

# THE READING HOSPITAL SCHOOL OF HEALTH SCIENCES POLICY NO. 380

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## **SUBJECT: Emergency Plan**

Responsibility of: TRHSHS Program directors  
Revised: November, 2010 Reviewed: 2011

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### **Purpose**

To provide guidelines for actions in the event of a breach in School security.

If you need the fire department, police, or ambulance service, ALWAYS call 911 first. Then contact Security Command Center at 8222.

### **Communications**

When a potential or actual emergency is identified, it should be brought to the immediate attention of Security Command Center (SCC) at **8222**. SCC should be contacted immediately after calling 911.

#### 1. Emergency Contact Numbers

##### a. **911**

- If possible, use the dedicated red phone on 2<sup>nd</sup> floor lobby to report appropriate building address
- Must also contact Security Command

##### b. **8222** – TRHMC Security Command Center (SCC). SCC will do the following:

- Notify emergency contact person for the School
  - School Director or designated person
- Dispatch response personnel from hospital campus
- May additionally contact 911, if necessary, and coordinate offsite response
- Initiate Everbridge emergency notification if necessary
  - Automatic dissemination of incident details to staff, faculty, students, and emergency contact person
- Notify appropriate Hospital personnel
  - Hospital Administration
  - Public Relations Department
    - School personnel will not talk to media

#### 2. Emergency Phones

- a. Elevator emergency call buttons – to 8222 SCC
- b. Outside blue kiosk – to 8222 SCC

#### 3. Overhead Page

- a. Dependent on staff at lobby

#### 4. Everbridge Emergency notification

- a. Registration required
  - Staff/Faculty

- Students
- Emergency contact person
- b. Staff requirement
  - Notification media must be on and immediately available to receive information while on duty at School

**Your response in reporting an emergency (calling 911):**

1. Stay on the line until advised to hang up
2. Stay calm
3. Provide your name, telephone # and/or extension
4. Provide the nature of the emergency
5. In the event of injuries:
  - a. Number of injured persons
  - b. Location of injured persons
  - c. Types of injuries
6. In the event of an assailant/suspect:
  - a. Race, gender
  - b. Clothing color and style
  - c. Physical features (height, weight, facial hair, glasses)
  - d. Does he/she have a backpack?
  - e. Do you recognize the individual?
  - f. Nature or description of any weapons involved

**Manpower/Response**

The response to an event will be determined and coordinated by Security Command Center. It may include any/all of the following:

1. Security Department (including shuttle when in operation)
2. Facilities Management
3. Decon/Hazmat Team
4. Reading Police Department (primary)
5. West Reading Police Department
6. Wyomissing Police Department
7. State Police
8. Local Fire Departments
9. Local EMS
10. School Staff, Faculty and Students
  - a. Be proactive
  - b. Everyone is responsible for safety and security
    - Report safety and security issues
    - Do not prop open doors unless authorized to do so
    - Report aberrant behavior noticed from students/staff
  - c. Students and/or Staff/Faculty with disabilities
    - Use the Buddy system to support each other during an incident

## Designated Evacuation Areas

Physical emergencies may warrant evacuation of the School building. A decision to evacuate will be communicated to all individuals. It is vital that Security/School officials can identify whether or not the School has been completely evacuated; therefore, everyone will be expected to go directly to a designated evacuation area.

1. Local Evacuation Area (School of Health Sciences)
  - a. Interior
    - Charles Sullivan auditorium
  - b. Exterior
    - Upper Parking Lot
2. Main Hospital Campus Muster Area
  - a. Employee Cafeteria
  - b. TJ Auditorium

## Specific Events

1. Emergent Threats of Violence – The School maintains a zero tolerance for criminal activity.
  - a. Major Offenses
    - Armed assailant
    - Assault
    - Biological Threat
    - Bomb Threat
    - Hostage Situation
    - Physical/Verbal Threats
    - Rape
    - Robbery
    - Stalking/Missing/Abducted Student
  - b. Minor Offenses
    - Theft
2. Fire/Explosion
3. Hazardous Materials
4. Civil Disturbances
5. Weather Emergencies
6. Utility Failures

## Lockdown Situations

An emergency lockdown of the School may be necessary in a hostile emergency situation to avoid entry to or departure from the School. Local police departments will notify Security Command Center if they are aware that an outside source may be a threat to the School. SCC or the School Director will make the decision to lockdown the School if needed. If students and staff/faculty are in a secure environment, evacuation may expose them to greater danger, in which case, waiting for rescue may be the safest and most viable option. When in doubt, stay under cover.

**Your response to a lockdown situation:**

1. Stay calm
  - a. Refrain from continuous contact with 911 as emergency circuits may be overwhelmed
2. Secure the immediate area (classroom, office, bathroom – there should be no windows in or next to the door of the room in which you seek shelter)
  - a. Lock the door if possible and turn off lights
  - b. Block the door using whatever is available
    - Desks
    - File cabinets
    - Other furniture
  - c. If able to do so safely, gather students/staff/faculty members into your room.
    - Attempts to rescue people should only be made if it can be done without further danger to persons in the secure area.
  - d. Do not draw attention to yourself or your location
    - Silence cell phones
    - Whisper or text message when speaking
    - Turn off any devices that may cause additional background noise
  - e. Stay away from doors and windows once they have been secured
  - f. Close blinds
  - g. If possible get behind or under desks for cover
  - h. Use discretion when placing signs in the interior doors or windows as an assailant can also see these
  - i. Place signs in exterior windows to identify the location of injured persons
  - j. Do not respond to any request to leave the room, even if it is a fire alarm
    - An assailant may identify himself as a police officer or pull a fire alarm
    - Do not leave a secure area until you have received 3n notification that it is safe to do so
3. If you are outside and encounter an armed assailant
  - a. Remain calm
  - b. Call 911
  - c. Move away from the sounds of gunshots or explosions
  - d. Look for cover such as brick walls, retaining walls, large trees, parked vehicles, or any other object that would stop bullet penetration
  - e. If possible, try to warn other staff, faculty, students, and visitors to take immediate shelter
4. What to expect from responding police officers
  - a. Law enforcement's goal is to locate, contain, and stop the assailant. The assailant will more than likely not flee when law enforcement enters the building. It is extremely important that you remain inside a secure room until you receive the ALL CLEAR through Everbridge notification. Police are now trained to immediately enter the area where shots were last heard in order to stop the shooting.
  - b. Responding officers will not treat the injured or begin evacuation until the threat is neutralized. Once the assailant is apprehended or contained, officers will begin identifying victims to facilitate medical care and evacuation

5. Evacuation
  - a. Police may establish safety corridors which will be time consuming
  - b. Remain in secure areas until instructed to leave. When evacuation is implemented, police may instruct you to keep your hands on your head. This is done to ensure there are no additional assailants disguising themselves among students/staff.
  - c. Cooperate with law enforcement by doing exactly as officers tell you.
  - d. You may be searched
  - e. You will be escorted out of the building by law enforcement personnel
  - f. Once evacuated, do not re-enter the building, room, or office, as the entire area is now a crime scene. You will not be permitted to retrieve items or access the crime scene
  - g. Police may establish an assembly point at which time police will not allow anyone to leave until the situation is under control and all witnesses have been identified and questioned

### **Emergent Threats of Violence**

Any staff, faculty or student receiving a threat of violence directed toward themselves and/or others should call **911**, and then notify Security Command Center (**8222**). SCC is authorized to assist an individual or small group to relocate from an unsafe location to a safer haven.

Upon arrival at the scene of the incident, security will assess the situation and do the following as the situation warrants:

1. Minor incident, situation stabilizing
  - a. Address the staff/faculty/student's concerns for personal safety
  - b. As the urgency of the situation diminishes, collect basic information for a Security Incident Report
  - c. If appropriate, report the incident to the Reading Police Department
2. Moderate incident involving weapons or a reasonable likelihood of physical abuse
  - a. Attempt to maintain order at the scene while contacting the Reading Police department for assistance
  - b. Security may call or radio SCC to make the calls
  - c. Security relinquishes control of the situation to the police upon their arrival
  - d. Security will remain at the site to assist the Police
  - e. As the urgency of the situation diminishes, collect information and complete a Security Incident Report
3. Major incident, life threatening to one or more persons, or a reasonable likelihood of substantial property damage
  - a. Attempt to maintain order at the scene while contacting Reading Police Department
  - b. Concurrently, Security will contact the President, Sr. Vice President, the corresponding Administrative Officer and the School Dean for further direction
  - c. Security may call or radio the SCC to make the calls
  - d. No other information should be communicated to any other persons until directed to do so by the President's office

If you have a Protection From Abuse (PFA) order, Security can assist you in enforcing the order, but they must have a copy of the PFA.

**Your response to a bomb threat:**

1. Note the exact time of the call
2. Write down the number on the caller ID panel if available
3. Listen to the caller's voice (is he/she whispering, yelling, deep voice, etc.)
4. Write down the caller's exact words
5. Ask questions about the device, such as location of the device, time of detonation, and type of device
6. Listen for background noises
7. Note the time the caller hangs up
8. Call SCC (8222) and give your name, location, and telephone number you are calling from
  - a. Provide details of the situation
  - b. Location of the device, if known
  - c. Type of device, if known
  - d. Exact time you received the call

**Suspicious Package**

Be aware of possible suspicious packages or letters:

1. Possible liquid leaking from package or feel of a powdery foreign substance
2. Package or letter may have hand applied postage
3. Package or letter may have excessive postage
4. Package or letter is addressed to a position, not a person
5. There may be no return address
6. They are often hand written or, if typed, the typing is very poor
7. There might be misspelling of common words
8. Packages or letters may have restrictive markings such as "Confidential" or "Personal", etc.
9. There may be foreign postmarks and/or writing
10. The source of the letter/package is not recognized by recipient/addressee
11. There may be exposed wires or pieces of metal
12. Packages may have excessive amounts of securing material such as tape or string

**Your response if you receive or identify a suspicious package or letter:**

1. Do not open the package or letter
2. Contact Security Command Center (**8222**) immediately
3. Remain at location until Security response team arrives with instructions
4. Do not ignore the threat
  - a. treat this seriously until properly evaluated by appropriate personnel

**Your response if you inadvertently open a suspect package/letter:**

1. Immediately set package or letter down gently at the location where it was opened
2. Contact Security Command Center (**8222**) immediately
3. If you or anyone else was exposed to any leakage or foreign substance from package, exposed persons should leave area and wash exposed skin with soap and water
4. Do not allow others into the area
  - a. This is now a crime scene, so you must preserve evidence

5. Even though this may not be a medical emergency, it is still a potential contamination problem
6. Do not pass the package/letter for others to see
7. Do not disturb any contents of the package/letter
8. If the incident occurred inside the School, do not leave the building until instructed to do so

**Decision to evacuate:**

1. Know in advance where the designated evacuation point is located
2. Staff, faculty and students should not use cell phones as some devices are known to detonate by cell phone signals
3. Listen to instructions from evacuation coordinator
4. Take jackets or other clothing needed for protection from the weather
5. Close windows and doors, but do not lock doors as you leave
6. Do not turn on any equipment; i.e., lights, which can detonate a device
7. Exit the building by the nearest safe exit route. Walk, do not run. Do not panic.

**Fire/Explosion**

See the School Fire Safety Policy

Every activated alarm will be considered as an actual event. Evacuation of the building is mandatory and must begin when the alarm sounds. Staff and students must be familiar with evacuation routes.

**Hazardous Materials**

Hazardous materials could involve chemical, biological, or radioactive materials. Response to a hazardous materials release depends upon many variables, such as the amount of material spilled or released, the physical, biological or chemical properties of the material, the material's health and hazard characteristics, the location of the spill, the level of response training and the types of personal protective equipment available.

Contamination by hazardous materials can occur by physical contact or inhalation.

**Your response to a hazardous materials release:**

1. Alert people in immediate area of release
  - a. Evacuate the area
  - b. Call Security Command Center (**8222**)
2. If explosion hazard is present, try not to create sparks by turning on or off electrical equipment
3. Confine the hazard by closing doors as you leave the area
4. Evacuate any nearby rooms that may be affected
  - a. If the hazard will affect the entire School, evacuate the entire School
  - b. If there is the chance of an explosion from the hazardous release, do not activate the building fire system
5. Once at designated evacuation point, notify emergency responders of the location, nature, and size of spill
6. Isolate contaminated person(s)
  - a. Avoid cross-contamination or chemical exposure from contaminated persons

## **Civil Disturbances**

Demonstrations and protests can adversely affect the normal delivery of educational services. These events can also pose a threat to the safety of staff, faculty, and students when coming to, using, or departing the School campus.

### **Your response in the event of a civil disturbance:**

1. If you observe unapproved demonstrations or protests, contact Security Command Center (8222)
2. Avoid provoking or obstructing demonstrators

## **Weather Emergencies**

See the School Inclement Weather Policy

## **Utility Failures**

These events include commercial failure of services (power/water/sewage) that adversely affect the ability of the School to deliver academic instruction or maintain a safe environment for students and employees.

### **Your response to a utility failure:**

1. Contact Security Command Center (8222)
2. In the event of potential danger to the building occupants:
  - a. Evacuate the building
  - b. Gather in the Upper Parking Lot
3. In case of electrical failure:
  - a. Do not use the elevator
  - b. If stuck in the elevator, use the emergency phone to call for help
4. The School phone system is part of the IT network. If the IT network fails, the School will not have phone communication except for dedicated phone lines:
  - a. Red emergency phone on second floor lobby
  - b. Emergency phone on elevator
  - c. Blue kiosk phone in parking lot