

**Critical Incident and Emergency Management Plan**

**Lebanon Valley College**

*2017–2018*

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## **Purpose and Overview**

This document on emergency preparedness—*Critical Incident and Emergency Management Plan*—is designed to: a) inform the campus community about what to do in the event of a critical incident/emergency; b) assist the College in responding to critical incidents and emergent situations that may occur; and c) inform you about what to expect from campus and other officials responding to such an incident. Most of this information is also available on the LVC website and the campus portal (MyLVC).

These plans and guidelines provide a framework to support institutional leadership in making thoughtful decisions, offering comprehensive responses, communicating with all constituencies, and utilizing all available resources. These plans and guidelines anticipate challenges to the institutional community and helps facilitate comprehensive consideration of all factors when times of critical incidents and crises occur.

## **Content**

These plans and guidelines are made up of several key components: The first element of these plans and guidelines is to define a Critical Incident and Emergency Management Team (CIEMT). The responsibility of this team is to oversee management of all foreseeable incidents. This group has a defined chain of command with logical assigned responsibilities.

The document also provides standard protocols for specific types of scenarios and includes both short- and long-term responses for specific incidents. The document considers both internal and external constituencies affected by the incident. To assist in managing an incident, checklists ensure that all situations are attended to. Within these plans and guidelines, all available resources with contact information are noted. Also, vital to critical incident and emergency management is accurate documentation, highlighted in the document. Lastly, post-event evaluation expectations are defined within these plans and guidelines so that assessment and review can assist in future response.

## **Definition**

Two key terms help define implementation and actions of the CIEMT. An **emergency** is defined as any occurrence or condition that requires prompt or immediate action. A **critical incident** is defined as an occurrence that significantly disrupts the normal operation of the College and possibly jeopardizes the health, safety, and well-being of the LVC community. Either type of incident can trigger activation of the CIEMT. The CIEMT will meet at the beginning of each academic year to evaluate and update the plan.

We strongly recommend that members of the campus community familiarize themselves with this document to be better prepared should a major emergency occur on campus.

Comments, questions, and suggestions about these guidelines are welcome. Please send them by email to [emergency-plan@lvc.edu](mailto:emergency-plan@lvc.edu).

**Critical Incident and Emergency Management Team (CIEMT)**

<b>Title</b>	<b>Name/Backup</b>	<b>Responsibility</b>
President	Lewis E. Thayne	Oversees all institutional efforts, external relations, and communications.
Vice President of Students Affairs and Dean of Students; Chair of CIEMT	Greg Krikorian (Backup: Bob Mikus)	Directs activation and overall leadership in all critical incidents/crisis management. <b>Initial contact for activation of CIEMT.</b>
Associate Dean of Student Affairs and Vice Chair of CIEMT	Bob Mikus (Backup: Mike Diesner)	Co-directs activation and overall leadership in all critical incidents/crisis management. Coordinates documentation of incidents and responses. <b>Backup contact for activation of CIEMT.</b>
Vice President of Finance and Administration	Shawn Curtin (Backups: Ann Hayes and Don Santostefano)	Coordinates interactions with legal counsel and insurance agents.
Vice President of Academic Affairs and Dean of the Faculty	Michael Green (Backup: Marc Harris )	Coordinates all activities associated with academic program.
Chief Communications Officer	Molly O'Brien-Foelsch (Backups: Tom Hanrahan and Ali Wenger)	Coordinates all internal/external communications, e.g. campus updates, media, public statements, web.
Director of Counseling, Licensed Psychologist	Stevie Falk (Jordan Cupelli-Knight)	Coordinates student support activities.
Senior Director of Facilities Management	Don Santostefano (Backup: Chip Schwalm)	Coordinates facilities needs and operations.
Director of Public Safety	Brent Oberholtzer (Backup: Brian Boyer)	Addresses immediate safety concerns. Coordinates interaction with external resources, e.g. APD, AFD.
Director of Health Services	Jill Savini	Addresses immediate health-related concerns. Coordinates interaction with external resources, e.g. hospitals, county/state health department.
Sr. Director of Information Technology and Chief Information Officer	Dave Shapiro (Backup: Ed Kolibab)	Coordinates all activities associated with technology.
Others		Some situations may require other institutional leadership be included in the CIEMT.

**NOTE: Administrators noted in () are the backup personnel if the primary team members are not available.**

## CIEMT Step-by-Step Procedures

### Notification

1. When a member of the LVC community becomes aware of a situation that is defined as a ***Critical Incident or Emergent Situation***, they will contact the Office of Public Safety or student affairs administrator on call.
2. The public safety officer or student affairs administrator on call is notified of the situation and a brief assessment of the event is made.
3. Using established protocols, initial steps are taken to ensure student and community safety by public safety/student affairs staff.
4. The vice president of student affairs and dean of students or his designated backup is contacted and informed of the critical incident/emergent situation.

### Actions

1. A CIEMT subcommittee composed of the vice president of student affairs and dean of students, associate dean of student affairs, vice president of finance and administration, vice president of academic affairs and dean of the faculty, and chief communications officer would meet in person or on a conference call to assess the situation. If so determined, a command center would be established.
2. All available information is shared with the CIEMT and initial steps are taken to address concerns. Student/community safety is the driving force in all decisions. Documentation of actions taken begins, as well as maintaining accurate records of the ongoing process.
3. Short-term steps necessary to resolve the situation are identified and implemented by appropriate individuals.
4. Institutional and external resources are identified and utilized in response to the incident.
5. Delegation of responsibilities occurs, based on plans, competencies, and availability of staff.
6. A communication strategy is developed and implemented. This includes a statement or fact sheet that provides consistent communication and factual information.
7. Peripheral issues are identified, and strategies to address them are implemented. Other key constituencies are involved as deemed appropriate.
8. Once all relevant issues associated with the situation have been resolved, the CIEMT disbands.
9. Within a week of resolution, the CIEMT meets to conduct an evaluation of the situation.  
(NOTE: See procedural checklist on page 6)

## **Communications**

A central theme in dealing with incidents that will impact the LVC community is the process of communicating to the many constituencies that make up our campus community. It is understood that all stakeholders—trustees, students, employees, parents, alumni, and the local community—will expect timely communication of potential issues affecting our campus. To support the community in resolving emergent situations, we have developed the following guidelines to assist in responding to the challenges of communication. Information will be provided in a timely fashion, using the most effective modes of communication that are available, as detailed in the guidelines section of our *Critical Incident and Emergency Management Plan*.

### **Imminent and Immediate Safety Risk**

LVC will notify members of the College community of an *imminent and/or immediate* safety risk through the activation of a siren system. The sounding of the siren will direct community members to e2Campus text system, email, the website, digital signage, etc. for additional information. When hearing this siren, everyone should remain in a safe location or go to a designated area as communicated via the information system.

### **Non-Imminent/Safety Communication**

A variety of situations that are detailed in our plan will require ongoing communication and updates but will not require immediate action by the majority of the campus community. In these cases, we will rely on appropriate modes of communication (e2Campus text system, email, website updates, digital signage) that are available. Regular updates on the status of situations will be provided to assure safety of the campus community, as well as any effect on the normal operation of the College.

### **Non-Critical Incidents/Crisis Situation Communication**

Throughout the normal life of a college community, a variety of situations will occur that can impact the routine operations of the campus community, although they may not rise to the thresholds detailed in this plan. These situations may include weather extremes, power outages, etc. Again, in these situations the College will provide regular updates of information to ensure the safety of the campus community. This will include use of phone trees, email, voice mail, digital signage, and the website.

Lebanon Valley College conducts tests of the emergency notification systems on campus during the fourth week of each semester. These tests are designed to assess and evaluate the emergency plans and capabilities of the institution. After each test, the Office of Marketing and Communications notifies the College community of the results and provides a website link to our Critical Incident and Emergency Management Plan.

*\*\*\*Please be advised that certain components/details of situations that may be urgent in nature will be private and/or protected by privacy laws (HIPAA/FERPA, etc.). The College will always balance respecting privacy with the importance of keeping the College community informed. Additionally, resolving the emergency situation will take precedence above “over communicating.”*

**CIEMT Procedural Checklist**

- \_\_\_\_\_ Ensure safety and secure scene
- \_\_\_\_\_ Collect initial information
- \_\_\_\_\_ Convene CIEMT
- \_\_\_\_\_ Begin formal documentation
- \_\_\_\_\_ Identify and confirm those involved
- \_\_\_\_\_ Contact local and external agencies to coordinate efforts
- \_\_\_\_\_ Communication strategy (who, what, when, how)
  - key institutional constituencies \_\_\_\_\_
  - student body \_\_\_\_\_
  - campus-wide \_\_\_\_\_
  - family/ies \_\_\_\_\_
  - local community \_\_\_\_\_
  - broader community \_\_\_\_\_
- \_\_\_\_\_ Coordinate support for all involved (counseling, medical)
- \_\_\_\_\_ Coordinate institutional support (counseling, medical, chaplaincy, residential life)
- \_\_\_\_\_ Post-crisis response (student)
- \_\_\_\_\_ Post-crisis response (campus)
- \_\_\_\_\_ Post-crisis response (family/ies)
- \_\_\_\_\_ Assessment and evaluation

## Reporting an Emergency

Communication is a critical component in every emergency situation. It is imperative that any individual who discovers or recognizes an emergency communicates the required information to the proper department and/or local authorities. **Call 911 when in doubt about whom to call.**

When reporting an emergency, an individual should provide the following information:

- State “This is an emergency.”
- State your name.
- Provide location of emergency (building, room, etc.).
- State nature of emergency (fire, chemical spill, etc.).
- Indicate whether injuries have occurred.
- Indicate hazards present that may affect emergency personnel who respond.
- Provide phone number at or near the scene where the person reporting can be contacted.

### Emergency Phone Numbers

**Emergency Medical Services (paramedics) ..... 911**  
**Fire Department ..... 911**  
**LVC Public Safety ..... ext. 6111 or 717-867-6111**  
**Police Department ..... 911**

### **Other Important Phone Numbers**

American Red Cross, Lebanon Office ..... 1-800-733-2767  
Good Samaritan Hospital, General..... 717-270-7500  
Hershey Medical Center, General ..... 717-531-8521 or 717-531-0000  
Lebanon County Emergency Management Agency ..... 717-272-7621  
LVC Advanced Care/Pinnacle.....717-867-4671  
LVC Counseling Services.....Ext. 6696 or 717-867-6696  
LVC Shroyer Health Center ..... Ext. 6232 or 717-867-6232  
LVC Facilities Department ..... Ext. 6340 or 717-867-6340  
Life Lion Aero Medical (Dispatch)..... 717-531-7777  
National Response Center for Environmental Protection 1-800-424-8802  
National Weather Service..... 1-814-231-2408  
PA Department of Environmental Protection ..... 1-866-825-0208  
PA State Police, Jonestown Barracks..... 717-865-2194  
Pennsylvania Emergency Management Agency.....911  
Poison Control..... 1-800-222-1222

## Communications to Campus

Communication to members of the campus community is critical in any emergency. Information must be provided in a timely fashion using the most effective modes of communication available.

Note: Certain details of some critical incidents/emergencies may be private and/or protected by privacy laws such as HIPAA, FERPA, etc. In such cases, the College must balance the need to respect privacy with the importance of keeping the College community informed.

### Emergency Information Sources

The College will communicate with the campus community (students and employees) about a critical incident/emergency using one or more of the following:

- Text Messages
- Email
- Voice Mail
- Social Media
- Portal (MyLVC)
- Beacons
- Door-to-Door
- Paper and Digital Signs
- Siren(s)
- LVC Homepage

In some situations, others (e.g., parents or alumni) may also be notified.

### Emergency Warning Siren(s)

The College has a siren system on the roof of the Bertha Brossman Blair Music Center to notify students and employees of a critical incident with an imminent and/or immediate safety risk. **Use of the siren system** will signal an incident with an imminent and/or immediate health and/or safety risk.

\*The College conducts a weekly test of the Siren Warning System each Wednesday at 8:45 a.m.

\*The College conducts a test of the Siren Warning System and e2Campus Alert System during the fourth week of each semester through the Office of Student Affairs.

### Actions

- Remain in a safe location.
- Consult emergency information sources listed above.
- Go to a designated area if directed to do so.

Note: A variety of other critical incidents require ongoing communication and updates but no immediate action by the majority of the campus community. In these situations, the College will provide regular updates as appropriate using the emergency information sources listed above. For non-critical incidents such as weather extremes and minor power outages, the College will provide regular updates as appropriate by email, phone trees, etc.

## **Building Evacuation Procedures**

Depending on circumstances, a building may be partially or totally evacuated. Under partial evacuation, occupants may be relocated to another portion of the building deemed safer, and to await further instructions.

Complete evacuation will result in all persons leaving the building and moving to a designated assembly area, or a location **at least 500 feet from the building**. In the event of inclement weather, inside assembly areas will be announced at the time of the evacuation.

It is the responsibility of all students and employees to comply with an evacuation request, and to assist others to the designated assembly area. A building should be evacuated when: a fire has been confirmed, the fire alarm system has been activated, or College or emergency officials direct you to do so.

Evacuate the building using the nearest exit. If necessary, use the stairs not an elevator. Assist persons with special needs as required.

## **Shelter-in-Place**

If an incident occurs and the buildings or areas around you become unstable, or if the air outdoors becomes dangerous due to toxic or irritating substances, it is usually safer to stay indoors. Thus, to “shelter-in-place” means to make a shelter of the building that you are in, and with a few adjustments this location can be made even safer and more comfortable until it is safe to go outside.

**How to “Shelter-in-Place”**—No matter where you are, the basic steps of shelter-in-place will generally remain the same. Should the need ever arise; follow these steps, unless instructed otherwise by LVC officials or emergency personnel.

1. If your environment is stable, stay where you are indoors. If you are outdoors, proceed into the closest building quickly or follow instructions from campus officials or emergency personnel on the scene.  
  
Locate a room to shelter inside. It should be:
  - An interior room above ground level; and
  - Without windows or with the least number of windows.
2. Shut and lock all windows (tighter seal) and close exterior doors.
3. Turn off air conditioners, heaters, and fans.
4. Close vents to ventilation systems as able.
5. Make a list of the people with you and ask someone to call the list in to the Office of Public Safety (717-867-6111) so they know where you are sheltering.
6. Monitor updates on [www.lvc.edu](http://www.lvc.edu), LVC social media outlets, digital signage, and e2Campus Alerts.

## **Actions to Take in an Emergency**

The actions that you should take in an emergency largely depend on the type of incident. The following pages describe the types of emergencies that may affect the campus and offer a list of recommended actions for each.

## **Active Shooter, Intruder, Hostage Taker, etc...**

### **ALICE Training**

LVC's Office of Public Safety offers ALICE training to any team or interested group. ALICE is the leading active shooter response program in the nation. The purpose of ALICE (Alert, Lockdown, Inform, Counter, Evacuate) training is to prepare individuals to handle the threat of an active shooter. You can learn more at [www.alicetraining.com](http://www.alicetraining.com). Please contact the Office of Public Safety at ext. 6111 or [hess@lvc.edu](mailto:hess@lvc.edu) if you are interested in receiving ALICE training for your area or group.

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

### **Action Options Include:\***

**Evacuate**—if there is an accessible escape path, attempt to evacuate the premises.

**Hide out**—if evacuation is not possible, find a place to hide where the active shooter is less likely to find you.

**Take action**—as a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter.

### **Call 911**

### **Call LVC public safety at ext. 6111**

\*The first three actions are from FEMA recommendations made in their online training session for an active shooter scenario.

## **Bioterrorism/Suspicious Mail or Package**

It is important that individuals take appropriate actions in the event that they receive a suspicious package or envelope, or a threatening phone call regarding a biological agent.

### **Actions**

- Remain calm and alert.
- Do not handle a suspicious package.
- Do not use cellular phones or radio communication.
- Call 911.
- Call LVC public safety at ext. 6111.
- Alert other employees and be prepared to evacuate the building.
- Evacuate the building if directed to do so by College or other emergency officials. (See [Building Evacuation Procedures](#) on page 9.)
- Return to the building only when given the “all clear” signal by emergency personnel.

Note: Individuals who may have been exposed to a biological agent will be kept separated from other individuals within an enclosed area until properly examined or treated.

## **Blackout**

A total power outage affecting the entire campus is referred to as a “blackout.”

### **Actions**

- Remain calm and alert.
- Turn off all light switches.
- Set equipment switches to OFF.
- Increase ventilation by opening windows.
- If your area has an emergency generator that does not start, notify facilities services (ext. 6340) or public safety (ext. 6111).
- Evacuate the building if directed to do so by College or other emergency officials. (See [Building Evacuation Procedures](#) on page 9).
- Follow directions of LVC public safety and/or residential life personnel.

Note: The following are not considered critical incidents/emergencies: a small power outage affecting only a few buildings on campus or a brownout resulting in a reduction in voltage by the power utility company during periods of heavy power usage.

## **Bomb Threat**

Bomb threats may be delivered in a variety of ways, including written communication, verbal, recording, or through a third party. Most threats are called in to the target. All threats should be taken seriously and never ignored.

If the threat is received by phone, try to have another person listen to the call if possible. Keep the caller on the line as long as possible and ask for the message to be repeated for clarity.

Note: Do not use two-way radios or cellular phones. Radio signals have the potential to detonate a bomb. Do not touch or move a suspicious package.

### **Actions if a bomb threat is received by phone:**

#### ***During the call:***

- Remain calm. Keep the caller on the line for as long as possible. **DO NOT HANG UP**, even if the caller does.
- Listen carefully. Be polite and show interest.
- Try to keep the caller talking to learn more information.
- If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
- If your phone has a display, copy the number and/or letters on the window display.
- Complete the Bomb Threat Checklist immediately. Write down as much detail as you can remember. Try to get exact words.
- Immediately on termination of call, **DO NOT HANG UP**, but from a different phone, contact authorities immediately with information and await further instructions.

### *After the call:*

- Call 911 and LVC public safety (ext. 6111). Important note: Do not use two-way radios or cellular phones. Radio signals have the potential to detonate a bomb.
- Do not touch or move a suspicious package.
- Do not share the information with anyone except emergency personnel and selected College officials. Note that only designated College officials can share information publicly.
- **Follow e2Campus for evacuation information, if applicable.**

### **Actions if a bomb threat is received by handwritten note:**

- Call 911 and LVC public safety (ext. 6111). Important note: Do not use two-way radios or cellular phones. Radio signals have the potential to detonate a bomb.
- Handle note as minimally as possible.
- Do not touch or move a suspicious package.
- Do not share the information with anyone except emergency personnel and selected College officials. Note that only designated College officials can share information publicly.
- **Follow e2Campus for evacuation information, if applicable.**

### **Actions if a bomb threat is received by email:**

- Call 911 and LVC public safety (ext. 6111). Important note: Do not use two-way radios or cellular phones. Radio signals have the potential to detonate a bomb.
- Do not delete the message.
- Do not touch or move a suspicious package.
- Do not share information with anyone except emergency personnel and selected College officials. Note that only designated College officials can share information publicly.

### **Civil Disturbance or Riot**

A civil disturbance or riot is a gathering that has become significantly disruptive and may involve property damage, threats to individuals, etc.

### **Actions**

- Call LVC public safety at ext. 6111.
- Make note of description, names, etc. of individuals involved.
- Stay or move to a safe area away from the disturbance.
- If possible, lock the area to prevent unauthorized entry.

## **Death/Fatality**

In the event that there is a death/fatality on campus, it is very important that authorities are notified immediately so that the area can be secured and an investigation initiated as quickly as possible.

### **Actions**

*The person who discovers or witnesses a fatality should:*

- Remain calm.
- Call 911 and LVC public safety (ext. 6111).
- If safe to do so, stay with the victim until authorities arrive.
- If you are a witness, write down as much information possible.
- Touch as little as possible as the area may be a crime scene.

## **Earthquake**

The town of Annville is located in an area where the risk of earthquake exposure to the College is considered slight: Seismic Zone 1 as defined by the Uniform Building Code.

An earthquake and any subsequent aftershocks may trigger secondary events such as fire (see the section on [Fire](#) on page 14), flooding (see [Flooding](#) on page 15), and the release or spread of hazardous materials (see [Hazardous Materials Incident](#) on page 15).

### **Actions**

*If shaking is felt, the following are appropriate:*

- Get under a desk, table, door arch, or stairwell.
- If none of the above is available, move to an interior wall and cover your head with your arms.
- Stay away from large glass windows, shelving systems, and tall room partitions.

*When shaking has stopped:*

- Survey the immediate area for trapped or injured persons.
- Evacuate the building using [Building Evacuation Procedures](#) on page 9.
- Return to the building only when given the “all clear” signal by emergency personnel.

## **Explosion**

An explosion may occur within a facility as a result of a laboratory accident, a gas leak, or a bomb device. An explosion also may be accompanied by a fire (see the section on [Fire](#) on page 14) or a medical emergency (see [Medical Emergency](#) on page 16).

### **Actions**

- Activate building alarm system.
- Call 911 and report location of explosion/fire.
- Call LVC public safety at ext. 6111.
- Evacuate the building using the nearest exit (see [Building Evacuation Procedures](#) on page 9).

## **Fire**

In the event of a fire—large or small—the building should first be evacuated according to [Building Evacuation Procedures](#) on page 9 and then the fire should be reported.

Students and employees should become familiar with the location of emergency exits, stairwells, alarm pull stations, and fire extinguishers in buildings they regularly use. During an evacuation, please be aware of individuals with special needs and be prepared to help as required.

## **Actions**

### ***In the event of a fire or suspected fire:***

- If a burning odor or smoke is present, pull a fire alarm to activate the fire alarm system.
- If you are inside a room and the door is closed, feel the door before opening it:
  - If hot, do not open; stuff towels or blankets at bottom; signal for help from window.
  - If cool, use caution when opening door.
- If you can help control the fire without personal danger, use fire extinguisher if trained; otherwise leave the area.
- Never allow fire to come between you and an exit.
- Leave the building—**DO NOT** use elevators. Do not waste time locating personal items.
- As you leave, make sure everyone has left immediate area; close doors behind you.
- When you are out of the building, call 911.
- Remain at scene in a safe location; report to emergency personnel as they arrive.

### ***In response to an audible fire alarm:***

- If audible alarm sounds, evacuate the building (see [Building Evacuation Procedures](#) on page 9).
- Leave the building—**DO NOT** use elevators. Do not waste time locating personal items.
- As you leave, make sure everyone has responded to the alarm.
- Accompany and assist persons with disabilities.
- Shut all doors behind you to help slow the spread of fire and smoke as you leave.
- Return to the building only when given the “all clear” signal by emergency personnel.

### ***Additional guidelines:***

- Do not break windows unless necessary to escape. Oxygen feeds the fire.
- Stay low if moving through smoke. If caught in smoke crawl on hands and knees and breathe through nose using cloth filter.
- If advancing through flames hold your breath; move quickly; cover head and hair; keep head down and eyes closed as much as possible.

## **Flooding**

The College is located in an area outside the 500-year flood plain with little or no probability of direct flooding from area streams, creeks, and other bodies of water. However, flooding may still occur as the result of surface or ground water entering below-grade areas.

### **Actions**

#### ***As a precaution:***

- Stay out of and away from flooded area(s), and do not drive through standing waters.
- When possible and practical, move equipment, supplies, and machinery to a higher elevation.
- Equipment that might have to be shut down should be identified.
- When safe (e.g., not in the presence of water) and necessary, electrical power should be disconnected.

#### ***After a flooding incident:***

- Call LVC public safety (ext. 6111) or 911.
- Lock areas to prevent unauthorized entry.
- Identify areas for damaged materials.

Note: Stay out of flooded area(s). Do not enter until electrical power has been turned off.

## **Hazardous Materials Incident**

Hazardous materials include compressed gases, corrosive liquids, or flammable liquids that may be stored, used, or transported on the campus. In addition, trains that pass through the campus often carry hazardous materials.

There are two types of hazardous materials incidents:

- 1) ***Non-emergency, non-health-threatening incident***—A spill that is not the result of container failure, is less than one ounce (30 ml), and can be cleaned up within 15 minutes; this type of spill does not require recording or reporting but must be cleaned up immediately.
- 2) ***Emergency, health-threatening incident***—all other spills are considered emergency, health-threatening incidents and must be reported and recorded following procedures designated by various state and federal agencies.

### **Actions**

#### ***On-campus incidents when any type of potentially hazardous material appears to be leaking or poses a danger to people:***

- For an emergency incident, call 911 and LVC public safety (ext. 6111).  
For a non-emergency incident, call LVC public safety ext. 6111).
- Confine the fumes or fire by shutting room doors.
- If possible, extinguish flames and ignition sources.
- Sound the building alarm.
- Evacuate the building using [Building Evacuation Procedures](#) on page 9.
- Return to the building only when given the “all clear” signal by emergency personnel.

### ***Railroad or highway incidents:***

- Call 911 and LVC public safety (ext. 6111).
- Evacuate the building using the [Building Evacuation Procedures](#) on page 9.
- Return to the building only when given the “all clear” signal by emergency personnel.

### **Hurricane/Tropical Storm**

The instructions of local civil defense, emergency preparedness officials, and the National Weather Service will be used to formulate a response to a potential hurricane/tropical storm event. College officials will decide whether the College will be closed and what personnel will stay on site.

During the storm, employees remaining on campus will be careful to monitor the progress of the hurricane or storm. Even though the College is not located in a flood-prone area, there is the potential for water damage from a hurricane or tropical storm if heavy rains overtax street and storm drains (see the section on [Flooding](#) on page 15).

### **Medical Emergency**

Quick and responsible action during a medical emergency is critical. Students and employees who are not trained to use medical equipment or perform procedures such as CPR should refrain from taking any action beyond calling for help and dialing 911.

#### **Actions**

##### ***Three basic steps:***

- Call 911.
- Do not move a seriously injured person unless it is a life-threatening situation or it is necessary to prevent further injury.
- If safe, stay with the victim and attempt to keep him or her as calm and comfortable as possible.

##### ***Additional steps:***

- Call LVC public safety (ext. 6111).
- Call LVC health center (ext. 6232).
- If appropriately trained, give CPR and first aid.
- Keep the victim warm to avoid shock and elevate lower extremities if possible.
- Remain with the victim until an ambulance or qualified medical personnel arrive.

### **Missing Person**

If you and friends or colleagues are concerned that a student or employee is missing, you should report the concern to the appropriate on-campus personnel.

#### **Actions**

- Contact LVC public safety (ext. 6111) or a member of the student affairs/residence life staff (ext. 6230).
- Provide the name of the person, date/time last seen, and other pertinent information.

## **Nuclear Power Incident (TMI—Three Mile Island)**

If a serious incident occurs at a nuclear power plant, radiation could be released into a river as a liquid and travel downstream, or it could be released into the air as a gas and carried by the wind along a pathway consisting of an area within about a 10-mile radius of the plant.

The College is not located within the 10-mile evacuation area for Three Mile Island (TMI) in Middletown, Pa., as defined by the Pennsylvania Emergency Management Agency. However, College officials may order an off-campus evacuation if it is believed that an incident at TMI poses a possible threat to students and employees. Instructions for the evacuation will accompany the announcement of such an evacuation.

Note: The College is the designated evacuation site for the Milton Hershey School, which is in the 10-mile evacuation area for TMI. The on-campus location normally will be the LVC Sports Center. Assistance in caring for evacuees will be provided by College staff and Metz Culinary Management.

## **Social Media Threat**

LVC students, faculty, and staff who see any potentially threatening social media messages about the College or any of its people should immediately contact the student affairs staff members on call (residential life and public safety).

### **Actions**

- Contact a member of the residence life staff (ext. 6230) and public safety (ext. 6111).
- Provide the threatening message(s), its location (specific social media site), and other pertinent information.

## **Suicide Threat/Attempt**

Quick and decisive action during both suicide attempt and suicide threat is critical. All threats should be taken seriously as if the student or employee intends to complete it. Students and employees who are not comfortable doing the following should call 911 immediately.

## **Attempted Suicide**

### **Actions**

#### *The basic steps:*

- Call 911.
- Call LVC public safety (ext. 6111) to report.
- Do not move a seriously injured person unless it is a life-threatening situation or it is necessary to prevent further injury.
- If the victim is unresponsive, roll them over on their side to prevent choking.

#### *Additional steps:*

- Call LVC counseling services (ext. 6696) and LVC health services (ext. 6232) if during regular business hours.
- Keep the victim warm to prevent shock and remain with the victim until an ambulance or qualified medical personnel arrives.

## **Threatening Suicide**

### **Actions**

- Call 911.
- Call LVC public safety (ext. 6111) to report.
- Take threat seriously and ask to walk them over to the Shroyer Health Center if applicable.
- If they resist, call counseling services (ext. 6696) or Crisis Intervention (717-274-3363) for assistance.
- Ask for weapons/drugs intended to cause self-harm.
- Do not leave person alone until professional personnel is consulted.

## **Threat by Phone**

If a threat is received by phone, it is desirable to have another person listen to the call if possible. A calm response to the caller could result in more information. Since the caller is the best source, keep him or her on the line as long as possible and ask for the message to be repeated for clarity.

### **Actions**

#### ***During the call:***

- **DO NOT** hang up.
- Remain calm, be courteous, and listen.
- Attempt to find out why the caller is upset.
- Identify the type of threat and to whom it is directed.
- Check caller ID if available.
- Write down as much information as possible.
- Get as much information as possible.

#### ***After the call:***

- Call 911.
- Call LVC public safety (ext. 6111).
- Do not share the information with anyone except emergency personnel and selected College officials. Note that only designated College officials can share information publicly.

## **Tornado**

A tornado watch signifies that weather conditions exist that could produce tornadoes. A tornado warning indicates there has been a sighting or detection of an advancing tornado. If the National Weather Service issues a tornado warning, an emergency may be declared for the campus.

### **Actions**

#### *As a precaution:*

- Move quickly to an underground area such as a basement.
- If an underground area is not available, use:
  - a) Small interior rooms without windows on the lowest floor.
  - b) Hallways on the lowest floor away from doors and windows.
  - c) Rooms constructed with reinforced concrete, brick or block, with no windows and a heavy concrete floor or roof system.
  - d) Any protected area away from doors and windows.

#### *As soon as the tornado passes:*

- Evacuate—**DO NOT** use elevators.
- Assist those with special needs.
- If smoke or heat is present, do not open doors (see the section on [Fire](#) on page 14).
- Be alert to open or unprotected floor openings, shafts, etc.
- Avoid areas of potential collapse.
- Be alert for energized electrical equipment, wiring, fixtures, etc.
- Proceed to assembly area as directed by College or other emergency officials.
- Return to the building only when given the “all clear” signal by emergency personnel.

## **Train Derailment**

If a train derailment occurs on campus, you should report it immediately to emergency personnel.

Note: A train derailment may be accompanied by hazardous materials (see [Hazardous Materials Incident](#) on page 15), medical emergencies (see the section on [Medical Emergency](#) on page 16), explosions (see [Explosion](#) on page 13), or fires (see [Fire](#) on page 14).

### **Actions**

- Call 911.
- Call LVC public safety (ext. 6111).
- **Move to a safe location away from the affected area. Move upwind if possible to avoid airborne hazardous materials.**

**Emergency Telephone Numbers: LVC Officials/Departments**

<b>Title</b>	<b>Name</b>	<b>Office</b>
<b>President</b>	<b>Lewis Thayne</b>	<b>867-6211</b>
<b>Executive Assistant to the President</b>	<b>Amy Lintz</b>	<b>867-6210</b>
<b>Vice President of Student Affairs and Dean of Students; Chair of the Critical Incident Emergency Management Team</b>	<b>Gregory Krikorian</b>	<b>867-6238</b>
<b>Associate Dean of Student Affairs and Deputy Title IX Coordinator; Vice Chair of CIEMT</b>	<b>Robert Mikus</b>	<b>867-6863</b>
<b>Vice President of Finance and Administration</b>	<b>Shawn Curtin</b>	<b>867-6207</b>
<b>Chief Communications Officer</b>	<b>Molly O'Brien-Foelsch</b>	<b>867-6038</b>
<b>Vice President of Academic Affairs and Dean of the Faculty</b>	<b>Michael Green</b>	<b>867-6208</b>
<b>Vice President for Strategic Initiatives and Secretary of the College</b>	<b>Steven O'Day</b>	<b>867-6407</b>
<b>Director of Public Safety</b>	<b>Brent Oberholtzer</b>	<b>867-6112</b>
<b>Registered Staff Nurse</b>	<b>Jill Savini</b>	<b>867-6232</b>
<b>Licensed Psychologist, Director of Counseling</b>	<b>Stevie Falk</b>	<b>867-6696</b>
<b>Senior Director of Facilities Management</b>	<b>Don Santostefano</b>	<b>867-6341</b>
<b>Sr. Dir. of Information Technology/CIO</b>	<b>Dave Shapiro</b>	<b>867-6023</b>
<b>ACADEMIC AFFAIRS</b>		
<b>Associate Dean of Academic Affairs</b>	<b>Marc Harris</b>	<b>867-6146</b>
<b>Director of the Bishop Library</b>	<b>Sarah Greene</b>	<b>867-6985</b>
<b>Campus Chemical and Environmental Coordinator</b>	<b>Marcus Horne</b>	<b>867-6145</b>
<b>Registrar</b>	<b>Jeremy Maisto</b>	<b>867-6215</b>
<b>College Physician</b>	<b>Dr. Bob Nielsen, Pinnacle</b>	<b>N/A</b>

<b>ADVANCEMENT</b>		
<b>Vice President of Advancement</b>	<b>Dan Helwig</b>	<b>867-6219</b>
<b>ENROLLMENT</b>		
<b>Vice President of Enrollment Management</b>	<b>Ed Wright</b>	<b>867-6180</b>
<b>Director of Financial Aid</b>	<b>Kendra Feigert</b>	<b>867-6139</b>
<b>OTHER</b>		
<b>Director of Campus Communications</b>	<b>Tom Hanrahan</b>	<b>867-6031</b>
<b>Director of Athletics</b>	<b>Rick Beard</b>	<b>867-6363</b>
<b>Director of Infrastructure and Security</b>	<b>Ed Kolibab</b>	<b>867-6060</b>
<b>Controller</b>	<b>Gabriel Paz</b>	<b>867-6302</b>
<b>Senior Director of Human Resources and Title IX Coordinator</b>	<b>Ann Hayes</b>	<b>867-6416</b>
<b>Associate Director of Athletics and Deputy Title IX Coordinator</b>	<b>Stacey Hollinger</b>	<b>867-6891</b>
<b>Chaplain</b>	<b>TBD</b>	<b>867-6135</b>
<b>Director of Disability Resources</b>	<b>Dawn Showers</b>	<b>867-6071</b>
<b>General Manager of Metz Culinary Management</b>	<b>Kim Smith</b>	<b>867-6117</b>
<b>Assistant Dean of Student Engagement and Inclusion</b>	<b>Todd Snovel</b>	<b>867-6322</b>
<b>Director of Intercultural Affairs &amp; Inclusive Programming</b>	<b>Renata Williams</b>	<b>867-6165</b>
<b>Director of Buildings Maintenance</b>	<b>Chip Schwalm</b>	<b>867-6344</b>
<b>PTC, Lic. Pro. C., Certified A&amp;D Coun.</b>	<b>Jordan Cupelli-Knight</b>	<b>867-6697</b>
<b>Communications Specialist</b>	<b>Ali Wenger</b>	<b>867-6034</b>
<b>Public Safety Supervisor</b>	<b>Brian Boyer</b>	<b>867-6111</b>
<b>Director of Residential Life</b>	<b>Michael Diesner</b>	<b>867-6231</b>
<b>Director of Student Activities</b>	<b>Jennifer Evans</b>	<b>867-6164</b>
<b>Director of Audiovisual Technology</b>	<b>Andy Greene</b>	<b>867-6200</b>

Emergency/Disaster Resources

<b>Ambulance Service, Lebanon (Central Dispatcher)</b>	<b>717-272-2025</b>
<b>American Red Cross, Lebanon Office</b>	<b>1-800-733-2767</b>
<b>College Physician, Dr. Bob Nielsen, Pinnacle</b>	<b>717-867-4671</b>
<b>Crisis Intervention</b>	<b>717-274-3363</b>
<b>Department of Environmental Protection, National</b>	<b>1-800-424-8802</b>
<b>Department of State, United States</b>	<b>1-202-647-4000</b>
<b>Department of Transportation, Pennsylvania</b>	<b>717-787-2838</b>
<b>Federal Aviation Administration</b>	<b>1-866-835-5322</b>
<b>Fire Department, Annville, Union Hose</b>	<b>911 or 717-867-4971</b>
<b>Fire Department, Lebanon (Central Dispatcher)</b>	<b>717-272-2025</b>
<b>HAZMAT, Lebanon (Central Dispatcher)</b>	<b>717-272-2025</b>
<b>Hospitals</b>	
<b>Good Samaritan—Emergency Room/General</b>	<b>717-270-7612</b>
<b>Good Samaritan—General</b>	<b>717-270-7500</b>
<b>Hershey Medical Center—Emergency Room</b>	<b>717-531-8333</b>
<b>Hershey Medical Center—General</b>	<b>717-531-8521 or 717-531-0000</b>
<b>Lebanon County Emergency Management Agency</b> <b>John Wilson, Director</b>	<b>717-272-7621</b>
<b>Life Lion Aero Medical Transport (Dispatch)</b>	<b>717-531-7777</b>
<b>National Response Center for Environmental Protection</b>	<b>1-800-424-8802</b>
<b>National Weather Service</b>	<b>1-814-231-2408</b>
<b>Pennsylvania Department of Environmental Protection (SC Region)</b>	<b>1-866-825-0208</b>
<b>Pennsylvania Emergency Management Agency</b>	<b>717-651-2001 or 1-800-424-7362</b>
<b>Pennsylvania National Guard (Public Affairs)</b>	<b>717-861-8468</b>
<b>Pennsylvania State Police (Jonestown Barracks)</b>	<b>717-865-2194</b>
<b>Poison Control</b>	<b>1-800-222-1222</b>
<b>Police, Annville</b>	<b>717-867-2711</b>
<b>Salvation Army</b>	<b>717-273-2655</b>
<b>State Health Office in Lebanon</b>	<b>717-272-2044</b>