

LCCC COMPREHENSIVE EMERGENCY RESPONSE PLAN- WEB VERSION
Re-Issued August 2012

This guide contains the recommended procedures to be followed during specific types of emergencies. The procedures should be followed in sequence, unless conditions dictate otherwise.

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EMERGENCY TELEPHONE NUMBERS

Nanticoke Police & Fire-Emergency----- 911

Emergency notification of 911

- If a serious injury, illness or other emergency occurs on campus and you feel that immediate notification of emergency responders is necessary, **Dial “8 + 911”**.
- Campus Security shall be notified through the phone operator, dial “0”.
- The Campus Security extension is **304**. This extension is for **non-emergencies only**.
- All emergencies should be reported by dialing “0” or “8 + 911”.

COMMUNITY RESOURCES (Dial 8 + number)

Nanticoke Police (non-emergency)-----	735-2200
Nanticoke Fire Department (non-emergency)-----	735-5860
Nanticoke Public Works -----	735-6190
Pa. State Police, Wyoming-----	826-5460
Poison Control Center-----	1-800-521-6110
The American Red Cross-----	823-7161
State and County Highway Departments-----	825-1600
Salvation Army-----	824-8741
Local Army Reserve-----	331-6711
Luzerne County Emergency Management Agency -----	820-4400
PG Energy -----	829-3461
UGI (Electric) -----	283-0631
Verizon Telephone Co.-----	1-800-275-2355
National Weather Service-----	946-4255
State National Guard-----	829-6891
State Environmental Protection Agency-----	826-2511
The Federal Emergency Management Agency-----	825-1776
Hospitals: Wilkes-Barre General-----	829-8111
Mercy Hospital-----	826-3100
Geisinger Wyoming Valley-----	826-7300

COLLEGE RESOURCES (H - Home, P - Pager, C - Cellular Phone)

College President, Thomas Leary -----	740-0384
Provost &VP for Academic Affairs, Dr. Dana Clark -----	740-0463
Vice President of Student Development -----	740-0344
Dean of Human Resources, John Sedlak -----	740-0234
Campus Security-----	740-0304

Campus Security Cell Phone -----	239-0128
Director of College Relations, Lisa Nelson -----	740-0732
Director of Campus Safety and Security, William Barrett -----	740-0305
Director of Physical Plant, Keith Graham -----	740-0302
Biology Dept. Chairperson, Mary James -----	740-0537
Public Safety Institute , -----	740-0481
Director of Athletics & Student Activities -----	740-0429
Dean of Information Technology, Don Nelson-----	740-0751
Director of Counseling, -----	740-0451

COLLEGE NOTIFICATION SYSTEM

Telephones are the primary means of emergency notification at Luzerne County Community College. This system is intended for the immediate transmission of specific information regarding an emergency to all affected areas of the campus.

The College also has a text messaging system in place for all students, staff and faculty. This system is used for emergency alerts, college delays and closings.

IMPORTANT: During an emergency, campus phones must be restricted to College official notification use only. In the absence of phone services, Campus Security will provide 2-way radio communication.

BUILDING/DEPARTMENT COORDINATORS

The following is a list of coordinators (individual names) who will be contacted by Campus Security in a situation such as power failure, sewer backup, water leak, fire or other emergency affecting their area. Please notify Campus Security at ext. 304 if any of the above incidents occur.

Building/Department Contact Person

Administration Building:	Dr. Joseph Grilli	740-0243
Library	Mia Bassham	740-0420
Computer Science Bldg.	Anthony Dellarte	740-0551
Classroom Bldg. #4	Mary James	740-0537
Classroom Bldg. #3		
Culinary Arts	Sal Shandra	740-0516
Security/Printing/Shipping	William Barrett -	740-0305
Gymnasium	Ron Strothers	740-0440
Campus Center Bldg.	Laura Katrenicz	740-0384
Public Safety Training	Dr. Karen Flannery	740-0481
Dental / Nursing	Dr. Cathryn Brown	740-0447
Conference Center		740-0481
Advanced Technology Bldg		740-0478
Physical Plant Bldg.	Keith Graham	740-0302

MAJOR EMERGENCY GUIDELINES

1. PURPOSE

The basic emergency procedures outlined in this plan are to enhance the protection of lives and property through effective use of campus and community resources. Whenever an emergency affecting the campus reaches proportions **THAT CANNOT BE HANDLED BY ROUTINE MEASURES**, the President or his designee may declare a state of **EMERGENCY**, and these contingency guidelines may be implemented. There are two general types of emergencies that may require the implementation of this plan. These are: (1) large-scale disorder (riot, demonstration) and (2) large-scale disaster (utility, explosion, fire, weather related, etc). Since an emergency may be sudden and without warning, these procedures are designed to be flexible in order to accommodate contingencies of various types of magnitudes.

2. SCOPE

These procedures apply to all personnel, buildings and grounds of Luzerne County Community College.

3. **TYPES OF EMERGENCIES** covered by this manual are listed, but not limited to, those found in the index, page #1.

4. DEFINITIONS OF AN EMERGENCY

The College President (or his designee) will serve as the overall Emergency Director during any major emergency or disaster. The following definitions of an emergency are provided as guidelines to assist determining the appropriate response:

A. **MINOR EMERGENCY**: Any incident, potential or actual, which will not seriously affect the overall functional capacity of the College. Report immediately to Campus Safety, dial "0".

B. **MAJOR EMERGENCY**: Any incident, potential or actual, that affects an entire building or buildings, and which will disrupt the overall operations of the College. Outside emergency services will probably be required, as well as major efforts from campus support services. Substantial policy considerations and decisions will usually be required from the Campus Emergency Organization Team (see page # 11) during times of crises.

The Campus Emergency Organization Team should report to Campus Safety at ext. 304 or in person.

C. DISASTER: Any event or occurrence, which has taken place and has seriously impaired or halted the operations of the College. In some cases, personnel casualties and severe property damage may be sustained. A coordinated effort of all campus-wide resources is required to effectively control the situation. Outside emergency services will be essential. In all cases of disaster, the Emergency Organization Team will be activated, and the appropriate support and operational plans will be executed.

D. OTHER: In addition, any incident, which has the potential for adverse publicity or a disruption to campus activities, should be promptly reported to the Campus Safety Officer on duty.

5. ASSUMPTIONS

The College Emergency Procedure Guide is predicated on a realistic approach to the problems likely to be encountered on a campus during a major emergency or disaster. Hence, the following are general guidelines:

A. An emergency or a disaster may occur at any time of the day or night, weekend or holiday, with little or no warning.

B. The succession of events in an emergency are not predictable; thus published support and operational plans will serve only as a guide and checklist, and may require field modification in order to meet the requirements of the emergency.

C. Disasters may affect residents in the geographical location of the College. Therefore, City, County, State and Federal emergency services may not be available. A delay in off-campus emergency services may be expected.

D. A major emergency may be declared if information indicates that such a condition is developing or is probable.

6. DECLARATION OF CAMPUS STATE OF EMERGENCY

The authority to declare a campus state of emergency rests with the College President (or her designee) as follows:

- During the period of any campus major emergency, Campus Security, as needed, shall place into immediate effect the appropriate procedures necessary to meet the emergency, safeguard persons, property, and maintain educational facilities.
- Campus Security will immediately consult with the College President regarding the situation and the possible need for a declaration of a campus state of emergency. If the President is not available, Campus Security will notify the Provost & VP for Academic Affairs and the Vice President of Student Affairs.
- When this declaration is made, only registered students, faculty, staff and affiliates are authorized to be present on campus. Those who cannot present proper identification (employee/student ID card or other ID) showing their legitimate business on campus, will be asked to leave. Unauthorized persons refusing to leave may be subject to arrest by law enforcement authorities.

ON CAMPUS SOURCES OF ASSISTANCE DURING EMERGENCIES

In the event of an emergency, contact the Campus Security Office:

- Dialing from ON-CAMPUS telephones – dial “0”.
- Uniformed Campus Safety Officers are on duty twenty-four (24) hours a day. Police assistance is readily available from the Nanticoke Police Department at 911.

Physical Plant Operations: Weekdays, 7:00 a.m. to 3:30 p.m. at 740-0301.

- Between 3:30 p.m. and 7:00 a.m. weekdays, and 24 hours a day on weekends and holidays, contact the Campus Security at 740-0304 or 239-0128 (cell).
- Skilled workers are available from Physical Plant at all times during normal working hours and on short notice at other times. Physical Plant is capable of providing the following emergency services:

UTILITIES: Temporary Repairs to water, gas, electric and sewage systems.

STRUCTURES: Repairs to structures and mechanical equipment including heating and cooling systems.

EQUIPMENT: Supplies, portable pumps, generators, floodlights, welders, air compressors, tractors, backhoes, fork lifts, etc.

TRANSPORTATION: Provide light trucks, tractors, and other vehicles.

Purchasing Office, located in the Administration Building, is responsible for the emergency procurement of materials and services.

Receiving Department is located in Building 1.

UTILITY EMERGENCY SHUTDOWN PROCEDURE

NOTE: In the event of a natural disaster, in which major structural damage is sustained, it is advisable to turn off hazardous utilities, such as electricity, natural gas and water.

Campus Security will contact the local utility companies and apprise them of the incident.

Refer to page #2 for phone numbers.

CAMPUS SECURITY OFFICER ON DUTY

The Campus Security Department is the focal point for two-way transmission of official emergency telephone communications to College administrators. Each College administrator, upon receiving notification of a campus emergency, is to pass the same information along to those departments and/or offices under his/her direction.

The officer on duty will notify the Director of Physical Plant and the Director of Campus Safety and Security of any campus emergency and, when appropriate, will initiate the notification system by calling the following College administrators:

- (A) President
- (B) Provost, VP of Academic Affairs
- (D) Vice President of Student Development
- (E) Dean of Human Resources
- (F) Director of College Relations

EMERGENCY ORGANIZATION TEAM RESPONSIBILITIES

1. PRESIDENT

The College President (or his designee) as Emergency Director is responsible for the overall direction of campus emergency operations as outlined in the Emergency Organization Team section of this guide, page 11.

2. DAMAGE CONTROL: The Director of Physical Plant will:

(A) Supply equipment and personnel to perform shutdown procedures, hazardous area control, barricade setup, damage assessment, debris clearance, emergency repairs and equipment protection.

(B) Provide vehicles, equipment and operators for movement of personnel and supplies.

(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 re-locate essential services and functions.

(F) Procure storage space for vital records at an alternate site; work with building and area coordinators to obtain liaison and required support.

3. CAMPUS SECURITY: The Director of Campus Safety & Security will:

(A) Maintain the Campus Security office in a state of constant readiness.

(B) Monitor campus emergency warning/evacuation systems (fire alarms).

(C) Take immediate and appropriate action to protect life and property.

(D) Request assistance from the City, County, State and Federal Government as needed.

(E) Provide traffic control, access control, perimeter and internal security patrols as needed.

(F) Provide and equip an alternate site for the Emergency Command Post.

(G) Maintain liaison with Verizon Telephone Co. for telecommunications support.

4. PUBLIC INFORMATION: The Director of College Relations will:

(A) Establish a liaison with the news media for dissemination of information as requested by the President.

(B) Set up a liaison with local radio and TV services for public announcements.

(C) Arrange photographic and audio-visual services.

(D) Advise the President or designee of all news concerning the extent of the disaster affect on the campus.

(E) Prepare news releases for distribution to the media concerning the emergency.

(F) Work with the Director of Physical Plant to locate and equip a Media Headquarters.

(G) See page 44 of this manual for specific details.

GENERAL RESPONSIBILITIES

1. ADMINISTRATORS, DEANS AND DEPARTMENT CHAIRPERSONS

Building Coordinators have been assigned for each area. The Coordinator will have the following general responsibilities prior to and during any emergency.

(A) Emergency Preparedness:

Insure that each employee has an “Emergency Response Desk Reference”.

(B) Emergency Situations:

1. Inform all employees under their direction of the emergency condition.
2. Evaluate the impact the emergency has on their activity and take appropriate action. This may include ceasing operations and initiating building evacuation.
3. Maintain emergency telephone communications with officials from their own area of activity (or from an alternate site if necessary).

2. FACULTY AND STAFF SUPERVISORS

Each faculty and staff supervisor has the responsibility to:

- (A) Educate their students and/or employees concerning College emergency procedures as well as evacuation procedures for their building.
- (B) Inform their students and/or staff of an emergency and initiate emergency procedures as outlined in this Emergency Response Plan.
- (C) Evaluate, survey and estimate their assigned building in order to determine the impact a fire or other disaster could have on their facility. Report all safety hazards to Campus Security.
- (D) Inform all students, staff and faculty to conform to building evacuation guidelines during any emergency and to report to the evacuation areas.
- (E) Faculty and staff supervisors should be the last persons out of a classroom or office to insure that all occupants have exited the room and notify Campus Safety of any persons failing to evacuate.

CAMPUS EMERGENCY ORGANIZATION TEAM

In addition to establishing the necessary Emergency Command Post, Campus Security will immediately begin contacting all essential members of the Emergency Organization Team as follows when an emergency occurs :

1. Emergency Director: President of Luzerne County Community College
2. Emergency Director Designees:
 - (a) Provost & Vice-President of Academic Affairs
 - (b) Vice-President, Student Development
 - (c) Vice President of Workforce Development
 - (d) Dean of Human Resources
 - (e) Dean of Administration
3. Emergency Coordinator: Director of Campus Safety & Security
4. Director of Physical Plant
5. Director of College Relations
6. Purchasing Director

Organization Team members are to maintain communication with the Emergency Command Post. General responsibilities of the team members are:

1. EMERGENCY DIRECTOR: is responsible for the overall direction of the Emergency response. He/she will:

- A. Direct the efforts of the Emergency Coordinator and others in assessing the emergency and preparing the specific response.
- B. Declare an end, when appropriate, to the campus state of emergency.
- C. Notify and conduct liaison activities with the College Administration, governmental agencies, Emergency Organization Team and others as required.

2. EMERGENCY COORDINATOR: is responsible for the overall coordination of the College Emergency Response. He/she will:

- A. Determine the type and magnitude of the emergency and establish the appropriate emergency command post.
- B. Initiate immediate contact with the President and the Emergency Organization Team and begin assessment of the situation.
- C. Coordinate all on-campus emergency functions.
- D. Notify police and utilize Campus Security and Physical Plant personnel to maintain safety and order.
- E. Notify and conduct liaison activities with appropriate outside organization such as fire and police.
- F. Perform other related duties as may be directed by virtue of the campus emergency.
- G. Prepare and submit a summary report of the emergency to the President.

Note: In the absence of the Emergency Director or the Emergency Coordinator, the on-duty Campus Security shall assume operational control of the emergency until relieved by a higher command.

INCIDENT COMMAND POST

When a major emergency occurs, or is imminent, it will be the responsibility of Campus Security to set up and staff an appropriate Emergency Command Post as directed. The Campus Security office in the Building #1 is to be kept fully operational at all times by at least one Security Officer to man the 2- way radios and phones.

1. FIELD EMERGENCY COMMAND POST

If the emergency involves only one building or a small part of the campus, a Campus Security vehicle may be placed as near the emergency scene as is reasonably possible. One Campus Security Officer is to staff the command post at all times or until the emergency ends.

Field Emergency Command Post Equipment to include:

- A. Barricades, caution tape, signs and portable two-way radios.
- B. Portable public address system.
- C. AED and First Aid kit.
- D. Campus and local telephone directories.
- E. Cellular phone.

2. GENERAL EMERGENCY COMMAND POST

If the emergency involves a large part of the campus, the Command Post is to be set up in the Campus Security office. If this site is unavailable, the Emergency Coordinator is to select an alternate location. One uniformed officer is to staff the Command Post at all times until the emergency situation ends. An area for outside and local agency assistance will be established by the Campus Security Officer for operations of the combined on-site emergency resource team. A conference room with facilities for emergency teams, media crews and accommodations for multiple telephone and/or electrical appliances, is required).

General Emergency Command Post Equipment to include:

- A. Battery powered radios.
- B. Phones- cell phone & land line phone.
- C. Campus Safety two-way radio system.
- D. Flashlights & Batteries.
- E. Radio Scanner.
- F. Television, VCR/DVD and Camcorder.
- G. Voice recorder.
- H. Fire Extinguishers.

FIRES

Emergency Telephone Numbers: Campus Security, dial "0" Luzerne County Communications 911

- Sound the fire alarm by activating a fire alarm wall-mounted pull station.
- Notify Campus Security, dial "0" or 239-0128 after-hours.
- Campus Security will notify the Nanticoke Fire Department by calling 911.
- All occupants shall evacuate when the fire alarm is activated, see page 15.
- Officers will proceed directly to the scene, assess the fire panel and proceed to the location of the fire. If practical, Campus Security Officers will attempt to extinguish the fire with a portable fire extinguisher.
- The Security Department will notify the appropriate building coordinators and Deans in the event of an actual fire. Refer to page #4 for the names and numbers of the building coordinators.
- If there is no evidence of a fire, Campus Security will determine if it is a false alarm or a malfunction. In cases of a false alarm or a malfunction, Campus Security will apprise the Nanticoke Fire Department. The Campus Security office will contact the Director of Campus Security to establish a fire watch, if necessary.
- Campus Security will attempt to locate and resolve the problem of a malfunction. If Campus Security cannot resolve the problem, Campus Security will notify the alarm company.

EMPLOYEE NOTIFICATION OF FIRE DEPT.

All fires should be reported immediately to the Campus Security Department, dial "0". When it is necessary for an employee to notify the fire department, first activate the building alarm by pulling an alarm station, then dial 911, remain calm and provide their dispatcher with the following information:

1. Your identity (My name is ... and I am the at Luzerne County Community College).
2. Nature of the emergency (We have a fire on the 2nd floor of the Campus Center Building.)
3. Location of the fire (We are located at 1333 S. Prospect Street., Give exact directions).
4. Provide details if possible (Flames are shooting out of the room or smoke fills the stairwell).
5. Wait and listen for instructions.

WHAT TO DO IF TRAPPED IN A BURNING BUILDING

- 1. If you are trying to escape a fire, never open a closed door without feeling it first. Use the back of your hand to prevent burning your palm. If the door is hot, try another exit. If none exists, seal the cracks around the doors and vents with anything available.**
- 2. If trapped, look for a nearby phone and call Campus Security (dial "0") , and provide your exact location.**
- 3. If breathing is difficult, try to ventilate the room.**

***Do not wait for an emergency to discover that the window cannot be opened.**
- 4. If on an upper floor and your window is of a type that cannot be opened, wave for attention at the window. Don't panic.**

WHAT TO DO IF SOMEONE CATCHES ON FIRE

If you should catch on fire:

STOP- where you are.

DROP- to the floor.

ROLL- around on the floor.

This will smother the flames.

If someone else catches on fire, smother the flames by grabbing a blanket or rug and wrapping the person up in it. That could save them from serious burns or even death.

BUILDING/CAMPUS EVACUATION PROCEDURES

**Emergency Telephone Numbers: Campus Security, dial “0”
Luzerne County Communications 911**

1. Building Evacuation

A. All building evacuations will occur when an alarm sounds and/or upon notification by Campus Security Officers or College Personnel.

B. When a building evacuation occurs, leave by the nearest marked exit and alert others to do the same. The last one out of a room should close the door, do not lock it. If you live or work in a building with multiple stories, a stairway will be your primary escape route. Do not panic, descend stairs slowly and carefully. Once in a stairwell, proceed down to the first floor, never go up.

C. Assist persons with a disability in exiting the building. If you are unable to assist, notify Campus Security immediately and identify the person and their location. Campus Security will facilitate their evacuation if necessary.

DO NOT USE THE ELEVATORS IN CASES OF FIRE.

D. Once outside, proceed to the designated evacuation area. Keep streets, fire lanes, and walkways clear for emergency vehicles and personnel.

E. DO NOT return to an evacuated building until notified that the building is reopened.

IMPORTANT: After any evacuation, report to your designated area assembly point (see page 16). The Emergency Coordinator (Director of Campus Security or his designee) will gather as accurate as possible headcount from those persons in charge of specific areas. Faculty members and staff supervisors should be the last persons to leave a room; close the door and report any persons not evacuating and their location to Campus Security.

2. Campus Evacuation

A. Evacuation of all or part of the campus grounds will be announced by the Emergency Director (President of the College or his designee).

B. In the event of a campus wide evacuation, non-essential employees and commuter students will be directed to go home.

EVACUATION AREAS

I. ON CAMPUS EVACUATION SITES

<u>Building</u>	<u>Evacuation Site</u>
Building #1-----	Gymnasium Building
Building #2 -----	Gymnasium Building
Building #3 -----	Gymnasium Building
Building #4 -----	Library Building
Building #5 -----	Library Building
Building #6 -----	Gymnasium Building
Building #7 -----	Gymnasium Building
Building #8 -----	Library Building
Building #9 -----	Main Cafeteria
Building #10 -----	ATC Bldg., Upper Level
Building #11 -----	Conference Center
Building #12 -----	Conference Center
Building #13 -----	Conference Center
Building #14 -----	Gymnasium Building

II. OFF CAMPUS EVACUATION SITE

Luzerne County Community College has an agreement with the Hanover Area High School to use their facilities in the event of a campus wide evacuation. In the event of a campus wide evacuation, the Emergency Coordinator or his designee will contact the Hanover Area High School and alert their coordinator.

Provisions for the Evacuation or Protection of the Handicapped

Under the Americans with Disabilities Act of 1990 and prior to that, Section 504 of the Rehabilitation Act of 1973, a federally mandated accommodation of the handicapped into the “mainstream” of educational processes, the College has been involved in the elimination of physical barriers to provide access to facilities and programs. Unfortunately, ramps and other barrier-free exits may not always be the best emergency escape route for a mobility-impaired individual.

The College community should be made aware of the provisions for protection and evacuation of the handicapped in the event of an emergency. They are:

- Elevators provide access to upper levels of buildings for handicapped individuals, but are not to be used for fire evacuation. The power may fail in transit or a door may open on a floor where smoke, fumes, or fire are present, exposing car occupants to lethal conditions.
- If the emergency is on the floor where the handicapped individual is located, that person should be moved quickly away from the emergency, then down a safe stairwell as quickly as possible. Each handicapped individual should have several persons available to assist them in case of such an event, but all persons should be made aware of the plight of the handicapped in emergencies.
- Mobility-impaired individuals are encouraged to become familiar with their area by locating exits, stairwells, fire alarms and emergency phones. This will increase the likelihood of exiting a building safely during an emergency evacuation.
- Those who have difficulty speaking or have difficulty hearing may find it useful to carry a whistle or other similar device for the purpose of announcing your location to emergency responders.
- Persons who walk with the assistance of crutches, walkers, or wheelchairs may experience difficulty exiting quickly. If this is the case, treat him or her as if injured for evacuation purposes. This may include a two-person carry rescue.
- Always consult with the handicapped person about ways of being transported or moved to a place of safety. Many non-ambulatory persons are not able to be moved without great pain or injury. When possible, follow the instructions given.

BOMB THREAT

In the case of a received bomb threat, the Campus Security Department shall be notified first. Campus Security will:

1. Notify the Nanticoke City Police Department.
2. Make appropriate notification to Department Heads, Building Coordinators and evacuate the building by activating the Fire Alarm.
3. **Instruct evacuees to take all personal items with them when leaving the building.**
4. Appropriately notify those persons who are entering the target facility of the threat. See page 20 for notification form to be posted on all entrances.
5. Conduct an appropriate search for any bomb or hazardous devices in or about the facility and to notify Law Enforcement of any suspected devices that are found. If the caller indicates a detonation time, the search will be called off 30 minutes prior to that time. A re-entry will be approved by the Director of Campus Security.
6. Investigate thoroughly all incidents of actual or attempted bombing incidents and/or terroristic threats.

Employees are requested to make a cursory inspection (brief look around) of their area for suspicious objects and to report the location to Campus Security. DO NOT TOUCH THE OBJECT! Do not close doors to offices or classrooms! Do not open drawers, cabinets, or turn lights on or off.

The majority of bomb threats are received by telephone. This places a 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.

Never disregard any call relative to a bomb scare.

I. Persons receiving a phone call bomb threat should ask the caller:

- A. When is the bomb going to explode?
- B. Where is the bomb located?
- C. What kind of bomb is it?
- D. What does it look like?
- E. Why did you place the bomb?

II. Keep talking to the caller as long as possible and record the following:

- A. Time of call.
- B. Age and sex of caller.
- C. Speech pattern, accent, possible nationality, etc.
- D. Emotional state of the caller.
- E. Background noise.
- F. If you have caller ID, record the displayed number.

Post Bomb Threat Phone Call Procedures

- Hang up only **after** the caller hangs up.
- Immediately notify Campus Security by dialing “0”.
- Remain at your reported location until the arrival of Campus Security.
- Make note of the caller’s exact words and other observations.
- Follow the Building/Campus evacuation procedure, page 15.

LUZERNE COUNTY COMMUNITY COLLEGE

BOMB THREAT NOTICE

NOTICE OF BUILDING CLOSING

THIS BUILDING HAS RECEIVED A BOMB THREAT.

BUILDING CLOSED AT: _____

BUILDING WILL REOPEN AT: _____

AUTHORIZED BY : _____ **_____**
Date & time

Luzerne County Community College Security Department
740-0304

BOMB THREAT REPORT

Threatening Phone Call

Date and time call received _____

Exact words of caller:

_____ **Caller ID Number Displayed** _____

Description of Caller's Voice:

Male _____ Female _____ Young _____ Middle Age _____ Old _____

Tone of voice _____ Background noises _____

Accent _____

Is the voice familiar? _____ If so, who did it sound like? _____

Questions to ask:

1. When will the bomb explode? _____

2. Where is the bomb right now? _____

3. What kind of bomb is it? _____

4. Why did you place the bomb? _____

Name of person receiving this call: _____

Department: _____ Phone extension: _____

Remarks/Observations: _____

SUSPICIOUS PACKAGES / MAIL

As there have been a large number of potentially suspicious packages and mail reported to law enforcement nationwide, the FBI has established guidelines and recommended procedures for the handling such items.

Things to Look For When Inspecting Mail;

- Origination postmark or name of the sender is unusual, unknown, or no return address is given; if given, can't be verified as legitimate.
- Shows a city or state in the postmark that does not match the return address.
- Excessive or inadequate postage.
- Mailed from a foreign country.
- Handwriting of sender is not familiar or indicates a foreign style not normally received by the College.
- Addressed to title only or incorrect title; addressed to someone no longer with the College.
- Misspellings of common words or names.
- Restrictive markings, i.e., "PERSONAL" or "SPECIAL DELIVERY."
- Handwritten or poorly typed addresses.
- Rub-on block lettering.
- The letter is lopsided, unusually thick or contained in an uneven envelope.
- Excessive weight; the letter or package seems heavy for its size.
- Excessive security material such as masking tape, string, etc.
- Damaged envelope(s) or package(s).
- Rigid or bulky packaging.
- Stiffness or springiness of contents; protruding wires, aluminum foil or components; oily outer wrapping or envelope; feels like it contains powdery substance (When checking, do not bend excessively.).
- Oily stains, discoloration; package/letter emits an odor, particularly almond or other suspicious odors.
- Crystallization or powdery substances on wrapper.
- Ticking sound.

Things to Look For When Opening Mail;

- Powders (any color)
- Soil
- Sand
- Liquids of any kind, any color
- Oily or soapy residues
- Sticky or adhesive substances
- Flakes
- Crystals
- Fibers

General Guidelines for Handling Suspicious Mail;

- As a precaution, all employees processing mail should wear protective gloves.
- Since some people are allergic to latex, nitrile gloves are recommended.
- If you have identified a suspicious package. DO NOT handle, shake or empty it. Do not carry to it other areas or show it to other people. If anything spills out, DO NOT try to clean it up.
- Cover any spilled contents immediately. You can use clothing, paper, or a trash can. Do not remove the covering materials from the spill.
- Notify your supervisor and Security immediately!
- A Security Officer will respond and make a threat assessment.
- Isolate all suspicious packages and cordon off the immediate area. If at all possible, place the envelope or package in a plastic bag or some other container to prevent leakage. All personnel should leave the room.
- If possible, turn off airflows, such as fans or air conditioning in the room.
- Ensure that all persons who have touched the mail wash their hands with soap and water. Make a list of anyone who has handled the mail. Include contact information and provide this to the responding security officer.
- As soon as practical, employees who may have come in contact with any contamination should shower and place all clothing in plastic bags. The clothing should be made available to the police officer responding to the reported incident.
- Contain the potentially impacted individuals to ensure that they receive proper medical attention.
- Attempt to verify the sender and/or the legitimacy of the package (i.e. ask the recipient if he/she was expecting a package that matches the suspect package's size and shape).
- Security will notify the Campus Emergency Organization Team and also the Nanticoke Police and Fire Departments.

MEDICAL EMERGENCY/ FIRST AID/ACCIDENTS/INJURIES

Emergency Telephone Numbers: Campus Security, dial "0" Luzerne County Communications 911

1. If serious injury or illness occurs on campus, immediately dial 911. Give your name, describe the nature and severity of the medical problem, and the campus location of the victim; then inform Campus Security. Campus Security will respond to the scene and assist.
2. In case of minor injury or illness, contact Campus Security. Campus Security will provide assistance and contact Luzerne County 911 if necessary.

If available, Campus Security will also contact:

- A. Dean of Human Resources at ext. 234, or 740-0234.
- B. Vice President of Student Development at ext. 344

If the individual needing medical attention is an employee, Campus Security will contact:

- A. The Human Resources Department at ext. 392 or 234.
- B. The appropriate Dean or other supervisor.

All employees must report all injuries to your immediate supervisor/department chairperson and to the Human Resources Department Office in Building # 5, where the appropriate forms must be completed.

Visitor injuries must be reported to Campus Security, Dial "0".

Medical Emergency

- In the event of a medical emergency, time is critical. Contact Security, Dial "0".
- If needed, remove victim from the source of danger.
- Immediately begin administering first aid treatment while awaiting assistance.
- Keep the victim still and comfortable to prevent further injury.
- Check for medical alert tags. Notify responding personnel.
- Campus Security Officers are trained in CPR and first aid procedures.
- The phone operator will also contact other appropriate College officials.
- AED's (Automated External Defibrillators) are located in all buildings.
- Security personnel are equipped with first-responder medical supplies.
- Remember, the first step is to call for assistance. Dial "0".

CRIMINAL OFFENSE BY A STUDENT

Emergency Telephone Numbers: Campus Security, Dial “0” Luzerne County Communications 911

1. Campus Security will respond to the scene and notify the following in the order in which they appear:

A. The Director of Campus Safety & Security. This person will contact the police, if needed.

B. Vice President of Student Development, **ext. 344** This person will contact the Director of College Relations and the College President.

C. Dean of Administration.

2. In the event of a serious incident, the first responding Security Officer may immediately call 911 for police assistance prior to the above notifications.

Crime Reporting

- Report all crimes to the Campus Security Department, Dial “0” or 740-0304.
- If you observe a crime in progress, or a suspicious person on campus, immediately notify Campus Security.

DEATH or SUICIDE

Emergency Telephone Numbers: Campus Security, Dial "0" Luzerne County Emergency 911

Campus Security should be contacted first. Campus Security will respond to the scene and:

- A. Notify the Nanticoke Police/Ambulance.
- B. Notify the Director of Campus Safety and Security.
- C. Campus Security and the Nanticoke Police will secure the area.
- D. Will notify the following in the order in which they appear:

Vice President of Student Development - ext. 344 - This individual will coordinate student issues, respond to student families and contact the President and Director of College Relations; if this person is the first contact, they will assume site control and contact the Director of Counseling/staff.

Dean of Human Resources - ext. 234 - if this individual is the first to be contacted by Campus Security, this individual shall assume site control and assume role of Vice President of Student Development.

Director of Counseling/Staff - ext. 452

If the individual is an employee, Campus Security will contact:

- A. Director of Safety and Security at ext 305.
- B. Vice President of Student Development at ext. 344.
- C. The Human Resources Dept. at ext. 392.
- D. The appropriate Dean/supervisor.
- E. Director of College Relations at ext. 732.

ATTEMPTED SUICIDE

Emergency Telephone Numbers: Campus Security, Dial “0” Luzerne County Communications 911

Notify Campus Security, Dial “0”. Campus Security will respond to the scene and:

- A. Notify the Nanticoke Police/Ambulance if needed.
- B. Notify the Director of Campus Safety.
- C. Secure the area.
- D. Notify the following in the order in which they appear:

Vice President of Student Development - ext. 344 - This individual will coordinate student issues, respond to student families and contact the President and the Director of College Relations; if this person is the first contact, they will assume site control and contact the Director of Counseling/staff.

Vice President of Academic Affairs/Provost - ext. 422 - if this individual is the first to be contacted by Campus Security, this individual shall assume site control and assume role of Vice President of Student Development.

Director of Counseling/Staff - ext. 453

If the individual is an employee, Campus Security will contact:

- B. Director of Security at ext 305 or ***-**** (h).
- B. Vice President/Provost at ext. 422
- C. The Human Resources Dept. at ext. 392.
- D. The appropriate Dean/supervisor.
- E. Director of College Relations at ext. 732.

PSYCHOLOGICAL CRISIS/ POTENTIAL HARM TO SELF, OTHERS OR PROPERTY

Emergency Telephone Numbers: Campus Security, Dial “0” Luzerne County Communications 911

A psychological crisis exists when an individual is threatening harm to himself/herself, to others, or is out of touch with reality. If a psychological crisis occurs:

1. Never try to handle a situation you feel is dangerous on your own.
2. Notify Campus Security of the situation by dialing “0”. Clearly state that you need immediate assistance. Give your name, your location and the person involved.
3. Campus Security will respond to the scene and:
 - Notify the Nanticoke City Police/Ambulance if appropriate.
 - Secure the area and provide assistance as needed.
 - Campus Security will notify the following in the order in which they appear.

Vice President of Student Development - ext. 344 - This individual will coordinate student issues, respond to student families and contact the President and the Director of College Relations; if this person is the first contact, they will assume site control and contact the Director of Counseling/staff.

Vice President of Academic Affairs/Provost - ext. 422 - if this individual is the first to be contacted by Campus Security, this individual shall assume site control and assume role of Vice President of Student Development.

Director of Counseling/Staff - ext. 453

If the individual is an employee, Campus Security will contact:

- C. Director of Safety and Security at ext 305 or 826-9131 (h).
- B. Vice President of Student Development at ext. 344.
- C. The Human Resources Dept. at ext. 392.
- D. The appropriate Dean/supervisor.

ASSAULT/DISORDERLY CONDUCT

Emergency Telephone Numbers: Campus Security, Dial "0" Luzerne County Communications 911

Notify Campus Security, dial "0". Campus Safety will:

A. Respond immediately to the area of assault/disorderly conduct. Campus Security Officers will assess the situation and use only as much force as necessary to overcome resistance. If Campus Security is unable to resolve the physical conflict, Campus Security will contact the Nanticoke Police/Ambulance if appropriate.

B. Campus Security will notify the following in the order in which they appear.

If the individual is a student, Campus Security will contact:

The Director of Campus Safety & Security at ext. 305. The Director of Campus Safety & Security will contact the Associate Dean of Finance and Administration and manage site control if necessary;

Vice President of Student Development, ext. 344 - will determine if the Director of College Relations should be contacted: will coordinate with the Director of Campus Security and communications with police if present.

Vice President of Academic Affairs/Provost, ext. 422- will assume the Vice President of Student Affairs role if not available.

If the individual is an employee, Campus Security will contact:

1. The Human Resources Dept. at ext. 392.
2. The appropriate Dean/supervisor.
3. The Director of College Relations at ext. 732.

MISSING PERSON/ABDUCTION

**Emergency Telephone Numbers: Campus Security, ext. 304
Luzerne County Communications 911**

Campus Security should be contacted first at ext. 304. Campus Security will:

- A. Notify the Nanticoke City Police/Ambulance if appropriate.
- B. Secure the area and provide assistance as needed and begin the investigation.
- C. Campus Safety will notify the following in the order in which they appear.

If the individual is a student, Campus Security will contact:

Vice President of Student Development. Ext. 344 or 740-0344 will determine if and when parents/guardians, the Director of College Relations or the President should be notified.

Vice President of Academic Affairs/Provost. Ext. 422 or 740-0422 will assume role of Vice President of Student Development, if not available.

If the individual is an employee, Campus Security will:

1. The Human Resources Dept. at ext. 392 or 363.
2. The appropriate Vice President / supervisor.
3. The Director of College Relations

RAPE, ATTEMPTED RAPE, SEXUAL ASSAULT

Emergency Telephone Numbers: Campus Security, Dial "0" Luzerne County Communications 911

1. A report is made to a College Official (includes staff, faculty, counselor).
2. Emergency Medical Assistance will be summoned if needed.
3. Campus Security will strongly encourage the student to notify the Nanticoke Police. Campus Security will be responsible to secure the scene and any evidence until the arrival of police.
4. The Vice President of Student Development, or designee, will provide support and will encourage the victim to speak with a crisis counselor.(phone 740-0200)
5. Campus Security will contact a Victim's Resource Center Counselor (823-0765) to come on campus to meet the victim if police and medical assistance is declined.
6. In the event that the victim does not want to speak to the police, the Director of Campus Security will advise the police that an incident has occurred and the victim does not want police assistance.

WHAT TO DO IF TAKEN HOSTAGE:

- Be patient. Time is on your side. Avoid drastic action.
- The initial 45 minutes are the most dangerous. Follow instructions and remain alert. The captor may be emotionally unbalanced. Don't make mistakes which could endanger your well-being.
- Don't speak unless spoken to and then only when necessary. Don't talk down to the captor who may be in an agitated state. Avoid appearing hostile. Maintain eye contact with the captor at all times if possible, but do not stare. Cooperate with and treat the captor with courtesy and dignity.
- Try to rest. Avoid speculating. Comply with instructions as best you can. Avoid arguments. Expect the unexpected.
- Be observant. You may be released or escape. The personal safety of others may depend on your observations and memory.
- Be prepared to answer the police on the phone. Be patient, wait. Attempt to establish a rapport with the captor. If medications, first aid, or restroom privileges are needed by anyone, say so. The captor, in all probability, does not want to harm anyone. Such direct action further implicates the captor in additional offenses.

CIVIL DISTURBANCE OR DEMONSTRATIONS

Most campus demonstrations such as marches, meetings, picketing and rallies will be peaceful and non-obstructive. A demonstration should not be disrupted unless one or more of the following conditions exists as a result of the demonstration:

1. INTERFERENCE with the normal operations of the College.
2. PREVENTION of access to offices, buildings or other College facilities.
3. THREAT of physical harm to persons or damage to College facilities.

If any of these conditions exist, Campus Security shall be notified and will be responsible for contacting and informing the President, Vice President of Student Development and the Director of Public Relations. Depending on the nature of the demonstration, the appropriate procedures listed below should be followed:

1. PEACEFUL, NON-OBSTRUCTIVE DEMONSTRATIONS

A. Generally, demonstrations of this kind should not be interrupted. Demonstrators should not be obstructed or provoked and efforts should be made to conduct College business as normally as possible.

B. If demonstrators are asked to leave but refuse to leave by regular facility closing time:

- (1) Arrangements will be made by the Director of Campus Security to monitor the situation during non-business hours, or
- (2) Will be treated as a disruptive demonstration. (See Section 3, page 32).

2. NON-VIOLENT, DISRUPTIVE DEMONSTRATIONS

In the event that a demonstration blocks access to College facilities or interferes with the operation of the College:

(1) The Vice President of Student Development, or his/her designate will go to the area and ask the demonstrators to leave or to discontinue the disruptive activities.

(2) The Vice President of Student Development will consider having a photographer available.

(3) Key College personnel and student leaders may be asked by the Vice President of Student Affairs to go to the area and persuade the demonstrators to desist.

(4) If the demonstrators persist in the disruptive activity, they will be informed that failure to discontinue the specified action within a determined length of time may result in disciplinary action including suspension or expulsion or possible intervention by civil authorities (see Attachment A, page 34). Except in extreme emergencies, the President will be consulted before such disciplinary actions are taken. (5)

Efforts should be made to secure positive identification of demonstrators in violation to facilitate later testimony, including photographs or video tape, if deemed advisable.

(6) After consultation with the President and Director of Campus Security by the Vice President of Student Development, the need for an injunction and intervention of civil authorities will be determined.

(7) If determination is made to seek the intervention of civil authorities, the demonstrators should be so informed. Upon arrival of the Police Department, the remaining demonstrators will be warned of the intention to arrest (see page 33, Attachment B).

3. VIOLENT, DISRUPTIVE DEMONSTRATIONS

In the event that a violent demonstration, in which injury to persons or property occurs, or appears imminent, the President and the Vice President of Student Development will be notified.

A. During Business Hours:

1. In coordination with the Vice President of Student Development, Campus Security will contact the local Law Enforcement Authorities.
2. If advisable, the Vice President of Student Development will confer with the President and determine if a photographer should report to an advantageous location for photographing the demonstrators.
3. The President, in consultation with the Vice President of Student Development and the Director of Campus Security, will determine the possible need for an injunction.
4. If necessary, Campus Security will provide an officer with a radio for communication between the College and the Police Department.

B. After Business Hours:

1. Campus Security shall be immediately notified of a disturbance.
2. Campus Security will investigate the disruption and report to the Director of Campus Security, and the Vice President of Student Development.
3. The Director of Campus Safety and Security will:
 - a. Report the circumstances to the President.
 - b. Notify key administrators and, if appropriate, the building coordinator responsible for the building.
 - c. Notify the Director of College Relations which will arrange for a photographer.
4. If necessary, the President will call for the assistance of Law Enforcement Authorities.

NOTE: The Director of Campus Safety Security reserves the right to call for police assistance without counsel from others if it is deemed to be of paramount importance to the safety of persons involved.

ATTACHMENT -A

DIRECTIVE TO IMMEDIATELY TERMINATE DEMONSTRATION

(Identify Yourself)

“This assembly and the conduct of each participant is seriously disrupting the operations of Luzerne County Community College and is in clear violation of the rules of the College. You have previously been called upon to disperse and terminate this demonstration. (You have been given the opportunity to discuss your grievances in the manner appropriate to the College). (In no event will the Administration of this College agree to demands backed by force)”.

“Accordingly, you are directed to terminate this demonstration. If you have not done so within 15 minutes, I will, under the authority of the Board of Trustees, take whatever measures are necessary to restore order including calling for law enforcement assistance. Any person who continues to participate in this demonstration is subject to possible arrest and will also be subject to suspension (if a student)”.

ATTACHMENT- B

DIRECTIVE TO IMMEDIATELY TERMINATE DEMONSTRATION WITH THE ASSISTANCE OF POLICE

(Identify Yourself)

“You have previously been directed to terminate this demonstration and you have been put on notice as to the consequences of your failures to do so. Once you have chosen to remain in violation of the rules and regulations of Luzerne County Community College, each of you is hereby suspended, subject to later review”.

“Law Enforcement will now be called to assist in dispersing this assembly. Those who fail to leave immediately will be subject to immediate arrest”.

HARASSING/ANNOYING PHONE CALLS

Harassing or annoying phone calls are a common problem on college campuses. They are often viewed as mere pranks. State Law considers such activity as Harassment by Communication or Address, a third degree misdemeanor offense.

Harassment by Communication or Address can be defined as:

- Making phone calls without a legitimate purpose.
- Repeatedly making anonymous phone calls.
- Repeatedly phoning at extremely inconvenient hours.
- Repeatedly phoning using offensive, coarse or obscene language.

Harassment by Communication is punishable by imprisonment of up to one year and a fine of up to \$2500.

If you are receiving annoying or harassing calls, contact the Campus Security Department at ext. 304. An Officer will meet with you to discuss the situation and to determine the best course of action. You will be asked to keep a log of your calls, description of the callers voice, background noises, etc. Depending on the situation, the Campus Security Department, with the assistance of the Nanticoke City Police Department and the telephone company, may be able to determine the origin of the calls.

The following suggestions are given for dealing with harassing calls:

- Never engage the caller in conversation.
- Never answer personal questions or give out information to an unknown caller.
- Unplug your phone if necessary.
- Contact the Campus Security Department at ext. 304, or Dial "0".

EXPLOSION/AIRCRAFT CRASH/EARTHQUAKE

**Emergency Telephone Numbers: Campus Security, Dial “0”.
Luzerne County Communications 911**

In the event a mishap occurs such as an explosion or a downed aircraft (crash) on campus, take the following action:

1. Immediately take cover under tables, desks and other objects which will give protection against falling glass or debris.
2. After the effects of the explosion have subsided, notify the Campus Security Department, Dial “0”. Give your name, location and nature of the emergency.
3. If necessary, or when directed to do so, activate the building alarm
4. Follow the Building/Campus evacuation procedures, page 15.

WEATHER EMERGENCY (Severe Storms, Tornadoes, Earthquakes)

**Emergency Telephone Numbers: Campus Security, ext. 304 or Dial "0"
Luzerne County Communications 911**

SEVERE WEATHER

Although extremely violent weather, such as tornados and hurricanes are not common in northeast Pennsylvania, violent electrical storms and high winds can occur during the warmer months. This type of weather can occur with very little, and pose a significant threat to the safety of students, staff and college facilities. These events can also disrupt or delay learning activities.

During severe storms, the following basic precautions should be taken:

- Stay clear of trees, utility poles, fences or unprotected open areas.
- Take immediate shelter in a permanent building or a closed motor vehicle.
- Stay away from windows and doorways. Move to an interior room on a lower level.
- Discontinue use of telephones, turn off computers and televisions.
- Watch for downed power lines or flying debris.
- Listen for further advisories or instructions.

In the event of severe weather conditions, Campus Security will contact the following in the order they appear.

1. The College President.
2. The Vice President of Student Development.
3. The Vice President Academic Affairs; Provost.
4. The Director of Campus Safety & Security
5. The Director of Physical Plant.
6. The College Relations Office.

NOTE: The Vice-President of Student Development, or designee, is responsible for determining delays or canceling school and will make appropriate notification. See page 51 for the compressed schedule of classes.

Weather Hotline Phone # 740-0314. (For class cancellation/compressed schedule.)

EARTHQUAKE

During an earthquake or other weather emergency remain calm and quickly follow the steps outlined below.

1. If **INDOORS** seek refuge in doorways, inner hallways, basements or under a desk or table. Stay away from glass windows, shelves, and heavy equipment. Gymnasiums and auditoriums with wide-span roofs are probably unsafe.
2. If **OUTDOORS** move quickly away from buildings, utility poles and other structures.

CAUTION: Always avoid power or utility lines as they may be energized.

3. If in an automobile, stop in the safest place available, preferably away from power lines and trees. Stop as quickly as safety permits, but stay in the vehicle for the shelter it offers.
4. After the initial shock, evaluate the situation, and if emergency help is necessary, call Campus Security, Dial "0". Protect yourself at all times and be prepared for after-shocks.
5. Damaged facilities should be immediately reported to Campus Security, Dial "0".
6. Follow the building/campus evacuation procedure, page 15.

ELECTRICITY FAILURE

All AREAS

In the event of a utility failure occurring during regular working hours (8:00 a.m. through 4:00 p.m., Monday through Friday), immediately notify Physical Plant at ext. 301. After hours, weekends and holidays, notify Campus Security at ext. 304 or Dial 239-0128 (cell). Campus Security will notify Physical Plant and/or the appropriate utility company. Campus Security will also notify the building coordinators for the affected buildings, if necessary.

EMERGENCY GENERATORS

All campus buildings have limited emergency power in the event of a power failure.

Emergency Generators are located in the following locations;

Building #1 – Security / Printing (*)

Building #12 – Advanced Technology Center

Building #13 – Physical Plant Building

Building #14 – Campus Center Building

(*) The emergency generator in Building #1 supplies electricity to Buildings 1 thru 9, and Building 11 in the event of a power failure in one or all of the buildings.

ADDITIONAL UTILITY/SERVICE FAILURES AND PROCEDURES

ELEVATOR FAILURE:

If you are trapped in the elevator, use the emergency phone to notify Campus Security. If the elevator does not have an emergency phone, turn on the emergency alarm (located on the front panel) which will signal for help. Remain calm, do not attempt to exit the elevator without instructions.

PLUMBING FAILURE/FLOODING/SEWER BACK-UP

Cease using all electrical equipment. If necessary, vacate the area. Notify Campus Security. Dial "0".

GAS LEAK: Notify Campus Security, Dial "0". Campus Security will notify the Nanticoke Police and Fire Departments.

Cease all operations.

- DO NOT SWITCH ON/OFF LIGHTS OR ANY ELECTRICAL EQUIPMENT.
- DO NOT STRIKE ANY MATCHES.
- DO NOT USE YOUR PHONE. LEAVE THE BUILDING AND CALL CAMPUS SECURITY, DIAL "0", FROM A NEARBY PHONE.
- KNOW YOUR DESIGNATED EVACUATION POINT AND REPORT TO THAT AREA.

STEAM LINE FAILURE:

Immediately notify Campus Security, Dial "0". If necessary, vacate the area.

VENTILATION PROBLEM:

If smoke odors come from the ventilation system, immediately notify Campus Security, Dial "0". If necessary, cease all operations and vacate the area. Activate the fire alarm system.

TELEPHONE PROBLEMS:

Individual extension problems: report the problem to the Network Manager at ext. 643. After 4:00 p.m. and weekends and holidays, leave a voice mail with the Network Manager.

Campus wide phone problems: report the problem to the Network Manager at ext. 643. After 4:00 p.m. and weekends and holidays, report the problem to the Campus Security Office at ext. 304. Campus Security will notify the Network Manager (See page 4 for Network Manager's emergency number.)

NOTE: After normal business hours, holidays and weekends, Campus Security will notify the Building Coordinator of the problem in the affected building, if necessary.

Refer to page #4 for building coordinators and phone numbers.

CHEMICAL OR RADIATION SPILL

Emergency Telephone Numbers: Campus Security, Dial “0” Luzerne County Communications 911

- Any spillage of a hazardous chemical or radioactive material is reported immediately to Campus Security, Dial “0”, and Physical Plant ext. 301.
- When reporting, be specific about the nature of the involved material and exact location. Campus Security will contact the necessary specialized authorities, medical personnel and the college Administrators listed on page 8.
- The key person on site, i.e. the professor nearest the spill, should vacate the affected area at once and seal it off to prevent further contamination of other areas until the arrival of Campus Security.
- 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 the Campus Security Officer. Required first aid and cleanup by specialized authorities should be started at once.

If an immediate emergency exists;

- a. Activate the building fire alarm, (pull stations).
- b. Follow the building/campus evacuation procedure, page 15.
- c. Luzerne County Community College contracts with TCI Environmental, Inc., for clean up and consultation regarding hazardous waste. Business hours number: 570-823-9069. The Director of Campus Safety and Security will contact TCI Environmental after conferring with the appropriate College personnel.

Actions In Event of Imminent Danger, Chemical or Radiation Spill

In the event of imminent danger, the Department Chair(s), Dean of Students Affairs, Vice President of Finance and Administration, and Director of Physical Plant should be consulted, if time permits, to consider one or more of the following actions.

- Immediately remove or correct the hazard producing substance.
- Stop the hazard producing operation (experiment, or research, etc.).
- Introduce large volumes of fresh air into the affected environmental area.
- Accomplish complete or partial evacuation of the building.
- Temporarily cancel classes in the entire or parts of the building.
- Institute limits on future experiments or research with the hazardous substance.
- Install temporary hazardous substance warning devices.

Material Safety Data Sheets (MSDS)

Each hazardous chemical on campus should have an accompanying Material Safety Data Sheet. Copies of these MSDS forms are kept in each workplace where hazardous chemicals are stored and are readily accessible during each work shift to employees when they are in their work areas. MSDS forms are also available in the Security Office in Building #1 and are also readily available via the internet at <http://www.msdsearch.com/msdsearch.htm>

In the event of a hazardous chemical spill, the MSDS will provide important information about the material itself, how to handle it, suggestions as to first aid, actions to be taken, etc. In the event of a workplace injury, the MSDS form should be provided to emergency responders.

Bio-Hazard Safety Precautions

Maintaining a safe work environment for students and employees who routinely handle mail and other deliveries is a primary concern of the College. Recognizing and responding to a hazard is the primary defense against bio-hazards.

Suggested basic guidelines for mail handling include:

- Be observant for suspicious envelopes or packages.
- Open all mail with a letter opener or other method that does not disturb the contents. Do not use your hands.
- Open packages with as little movement as possible.
- Do not shake or blow out contents of packages and envelopes.
- Keep hands away from your mouth and face when handling mail.
- Wash your hand after handling mail and packages.
- Mail personnel may wish to use vinyl gloves when handling large volumes of mail.
- Isolate and report suspicious packages to Campus Security immediately. Dial "0". Do not leave the immediate area until Security arrives.

Armed Individual in a Building

When a person (s) is causing death or seriously bodily injury or the threat of imminent death or serious bodily injury within a building, the following procedures are recommended:

- If communication is available, call Campus Security. Dial "0".
- If unable to notify Campus Security, summon help discretely by any means at your disposal.
- Place students in the nearest classroom, lock and barricade the door.
- If you are in an office, lock the door and barricade the door.
- Close windows, turn off the lights & audio equipment and have occupants sit on the floor.
- Do not sound the fire alarm!
- Do not leave your secure area until notified by Campus Security or the Police Dept.
- Stay out of open areas and be quiet as possible.
- Once the Police arrive, obey all their commands.

Armed Individual on the Campus Grounds

- Run away from the threat if you can.
- Do not run in a straight line.
- If you get away from the immediate area, summon help and warn others.
- Once the Police arrive, obey all their commands.

NUCLEAR EMERGENCY

There are four stages of emergency classifications at a nuclear power plant. They are as follow:

- 1. Unusual Event:** A minor problem has occurred at the power plant; no release of radioactivity is expected.
- 2. Alert:** A minor problem has occurred that is not expected to affect power plant safety.
- 3. Site Area Emergency:** A more serious problem has occurred. It may affect major plant safety systems, but any release of radioactivity is not expected to exceed federal limits beyond power plant property.
- 4. General Emergency:** A problem has occurred involving serious damage at the power plant and the release of radioactivity beyond the power plant property is expected. Tune your radio or television to an emergency broadcast system station for official information and instructions.

Luzerne County Local Emergency Alert System (per Luzerne County EMA)

<u>RADIO AM</u>	<u>RADIO FM</u>	<u>TELEVISION</u>
WILK 980	WQFM 92.1	WBRE Ch. 28
	WKRZ 98.5	WYLN Ch. 35
WNAK 730	WCLH 90.7	
WKQV 1550	WBHT 97.1	
WBAX 1240	WWFH 103.1	
WOGY 1300	WBSX 93.7	
WYCK 1340	WSFX 89.1	

Luzerne County Community College is within the 10 mile evacuation radius of the Susquehanna nuclear power plant in Salem Township.

EMERGENCY WARNING SIREN

The College and the surrounding area is protected by an early-warning siren system which is used for notification of nuclear emergencies, chemical spills, severe weather, etc. When you hear the siren, it is not necessarily a nuclear emergency.

- The siren system is tested monthly. The College is notified in advance.
- A steady tone, lasting three to five minutes, is used to alert the community to tune to the Emergency Warning System for further instructions. *It is not an evacuation signal.*
- Security maintains direct radio and phone contact with emergency officials.
- In the event of an incident, information will be displayed on video monitors.

AREA EVACUATION

Only the Governor of Pennsylvania can order and compel a mass evacuation of the population. If such an evacuation is ordered, notice of the order will be sent to the College by the Pennsylvania Emergency Management Agency through the County Emergency Management Coordinator.

MEDIA RELATIONS

The policy of Luzerne County Community College is to release accurate, consistent information to the fullest extent possible in a timely manner to members of interested or affected publics and to representatives of recognized news gathering organizations. Information will not be released if, in doing so, the welfare of individuals, or the conduct of official investigation or inquiry into the incident or occurrence, will be endangered or impaired.

When the management or investigation of crisis events involves officials of other authorities, agencies or organizations, all information releases will be coordinated with appropriate individuals of those organizations.

In all situations, the only campus spokespersons who provide information for mass media and other off-campus, as well as on-campus publics, will be the President or the President's designees as determined on a case-by-case basis. In most cases, the Director of College Relations will serve as the spokesperson. Persons not designated as spokespersons for the College should direct all queries to the College Relations Office.

Guidelines for On and Off Campus Communications

The College Relations Office priority during a crisis is to provide as much accurate information as is possible in a timely fashion. The Office is responsible for communicating to the following audiences:

Faculty and staff

Students, working through the Vice President of Student Development's Office

The mass media — newspapers, television and radio news gathering organizations.

The nature of the crisis will determine the best method of communicating with the various audiences.

For faculty and staff: Depending on the crisis, one or more group meetings, led by the President and executive council, may be needed to provide information and manage rumors. Staff meetings, memos and/or e-mail are also alternatives. All three strategies can be used together. In addition, the College Relations Office would work with the Vice Presidents to establish a rumor control system to reduce or eliminate rumors and provide accurate, timely information about the crisis.

For students: Working with the Vice President of Student Development Office, College Relations can assist in providing materials and resources needed in communications. Depending on the situation, one or more letters from the President to parents may be in order. Other strategies may include Student Government meetings, memos and flyers, and news releases and cellular text messages.

For Board of Trustees members: Depending on the severity of the crisis, personal phone calls from the President may be required. Copies of memos sent to the College community can also be sent to the Board; Board members should be invited to any College-wide meeting that is held.

The mass media: The College Relations Office is responsible for providing accurate and timely information in as complete a form as possible. The staff would write news releases and distribute them; would arrange for interviews as requested; would set up news conferences and briefings as needed; would provide background information and fact sheets for the media; would maintain contact with various reporters and photographers; and would monitor coverage of the crisis.

Media Headquarters

In the event of a major crisis, in which many reporters and photographers will be covering the story, a specific place for the media to work in is needed. The location should insulate reporters from the incident but provide a place for news conferences and briefings, allow for parking of satellite trucks and other media vehicles, and give access to computer hookups and telephones. The pre-designated Media Headquarters is Room 130 of the Educational Conference Center (subject to change depending on circumstances).

Organizing Media Briefings and News Conferences

The Director of College Relations will be responsible for organizing all media briefings and news conferences. Information for the briefings and news conferences will be developed in the College Relations Office after consultation with members of the Crisis Team. These materials will be given to the media at the time of the conferences and briefings.

The College Relations Office will notify the media of all briefings and news conferences. The Office will work with the Crisis Team to determine who will present the information to the media. The College Relations Office will work with Physical Plant to set up the news conference area, and will work with the appropriate staff to provide a audio/visual equipment, computer access, etc., if needed.

College policy for releasing information about injured students, faculty, or staff:

In regards to injured students, Luzerne County Community College abides by the regulations given in the Family Right to Privacy Act (FRPA), otherwise called the Buckley Amendment. This Act requires that colleges and universities release only “directory” information about students that have been injured, such as their name, age, address, and major. Release of any other information is not permitted under the Act. In the event of a student death, LCCC will not release any information until the student’s next of kin have been notified. After family notification, LCCC will release directory information and other information that the Crisis Team considers appropriate. In the event of an injured or dead faculty member, staff member or senior officer, LCCC will not release any information until after the person’s next of kin have been notified. After family notification, Luzerne County Community College will release the person’s name, address, age, position at the College, years of service to the College, and information about the situation that caused the injury or death. In all cases of injury or death of students, faculty, or staff, the President should be in close contact with the College’s legal counsel to keep them informed of information released and actions taken.

WATER BOIL ADVISORY

The College water is supplied by a public water system. In the event of a mechanical failure, the College may, if it deems appropriate, declare a Water Boil Advisory until the water can be tested.

During a Water Boil Advisory all affected building will be posted by Facilities.

SAFETY COMMITTEE

The Luzerne County Community College Safety Committee is responsible for the maintenance “COMPREHENSIVE EMERGENCY RESPONSE PLAN”. The Safety Committee is certified by the Pennsylvania Department of Labor, Bureau of Workers Compensation, and is comprised of the following:

Classified / Shipping	- Steve Yuhas
Workforce Development	- Karen Flannery
Science Department	- Mary James
Technology	-
Human Resources	- John Sedlak
Dental Faculty	- Donna Lepkoski
Security	- Carol Meyers
Media Tech	- Dave Kozemchak
Physical Plant	- Amy Colwell
Student Activities	- Mary Sullivan
Committee Secretary	- Carol Meyers
Committee Chairperson	- Bill Barrett

The Safety Planning Committee is charged with meeting on a regular basis and reviewing the plan to ensure that it is current and complete. The Committee is also charged with investigating and reporting any non-emergency safety issues and incidents. All staff and faculty members are encouraged to contact any member of the Safety Committee for any safety-related concerns or problems.

If any employee requires any additional information regarding the Comprehensive Emergency Response Plan, contact Bill Barrett, Director of Campus Safety and Security at 740-0305.