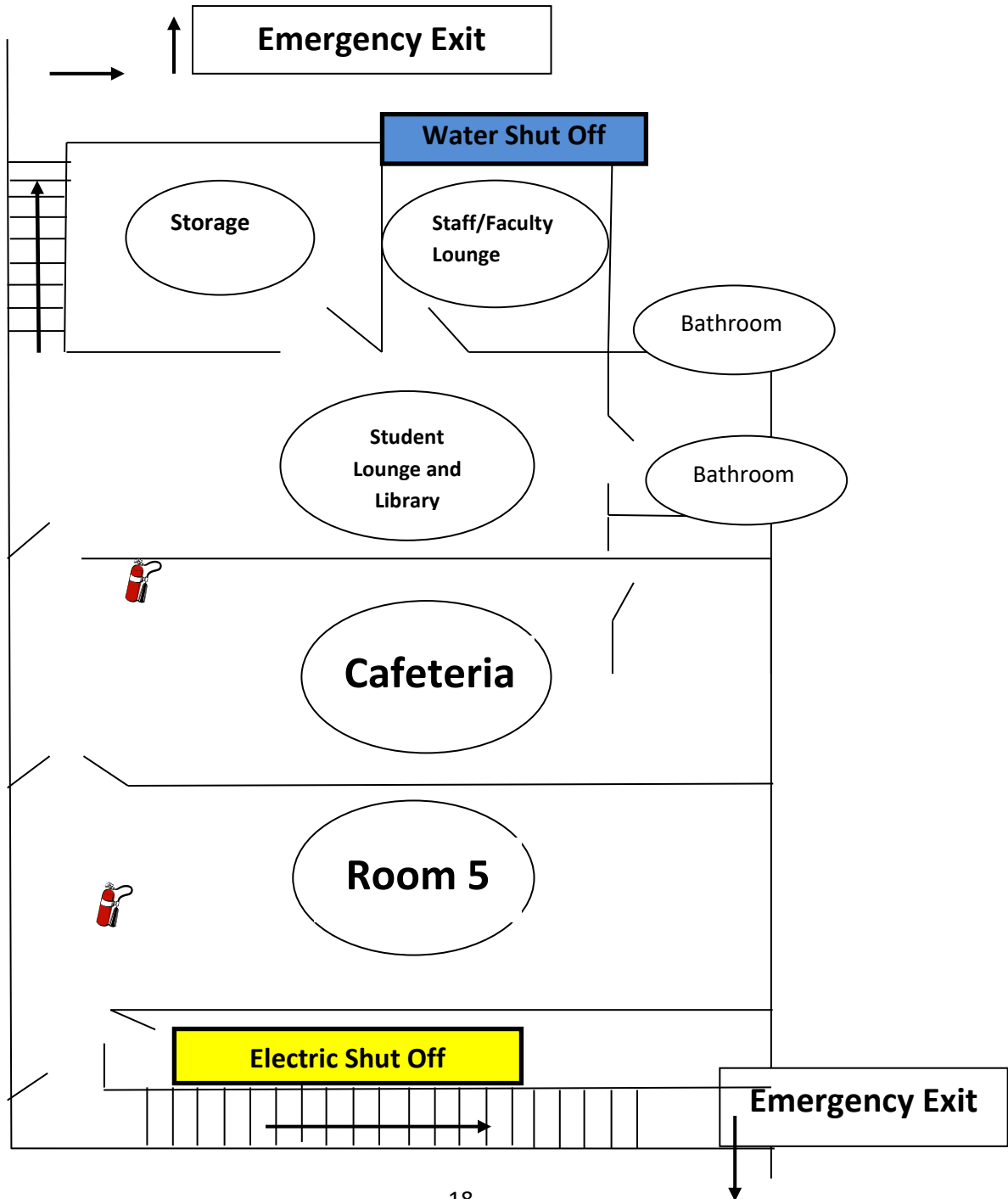
Lewistown Site

Main Floor Map



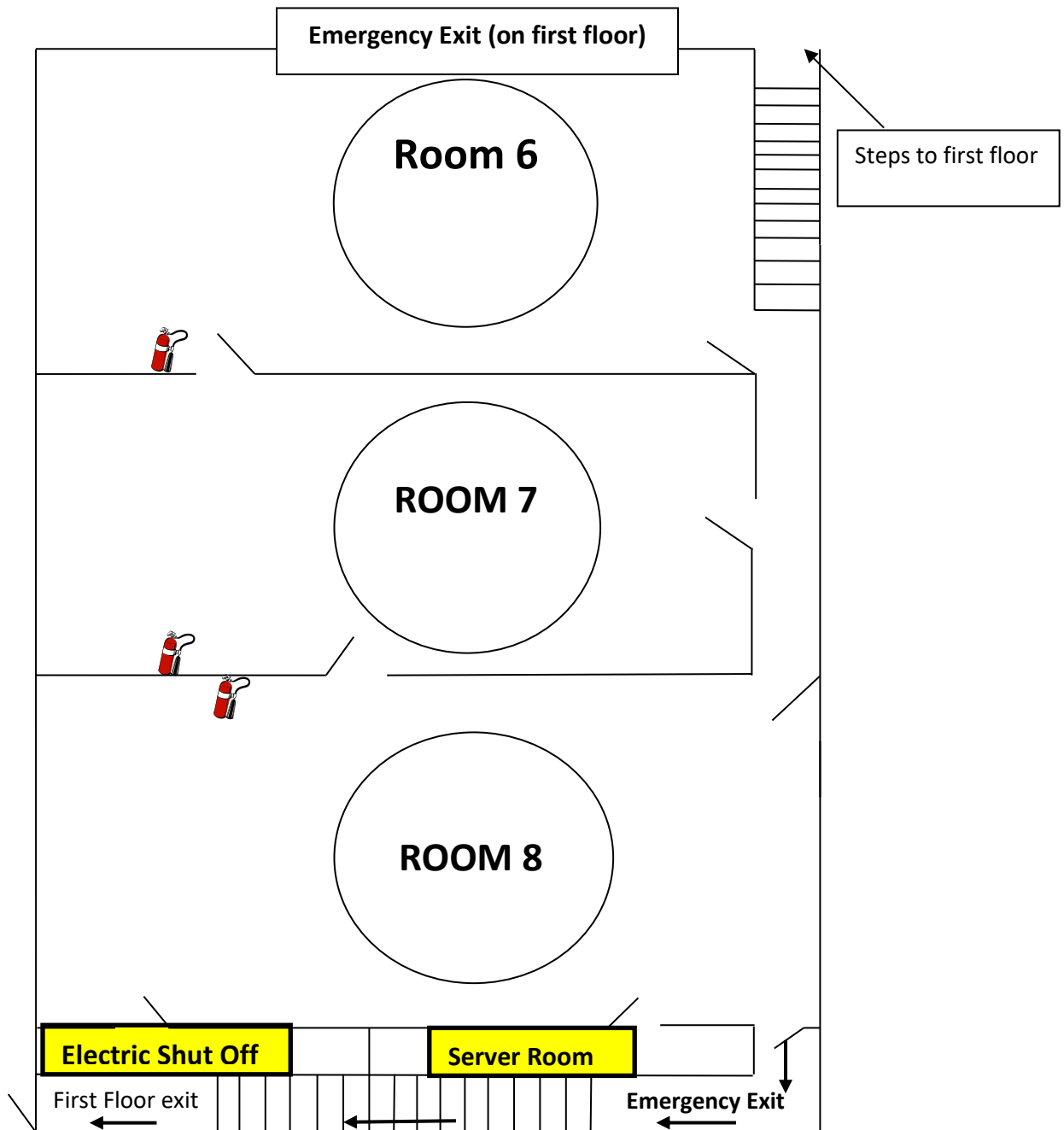
Lewistown Site

Basement 1 – Floor Plan



Lewistown Site

Basement 2 - Floor Plan



**RECEIPT & ACKNOWLEDGEMENT OF SOUTH HILLS SCHOOL OF BUSINESS & TECHNOLOGY EMERGENCY
RESPONSE HANDBOOK**

Please read the following statement and sign below to indicate your receipt and acknowledgement of The South Hills School of Business & Technology employee handbook.

- I have received and read a copy of The South Hills School of Business and Technology emergency response handbook. I understand that this handbook replaces all other previous manuals for The South Hills School of Business & Technology.
- I understand that my signature below indicates that I have read and understand the handbook and have received a copy.

Signature _____ Date: _____

Printed Name: _____